

CRITICAL SUCCESS FACTORS FOR UITM CONTRACTORS IN MALAYSIA



**RESEARCH MANAGEMENT INSTITUTE (RMI)
UNIVERSITI TEKNOLOGI MARA
40450 SHAH ALAM, SELANGOR
MALAYSIA**

BY:

**ASSOC.PROF. Sr. DR. HJH HAMIMAH ADNAN
ASSOC. PROF Sr. DR HJH FARIDAH YUSOF
NORAZIAN MOHD YUSUWAN
FAUZIAH BACHIK**

DECEMBER 2012

Contents

1. Letter of Report Submission	3
2. Letter of Offer (Research Grant)	4
3. Acknowledgements	5
4. Enhanced Research Title and Objectives	6
5. Report	6
5.1 Proposed Executive Summary	6
5.2 Enhanced Executive Summary	8
5.3 Introduction	9
5.4 Brief Literature Review	10
5.5 Methodology	13
5.6 Results and Discussion	Error! Bookmark not defined.
5.7 Conclusion and Recommendation	25
5.8 References/Bibliography	28
6. Research Outcomes	30
7. Appendix	31

1. Letter of Report Submission

Tarikh: 15th Disember 2012
No Fail Projek: 100-RMI/pp/16/6/2(35/2009)

Professor Dr Abu Bakar Abdul Majeed
Penolong Naib Canselor (Penyelidikan)
Institut Pengurusan Penyelidikan (RMI)
Universiti Teknologi MARA
40450 Shah Alam

YBhg Professor

LAPORAN AKHIR PENYELIDIKAN: CRITICAL SUCCESS FACTORS FOR UITM CONTRACTORS

Merujuk kepada perkara di atas, bersama-sama ini disertakan 1 (satu) naskah Laporan Akhir Penyelidikan bertajuk: Critical Success Factors for UiTM Contractors in Malaysia oleh kumpulan penyelidik dari Fakulti Senibina, Perancangan dan Ukur untuk makluman tuan. Penyelidikan ini adalah atas pembiayaan dana dari Pejabat Pembangunan UiTM Shah Alam..

Sekian, terima kasih

Yang benar

PROF. MADYA Sr. DR HJH HAMIMAH ADNAN
Ketua
Projek Penyelidikan

4. Enhanced Research Title and Objectives

(if any)

Original Title as Proposed:

Critical Success Factors on UiTM contractors in Malaysia

Original Objectives as Proposed:

1. To determine the project objectives which involve time, quality and cost on UiTM projects.
2. To identify the critical success factors for UiTM contractors on their projects
3. To make recommendation on the best practice that can be implemented by UiTM contractors towards the successful projects

5. Report

5.1 Proposed Executive Summary

Chua et al. (1999) stated that the factors which bring to the success of a construction project were caused by four main aspects only, which are the projects characteristics, contractual arrangements, projects participants and interactive process.

On the other hand, every factor that affects the success of the construction projects can only be analyzed in general without taking the allocated project objectives into account (Sanvido et al. (1999). In reality, these factors have different roles for different project objectives (Jaselskis and Ashley, 1991). In addition, James et al. (1996) stressed that generally, an excellent quality of a project can only be improved when interaction process involved in the project. On the other hand, the constructability factor in a project has been identified as a factor which can save time and cost as well as increase the construction project quality (Construction Management Committee of ASCE Construction Division, 1991). Jaselskis and Ashley (1991) stressed on the optimum use of the construction sources as the major factor to lead the success of the construction projects.

Hence, clearly there are many critical factors being identified as the factor that leads to the construction project success. However, differences of factors are more critical toward different project objectives. There are no complete list of answers on what are the critical factors which lead to a success of construction project based on the objective of the project schedule, budget and performance. Therefore, this research is conducted to determine the critical success factors on time, quality and cost on UiTM contractors works.

5.2 THE IMPORTANCE OF RESEARCH

This research will be useful to the UiTM Contractors to determine the critical success factors which affect the success of a construction project. It is hoped that the findings will enable limited resources of time, manpower and money to be allocated appropriately.

5.3 RESEARCH OBJECTIVES

The aim of this research is to identify the critical success factors for a construction projects based on each project objective (time, quality and cost). In this regards, the objectives of this research are:

1. To identify the project objectives which involve time, quality and cost on UiTM projects.
2. To determine the critical success factors on UiTM contractors for their projects.
3. To make recommendation on the best practice that can be implemented by UiTM contractors towards the successful projects

5.4 RESEARCH QUESTIONS

1. What are the project objectives that involve time, quality and cost on UiTM projects?
2. Are there any success factors that will determine the successful projects by the contractors?
3. Can these factors be implemented by the contractors on their projects?