

IMPLEMENTATION OF PROJECT MONITORING AND CONTROLLING IN  
CONSTRUCTION IN PAHANG.

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BACHELOR DEGREE OF PROJECT MANAGEMENT WITH HONOR  
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## **SUPERVISOR'S DECLARATION**

I hereby declare that I have checked this thesis and in my opinion, this thesis is adequate in terms of scope and quality for the award of the degree of Bachelor in Project Management with Honors.

Signature

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Date: 6th November 2015

## STUDENT'S DECLARATION

I hereby declare that the work in this thesis is my own except for quotations and summaries which have been duly acknowledged. The thesis has not been accepted for any degree and is not concurrently submitted for award of other degree.

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## **ABSTRACT**

This research examine the implementation of project monitoring and controlling in construction industry in Kuantan Pahang. Monitor and control are very important to the construction industry, in order to keep the construction as planning. However, there are still challenges that construction companies need to face. The literature give some review on monitoring and controlling that has been conducted by other researchers. This research is conducted to measure the level of monitoring and controlling in Construction Company in Kuantan, Pahang Darul Makmur. The research is conducted by distributing the questionnaire to the contractor G7 of Construction Company around Kuantan, Pahang. This research finds that the company in Kuantan, Pahang are adopted monitor and control tools and faced some challenges while conduct the monitoring and controlling.

## CHAPTER 1

### 1.1 INTRODUCTION

Construction work is the process of creating the building, assembling infrastructure or building of facilities. Besides, construction industry defined as a creation of the present or new commercial, domestic building or structure. Moreover, construction industry also can be defined as other conservation, repairing or any damages of the building or structure, excluding electrical or metal trade maintenance or repair works. Construction is one of the industries that engaging with many involvement of stakeholder such as workers, contractors, developer, customers, engineer, architect and supplier where these stakeholder give direct impact toward the level of project achievement. Meanwhile, government and private sector and other surrounding as a secondary which they are indirect toward the project.

In Construction there are five phase which stated on PMbok which it starts with initiating, planning, execution, monitoring and controlling, and deliverable. These phases are also take into account for designing the plan, financing and continues until the project is built and ready for use. For a common big project, normally there are a project manager who manage and handle the project along with its team member which includes civil engineer, construction engineer, and project architect to achieve the goals of the project. Nevertheless, the successful or project goals cannot be achieved easily, because a project manager should emphasize on monitoring and controlling phase which is the hardest phase in project life cycle. Project manager should consider many things such as risks, uncertainty, and project out of track and to keep the project as required by the customers.

Furthermore, the establishment of Construction Industry Development Board Malaysia (CIDB)'s by the government is important. This board played an important role as authoritarian's body and keeper of the Malaysian construction industry. With a solid vision in the year 2015, CIDB plan to improve and enhance Malaysian construction industry in the next level and became a competitiveness industry. Besides, there are also other organization that played role same as CIDB provide a license for the contractor in Malaysia which known as Contractor Service Centre, Pusat Khidmat Kontraktor, (PKK). However, this organization emphasizes on Bumiputra contractor and to ensure the participation of them in construction industry are encouraging. Same as CIDB, PKK also focuses on develop quality and competitive Bumiputera contractor and they also followed the Islamic principles that 9 out of 10 income is earned by business.

By this times, construction sector have become one of the spark of economic growth. It is really important for the construction company on maintaining good deliverable to satisfying their customers and to getting customers trust by having a good deliverable project by emphasize on monitoring and controlling phase.

## **1.2 INTRODUCTION TO THE CHAPTER**

This research focuses on project monitoring and controlling implementation in construction industry in Pahang. The purpose of this chapter is to explain the background and problem statement, define the research objectives, scope of study, describe its significance, and provide research questions.

### **1.3 PROBLEM STATEMENTS**

Monitoring refers to an assessing of what work has been completed for a program or project. It takes triple constraints into consideration which are, scope, time and costs. In the other hand, controls can be define as the stages in projects and are established to control the delivery of the project's outputs. According to Olawale (2014) control is one of the major tools of project management. In project management controlling take two forms - event driven and time driven. Time driven controls are regular progress feedbacks. Meanwhile, the specific event that has taken place that caused control occurs is event driven. There are many issues that related to the project monitoring and controlling in construction specifically. According to Sun (2014) the studies on project control can be divided into three part which (1) Those on the negative consequence of ineffective project control, such as delay and cost overrun; (2) those on development of project control techniques and models that can improve the cost and time performance of projects; and (3) a small number of studies on project controls in practice. There are lots of lacks in Malaysian construction industry that become issues nowadays. "Malaysian construction industry still suffers with many problems and being associated with low quality, low productivity, unskilled, project delays, poor maintenance, non-conducive and high accident rates on site" reported by (Kamal and Flanagan 2012). The ineffective of the project monitoring and control can result toward the project performance in term of triple constraints. Saad (2002) stated that a control system consists of making measures of performance; judging these against standards, and taking any necessary control action. It will be ineffectiveness of the project monitoring and controlling without an amalgam of the effectiveness of each of these features.

### **1.4 RESEARCH OBJECTIVES**

This research will be conducted with the objective guidelines to ensure the direction of toward specific research. Based on this research title, objective will develop to gain more output of the research. This study guided based on the research objective such as: