

ABSTRACT

An opinion survey of Construction Managers and Construction Supervisors regarding the Human Factors affecting Quality in the Trinidad and Tobago Construction Industry

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Many researchers suggest that failed implementation of quality management programs in construction can be attributed to a failure to address key human related issues. As a result, this study was undertaken to identify the link between human factors and successful quality management in the Trinidad and Tobago construction industry. A listing of 28 human factors were identified and presented to construction managers and construction supervisors through the use of a questionnaire survey. Analysis of the results revealed that construction managers agreed that 14 of these factors were affecting the local industry while supervisors agreed that an overwhelming 21 of the human factors were affecting the industry. Of these factors, the need for a change in culture, increased employee involvement and internal customer focus were identified as the top ranking overall factors. Rank correlation analysis and independent two sample t-tests were conducted to

examine the correlation in opinion of both populations. This led to the conclusion that there was a statistically significant association between both populations as to the human factors affecting the local industry. The results of the study indicate that there is a strong need to pay closer attention to the human resource in the construction industry and that a change in management philosophies is also required in the industry in order to improve the quality of works.

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