



**CENTRE OF STUDIES FOR QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
UNIVERSITI TEKNOLOGI MARA
SHAH ALAM**


**CRITICAL SUCCESS FACTORS IN WORKPLACE IN
RELATION WITH KPI IN CONSTRUCTION INDUSTRY IN
SARAWAK**

GERALDINE EMMA SINSON

2020

DECLARATION

"I declare that this Final Project/dissertation is the result of my own research and that all sources are acknowledged in the references"

Student's Signature : 

Student's Name : Geraldine Emma Sinsoon

Date : 18 September 2020

ABSTRACT

Construction industry has contributed to the development of the nation's economic by providing considerable support to the economy. Besides, the industry has generated huge employment over the years in the economy. However, the workplace in a construction firm can be complicate as its product, the construction projects are becoming more demanding and complicated. Key Performance Index (KPI) is a benchmarking method that measured using both monitor and control for project and organizational performance. This research paper aims to investigate the relationship of the critical success factors of a workplace and employee performance through KPI in construction firm. There are objectives to be achieved to serve the aim of the paper which obtained through a literature review and questionnaires methods that are distribute to the professional construction workers. Those objectives are to investigate the measurement of KPI in construction firm, to identify the critical factors that influence employee performance in construction firm, and to correlate employee performance and critical success factor in the construction firm. It is expected that the findings will provide the top critical success factors in a workplace to enhance the professionals' performance based on their KPI.

Keywords: Construction Industry, KPI, Workplace, Employee's Performance

TABLE OF CONTENTS

	PAGE
ABSTRACT	i
ACKNOWLEDGEMENT	ii
TABLE OF CONTENTS	iii
LIST OF FIGURES	vi
LIST OF TABLES	vii
CHAPTER 1: INTRODUCTION	
1.1 Introduction	2
1.2 Problem Statement	3
1.3 Aim	4
1.4 Objective	4
1.5 Scope of Study	4
1.6 Research Methodology	5
1.7 Hypothesis	7
1.8 Structure of Thesis	7
CHAPTER 2: LITERATURE REVIEW	
2.1 Introduction	10
2.2 Construction Industry in Malaysia	10
2.2.1 Professional Construction Service	11
2.2.2 Onsite Construction	11
2.2.3 Manufacturing Industry	11
2.2.4 Real Estate Services	12
2.3 Job's Performance	12
2.3.1 Task Performance	13
2.3.2 Contextual Performance	14

CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

With countries developing toward the advancement of high technology and maintaining in living modern generation, organisation is facing several challenges to adapt on the evolving environment. For the construction industry, it is well-known fact its nature to be dynamic because of the uncertainties in technology, budgets, and development process (Raziq & Maulabakhsh, 2015). The modern era has make the business world to be more competitive in terms of performance than before with their own organisation and firm by adapting to a new way of enhancing it. Introducing performance managements systems and updating their strategic direction in achieving the goals are part of improvement of enhancing the performance of an organisation.

There are challenges in the business world but one of it that is concerning is the satisfaction of the employee in their environment of working which can affect on the productivity of the business. This is due to the evolving and ever changing of an environment the employee needs to be cope up while committing to their job. Hence, the business required to take a consideration on the employee working environment for the business's has more efficiency, productivity, effectiveness.

The root of business is the employee because in accomplishing the mission and the vision of an organisation, the employee is essential in the process. Knowing the employees is an essential component, they are responsible to provide a quality product by following based on criteria of the performance enact by the organization. This can enhance their performance of the employee to meet the standards of organization is by implementing workplace flexibility by which the employee able to work in their full potential without limitation and restriction in their working environment.