

**UNIVERSITY OF MALAYA
KUALA LUMPUR**

**THE EFFECTS OF PROCUREMENT SYSTEMS TOWARDS PERFORMANCE OF THE
REFURBISHMENT PROJECTS**

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NOTE ABOUT THE QUESTIONNAIRE:

- ✓ Please answer all questions.
- ✓ If you are unable to answer the questions because of you consider them irrelevant or unclear, please put question mark next to them.
- ✓ Your identity and that of your firm will remain strictly confidential.

Definitions:

Refurbishment can be defined as work carried out on an existing building in an attempt to improve and to update it to modern standards while retaining its current use in order to improve the facilities, rearrange internal areas and/or increase the structural life span. It also can be described by a number of names such as adaption, conversion, retrofitting, renovation and modernization.

Procurement comes from the word procure which literally means "to obtain by care or effort"; "to bring about" and "to acquire". **System** is about "organized method, approach, technique, process or procedure". In this context, project procurement is very much concerned with the organized methods or process and procedure of obtaining or acquiring a construction product such as a house, shopping complex or road and jetty.

Performance measurement is the set of metrics used to measure how the challenges face by Contractor using different types of procurement systems will influence the performance of the refurbishment projects in terms of cost, times, and etc.

Please answer by ticking the appropriate circle

E.g.: Is the cost for the refurbishment reasonable?

Very 1 2 3 4 5 Very
 ○○○○
Unreasonable / reasonable

Legend: 1= very unreasonable, 2- unreasonable, 3=neutral, 4= reasonable, 5= very reasonable

1.0 YOUR PARTICULARS

1.1-What is your job title?

- Non Executive Executive Senior Executive
 Manager Director Others, please specify _____

1.2- Which department are you reporting?

- Contract Operation Technical Surveyor Safety
 Finance Others, please specify _____

1.3- How long have you been involved in the construction projects?

- Less than 5 years 5 to 10 years 10 to 15 years More than 15 years

Before you answer the following questions, please select a refurbishment project that satisfies the following criteria:-

- ✓ The contract amount of the refurbishment project is more than RM500,000
- ✓ The selected refurbishment project must be completed in 2007 onwards

2.0 PROJECT CHARETERISTICS

2.1- Please indicate project duration of the selected project.

- < 2 years 2-3 years 3 to 4 years >4 years

2.2- Please indicate contract value of the selected project.

- RM500,000–RM1,000,000 RM1,000,001-RM2,000,000
 RM2,000,001-RM3,000,000 More than RM3,000,000

2.3- Please indicate types of building of the selected project.

- Residential Office Factory
 Hotel Hospital Education Institution
 Shop Others, please specify _____

2.4- Please indicate types of the refurbishment project that has been carried out.

- Corrective Altering Optimizing Pleasure
 Opportunity Adaption Conversion Retrofitting
 Renovation Modernization Others, please specify _____

2.5 -Please indicate reason why the refurbishment works was carried out.

- Ageing Building Changes of Technology use Economic Change
 Limited vacant for new development Demand for modern living Government Policy
 Change in Building used Other, please specify _____

3.0 TYPES OF PROCUREMENT METHOD

3.1 -Please indicate types of the procurement systems used for the selected projects

- Design and Build Traditional System
 Turnkey System Management Procurement
 Built – Operate- Transfer (BOT) Other, please specify _____

4.0 CHALLENGES IN MANAGING REFURBISHMENT PROJECTS

4.1-Please rate to what extend the contractor have difficulties in managing the refurbishment project.

4.11- Cash Flow and Financial Very small extend ○○○○○ Very large extend

4.12- Communication with consultants & clients Very small extend ○○○○○ Very large extend

4.13- Slow decision making by client Very small extend ○○○○○ Very large extend

4.14- Frequent request for change order by the client Very small extend ○○○○○ Very large extend

4.15- Insufficient/Discrepancies in Contract Document Very small extend ○○○○○ Very large extend

4.16- Material Price Escalation Very small extend ○○○○○ Very large extend

4.17- Skills, expertise's & experiences contractor Very small extend ○○○○○ Very large extend

5.0 PROJECT OUTCOMES

5.1- What is the ratio of actual project cost to target project cost for the selected project?

E.g. If actual contract value spend to complete the project was RM300, 000 and original contract value target was RM200, 000, divide RM300, 000 by RM200, 000; so the ratio is 1.5

- | | | |
|--------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> 0 to 0.8 | <input type="checkbox"/> 0.81 to 0.9 | <input type="checkbox"/> 0.91 to 1.00 |
| <input type="checkbox"/> 1.01 to 1.1 | <input type="checkbox"/> 1.11 to 1.20 | <input type="checkbox"/> More than 1.20 |

5.2- Please indicate in average percentage of variation works incurred for the selected project?

- | | | |
|---|---|--|
| <input type="checkbox"/> 0% to 5.0% | <input type="checkbox"/> 5.1% to 15.0% | <input type="checkbox"/> 15.1% to 20.0% |
| <input type="checkbox"/> 20.1% to 25.0% | <input type="checkbox"/> 25.1% to 30.0% | <input type="checkbox"/> More than 30.0% |

5.3-What is the ratio of actual project time to target project time for the selected project?

E.g. If actual time spend to complete the project was 2 years and the original time was 1.5 years, divide 2 years by 1.5 years; so the ratio is 1.33

- | | | |
|--------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> 0 to 0.8 | <input type="checkbox"/> 0.81 to 0.9 | <input type="checkbox"/> 0.91 to 1.00 |
| <input type="checkbox"/> 1.01 to 1.1 | <input type="checkbox"/> 1.11 to 1.20 | <input type="checkbox"/> More than 1.20 |

5.4-Please indicate in average numbers of complaints received in the first 6 months after the project was completed, month regarding to building defect.

E.g. Crack/leakage of the building

- | | | |
|---|---|--|
| <input type="checkbox"/> 0-5 complaints | <input type="checkbox"/> 5-10 complaints | <input type="checkbox"/> 11-15 complaints |
| <input type="checkbox"/> 16-20 complaints | <input type="checkbox"/> 21-25 complaints | <input type="checkbox"/> More than 25 complaints |

5.5-Please indicate in average numbers of non-compliance records received during construction period and in the first 6 months after the project were completed.

- | | | |
|--|--|---|
| <input type="checkbox"/> 0-5 numbers | <input type="checkbox"/> 5-10 numbers | <input type="checkbox"/> 11-15 numbers |
| <input type="checkbox"/> 16-20 numbers | <input type="checkbox"/> 21-25 numbers | <input type="checkbox"/> More than 25 numbers |

If you have any comment concerning the questionnaire or the research topic, please write on the space at the back of this page.

I sincerely appreciate your time and cooperation. Please check to make sure that you have not skipped any questions inadvertently.

THANK YOU VERY MUCH FOR TAKING PART IN THIS SURVEY