

**DETERMINING THE RELATIONSHIP
BETWEEN QUALITY CONTROL PROGRAMS
AND SUSTAINABILITY AMONG
CONTRACTORS IN SAUDI ARABIA**

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PROGRAM AND SUSTAINABILITY AMONG CONTRACTORS IN SAUDI
ARABIA**

by

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PENENTUAN PERKAITAN DI ANTARA PROGRAM KAWALAN KUALITI DAN KELESTARIAN DI KALANGAN KONTRAKTOR DI ARAB SAUDI

ABSTRAK

Kajian ini mensasarkan untuk mengkaji perkaitan di antara program kawalan kualiti dan kelestarian di kalangan kontraktor di Arab Saudi. Terdapat lumpang dalam ilmu yang berkaitan dengan perkaitan di antara program kawalan kualiti dan kelestarian dalam industri pembinaan. Sorotan karya yang membincangkan aspek perkaitan di antara program kawalan kualiti dan kelestarian juga amat terhad. Tambahan lagi, teori, model dan konsep program kawalan kualiti juga amat berkurangan. Disebabkan Kerajaan Arab Saudi begitu prihatin dan bersungguh-sungguh untuk mempromosikan sistem pengurusan kualiti di sana, kajian ini cuba untuk mengkaji perkaitan di antara program kawalan kualiti dan kelestarian di kalangan kontraktor di Arab Saudi. Kajian ini mempunyai tiga objektif. Objektif pertama adalah mengenalpasti isu-isu yang berkaitan dengan program kawalan kualiti dan kelestarian, dan menentukan sama ada program kawalan kualiti digunapakai dalam kalangan kontraktor di Arab Saudi. Objektif kedua adalah mengenalpasti perkaitan di antara program kawalan kualiti dan kelestarian di kalangan kontraktor di Arab Saudi. Objektif yang ketiga adalah mengenalpasti angkubah yang banyak mempengaruhi program kawalan kualiti seterusnya menyumbang kepada kelestarian kontraktor di Arab Saudi. Sorotan karya telah dilakukan ke atas kesemua model dan konsep sistem pengurusan kualiti dan program kawalan kualiti. Kajian ini menggunakan kaedah kuantitatif bagi membentuk rekabentuk kajian dan kaedah penyelidikan. Kajian ini dijalankan menggunakan borang soal selidik ke atas 270 kontraktor yang berdaftar dengan Kementerian Dalam Negeri, Kerajaan Arab Saudi. Data kemudiannya dianalisa dengan menggunakan perisian SPSS Versi 17.00. Data dianalisa dengan menggunakan ujian deskriptif, korelasi, regressi dan analisa faktor. Kajian ini mencapai kesemua objektif kajian. Dapatan kajian ini menunjukkan kontraktor-kontraktor di Arab Saudi melaksanakan program kawalan kualiti secara sederhana; dan ini menunjukkan Kerajaan Arab Saudi perlu menggiatkan usaha untuk mempromosikan program kawalan kualiti kepada kontraktor-kontraktor bagi tujuan mencapai kelestarian dalam industri pembinaan. Dapatan kajian ini juga menunjukkan yang kesemua angkubah program kawalan kualiti dan kelestarian saling berkaitan di antara satu sama lain. Penemuan terakhir kajian ini adalah angkubah program kawalan kualiti yang paling mempengaruhi program kawalan kualiti ke atas kelestarian adalah pengurusan sumber. Akhir sekali, di penghujung kajian, cadangan bidang-bidang kajian pada masa akan datang telah dikemukakan.

DETERMINING THE RELATIONSHIP BETWEEN QUALITY CONTROL PROGRAMS AND SUSTAINABILITY AMONG CONTRACTORS IN SAUDI ARABIA

ABSTRACT

This study aims at investigating the relationship between quality control programs and sustainability among contractors in Saudi Arabia. There is a gap in the current knowledge in terms of the relationship between quality control programs and sustainability in the construction industry. The literature that explains the linkages between quality control program and sustainability also seems lacking. Furthermore, the theories, models and concepts of quality control programs seem to be limited. Since the Government of the Kingdom of Saudi Arabia is keen to promote quality management system in the country, this study attempted at investigating the relationship between quality control program and sustainability among contractors in Saudi Arabia. This study has three objectives. The first objective is to identify the issues associated with quality control programs and sustainability, and determine whether or not quality control programs are adopted among the contractors in Saudi Arabia. The second objective is to identify the relationship between the implementation of quality control programs and sustainability among the contractors in Saudi Arabia. The final objective is to identify the most influencing variables in relation to quality control programs that contribute to the sustainability among the contractors in Saudi Arabia. This study reviews all concepts of models and concepts of quality management systems and quality control programs. This research adopts a quantitative approach in the research design and methodology. The survey was conducted by collecting data via questionnaires from 270 contractors that are registered with the Ministry of Interior, Kingdom of Saudi Arabia. The results were analyzed by using SPSS version 17.00 software. The data was analyzed by using descriptive analysis, correlations, regressions and factor analysis. This study had achieved all the research objectives. This study found that most of the contractors in Saudi Arabia moderately implementing quality control programs; suggesting that the government needs to put more efforts in promoting the quality control programs among their construction players in order to achieve sustainability in the construction industry. This study further found that quality control programs variables and sustainability are associated between one another. The final finding is that the most influencing variable in the quality control program to the sustainability of contractors in Saudi Arabia is resource management. Finally, this study recommends areas of future research at the end of the chapter.

