



CLIENT DELAY FACTORS AFFECTING BUILDING PROJECT PERFORMANCE AMONG KUANTAN MALAYSIAN CONSTRUCTION INDUSTRY: THROUGH PARTIAL LEAST SQUARE STRUCTURAL EQUATION MODELING

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Abstract

The construction industry has become one of the greatest income providers as it has contributed to the Gross Domestic Product (GDP) of Malaysia. However, the construction sector has been much affected by an unexpected situation such as construction delays. Delays in the construction industry are one of the common problems that happened to most construction projects. By considering all viewpoint from various parties that involve in the construction process such as contractors, client, consultant, and others, this research identified the major factor that contributes to building project delays in Kuantan, Pahang Malaysia. To address the issues above, this research paper aims: 1) to investigate the relationship between client financial difficulties and building project performance in Kuantan Construction Industry; 2) to investigate the relationship between client change order and building project performance in Kuantan construction industry, and 3) to investigate the relationship between client lack of experience and building project performance in Kuantan construction industry. Questionnaires were distributed among 131 respondents that involved in building project in Kuantan construction industry. In this research, the PLS-SEM technique was used to assess both the measurement and structural models. From the PLS-SEM approach, the result shows that there is a positive relationship between client change order and building project performance among the Kuantan construction industry in Pahang, Malaysia. The client's lack of experience and building project performance was also found to be positively correlated in this study. While the result shows that client financial difficulties and building project performance has a negative relationship in Kuantan construction industry.

Keywords: Building project performance, financial difficulties, change order, lack of experience, construction industry, Malaysia.