

## Factors affecting the construction quality in Bangladesh

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### ABSTRACT

**Purpose:** Quality is a sensitive and high-priority issue in the global construction including in Bangladesh. This research is intended to provide necessary information to stakeholders and authorities for better management of the construction quality in Bangladesh. Therefore, this study seeks to find and prioritize the factors affecting the construction quality in Bangladesh.

**Design/methodology/approach:** In total 65 factors were extracted and categorized from the literature and expert panel discussion. Subsequently, these factors were designed in a questionnaire under 13 major groups for a survey where 176 construction professionals participated and returned their completed survey form. Collected data were tested by the Cronbach Alpha to check the reliability before proceeding to the Relative Importance Index (RII) analysis for determining the relative ranks of identified factors. **Findings:** Statistical analysis of survey data represents that the most significant factors are: lack of management commitment, lack of technical skill and experience of the consultant, delays in progress investigation, political interference and contractor's desire for unrealistic profit. The most crucial major groups of factors influencing the construction quality are management, material, consultant, cost and time and contract-related major groups. **Originality/value:** It will contribute to the body of knowledge, as it points out the impact of factors affecting quality in Bangladeshi construction. Authorities and stakeholders can be helped by the overview of the high and low ranks factors, understanding the diverse characteristics of factors and making more aware the industry about the quality issues which need to be a top concern to solve. Other developing countries that share the same socio-economic context as Bangladesh can be benefit from the results of this study to control quality issues in construction.

### KEYWORDS

Bangladesh; Construction industry; Factors affecting quality; Quality; Questionnaire survey

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