



**DEPARTMENT OF BUILDING  
UNIVERSITI TEKNOLOGI MARA  
(PERAK)**

**RENOVATING AND UPGRADING CUSTOMERS'S HOUSE  
AND RELATED WORK IN SIMPANG AMPAT, PULAU PINANG  
AREA**

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(PERAK)**

**FEBRUARY 2022**

It is recommended that the report of this practical training provided

**By**

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**Entitled**

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be accepted in partial fulfillment of requirement has for obtaining Diploma in Building

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**STUDENT'S DECLARATION**

I hereby declare that this report is my own work, except for extract and summaries for which the original references stated herein, prepared during a practical training session that I underwent at MT Invention SDN. BHD. for duration of 20 weeks starting from 23 August 2021 and ended on 7 January 2022. It is submitted as one of the prerequisite requirements of BGN310 and accepted as a partial fulfillment of the requirements for obtaining the Diploma in Building.

.....  
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## **ABSTRACT**

Renovation work means construction work, alterations, and additions performed on a building that has been completed without involving changes to the structure, space, external appearance and function of a building. Other than that, housing renovations are the process of replacing buildings that have entertained their time with new ones, built with all modern necessities in mind. When deciding on renovations, consideration is given to the recording, the deterioration of the building, whether there are convenient social facilities in the territory such as kindergartens, polyclinics, schools. The development of the territory is carried out on the basis of a contract drawn up by the authorities with the winner of the auction, the party who takes the obligation to present the draft.

Since the MCO, MT Invention Sdn Bhd only renovated the client's house near the location of MT Invention Sdn Bhd, which is at No.11A, Jln Kasawari 2, Taman Kasawari, 14100, Simpang Ampat, Pulau Pinang. Owners can apply for approval for the purpose of addition or renovation of their building. To all parties either individually or in groups who wish to make renovations or additions to their building must first apply for permission and obtain written approval from the relevant Council Building Department. This is to prevent them as homeowners, being subject to notice and action by Council authorities.

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## CHAPTER 1: INTRODUCTION

The relevant objectives of a housing strategy are to vouch the effective usage of the present housing, maintenance and renovation. The selection of the means for building and residential environment renovation is dictated by the drawbacks of their present state, out-of-date designed decisions, natural physical deterioration. (Zavadskas et al., 2004). Types of housing need are defined, including unsuitable or crowded housing, unaffordable housing, and inadequate housing, or housing in need of major repairs. (Waterston et al., 2015).

While fixing the optimal renovation prices from the aspect of market value increase, the main indicator, limiting the size of investments into building renovation, is the difference between market values after and before renovation. The difference between 1m<sup>2</sup> of market value of a building of new construction and the average price of 1m<sup>2</sup> of a building of old construction and the cost of renovation means for it will decide the size of the packet of the investments into renovation. (Zavadskas et al., 2004). Recommendations and sample tools to assess and address housing need at the patient, family, community and policy levels are described. Recommendations also include advocating for enhanced action at all levels of government and for housing supportive policies, including a national housing strategy. (Waterston et al., 2015)

Besides, contemporary studies into residential mobility focus on mover households, but pay little attention to households that do not move. Conceptually, it is assumed that households make a voluntary decision to move when their current residence no longer meets their needs. (Baum & Hassan, 1999). Surveys have confirmed that people view housing units as both consumption and investment goods. This paper tests empirically how both prior and future appreciation affect households as they consider whether to change the housing portion of their investment portfolio by moving to another unit. (Kiel, 1994). This argument does not however account for households who, in the face of residential dissatisfaction, renovate or undertake alterations to better satisfy their needs. This paper presents data for Adelaide, South Australia to look at the extent to which owners renovate their homes. (Baum & Hassan, 1999).

Using American Housing Survey data and a nonparametric estimation technique, homeowners over the age of 40 with more than five years in their unit were more likely to move if their unit had experienced higher-than-average appreciation in the past. (Kiel, 1994). The analysis identifies two groups of renovators-non-mover renovators and mover renovators. Using data from the Housing and Location Preference Survey, an analysis is presented which discusses the factors which may influence renovation activity of these two groups. (Baum & Hassan, 1999). While, the latter result indicates that repeat-sales indices may be upwardly biased; the former indicates that households may not correctly estimate future appreciation. (Kiel, 1994)

Moreover, the renovation of a building involves not just the fulfilment of functional requirements, but also considerations such as energy consumption, investment costs, environmental impact and wellbeing. As things stand, new design methods and tools are needed, and the aim of the research presented in this article was to develop a multicriteria tool, MultiOpt, for the optimization of renovation operations, with an emphasis on building envelopes, heating and cooling loads and control strategies. (Chantrelle et al., 2011)

Furthermore, renovation of an existing building is an accomplished stem of the construction industry because it supplies financial diversification for construction stakeholders. Although several construction planning tools and stakeholder alignment exercises have been developed, no tool exists to assist project owners to decide between renovating an existing building and new construction with a comprehensive decision criteria. (Pope et al., 2016). Building managers often do not have the time or expertise required to make a proper evaluation of the available options before making a final decision. (Mjörnell et al., 2014).

In addition, whether you are looking to renovate a house or a huge healthcare facility building, the older the structure is, the more likely it is that the building inspector will find some form of defect during his/her inspection. Both residential and commercial properties can have a number of issues that should be easily identified by a building inspector or other professionals who can offer through a damp proofing specialist company and other checks.(Pope et al., 2016). Renovation measures are often considered in the light of repaying investments in a short time rather than taking into

account life cycle costs, despite the fact that a thoughtful, comprehensive renovation is often more cost effective in the long run. (Mjörnell et al., 2014). Some problems are of course more common than others, however it is important that they are identified and kept an eye on when it comes to healthcare buildings as it prevents additional and more damaging problems from cropping up further down the line. (Pope et al., 2016).

A methodology has been developed to evaluate different renovation alternatives from environmental, economic, and social perspectives. (Mjörnell et al., 2014). The benefits of using the proposed methodology is that building managers who face major renovation work are provided with a clear comparison between the different renovation options, viewed from a sustainability perspective, this may facilitate, in the long run, a culture in which renovation measures which involve marginally increased costs, but are seen to lead to significant environmental and social benefits, will be considered and carried out. (Mjörnell et al., 2014)

## **1.1 Objectives**

The objectives of this study are:

1. To investigate modification methods for all relevant elements in construction.
2. To identify the problems occurred during the construction.
3. To elaborate the challenges in getting more clients.

## **1.2 Scope of Study**

Site supervision is a vital role in the construction industry, where safety is a key issue that needs a lot of attention, the site supervisor's job is to both assess and manage safety hazards in the workplace. Responsibilities may also include managing and instructing the site workers, setting goals for the team, and seeing projects through to completion. In addition, the quality of site supervision has a major influence on the overall performance and efficiency of construction projects. Inadequate supervision is believed to be one of the major causes of rework. (Alwi et al., 1999)

Therefore, experienced and well-trained supervisors have an important role in minimising the amount of rework due to construction defects. It also offers insights into the statistical relationship between the cost of supervisors' training and the cost of rework. (Alwi et al., 1999). Construction supervisors are crucial to eventual site safety performance. A literature review of recommended supervisor safety competencies reveals gaps when compared to the OSHA 30 hour training contents. (Hardison et al., 2014). The impacts of the historical, economical, psychological, technical, procedural, organizational and the environmental issues are considered in terms of how these factors are linked with the level of site safety. The historical factor is assessed by the background and characteristics of the individual, such as age and experience. (Sawacha et al., 1999).

A Delphi process confirmed that knowledge of pre-job planning, organizing workflow, establishing effective communication, and routine and non-routine work tasks are

highly important competencies for the construction supervisor to possess.(Hardison et al., 2014).

The economic factor is determined by the monetary values which are associated with safety such as hazard pay. The psychological factor is assessed by the safety behaviour of fellow workers on site including supervisors. The technical and procedural factors are assessed by the provision of training and handling of safety equipment on site. (Sawacha et al., 1999). The organizational and environmental factors are assessed by the type of policy that the management adopts to site safety. Information regarding these factors was correlated with accidents' records in a sample of 120 operatives. (Sawacha et al., 1999).

Construction organizations that utilize the 30 hour training for supervisor safety competence must recognize its limitations and ensure supervisors are equipped with these additional competencies to effectively manage site safety. (Hardison et al., 2014). Government agencies should also recognize the policy limitations of requiring the 30 hour training for supervisors. (Hardison et al., 2014)

Furthermore, field education is central to social work education, facilitating the development of practice skills, professional identity and a professional practice framework. (Zuchowski, 2016). External supervision in social work field education is becoming more prevalent due to economic, social and political changes at a global level and is likely to continue to be a feature of field education. (Zuchowski, 2016)

### **1.3 Research methods**

Research methods are the strategies, processes or techniques utilized in the collection of data or evidence for analysis in order to uncover new information or create better understanding of a topic. The research methods related for this study are:

#### **1.Observation.**

The observation is the action or process of carefully observing or monitoring each work done on the site. The observation is about how the renovation process will be carried out by following as stipulated by the customer in the contract. The average time required in the renovation process depends on the type of project for example mosaic installation, the average time for mosaic installation is 1 to 2 weeks. The mosaic installation process also depends on the size of the area, the wider the area the longer the time required to complete the mosaic installation work. Data obtained from observations such as photos and videos will be recorded with HUAWEI, Y6p branded smartphones, and in notebook. Therefore, the methods of renovation that has been carried out will be recalled by looking at the pictures and videos again. The time taken for observation was 7 hours.

#### **2.Interview.**

The interview is one of the most common methods used to collect construction data whether it can be structured, semi-structured, or unstructured in-depth sessions with the person who is responsible for handling the project. Typically, unstructured interviews will be conducted during observations and work at the construction site. The interview was conducted with the company's project director, the contractor who is responsible for handling the current project at the construction site. This interview was also conducted with workers who were at the construction site while doing the renovation work. The semi-structured interview was also conducted with the project director in charge run projects every week in the office and usually takes time around 30 minutes. The semi-structured interview was recorded through brief notes.

#### **3.Documents reviews.**

The documents review used to collect all construction data was the company profile. The documents that have been referenced are architectural drawings and structural drawings that have been completed by the architect. The drawing plan will be used as a reference at the monitored site for the renovation process. Progress reports and photographs belonging to employees can also be used as the best reference during document review. Revisions of these documents are usually placed in the office. The time for document review will usually take 30 minutes for one drawing plan in a week.

## **CHAPTER 2: COMPANY BACKGROUND**

MT Invention Sdn. Bhd.'s business includes other telecommunications activities, for example; engineering services; laying, tiling, hanging or fitting in buildings or other construction projects of various types of materials. MT INVENTION SDN. BHD. Is a private limited company and has been existed for 3 years.

MT Invention Sdn. Bhd. formally known as "MT INVENTION TRADING" was formed on 30th December of 2012. As a well experience Bumiputera engineering company and was upgraded to MT INVENTION SDN. BHD. on 2nd February as the business grows and is one of the organizations in Malaysia that provides a comprehensive service to its clients. Fulfilling the industry's need by blending technical innovations and enhancing productivity in the field of Civil Engineering & Maintenance.

MT INVENTION SDN. BHD. sees itself as a cutting-edge organization with an excellent combination of competent personnel with expertise in various field, young talented professionals, and a customer-focused culture. Furthermore, MT INVENTION SDN. BHD. is aggressively involved on the business and activities of supplying, trading, selling, management consultants, maintenance, consultancy and any other services in connection with engineering services and maintenance. MT INVENTION SDN. BHD. also deal with engineering works contractor, and engineering specialization of every description and all other related product. Therefore, MT INVENTION SDN. BHD. are confident enough to integrate essential technology into the solutions they provide. In every way possible they use their core process engineering skills to deliver improvement in your physical process.

MT INVENTION SDN. BHD. promote transfer of knowledge to their clients by working as an integrated team, providing technical support, knowledge, skills, coaching, training and documentation to enable their clients to fell confident in desired future state.



## 2.1 Completed projects

MT Invention Sdn. Bhd. has monitored many maintenance service projects that have been completed under the main contractor as shown in Table 1.

*Table 1: Completed projects*

<b>Project's Name</b>	<b>Contractor's Grade</b>	<b>Price (RM)</b>	<b>Duration</b>	<b>Started</b>	<b>Finished</b>
Construction work on the BALIK PULAU POLITEKNIK building. Pulau Pinang.	Grade 5	240,500.00	5 weeks	11/2/2019	18/3/2019
Repair & Maintenance (Facility) No.1 Dismantling existing ducting for Genset Room.	Grade 2	30,780.00	3 weeks	1/4/2019	22/4/2019
Installing building security devices on doors and building security controls.	Grade 1	6,300.00	2 days	23/5/2019	24/5/2019
Upgrading the Bank's capacitor system in MYSPJ and BYSKB.	Grade 1	5,400.00	1 week	24/6/2019	1/7/2019
Maintenance of facilities/ building as well as maintenance and repair of training equipment at IKBN Alor Gajah. Malacca.	Grade 2	8,370.00	2 weeks	19/8/2019	2/9/2019

## 2.2 Ongoing projects

MT Invention Sdn. Bhd. has monitoring ongoing maintenance service project under the main contractor as shown in Table 2.

*Table 2: Ongoing projects*

<b>Project's Name</b>	<b>Contractor's Grade</b>	<b>Price (RM)</b>	<b>Duration</b>	<b>Started</b>	<b>Estimated to finish</b>
Supply, installation, testing and maintenance of Digital TV, SMATV and broadcasting.	Grade 2	47,000.00	1 week	27/4/2020	5/5/2020
Supply, install, and test astro broadcasts beyond IPTV.	Grade 2	27,000.00	4 days	20/7/2020	23/7/2020
Installing partition wall in Taman Pekatra Indah, Simpang Ampat, Pulau Pinang.	Grade 1	6,800.00	2 days	25/8/2021	26/8/2021

### 2.3 Organisation chart

Management team MT Invention Sdn. Bhd. led by Mr. Mustafa Balu as Managing Director at MT Invention Sdn. Bhd. The Managing Director is responsible for planning strategic operating plans and objectives for the long-term future, as well as ensuring that all short-term goals are met. The Managing Director must also report all of this to the chairman and to the board of directors as shown in Figure 1.

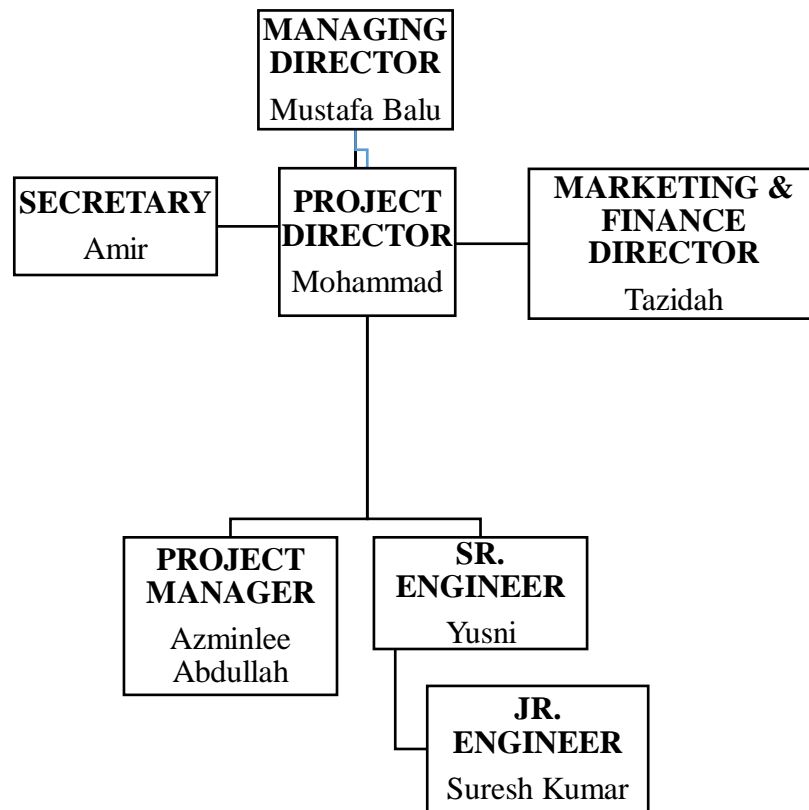


Figure 1: Management Team in MT Invention Sdn. Bhd. chart

### CHAPTER 3: CASE STUDY

The case study of this report is about the home renovation. The term ‘renovation’ refers to the process of returning something to a good state of repair. In the construction industry, renovation refers to the process of improving or modernising an old, damaged or defective building. This is opposed to ‘retrofitting’ which is providing something with a component or feature not originally fitted, or ‘refurbishment’ which is a process of improvement by cleaning, decorating, or re-equipping.

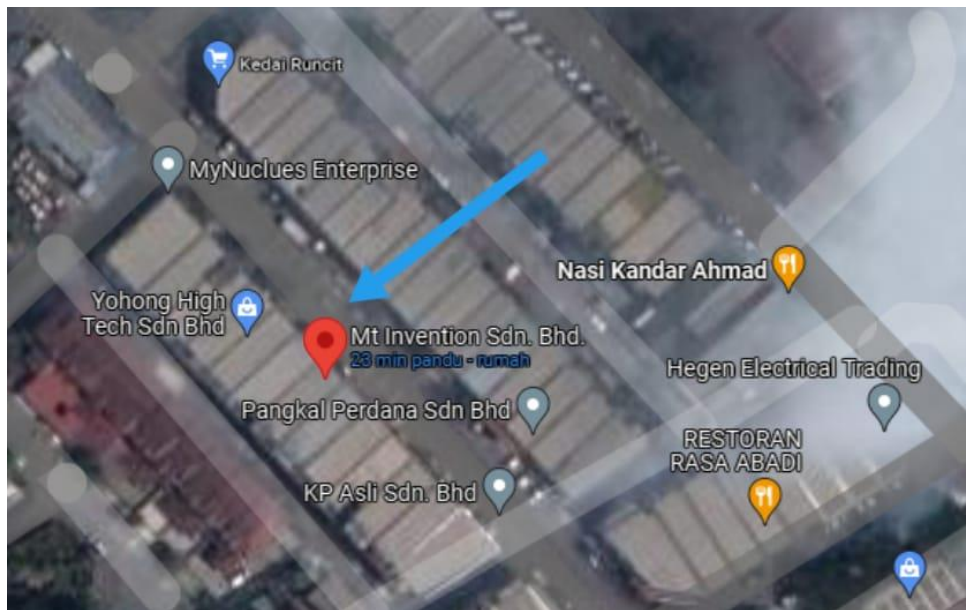


Figure 2: Location of company MT Invention Sdn Bhd based on the satellite map

This home renovation services carried out by MT Invention Sdn. Bhd., this home renovation service can only be done if the location of the customer’s house is not far from the location of MT Invention Sdn. Bhd. that located at Taman Kasawari, 14100 Simpang Ampat, Pulau Pinang. This is because the standard operating procedure (SOP) in Pulau Pinang has been tightened. There are other services provided by MT Invention Sdn Bhd are in terms of telecommunications, ICT, electronics, electrical, security systems and mechanical. The location of MT Invention Sdn. Bhd. is shown in figure 2.

### **3.1 Methods of renovation for all elements**

MT Invention Sdn Bhd company provides various modification services. Modifications that are often requested by customers are the installation of partition walls and the installation of tiles in the house or on the floor of the car porch.

The first project is the installation of a partition wall in the bedroom. A partition wall may be defined as a wall or division made up of bricks, studding, glass, or other such material and provided for the purpose of dividing one room or portion of a room from another. Partition walls are designed as non-load bearing walls. It may be folding, collapsible or fixed type. This project is carried out at house 23, Lorong Pekatra Indah, Simpang Ampat, Pulau Pinang, for this project the client wants the addition of partition walls in the bedroom.

The method statement describes the working procedure for assembling of drywall partitions and other related activities. This include the preparation for frame, bracing, boarding of partitions. The purpose of this method statement is to outline and describe in detail the procedure, material, and labour required to undertake the work or activity in a safe and controlled manner. This will comprise the partition wall as specified in the approved drawings.

The method statement for this project is the installation of a gypsum board on drywall and partitions. This project is done by 2 experienced employees and it only takes 2 days to complete this project. The objective of this method statement is to describe the steps involved in gypsum board installation to the wall as drywall and partition.

Materials and tools or equipment that are required for this activity will defer depending on the condition of the area encountered. The materials used for this project are gypsum board partition (9.5mm) 8 pieces, metal stud (47mm) 40 pieces, corner bead (28mm) 4 pieces and one roll of fiberglass tape (5cm x 50m), joint compound and drywall screw. Besides that, the tools used are screwdriver machine, drill machine, carpenter saw, hand cutter, grinding machine, measuring tape, spirit level, stainless steel head scraper, glass suction cups, paint brush and paint roller.

The procedure to be prioritized is preparation or planning before work begins, the site supervisor shall ensure that the following activities have been completed and signed-off by the client and the drawing must be approved for construction by the client. Other than that, site supervisor needs to ensuring a safe and undamaged place before and after the project.

#### 1. Layout Marking or Setting Out.

Project execution, the first work that needs to be done is Layout Marking or Setting Out. Employees will conduct a survey for specific layout marking with the project manager as shown in figure 3. Then, employees will perform layout marking according to approved drawings in accordance with work schedule. The layout will be marked with any mark lines on the floor and subject to the correct layout. Once the setting is complete, the endpoint will be marked with a permanent marker. All layouts and markings will be inspected before proceeding with installation.



*Figure 3: The employees are doing Layout Marking work with the project manager*

## 2. Framework for partition.

To make a partition frame the material needed is a metal stud. The metal stud is cut to the size specified in the drawing. Metal stud is cut into 4 parts, the first part been cut to a length of 84 inches (1 rod), the second is been cut to a length of 120 inches (5 rods), the third is been cut to a length of 36 inches (3 rods) and the fourth is been cut to a length of 12 inches (7 rods).



*Figure 4: The employees are installing metal studs from corner to corner*

Fixing the bottom track to the floor matches the layout on the floor which has been marked before starting the fixation. Fix the first and last vertical stud only for each expected wall partition and at the same time fix the top track to check the alignment. Then the metal studs that have been cut will be installed and fastened with screws according to the marks that have been marked correctly. The floor tracks will also be fixed in the same manner as shown in figure 4.

## 3. Gypsum board installation.

The process of cutting the gypsum board should be done before installation by following the prescribed size. After cutting and fixing the gypsum board, it will be installed to the metal studs frame according to the approved materials and drawings. During installation need to ensure that the gypsum board connection does not exceed the metal frame studs as shown in figure 5.

The connection between each board is closed with fiber tape. After installing the fiber tape together, the gap is filled with a mixture of new bonding cornice as shown in figure 6. The surface must be smoothed using sandpaper.



*Figure 5: The employee is installing the gypsum board*



*Figure 6: The employee filled the gap has been patched fiber tape with a mixture of new bonding cornice*

#### 4. Jointing and painting.

The substrate shall be fully cured and prepared to the required surface finish prior to commencement of painting and the substrate shall be free from dust, oil, grease, and wax contaminants. The substrate shall be repaired if the surface has imperfections. Appropriate repair products shall be used.

Other than that, joint tape to be embedded into the joint filler to reinforce the joint between the gypsum board. The first coat is applied to the partition wall as shown in figure 7. Second coat

joint filler will be applied over the dried first coat. Once the second coat dried, the surface should be sanded and smoothed. Afterwards, one coat of primer will be applied over the board joints and another coat of primer was applied over the entire partition area.



*Figure 7: The employee is applied the first coat on the partition wall*



The second project handled by MT Invention Sdn Bhd is the installation of tiles in the client's car porch area. Tiles are made from pieces of durable materials such as ceramic, stone, metal, or processed glass that are used to cover roofs, floors, walls, showers, or other objects such as tables and others. There are three commonly used types of tiles, for example, ceramic, porcelain, and homogeneous. Ceramics and porcelain are used in residential renovations, while homogeneous tiles are used in commercial spaces.

Suitable tiles used for installation in car porch area are homogeneous tiles. Homogeneous tiles are considered the strongest floor material and are used commercially such as in shopping malls, airports and hospitals, where there is a lot of foot movement. Consisting of special tile material and clay, it does not slip (slip resistant), suitable for installation in wet areas such as in the bathroom, kitchen and parking lot. The strong forming process makes homogeneous tiles thick and water resistant, so they are suitable for long term use.

### **3.2 Problems occurred during the construction**

Project management is defined as the overall planning, control and coordination of a project from inception to completion to meet customer needs and ensure the project is completed on time, within cost and quality of work as expected by customers. Issues or weaknesses in development project management have been identified at each level of project management. The problems or weaknesses are as follows:

1. Differences in expectations with clients

There may be one thing that we expect and maybe the client expects otherwise. Therefore, the end product may not be what the customer actually imagines and desires. This can lead dissatisfaction and conflict with client. Clients often expect quality products at a lower cost and can be completed in a short period of time, but it is already our job to find out what the customer expects so that there is no conflict with the client.

The reasons for the difference in expectations with clients are poor communication, assumptions, and lack of proper planning with the clients and

unreasonable client demands that are difficult to meet. This is because the client does not know how the manufacturing process of a product is.

An appropriate way to prevent this problem by having regular meetings with clients and having better upfront communication. Additionally, prepare a list of questions to ask clients at the beginning of each new project or consultation to clarify expectations. Furthermore, should often request feedback and approval with the client at the appropriate time interval. Do not proceed with any design or development until the client approves it.

## 2. Unreasonable client's requests

There will always be clients who give the impossible deadline to complete the project, but do not want to give us a down payment for the project. They want price reduction if this continues this will affect the business.

The cause of the unreasonable request, there are two, first is the absence of a project scope agreement or a contract. Secondly, can't say no to client requests and strive to meet their needs.

There are several steps to confront this problem, first is being to formulate a client agreement with a clear scope of work, cost transparency, termination clauses, and reimbursement policies should the scope change. Set the project boundaries earlier and don't let the clients slack off.

## 3. Clients who often communicate non-stop

Some clients feel excited and curious about what happens most of the time. They often send messages through WhatsApp or call every hour of working hours to know progress updates. This may disrupt workflows and the ability to do the best possible job.

The causes of nonstop client communication are client's traits may already be naturally curious or the kind of freak who likes control of things. Assuming that, failure to clearly set your work hours and responding to WhatsApp messages in a timely manner left clients impatient.

To overcome this problem, wise steps need to be taken such as, set work hours and don't reply to any messages or calls if they're not in working hours. Even if it's off hours, don't let the client get used to hearing replies at that time.

#### 4. Negotiating prices

Each client has different attributes, and to grow the business has to deal with different types of clients and this will definitely be difficult to negotiate on project pricing. Clients often want too much work to be done in too less of a cost. Some clients understand and agree with the reasonable prices given while some want to cut prices and this can't bring profits to the business.

This stems from a different approach to fees making negotiations difficult. Moreover, the failure to clearly state the base price, hasty fees, and other additional charges earlier in the contract.

There are several steps to solve this problem, the first is set a number of revisions included in the project scope for those clients who request for too many reviews. Besides that, clearly state the right value for all company offerings at the beginning and document it on company contract. Other than that, set an extra pay at an hourly rate for the additional work beyond the scope. Last but not least, set a rush fee if the client requests a very tight deadline.

#### 5. Trust issues

Personal attitudes with clients can creep into communication, productivity, and efficiency. Also, there may be some clients who are rude, tough and arrogant. These varying individual natures create differences and often lead to issues of trust.

There are several reasons that lead to trust issues for example lack of communication and failure to update clients on the status of the project. Besides, inconsistent action, arrogance, and client frustration might intrude in the work and develop trust issues. In addition, failure to meet deadlines and stick to commitments.

This problem needs to be solved in a good way, the first way is communicated clearly and consistently to keep the client's expectations realistic. Furthermore, avoid the attitude to creep into the professional relationship and be mindful of feeling frustrated, angry, or resentful. The last way is to stay away from the client if the client continues to be rude or disrespectful despite already trying to make the professional relationship successful.

### **3.3 Challenges in getting more clients**

Being an entrepreneur is seen as the best alternative to finding a source of income. Entrepreneur are often seen as those who are financially capable as well as a time when they are likened to 'employers to themselves'. The status of 'own businesses' has always been a dream of many people. With weak economic conditions, many are starting to get involved in business either full-time, part-time, online or by owning a physical store.

The current covid-19 pandemic has affected all traders, this is because of restrictions on the cross the state that have been in place. Therefore, the MT Invention company decided to take on a small project, for example, renovation of a client's house. Although only small projects are taken the challenge of getting customers still remains.

There are several challenges to go through, among the challenges are the challenge of relating to others, when there is a business, it's a must to connect with others. This includes clients, suppliers, manufacturers and people surrounding. The right way to deal with them determines credibility as an entrepreneur. In addition, need to know how to deal with vendors, suppliers and manufacturers, how to build relationships that can provide long-term benefits to the company and them.

Other than that, challenges with competitors, perhaps clients prefer competitor products because the results are cheaper and tidy, need to look from a good side. Competitors are not enemies, need to be good at dealing with them. Competitors can also be used as business partners. In fact, competitors can also be as a healthy challenge to get better day by day.

Furthermore, challenges in marketing. The challenge that is often faced by entrepreneurs is either don't know how to do marketing, they don't know how to do cost-effective marketing, or there is no target for every marketing strategy that want to use. to overcome this challenge the company MT Invention Sdn Bhd made a plan by creating a social media account to promote the services provided such as on the Facebook platform. Any inquiries regarding modifications will be answered and photographs of the work that has been done will be included once for client observation.

## **CHAPTER 4: CONCLUSION**

Field education is essential in preparing social work students for professional social work practice. Increasingly placements are set up to include external supervision by a qualified social worker, with a non-social work qualified supervisor providing guidance and support internally. Little is known of the experiences of key stakeholders in placements with external supervision. Availability of field education, students can learn more about the work that needs to be done on the construction site.

The process for the installation of partition walls for room space only takes 2 days to complete, partition walls installation is also very easy and uses only a little capital. This partition wall is actually to divide the interior space of the house and building making the breakdown of some rooms or spaces into several privacy spaces from 100% of sight and sound directly to us almost 50% only, for example, dining room and living room, family room and living room. These partitions walls are more economical, clean, light, and beautiful than making walls using brick.

The method for installation of partition walls process in the construction is a common method and is similar to the theory. There is nothing that was carried out differently during the installation of the partition walls. In addition, the problems that arise such as the installation of gypsum board in reverse, traces of nail holes in gypsum board, and other also are solved easily.

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