SOCIAL INFRASTRUCTURE PROJECT SUCCESS CRITERIA – AN EXPLORATORY STUDY

S. H. WAI 1, AMINAH Md Yusof2 and SYUHAIDA Ismail3

1, 2 Faculty of Civil Engineering, University of Technology Malaysia, 81300 Skudai, Johor Bahru, Johor, Malaysia. Email: shwai2@live.utm.my
3 RAZAK School of Engineering and Advanced Technology, University of Technology Malaysia, Jalan Semarak, 54100, Kuala Lumpur, Malaysia

Abstract
Although many studies have identified project success criteria in various contexts, few have attempted to identify the criteria for social infrastructure projects (SIPs). To bridge the research gap, a questionnaire survey was conducted in Malaysia to collect the opinions of 146 construction practitioners regarding the level of agreement of success criteria for SIPs. Six SIPs criteria were identified: time, cost, quality of construction, location of construction, client satisfaction and public satisfaction. The criteria were explored using Principal Component Analysis (PCA). The findings reveal that a SIP's success evaluation framework consists of two components: classical criteria and modern criteria. The empirical framework forms a structure for evaluating the success of SIPs, thereby enhancing the social capital of developing nations.

Keywords
Malaysia, social infrastructure project, success criteria, principal component analysis

INTRODUCTION
In Malaysia, the government focused on efforts to create a high income nation by the year 2020. One of the main challenges will be to replace the current resource-consuming and environmental straining activities with sustainable development (Naess, 2001). For construction engineering and management, the development of infrastructure is a subject that is crucial for achieving sustainable development. For development of infrastructure to be considered sustainable, it must ensure that an area's inhabitants have their vital needs met in a way that can be sustained in the future (Naess, 2001). This paper specifically considers social infrastructure projects (SIPs) that influence quality of life for members of new communities. SIPs need to be in place early in the life of a new community because they attract families and create opportunities for people from different backgrounds to meet and build relationships. In addition, Glaeser and Redlick (2009) argue that expenditures on social infrastructure in relatively distressed regions may be important for discouraging out-migration and thereby encouraging residents to invest in social capital. This study examines SIPs from the point of view of construction and engineering management. More specifically, this study aims to identify the project success criteria for SIPs in Malaysia. The motivation for this study is the criticism leveled at the provision of SIPs in Malaysia. The following paragraph considers several hospitals as examples (DAP, 2009).