

FACTOR HINDERING THE
IMPLEMENTATION OF QCLASSIC IN
MALAYSIAN CONSTRUCTION INDUSTRY

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ABSTRAK

CIDB telah memperkenalkan Sistem Penilaian Kualiti dalam Pembinaan (QLASSIC) pada tahun 2006 untuk membantu meningkatkan kualiti bangunan di Malaysia. Selepas lebih daripada 10 tahun QLASSIC diperkenalkan, masih banyak pemaju dan kontraktor yang tidak mengenali QLASSIC. Ini telah membawa kepada objektif utama untuk menjalankan kajian ini, iaitu untuk mengenal pasti faktor yang menghalang pelaksanaan QLASSIC di Malaysia. Kajian ini menggunakan borang soal selidik sebagai instrumen kajian. Responden untuk kajian ini adalah kakitangan pembinaan dari syarikat pemaju dan syarikat kontraktor. Data yang dikumpul kemudian dianalisis menggunakan Indeks Penting Relatif (RII). Hasil penyelidikan dapat memberikan pemahaman dalam prinsip dan konsep QLASSIC, senarai faktor-faktor yang menghalang pelaksanaan QLASSIC dan terakhir analisis faktor yang paling utama yang menghalang pelaksanaan QLASSIC di Malaysia. Umumnya, kajian ini mendedahkan lima faktor yang menghalang pelaksanaan QLASSIC di Malaysia. Faktor-faktor berikut adalah kecekapan iklan, kekangan masa, kekangan kos, tingkah laku pemain pembinaan dan pekerja mahir yang tidak mencukupi. Di samping itu, kajian ini menunjukkan bahawa faktor yang paling utama yang menghalang pelaksanaan QLASSIC dalam industri pembinaan Malaysia adalah tingkah laku pemain pembinaan. Tingkah laku pemain pembinaan termasuk menolak untuk menerima pendekatan baru, enggan menghadiri mana-mana latihan untuk meningkatkan pengetahuan mereka dalam QLASSIC, enggan menukar, pemain pembinaan cenderung mengurangkan risiko yang dirasakan dalam mengamalkan pendekatan baru dan pendekatan baru akan mewujudkan peranan baru jadi mereka takut ia akan mengambil peranan mereka. Faktor yang paling utama yang menghalang pelaksanaan QLASSIC di Malaysia kemudian diikuti oleh faktor kekangan masa, faktor kecekapan iklan, faktor kekangan kos dan faktor pekerja mahir yang tidak mencukupi. Ringkasnya, kerajaan perlu membuat strategi baru untuk menangani isu ini jika kerajaan mahu melihat industri pembinaan di Malaysia dapat bersaing di peringkat global dan pemain pembinaan Malaysia seperti pemaju dan kontraktor mesti mengubah tingkah laku mereka dengan lebih terbuka dengan pendekatan baru yang dicadangkan oleh kerajaan.

ABSTRACT

CIDB has introduced Quality Assessment System in Construction (QLASSIC) in 2006 to help increasing the quality of building in Malaysia. After more than 10 years QLASSIC has been introduced, there are still many developers and contractors unfamiliar with QLASSIC. This has led to the main objective of conducting this research, namely to identify the factor hindering the implementation of QLASSIC in Malaysia. This research had utilized questionnaire form as the research instrument. The respondents for this research were construction personnel from developer's company and contractor's company. The data collected were then analyzed by using Relative Importance Index (RII). The research outcomes can provide understanding in the principle and concept of QLASSIC, list of factors hindering the implementation of QLASSIC and lastly analysis of the most significant factor hindering the implementation of QLASSIC in Malaysia. In general, this research revealed five factors hindering the implementation of QLASSIC in Malaysia. The factors were advertisement efficiency, time constraint, cost constraint, behavior of construction player and insufficient skilled worker. In addition, this research shown that the most crucial factor hindering the implementation of QLASSIC in Malaysian construction industry was the behavior of construction player. The behavior of construction players included resist to adopt new approach, reluctant to attend any training to enhance their knowledge in QLASSIC, reluctant to change, construction player tend to reduce the perceived risk in adopting a new approach and a new approach will create a new role so they afraid it will take their role. The most crucial factor hindering the implementation of QLASSIC in Malaysia then was followed by time constraint factor, advertisement efficiency factor, cost constraint factor and insufficient skilled worker factor. In a nutshell, government has to make a new strategy to address this issue if government wants to see the construction industry in Malaysia able to compete globally and Malaysian construction players such as developers and contractors must change their behavior by be more open with new approaches suggested by government.

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LIST OF SYMBOLS

N1	Number of Respondents Who Chose “Strongly Disagree”
N2	Number of Respondents Who Chose “Disagree”
N3	Number of Respondents Who Chose “Neutral”
N4	Number of Respondents Who Chose “Agree”
N5	Number of Respondents Who Chose “Strongly Agree”

LIST OF ABBREVIATIONS

QLASSIC	Quality Assessment System in Construction
CIDB	Construction Industry Development Board
HBA	House Buyers Association
RII	Relative Importance Index
CONQUAS	Construction Quality Assessment System
BCA	Building and Construction Authority
M&E	Mechanical and Electrical
ACMV	Air-Conditioning and Mechanical Ventilation
SOHO	Small Office Home Office
SOFO	Small Office Flexible Office
SOVO	Small Office Virtual Office
GFA	Gross Floor Area
SV	Supervisor

CHAPTER 1

INTRODUCTION

1.1 Introduction

Development in Malaysia is at its peak and the construction industry is among the largest contributor to the economy in Malaysia. The construction industry is an economic investment and its relationship with economic development is well positioned. Many studies have highlighted the significant contribution of the construction industry to national economic development (Olanrewaju and Abdul-Aziz, 2015).

Unfortunately, the quality of building produce by construction industry in Malaysia is not a good thing to talk about. There are a lot of complaint received by National House Buyers Association (HBA) from house purchaser about the defect of their house. One of the complaint that has been received by HBA is a home owner found some cracks and other defect in their new house and they made a report listing all the defects but there is no defect were rectified after a few months (Chang, 2013).

Quality is a fundamental term in the construction industry. The non-achievement of such a crucial aspect of construction can result in the failure of a construction project and in the dissatisfaction of clients and/or building occupants (Zunguzane, Smallwood and Emuze, 2012). Quality can be affected if there is defect when contractor hand over the project to client. Client must be thinking that construction industry in Malaysia does not have a proper way to deal with this problem.

Building defect is one of the major components of building problems that significantly needed attention. When a building fails to function as it should, we must immediately seek for the determination (Bakri and Mydin, 2014). Some of developers and contractors acted unprofessionally by involving in projects that do not meet the standard especially in housing development. There are a lot of defects to the houses

purchased by house buyers especially in terms of material and workmanship (Kasim, 2009).

Unlike other industries, the engineering and construction sector has been slow to adopt new technologies, and has certainly never undergone a major transformation (Schwab, 2016). The truth is Construction Industry Development Board (CIDB) has introducing Quality Assessment System in Construction (QLASSIC) as quality assessment during the construction of project. QLASSIC has not been practicing by all developers and contractors even though QLASSIC can help in increasing the quality of product they want to produce because there is a challenges on starting a new system in Malaysia.

There are many factors that may contribute to the successful of producing quality product for construction project in Malaysia. One of the factor that consider as the contributor is by using legitimate monitoring checklist as assessment. QLASSIC is one of the assessment that provided a monitoring checklist as a tools to measuring the quality of product produce by contractors.

QLASSIC is a system or method to measure and evaluate the quality of workmanship of a construction work based on the relevant approved standard. The poor workmanship is the major contributor to poor quality of construction (Kasim, 2009). Therefore, good quality of construction can be achieved by increasing workmanship. The statement shows that Malaysian construction industry need to implement QLASSIC in construction project.

Furthermore, CIDB plans to make its Quality Assessment System in Construction (QLASSIC) mandatory by 2020 (Mohd Hanif, 2014). Now, CIDB is on its way to increase the awareness of the importance of QLASSIC in construction industry in Malaysia (CIDB Malaysia, 2014) and to preparing developers and contractors about QLASSIC system.

1.2 Background of Problem

Housing is a basic social need where families can have a comfortable living. It is a basic necessity that man needs besides eating and drinking. The housing industry has progressed from its early inception from a basic shelter to providing a portrayal of

personal success and aspiration, which includes the aspect of safety, love, peace and freedom (Mustafa and Ghazali, 2012).

All individual need to feel safe in their own house. A symbiotic relationship has been suggested to exist between quality and safety performance (Das *et al.*, 2008). A success construction project always have three important components as its goals which are to construct the project according to the contract cost, to construct and complete the project with the time frame of the contract schedule and to ensure the project is constructed according to the specified quality. By producing quality houses, it can guarantee the safety of home buyers.

Over the years, the National House Buyers Association (HBA) has recorded thousands of complaints from house buyers who were not satisfied with the condition of their new homes or the way defects were rectified (Chang, 2013). In Malaysia, various parties in the construction industry have taken the initiative to mitigate this problem. Among them are through the application of quality policies in the organization, providing internal quality training, promoting quality culture at the construction site and implementing quality management systems in project management (Hamzah, 2013).

Therefore, Construction Industry Development Board (CIDB) want to mitigate this problem by introducing Quality Assessment System in Construction (QLASSIC) in the year of 2006 to avoid low quality housing delivery in Malaysia. Until 2017, not all developers and contractors in Malaysia are practicing QLASSIC in their construction project.

1.3 Problem Statement

The reoccurrence incidences of defects and failures in buildings concerning leaking pipes and ceiling collapse, including a leaking roof in a building are an embarrassment and far too serious to be ignored. Many criticisms received from public about quality of the building. If this situation is left unanswered and untreated, it will lead to more serious problems in the future upcoming construction projects in Malaysia (Ahzahar *et al.*, 2011). The increasing competition in the construction industry necessitates quality as a prerequisite for the home owners and purchasers.

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