

READINESS OF QUANTITY SURVEYING PRACTICES
TOWARDS E-TENDERING SYSTEM
IN MALAYSIA'S CONSTRUCTION INDUSTRY

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ABSTRACT

The construction industry is categorised as being an information-intensive industry and has been continuously searching for improved business methods to meet customer expectations. Electronic tendering systems have been introduced as an effective platform for information flow and communication tool during the tendering process in order to achieve better collaboration, coordination and control amongst construction team players. In this research, the main aim is to investigate the level of readiness of Quantity Surveying Practices towards the implementation of E-tendering systems in the construction industry. In order to obtain the necessary information, a survey was used in this study. There are several aspects to observe in order to identify the readiness of the QS community in the implementation of E-tendering systems, namely the technology, people and process aspects of an organisation. The survey conducted was directed at Quantity Surveyors' practices which are registered under BQSM in Malaysia. The practices are then categorised according to the size of firm which are small, medium and large. The results from analysing the data from questionnaires show that the level of readiness of Quantity Surveying Practices towards the implementation of E-tendering systems in Malaysia is at a satisfactory level. Generally, large firms have shown higher readiness compared to small-sized firms and medium-sized firms. Nevertheless, Quantity Surveying Practices have a lower overall mean score for the readiness from the aspect of people. Thus, the major concern for the readiness of the current construction industry towards the implementation of E-tendering systems should be focused more on the people, which represent the end users of the E-tendering system application. By then, E-tendering systems will be able to have a more rapid adoption among the Quantity Surveying Practices in Malaysia.

ABSTRAK

Industri pembinaan dikategorikan sebagai satu industri yang berintensifkan maklumat dan ia sentiasa mencari kaedah perniagaan yang lebih baik untuk memenuhi keperluan pelanggan. Sistem tender elektronik (e-tender) telah diperkenalkan sebagai pentas berkesan untuk aliran maklumat dan alat komunikasi semasa proses tender demi mencapai kerjasama, penyelarasan dan pengawalan yang baik di kalangan pemain pasukan pembinaan. Dalam penyelidikan ini, tujuan utama adalah untuk menyiasat tahap kesediaan praktis-praktis ukur bahan terhadap implementasi sistem E-tender dalam industri pembinaan. Untuk memperoleh maklumat yang diperlukan, kaedah tinjauan telah digunakan untuk kajian ini. Terdapat beberapa aspek yang diperhatikan demi mengenalpasti kesediaan komuniti ukur bahan terhadap implementasi sistem E-tender, iaitu aspek teknologi, aspek manusia dan aspek proses sebuah organisasi. Tinjauan yang dibuat ini ditujukan kepada praktis-praktis ukur bahan yang didaftarkan di bawah BQSM di Malaysia. Praktis-praktis ini kemudiannya akan dikategorikan berdasarkan saiz firma, iaitu firma kecil, sederhana dan besar. Keputusan daripada penganalisan data yang diperolehi dari soal selidik telah menunjukkan bahawa tahap kesediaan praktis-praktis ukur bahan terhadap implementasi sistem E-tender di Malaysia adalah memuaskan. Secara am, firma besar telah menunjukkan tahap kesediaan yang lebih tinggi berbanding firma-firma yang bersaiz kecil dan sederhana. Namun demikian, amalan-amalan ukur bahan mencatatkan markah purata keseluruhan yang rendah bagi tahap kesediaan dalam aspek manusia. Justeru itu, prihatin perlu ditumpukan kepada manusia yang mewakili golongan pengguna sistem aplikasi sistem E-tender ini untuk kesediaan industri pembinaan masa kini terhadap implementasi sistem E-tender. Dengan demikian, sistem E-tender boleh dilaksanakan dengan lebih cepat di antara praktis-praktis ukur bahan di Malaysia.