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The client satisfaction of green building procurement systems

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2016
http://hdl.handle.net/10539/20009

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ABSTRACT

The world population continues to grow resulting in continuous demand for development. The building and construction industry is the avenue by which a vast majority of human settlements are developed. With this in mind, it is an industry that can have a far reaching effect on human and ecological well-being across the globe and South Africa is no exception.

This study posits the problem that the correct building procurement systems to enhance client satisfaction in Green Building practices are not being applied in South Africa and as a consequence the application and integration of Green Building is being curbed. The overall aim of the study was therefore to determine how to improve client satisfaction through the correct use of building procurement systems in order to increase Green Building implementation across South Africa. The relationship between building procurement systems, client satisfaction and Green Building implementation remained the focal point throughout the study. This relationship was broken down within the literature as well as through the analysis of a questionnaire submitted to South African Green Building professionals, including clients. This examination determined that the client is the key to whether a project is developed and how it is procured. Moreover, it established that the choice of procurement strategy is the defining factor in the successful outcome of a project and ultimately the outcome of client satisfaction or dissatisfaction.

The results indicated a significant correlation of the views in practice with that in theory whereby it was determined that the most appropriate procurement systems for Green Building are collaborative systems , including Design and Manage as well as Design and Build. On the contrary the findings illustrated that the Traditional System is the least appropriate for Green Building as it is a segregated building procurement system. Furthermore, the respondents confirmed the hypothesis that incorrect building procurement systems are being applied on Green Building projects in South Africa as the Traditional System was found to be the most utilised system for Green Building across South Africa even though it is the least appropriate system. This is a noteworthy finding, as environmental progress will continually be curbed on account of low levels of client satisfaction from inadequate building procurement systems. This research gives clear solutions on which building procurement systems to use and which not to use for Green Building. By applying this knowledge client satisfaction will be enhanced and so too the Green Building environment of South Africa.