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**COVID-19 PANDEMIC: THE IMPLEMENTATION
OF COMMUNICATION MANAGEMENT AMONG
CONSTRUCTION PARTIES**

Dissertation submitted in partial fulfilment
of the requirement for the award of
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ABSTRACT

According to the (World Health Organization (WHO), 2020), on March 11th, 2020, COVID-19 pandemic has spread across the world, and it has resulted in severe consequences towards numerous industries including the construction industry. The construction industry, which is a key pillar of the national economy, is also facing a unique difficulty as a result of COVID-19's proliferation in these nations particularly in terms of communication. Several problems that can be noticed are weak management of communications, lack of face-to-face meetings, lack of contact, etc. This study aims to determine the implementation of communication management applied in the construction industry during COVID-19 pandemic. To achieve the aim, three (3) objectives have been set up, which are to assess the existing method of communication management among construction parties, to investigate the implementation of communication management among construction parties during COVID-19 pandemic and to identify the advantages and disadvantages of communication management among construction parties during COVID-19 pandemic. This study was carried out within Malaysia and this study employed survey methods by means of questionnaires which were administered to parties who were directly involved with construction parties such as contractors, quantity surveyors, etc. to unveil their perceptions regarding this matter. Hence, this research elucidates the variations that impacted communication between construction partners throughout that time period. It covers communication management both prior to and during the COVID-19 pandemic crisis.

Keywords: Covid-19 Pandemic, Communication Management, Construction Parties

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CHAPTER 1

INTRODUCTION

1.0 OVERVIEW OF THE TITLE

As it is known, the COVID-19 pandemic has spread all around the world and it has impacted numerous industries and business activities. This was caused by the declaration of lockdown in many countries which has restricted people's activities. In Malaysia, the authorities have announced a pandemic action plan; Movement Control Order (MCO) which focuses on the idea to lessen the spreading of the virus. The construction sector, which has always been a big growth generator for the economy, has likewise been widely affected by the pandemic. It will undoubtedly have a long-term influence on the construction industry and one of the aspects that can be seen that have been hugely affected is communication in the construction industry. As a consequence of the COVID-19 crisis, parties in the construction industry have developed project-by-project solutions in a new global and national context. Several companies have changed regularly scheduled meetings from in person to video or audio conference in order to facilitate physical distancing and prevent the transmission of COVID-19, which can be a challenge to many construction parties. This chapter explains about the research as a whole and the process of the study that guides the researcher. Therefore, this research looks at the implementation of communication management among construction parties during COVID-19 pandemic in Malaysia.