

# **An investigation of critical factors that causes the cost of poor quality in construction projects in Swaziland**

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## **Abstract**

**Purpose:** This study investigated the factors that causes cost of poor quality in construction projects according to the perceptive of construction professionals in the Swaziland construction industry.

**Research methodology:** This research adopted quantitative research and 50 useable questionnaires were used as an instrument tool for the study. Random sampling method was used to select the respondents in various construction companies.

**Findings:** Factors that causes the cost of poor quality were ineffective monitoring and feedback by project managers, a lack of planning and coordination, reluctance in timely decision by top management, poor human skilled resources and labor strike, failure to identify problems and institute necessary designs and programme changes, Government's way of procuring choosing the lowest bidder and inadequate project formulation in the beginning of the project.

**Conclusion:** The study suggest that if management played their vital roles from the beginning or inception of the projects then the critical factors causing poor quality would be reduced.

**Recommendation:** The implantation of quality management systems, defining the quality objective at the beginning of the project and encouraging team work in the project.

**Keywords:** Poor Quality, Quality, and Construction industry.