

Construction Quality Perception of Construction Professionals and Their Expectations from a Quality Improvement Technique in Pakistan

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Abstract : The complexity arises in defining the construction quality due to its perception, based on inherent market conditions and their requirements, the diversified stakeholders itself and their desired output. An quantitative survey based approach was adopted in this constructive study. A questionnaire-based survey was conducted for the assessment of construction Quality perception and expectations in the context of quality improvement technique. The survey feedback of professionals of the leading construction organizations/companies of Pakistan construction industry were analyzed. The financial capacity, organizational structure, and construction experience of the construction firms formed basis for their selection. The quality perception was found to be project-scope-oriented and considered as an excess cost for a construction project. Any quality improvement technique was expected to maximize the profit for the employer, by improving the productivity in a construction project. The study is beneficial for the construction professionals to assess the prevailing construction quality perception and the expectations from implementation of any quality improvement technique in construction projects.

Keywords : construction quality, expectation, improvement, perception

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