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THE AWARENESS OF DEFECT LIABILITY PERIOD AMONG HOUSE PURCHASER IN JOHOR BAHRU

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ABSTRACT

The study focuses on the awareness of homebuyers about Defect Liability Period (DLP) in Johor Bahru and the importance of building condition assessments. The research aims to identify the awareness of homebuyers about DLP and propose that Building Condition Assessment is compulsory for every house to ensure quality of building materials and compliance with standards. The research is significant for the community, especially for Building Surveyors. This research aims to acknowledge the importance and awareness of Defect Liability Period (DLP) in Malaysian construction contracts. The method analysing the primary data collected through questionnaires. The findings from this paper are most of the house purchaser lack of knowledge about Defect Liability Period. The study therefore recommends comparative studies across different regions or countries, expanding the scope of future studies to include a larger and more diverse sample for incorporating qualitative studies and focusing on specific defect liability period in future research.

Keywords: *Defect liability period, defect, house purchaser, awareness, developer*

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INTRODUCTION

Defect Liability Period is one of important phase in construction phase. The term "Defect Liability Period" refers to the amount of time that commences on the date that the homeowner receive delivery of vacant possession and keys to their property and during which the developer is obligated to make any necessary repairs to the home. Because the Housing Development Act (HDA) only protects properties and developments that fall under a Residential title, it is essential to keep in mind that not all new developments come with a DLP. (Property Guru, 2021)

According to HDA Malaysia, Upon Certificate of Completion and Compliance (CCC) and Vacant Possession (VP), the duration of the DLP is twenty-four months, beginning on the day that you receive your keys. During this time frame, the homeowner is responsible for conducting inspections to look for any signs of damage, defects, or poor or shoddy workmanship. (Bryan Yeong, 2020)

LITERATURE REVIEW

Definition Of Defect Liability Period (DLP)

Defect Liability Period, often known as DLP, is a standard phrase that may be found in all standard forms of contracts, including those from the Construction Industry Development Board, Pertubuhan Arkitek Malaysia (PAM, 2006), and Jabatan Kerja Raya (JKR 203) (CIDB, 2000). According to PAM (2006), (sub-clause 15.0, Practical Completion & Defect Liability), the architect is required to report any problems in the works that occur during the DLP period to the contractor no later than fourteen (14) days after the DLP period has come to an end. The contractor is responsible for making any necessary repairs to the identified flaws within twenty-eight (28) days of receiving the schedule of defects (or within such a longer term as may be stipulated in writing by the architect) and at the contractor's expense.

Even if there are some minor flaws or the works aren't finished, most principals would prefer to move in and begin using the works as soon because they are ready to be used. This is where the idea of "practical completion" comes from. On this page, you'll find more information about the date of the practical completion. On the other hand, most contractors would much rather avoid having to pay the costs incurred by the principal when the principal hires someone else to finish any unfinished work or correct any defects in the work themselves, rather than having to pay those costs themselves (potentially at a higher cost).

The concept of "practical completion" and the existence of a contractual defects liability period provide a compromise for the parties involved. This means that the principal is allowed to occupy the works even though it is possible that they are not

finished, but on the basis that the contractor will have an express right to come back to the site to address any defects themselves, rather than immediately being at risk of having to pay the principal's costs of engaging others to do so. In other words, the principal is allowed to occupy the works even though they may not be finished (McIntosh, 2018).

Defect Liability Period

According to Davey et al., 2006, construction managers were dissatisfied with the fact that they were expected to address issues that were not their responsibility and were caused by actors such as a lack of tenant knowledge and routine wear and tear. They wanted to decrease the number of defects because dealing with defects caused a decrease in profits, which were already at an extremely precarious level.

Short project timescales, non-standard designs, insufficient detail in the specification, and a lack of communication resulting from poor record keeping and the dispersed, casualized nature of the workforce were identified as the primary causes of the defects that were found upon handover. As soon as they were off-site, construction companies moved on to new contracts, which frequently took priority. This was one of the factors that contributed to the poor quality of service that construction companies provided during the defect's liability period.

Definition of Building Defect

Building defect is either an element that was constructed that was not in accordance with the contract or an action that had consequences that were not authorised by the contract. Both definitions fall under the umbrella term "improper construction."

A construction defect can be defined as the inability of a building component to be assembled in the suitable fashion. The fact is that construction flaws can be the result of a design error made by the architect, a manufacturing flaw, defective materials, improper use or installation of materials, or a lack of adherence to the blueprint by the contractor. These are all acknowledged as potential causes.

Satisfaction Of Homebuyers Towards Completion Period

The housing circumstances and the perceived quality of the house have an effect on occupants' levels of satisfaction with home use. To put it another way, a person's level of contentment with their use of their home is largely dependent on how satisfied they are with the natural qualities of their home. The size of the house, the aesthetic qualities of the surrounding landscape, the yard that surrounds the house, the practicality of the home's layout, the quality of the building, as well as the amenities and appliances that come with the house are all considered to be fundamental characteristics of the home.

As we have established that one's level of contentment with their home's preparation, or lack thereof, may influence their level of contentment with their home maintenance, it follows that one's level of contentment with their home purchase may also influence their level of contentment with their home maintenance. This is because the preparation of a home, or the lack thereof, is intimately associated with the acquisition of a home. It's possible that being dissatisfied with the way the former owner handed over the keys to the house might lead to sentiments of unhappiness with the home purchase, which could then lead to feelings of dissatisfaction with home maintenance. The acquisition of a home that needs ongoing upkeep ought to leave the homeowner feeling dissatisfied with the dwelling.

RESEARCH METHODOLOGY

Quantitative Method

Distributing surveys is part of the quantitative method process. The questionnaire survey is a well-established instrument in social science research for gathering data on participant social qualities, current and historical activities, behavioural expectations or behaviour, and their perspectives and motivations for acting on the problem under examination (Diane Kelly, 2006). Typically, this included data gathering procedures in which each participant was questioned in a preset order and asked the identical questions. It is the most straightforward and dependable method for gathering the necessary data, as it was designed to collect the information and data required to do this research. Research is the process of obtaining and analysing information to have a deeper understanding of a problem or concerns (Creswell, 2014).

DATA ANALYSIS AND FINDINGS

Preliminary Analysis

All the primary data collection will be analysed and interpreted with a descriptive discussion. The objective of the research will be associated with the result to determine the success of the research issue that is The Awareness of Defect Liability Period Among House Purchaser in Johor Bahru. The variety answers by respondents being finalised into a proper final figure as findings that indicate the effectiveness of the research.

The responses collected in 3 sections through questionnaires will each be analysed numerically and descriptively. The finding will be established upon the complete analysis of all data obtained every house purchaser in Johor Bahru.

Quantitative Data Analysis

Table 1: Demographic Information

ITEM	FREQUENCY	PERCENTAGE (%)
GENDER		
1. Male	32	40.0
2. Female	48	60.0
AGE (Years Old)		
1. 23-35	38	47.5
2. 36-45	19	23.7
3. 46-55	14	17.5
4. 55 and Above	9	11.3
SALARY		
1. Below RM1500	13	16.3
2. RM 1501-RM 3000	34	42.5
3. RN 3001- RM 5000	27	33.8
4. Above RM 5000	9	11.3
OCCUPATION		
1. Government	34	42.5
2. Private	46	57.5
EDUCATION LEVEL		
1. SPM	17	21.3
2. Diploma	14	17.5
3. Bachelors	44	55
4. Master	5	6.3
5. PHD	0	0
ORIGIN		
1. Johor	45	56.3
2. Kedah	1	1.3
3. Kelantan	6	7.5
4. Melaka	4	5.0
5. Negeri Sembilan	4	5.0
6. Pahang	8	10.0
7. Pulau Pinang	5	6.3
8. Perlis	1	1.3
9. Sabah	0	0
10. Sarawak	0	0
11. Terengganu	1	1.3
12. WP Malaysia	6	7.5
OWN A HOUSE?		
1. Yes	46	57.5
2. No	34	42.5

According to the Table, among 80 respondents, there were slightly more Female (60.0%) than Male (40.0%). This could be since the survey was distributed on social media like Facebook, Instagram and Weverse, when many female users were use the apps by that time. In addition, 47.5% respondents were between ages 23 and 35. Another 23.7% of respondents were between 36 and 45 and 46 until 55 years old are 17.5%. Only 11.3% of the respondents who answered the questionnaire which make

up the total of respondents. Most of the respondent who interest in buying a house are the age 23 until 35 age brackets.

Based on the table, it is claimed that 42.5% of the respondent earned RM 1501-RM 3000 as their salary; 33.8% earned RM 3001-RM 5000; 16.3% of the respondents earned below RM 1500; and only 9 respondents earned more RM 5000 monthly. It is also indicated that 57.5% of the respondent in Private Sector during the case study period. Based on the respondent education level, more than half (55%) of the respondents had their bachelor's degree; 21.3% had Sijil Pelajaran Malaysia (SPM); 14 respondents continue their education level until Diploma; and only 6.3% pursue their studies until Master. Since this research focus on Johor Bahru, the origin of the respondent is collected. 56.3% are origin from Johor. Meanwhile 35 of the respondents are from others state such as Pahang (10%), Pulau Pinang (6.3%), Kelantan and WP Malaysia (7.5%), and Melaka.

In this part, the researcher explained the analysis have been made on Section B of the questionnaires survey. Respondents are given a list of options from which to choose and all the answers responded by the selected respondents using Likert scale of %-points have been generated into table from associating the value of mean and the standard deviation for each factor influencing the awareness of defect liability period among house purchasers. The results are shown as in the Table below.

Table 2: Descriptive Statistic

Concern	Question	Mean	Standard deviation
Defect Liability Period	F1	11.60	0.542
Amount of time in the contract	F2	16.33	1.188
A house purchaser will get 24 months	F3	16.42	1.230
DLP can fix any problem	F4	19.25	2.548
Homebuyers' tribunal	F5	16.65	1.284
DLP can guarantee	F6	11.65	0.843
New house protected under DLP	F7	18.95	2.667

The table shows the means scores and the standard deviations for 7 question which associate 7 statement that may influence the awareness of defect liability period among house purchaser in Johor Bahru. Looking at the concern of defect Liability Period, the mean score is almost 20.00, which is the lowest is 11.65 to influential to the house purchaser awareness. On the side of amount of time in the contract for a contractor, the mean score is 16.33.

On the other hand, concern of a house purchaser will get 24 months for DLP gained the second lowest which is 16.42. On the concern of fourth and fifth which is for statement 'New house protected under DLP' and statement "DLP can fix the problem' with standard deviation 2.667 and 1.54.

Reliability analysis

This study analyses the internal consistency by using the Cronbach's Alpha. Cronbach's Alpha coefficient is normally ranging between 0 and the closer the coefficient to 1.0, the greater the internal consistency of the items in the scale. However, the minimum standard of Cronbach's Alpha to be reliable in most quantitative study is set at 0.60. Analysis of reliability is conducted on all ordinal data which comprise of 7 Likert-type items. Based on Table 4.15, Cronbach's Alpha was computed, and it has been recorded that the alpha score is 0.795 which suggests an acceptable reliability for the instrument

Table 3: Reliability Statistic

Behavioral Attributed	Questionnaire Section	Cronbach's Alpha	N of items
The Awareness of defect Liability Period Among House Purchaser in Johor Bahru	Section C	.565	9

CONCLUSION

This chapter concludes all aspect of this study from research aim and objectives, research findings of the study as well as recommendations for future studies. Discussion of the main findings which was the main part of this chapter was critically summarised based on research objectives that has been formulated. The literature research and the analysis of the questionnaire survey both assist to the fulfilment of the first and second objectives.

The outcome of the study provides broader understandings and practical insights for both house purchaser and building surveying firm, helping them optimize their knowledge, select appropriate tools, and enhance their marketing strategies. Finally, the research contributes to the broader industry by promoting innovation, collaboration, and knowledge-sharing.

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Tarikh : 20 Januari 2023

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