ANALYSIS OF CONTRACTORS PERFORMANCE IN GAZA STRIP CONSTRUCTION PROJECTS

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Abstract
The construction industry has acquired a poor reputation in performance issues. Project success is dependent on, amongst other factors, the performance of the contractors. The aim of this paper is to identify and evaluate the main factors affecting the performance of construction projects in the Gaza strip. Sixty questionnaires were randomly distributed to contractors and 46 questionnaires were received (77% respondent rate). Sixty three factors were identified and categorized into ten groups. The level of importance of these factors were measured and ranked by their importance index from the contractors' perspectives. The most important factors were average delay arising from closures and materials shortage, availability of resources as planned through project duration, leadership skills of the project manager, escalation of material prices, availability of personnel with high experience and qualification and quality of equipments and raw materials in project. It is recommended that construction organizations have a clear mission and vision to formulate, implement and evaluate their performance.

Keywords
Performance, contractors, construction and management

INTRODUCTION
The construction industry has acquired a poor reputation for being unable to deliver projects on time, within budget, and with the required quality. Project success is dependent on, amongst other factors, the performance of the contractors. The construction industry is complex by its nature because it contains a large number of stakeholders as clients, contractors, consultants, shareholders and regulators. It has been suggested that clients should monitor and control contractors' performance on regular basis (Birrell, 1988). The performance of the construction industry is also affected by national economies.

In 2006, many projects in Gaza finished with poor performance due to a variety of factors such as obstacles by client, non-availability of materials, road closures, amendments to design and drawings, additional work, decision delays, handing over delays, variation orders, amendments to the Bill of Quantity (BOQ) and delay in receiving drawings (UNRWA, 2006). In addition, political, economic and cultural issues contributed to the failure of projects performance in the Gaza strip. (UNRWA 2006, 2007).