# ROADMAP FOR IMPLEMENTING VALUE MANAGEMENT IN THE NIGERIAN CONSTRUCTION INDUSTRY

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UNIVERSITI TEKNOLOGI MALAYSIA

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# ROADMAP FOR IMPLEMENTING VALUE MANAGEMENT IN THE NIGERIAN CONSTRUCTION INDUSTRY

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**BRUNO LOT TANKO** 

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A thesis submitted in fulfilment of the requirements for the award of the degree of Doctor of Philosophy

Faculty of Built Environment and Surveying Universiti Teknologi Malaysia

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To GOD, who has compassionately blessed me, and to my beloved wife, dad, mum, Lois, Joanna, and Judith, Thank You!

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#### ABSTRACT

Value management (VM) is an acknowledged technique used to optimise the performance of construction projects in most developed and developing countries. Research and improvement in the use of value-added techniques have continued to gain consideration worldwide as a result of the universal quest to reduce construction projects costs without sacrificing quality and performance of construction ventures. This research focuses on developing a roadmap for implementing VM in the Nigerian construction industry. Accordingly, the objectives of this research are to investigate the current value-added activities, to identify the barriers to VM applications, to identify the critical success factors for VM applications, to examine the relationship between critical success factors and the current value-added activities, and to develop a roadmap for the successful implementation of VM. Quantitative research approach was adopted for the study. A total of 465 questionnaires were distributed to practicing architects, quantity surveyors, builders, civil engineers, and services engineers, and a response rate of 74% was achieved. Data analysis techniques employed include: descriptive analysis using cross-tabulation, mean scores and relative importance index; normality test; reliability test; validity test using Kaiser-Meyer-Olkin (KMO) and Barlett's test of sphericity; factor analysis; and structural equation modelling. Findings reveal that although there is no formal implementation of VM in construction projects in Nigeria, at least 3 phases of VM have been adopted in the construction processes. Findings also demonstrate that VM practices in the Nigerian construction industry are hindered by lack of expertise, lack of awareness among clients, poor collaboration among stakeholders, resistance to accept new innovations, inadequate facilitation skills, lack of active involvement of clients and stakeholders, and absence of local VM guidelines. Consequently, drivers including multidisciplinary team, competent facilitators, effective communication among VM participants, ability to conduct VM workshops, commitment of all stakeholders to VM workshop, and support from government agencies would facilitate the successful implementation of VM. The roadmap established from the research results suggests four (4) requirements that necessitate the implementation of VM in the construction industry, namely "peoplerelated factors", "government-related factors", "environment-related factors", and "information/methodology-related factors". The roadmap was validated by construction experts to confirm its suitability, usefulness, applicability and acceptance, and would form the basis to develop a VM manual or standard for the Nigerian construction industry.

#### ABSTRAK

Pengurusan nilai (PN) merupakan teknik yang diakui untuk mengoptimumkan pencapaian sesebuah projek pembinaan di kebanyakan negara maju dan membangun. Kajian dan penambahbaikan dalam penggunaan teknik tambah nilai terus mendapat perhatian di seluruh dunia akibat usaha universal untuk mengurangkan kos projek pembinaan tanpa mengorbankan aspek kualiti dan pencapaian projek. Kajian ini memberi fokus terhadap pembangunan pelan perlaksanaan PN dalam industri pembinaan di Nigeria. Oleh yang demikian, objektif kajian ini adalah untuk mengkaji aktiviti tambah nilai semasa, mengenal pasti halangan kepada aplikasi PN, untuk mengenal pasti factor kejayaan kritikal bagi perlaksanaan PN, mengkaji perkaitan antara faktor kejayaan kritikal dengan praktis semasa, dan untuk membangunkan pelan tindakan bagi perlaksanaan PN yang berjaya. Pendekatan kaedah kajian kuantitatif telah digunakan untuk kajian ini. Sebanyak 465 soal selidik telah diedarkan kepada arkitek, juru ukur bahan, jurubina, jurutera awam, dan jurutera kemudahan dengan kadar maklum balas sebanyak 74% telah dicapai. Kaedah analisis data yang digunakan meliputi deskriptif menggunakan cross-tabulation, skor min dan indeks kepentingan relatif, ujian normal, ujian kebolehpercayaan, ujian kesahihan menggunakan Kaiser-Meyer-Olkin dan Barlett's test of sphericity; analisis faktor dan pemodelan persamaan struktur. Dapatan ini mendapati bahawa walaupun PN tidak dilaksanakan secara formal dalam industri pembinaan di Nigeria, namun terdapat tiga fasa dalam PN yang telah digunakan dalam proses pembinaan. Dapatan juga menunjukkan bahawa amalan PN dalam industri pembinaan di Nigeria dihalang oleh kekurangan pakar, kurang kesedaran dalam kalangan pelanggan, kolaborasi yang lemah oleh pihak berkepentingan, rintangan untuk menerima inovasi baru, kepakaran fasilitator yang tidak mencukupi, kurang penyertaan yang aktif oleh pelanggan dan pihak berkepentingan, dan ketiadaan garis panduan PN tempatan. Sebagai kesan, pemacu seperti kepelbagaian disiplin, kompetensi fasilitator, komunikasi yang berkesan dalam kalangan pengamal PN, kebolehan untuk menjalankan bengkel PN, komitmen dari semua pihak berkepentingan, dan sokongan daripada agensi kerajaan akan membantu ke arah perlaksanaan PN yang berjaya. Pelan perlaksanaan yang diwujudkan daripada hasil kajian ini mencadangkan empat keperluan yang diperlukan untuk perlaksanaan PN dalam industry pembinaan iaitu faktor yang berkaitan dengan manusia, faktor yang berkaitan gengan kerajaan, persekitaran dan maklumat/metodologi. Pelan tindakan ini telah disahkan oleh pakar industri pembinaan untuk memastikan ia adalah bersesuaian, berguna, berkesan dan diterimapakai, dan menjadi asas untuk membangunkan manual atau standard PN bagi industri pembinaan di Nigeria.

### TABLE OF CONTENT

CHAPTER		TITLE	PAGE
	DEC	LARATION	ii
	DED	ICATION	iii
	ACK	NOWLEDGEMENT	iv
	ABS	TRACT	v
	ABS	TRAK	vi
	TAB	LE OF CONTENT	vii
	LIST	<b>COF TABLES</b>	XV
	LIST	xviii	
	LIST	xxi	
1	INTI	1	
	1.1	Introduction	1
	1.2	Background of the Study	1
	1.3	Problem Statement	5
	1.4	Main Research Question	7
		1.4.1 Research Sub-Questions	7
	1.5	Aim and Objectives	8
	1.6	Methodology	9
	1.7	Terms and Definition	10
	1.8	Scope of the Research	12

1.9	Struct	are of Thesis	13
LITI	ERATUI	RE REVIEW	15
2.1	Introdu	uction	15
2.2	Functi	on, Quality, Cost, and Value	15
	2.2.1	Function	16
	2.2.2	Quality	16
	2.2.3	Cost	16
	2.2.4	Value	16
2.3	Histor	ical Development of Value Management	17
2.4	Defini	tions of Value Management	20
2.5	The Co	omponents of Value Management	23
	2.5.1	System	23
	2.5.2	Multi-disciplinary Team	23
	2.5.3	Client Value System	24
	2.5.4	Job Plan	25
	2.5.5	Life Cycle Cost	28
2.6	Reason	ns for Value Management	28
	2.6.1	Development of Systematic, Innovative and	
		Creative Ideas	28
	2.6.2	Removal of Unnecessary Costs	29
	2.6.3	Quality Optimisation and Effective Use of	
		Time	29
	2.6.4	Development of Teamwork	29
	2.6.5	Establishment of Client's needs	30
	2.6.6	Effective Communication among	
		Stakeholders	30
2.7	Appro	aches to Value Management	31
	2.7.1	The Charette	31
	2.7.2	The 40 Hour Study	32
	2.7.3	Value Management Audit	32
	2.7.4	Contractor's Change Proposal	32

2.8	The Co	onstruction	Industry and Value Management	33
2.9	Value	Manageme	ent Workshop in the Construction	
	Industr	у		38
	2.9.1	Pre- Wo	rkshop	38
	2.9.2	Worksho	op	38
		2.9.2.1	Information Phase	39
		2.9.2.2	Function Analysis	39
		2.9.2.3	Creativity	39
		2.9.2.4	Evaluation	40
		2.9.2.5	Development	40
		2.9.2.6	Presentation	40
	2.9.3	Post- We	orkshop	41
2.10	Value	Manageme	ent Job Plan	42
2.11	Duratio	on of a Va	lue Management Workshop	45
2.12	Applic	ability of `	Value Management	46
2.13	Value ]	Managem	ent Facilitation	46
	2.13.1	External	and Internal Facilitation	47
	2.13.2	Compete	encies of Value Management	
		Facilitat	ors	48
2.14	Strateg	gies for Va	lue Management Implementation	50
2.15	Succes	s Factors f	for Value Management Application	52
2.16	Barrier	rs to Value	Management Application	55
2.17	The Ni	gerian Co	nstruction Industry	57
2.18	The Ni	gerian Co	nstruction Professionals	61
2.19	Constra	aints to Pr	oject Delivery in the Nigerian	
	Constr	uction Ind	ustry	62
2.20	Value-	Added Ac	tivities in the Nigerian	
	Constr	uction Ind	ustry	65
2.21	Concep	ptual Fram	ework of the Research	67
2.22	Summa	ary		70

### **RESEARCH METHODOLOGY**

RESE	EARCH	METHO	DOLOGY	71
3.1	Introdu	uction		71
3.2	Research Philosophy, Approach and Techniques			72
3.3	Nature	Nature of Research		
3.4	Quanti	tative Res	earch	74
3.5	Resear	ch Proced	ure	75
3.6	Justific	cation of R	Research Method	77
3.7	Resear	ch Design		77
	3.7.1	Time Ho	orizon	79
	3.7.2	Samplin	g Technique	79
	3.7.3	-	h Population	80
	3.7.4		estionnaire	82
	3.7.5		nnaire Design	82
	3.7.6	Pilot Su	rvey	88
	3.7.7	Sample	Size collection	90
	3.7.8	Data Co	llection	91
3.8	Data A	nalysis		92
	3.8.1	Validity	and Reliability Test	92
	3.8.2	Descript	ive Statistics	93
	3.8.3	Cross-ta	bulation and Chi-square Test	94
	3.8.4	Mean Sc	core and Relative Importance Index	94
	3.8.5	Factor A	nalysis	95
		3.8.5.1	Exploratory and Confirmatory	
			Factor Analyses	96
	3.8.6	Structura	al Equation Modeling	97
		3.8.6.1	Exceptionality of Structural	
			Equation Modeling	99
		3.8.6.2	Goodness of Fit Statistics for	
			Structural Equation Modeling	99
3.9	Valida	tion of the	Roadmap	102
3.10	Summ	ary		104

		VALUE-ADDED ACTIVITIES,	
		AND CRITICAL SUCCESS FACTORS	
		E MANAGEMENT APPLICATION IN	
THE	NIGER	IAN CONSTRUCTION INDUSTRY	106
4.1	Introdu	uction	106
4.2	Demog	graphic Analysis	106
	4.2.1	Respondents' Working Experience in the	
		Construction Industry	107
	4.2.2	Respondents' Specialisations	108
	4.2.3	Role of Respondents' Organisation in the	
		Construction Industry	109
	4.2.4	Respondents' Perception on Value	
		Management	110
	4.2.5	Respondents' Familiarity on Value	
		Management	111
	4.2.6	Respondents' Formal Training on Value	
		Management	112
	4.2.7	Respondents' Participation in Value	
		Management Workshop	112
	4.2.8	Respondents' Role in Value Management	
		Workshop	113
4.3	Currer	nt Value-Added Activities	114
	4.3.1	Outliers and Multicollinearity of VM	
		Attributes	115
	4.3.2	Test of Normality on Current Value-Added	
		Attributes	115
	4.3.3	Reliability Test for Current Value-Added	
		Attributes	116
	4.3.4	Factor Analysis of the Current Value-	
		Added Activities	117
	4.3.5	Phases of Current Value-Added Attributes	119
	4.3.6	Construction Professionals Perception on	
		the Current Value-Added Activities	122

	4.3.7	Prominence of the Value-Added Activities	
		in the Construction Industry	127
	4.3.8	Importance of Value-Added Activities in	
		the Nigerian Construction Industry	129
	4.3.9	Framework for the Current Value-Added	
		Activities in the Nigerian Construction	
		Industry	132
4.4	Barrier	s to VM Application in the Nigerian	
	Constr	uction Industry	133
	4.4.1	Test of Normality on Barrier Attributes	134
	4.4.2	Instrument Reliability Test for Barrier	
		Attributes	135
	4.4.3	Factor Analysis of Barriers to VM	
		Application	136
	4.4.4	Perception of Construction Professionals on	
		Barriers to VM Application	138
	4.4.5	Ranking of Barriers to VM Application in	
		the Construction Industry	143
	4.4.6	Ranking of Barrier Components	146
4.5	Succes	s Factors of Value Management Application	147
	4.5.1	Normality Test for Success Factors	
		Attributes	149
	4.5.2	Test of Instrument Reliability for Success	
		Factors Attributes	150
	4.5.3	Factor Analysis of Success Factors for VM	
		Application	151
	4.5.4	Construction Professionals Perception on	
		the Success Factors of VM	153
	4.5.5	Ranking of Success Factors for VM	
		Application in the Construction Industry	158
4.6	Summa	ary	161

NIG	ERIAN (	CONSTRUCTION INDUSTRY	1
5.1	Introdu	action	
5.2	Measu	rement and Structural Models for VM	
	Applic	ation	
5.3	Measu	rement Models	
	5.3.1	Path Identification of Current Value-Added	
		Activities	
	5.3.2	Critical Success Factor Paths in VM	
		Application	
5.4	Structu	aral Models Using SEM	
	5.4.1	Structural Model for VM Current Value-	
		Added Activities	
	5.4.2	Structural Model for Success Factors of	
		VM Application	
5.5	Effect	of Critical Success Factors on Current	
	Practic	ees of VM	
5.6	Requir	rements for VM Implementation	
	5.6.1	People	
	5.6.2	Government	
	5.6.3	Environment	
	5.6.4	Information/Methodology	
5.7	Roadm	nap for VM Implementation in the Nigerian	
	Constr	uction Industry	
5.8	The Pu	rpose and Scope of the VM Roadmap	
5.9	Valida	tion of the Roadmap	
	5.9.1	Purpose of the Validation	
	5.9.2	Response Rate and Background of	
		Participants	
	5.9.3	Suitability and Acceptance of the Roadmap	

		5.9.4	Validation of VM Implementation	
			Requirements	185
		5.9.5	Summary and Impact of Validation	
			Findings	190
	5.10	Summa	ury	190
6	CON	CLUSIO	N AND RECOMMENDATION	192
	6.1	Introdu	ction	192
	6.2	Conclu	sion	192
	6.3	The Ac	complishment of Research Objectives	194
		6.3.1	Determining the Current Value-Added	
			Activities	194
		6.3.2	Establishing the Barriers to VM Practice	196
		6.3.3	Establishing the CSFs for VM Practice	197
		6.3.4	Establishing the effect of CSFs on Current	t
			Value-Added Activities	199
		6.3.5	Establishing the Requirements for VM	
			Practice	199
		6.3.6	Developing Roadmap for VM	
			implementation in the Construction	
			Industry	200
	6.4	Contrib	oution to Knowledge	201
		6.4.1	Practical Implementation	201
		6.4.2	Theoretical Implementation	202
	6.5	Limitat	ion of the Research	202
	6.6	Recom	mendation for Further Research	203
REFERENC	ES			204
Appendices A	-Е			223-292

## LIST OF TABLES

TABLE NO.	TITLE	PAGE
2.1	Historical development of value management	18
2.2	Definitions of value management	22
2.3	Project needs of public construction clients in Nigeria	25
2.4	Comparison of UK and US VM workshop practices	41
2.5	Comparison of UK and US VM workshop practices	44
2.6	Merits and demerits of external facilitation	47
2.7	Merits and demerits of internal facilitation	48
2.8	'Hard' competencies of VM facilitators	49
2.9	'Soft' competencies of VM facilitators	50
2.10	Success factors of VM workshop derived from previous	
	studies	54
2.11	Barriers to VM application derived from previous studies	56
2.12	Sectoral GDP contributions to Nigeria economy	58
3.1	List of registered professionals	81
3.2	Scales used in designing the questionnaire	84
3.3	Attributes used for questionnaire design	85
3.4	Goodness-of-fit statistics used in model determination	100
4.1	Value-added activities in the construction industry	114
4.2	Test of normality for current value-added attributes	115

4.3	Cronbach's Alpha coefficient of current value-added	
	attributes	116
4.4	KMO and Bartlett's test for current value-added activities	117
4.5	Rotated component matrix <sup>a</sup> for current value-added	
	attributes	118
4.6	Reliability for current value-added activities	119
4.7	Mean scores of CP of VM among respondents	123
4.8	Ranking of current value-added activities among construction professionals	124
4.9	Overall ranking of value-added activities in the construction industry	127
4.10	Top ten (10) current value-added activities	128
4.11	Lowest ten (10) current value-added activities	129
4.12	RII of current-value added activities among construction	
	professionals	130
4.13	Level of importance of current-value added activities in the	
	Nigerian construction industry	131
4.14	Barriers to VM application in the construction industry	133
4.15	Test of normality for barrier attributes	134
4.16	Cronbach's Alpha coefficient of barrier attributes	135
4.17	KMO and Bartlett's Test for barriers to VM application	137
4.18	Rotated component matrix <sup>a</sup> for barrier attributes	137
4.19	Reliability of barriers to VM Application	138
4.20	Mean scores of barriers to VM application among	
	construction professionals	139
4.21	Ranking of barriers to VM application among construction	
	professionals	140

Barriers to VM application in the Nigerian construction	
industry	144
Ranking of barrier components	146
Success factors for VM application in the construction industry	148
Test of normality for success factors attributes	149
Cronbach's Alpha coefficient of success factors attributes	150
KMO and Bartlett's test for success factors to VM	
application	151
Rotated component matrix <sup>a</sup> for success factors of VM	152
Reliability of success factors for VM application	153
Mean scores of success factors of VM application among	
construction professionals	155
Critical success factors of VM application among construction professionals	156
Ranking of success factors for VM application in the	
Nigerian construction industry	159
Fit indices of models for current value-added activities	171
Fit indices of models for the CSFs of VM	171
Fit indices of models for the CSFs effect on current value-	
added activities	171
Ranking of CSFs Components	172
Mean values for VM implementation requirements	187
	industry Ranking of barrier components Success factors for VM application in the construction industry Test of normality for success factors attributes Cronbach's Alpha coefficient of success factors attributes KMO and Bartlett's test for success factors of VM application Rotated component matrix <sup>a</sup> for success factors of VM Reliability of success factors of VM application Mean scores of success factors of VM application among construction professionals Critical success factors for VM application among construction professionals Ranking of success factors for VM application in the Nigerian construction industry Fit indices of models for the CSFs of VM Fit indices of models for the CSFs of VM Fit indices of models for the CSFs effect on current value- added activities Ranking of CSFs Components

## LIST OF FIGURES

TITLE	PAGE
Map of Nigeria showing Abuja, Kaduna and Jos.	13
Structure of thesis	14
Components of value management	24
A typical FAST diagram	27
A generic model of the VM process	37
Value study process flow diagram	43
The generic VM process	45
Organisational structure of VM implementation in Malaysia	52
Nigeria's per capital Gross National Product	58
Conceptual framework of the research	69
Nested research model	72
Research procedure	76
Research design for the study	78
Research sampling technique for this study	80
Steps in structural equation modelling	101
Diagram showing esurveysPro.com online software	102
Methods adopted in relation to the research objectives	105
	Map of Nigeria showing Abuja, Kaduna and Jos. Structure of thesis Components of value management A typical FAST diagram A generic model of the VM process Value study process flow diagram The generic VM process Organisational structure of VM implementation in Malaysia Nigeria's per capital Gross National Product Conceptual framework of the research Nested research model Research procedure Research design for the study Research sampling technique for this study Steps in structural equation modelling Diagram showing esurveysPro.com online software

4.1	Respondents' working experience in the construction industry	107
4.2	Respondents' specialisations	108
4.3	Role of respondents' organisations	109
4.4	Respondents' perception on value management	110
4.5	Respondent's familiarity on value management	111
4.6	Respondents' formal training on value management	112
4.7	Respondents' participation in value management workshop	
		112
4.8	Respondents' role in value management workshop	113
4.9	Frequency distribution for CPA phase	119
4.10	Frequency distribution for CPB phase	120
4.11	Frequency distribution for CPC phase	122
4.12	Framework for current value-added activities in the	
	Nigerian construction industry	133
4.13	Barriers to VM Implementation	147
5.1	Measurement model for current practice of VM	164
5.2	Success factors of VM application measurement model	165
5.3	Structural model for VM current practice	166
5.4	Structural model for critical success factors of VM application	167
5.5	First-order measurement model for CSF effect on CP of VM	
		169
5.6	Second-order structural model for CSF effect on CP of VM	
		170
5.7	Requirements for VM implementation in the Nigerian	184
	construction industry	176
5.8	Roadmap for VM Implementation	178

5.9	Participants' response rate from esurveyspro.com	182
5.10	Academic qualification of construction experts	183
5.11	Specialisation of construction experts	183
5.12	Years of experts' experience in the construction industry	184
5.13	Validated VM implementation requirements	188

## LIST OF ABBREVIATIONS

VM	-	Value Management
FA		Function Analysis
LCC	-	Life Cycle Cost
GDP	-	Gross Domestic Product
KM	-	Knowledge Management
CSF	-	Critical Success Factor
SEM	-	Structural Equation Modelling
EFA	-	Exploratory Factor Analysis
CFA	-	Confirmatory Factor Analysis
RM	-	Risk Management
VMW	-	Value Management Workshop
SPSS	-	Statistical Package for the Social Sciences
AMOS	-	Analysis of Moment Structures
NIA	-	Nigerian Institute of Architects
NIQS	-	Nigerian Institute of Quantity Surveyors
NIOB	-	Nigerian Institute of Building
NSE	-	Nigerian Society of Engineers
SF	-	Success Factor
SAVE	-	Society of American Value Engineers

FGN -	Federal Government of Nigeria
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- MS Mean Score Index
- RII Relative Importance Index
- FAST Function Analysis System Technique
  - QS Quantity Surveyor
- QSRBN Quantity Surveyors Registration Board of Nigeria
  - FAST Function Analysis System Technique
  - BOT Build Operate Transfer
  - PPP Public Private Partnership
  - CFI Comparative Fit Index
  - GFI Goodness-of-Fit Index
- RMSEA Root Mean Square Error of Approximation

### LIST OF APPENDICES

APPENDIX	TITLE	PAGE
A	List of Publications	223
В	Research Questionnaire	225
С	Respondents' Outliers and Total Variance of Attribute	232
D	Cross-tabulation Analysis of Research Attributes	235
E	Online Validation Results	288

### **CHAPTER 1**

#### **INTRODUCTION**

#### 1.1 Introduction

This chapter provides the structure of the research which includes: the background of the study; problem statement; research questions; aim and objectives; brief methodology; definitions of terms; scope of the research; and structure of the thesis.

#### **1.2 Background of the Study**

The extent of economic growth in Nigeria from its independence in 1960 has been expanding and has become an important influence in Africa and the world. A number of considerable economic reforms and changes took place over the last nineteen years in the history of Nigeria. These changes were principally as a result of the transfer of power from the military regime to a civilian government in 1999. Thus, the economic reforms accelerated the recent growth and development across the nation (Isa *et al.*, 2013). The infrastructure needed for socio-economic advancement is established by the construction industry which plays a significant role in the economic development of any country (Abdullah *et al.*, 2004). In particular, the industry contributes to the socio-economic growth of developing countries (Rahim *et al.*, 2014). Consequently, the need for infrastructure, facilities, and buildings in Nigeria has prompted the growth of the nation's construction industry over the years.

The term 'construction' the world over is an activity which apparently plays an important task in the general economic development. The development of heavy engineering, civil (roads, railways, bridges etc.) and building (residential, institutional, commercial etc.) works are carried out by the construction industry, which is a viable sector in any nation's economy (Ogunsemi *et al.*, 2008; Abdullah, *et al.*, 2004). Hence, construction is one of the most essential activities of any economy because a large share of the country's resources are used in the construction of buildings (Mu'azu, 2002). In all nations, the construction industry is recognised to be the live wire of every economy and affects all forms of human endeavours (Ayangade, 2009). The Nigerian Construction Industry (NIC) parallels the global scenario.

Organised construction started in Nigeria in the 1930s and its activities increased steadily. The need for construction services and an increase in the construction activities was due to the 'oil boom' that followed about ten years after Independence in 1960 (NBS, 2015). Since 1960's and 70's, the foreign companies dominated the industry and brought about returns for government and jobs for its citizens. The construction industry across the world has witnessed great institutional and organisational transformation (Ibem *et al.*, 2011). Therefore, notwithstanding a country's level of advancement and development, the construction industry plays a significant role in its economy. Hence, the continual growth of the industry could be made clear by the vitality of construction projects and the capacity to contain demographic changes.

Global Construction (2010) forecasted that Nigeria's construction growth would be one of the fastest of all markets by 2018, as a result of an increase in wealth and urbanisation emanating from the production of its oil. In 2015, Nigeria Gross Domestic Product (GDP) was 2.79% and the construction industry accounted for 4.35% of the GDP (NBS, 2016). The construction industry in Nigeria is made up of various stakeholders: the client; construction materials manufacturers; the craftsmen; the contractors; consultants (Architects, Quantity Surveyors, Civil, Electrical, Mechanical and Structural Engineers, Builders, Estate Surveyors, Land Surveyors, Town Planners) and the end-users. The complex nature of the construction industry with various stakeholders and construction professionals may be responsible for the rapid transformation taking place in the Nigerian construction industry. Subsequently, all the construction actors and the workforce engage in a competitive environment to ensure that performance of projects is achieved and clients are satisfied. The clients in the construction industry could either be public organisations or private corporate bodies, however, the federal government is the major client of the Nigerian construction industry.

The introduction of new innovations, advancement in technology, complexity of construction projects and clients' growing needs are the reasons why the construction industry in the world keep changing (Oke and Ogunsemi, 2011, Ibem et al., 2011). Consequently, clients and stakeholders are now concerned with value philosophies to realise the best from their ventures, recognising and advancing new methods and approaches needed to upgrade the image of the construction industry (Ramly and Shen, 2012). Most countries [USA, UK, Australia, Hong Kong, China, Saudi Arabia and Malaysia] (Kissi et al., 2015) with new value-added needs have embraced value-added innovations through value management (VM). According to Thiry (1997), other countries like Italy, Germany, France, South Korea, Kuwait, Denmark, Taiwan, South Africa, Hungary, and Canada have also embraced VM. As a result, Ramly and Shen (2012) capitulated that VM has been brought into the construction industry to attain the best value-for-money. Value-for-money has been described by Mohd Rahim et al. (2016) as the ideal combination of quality and whole life cost with the primary drive to satisfy the requirements of users. Although, according to Ong (2004), VM has extended the traditional emphasis on value-formoney to value for stakeholders, environment, systems, quality, social, ethics, etc.

Since the introduction of VM in the construction industry, the technique has gained popularity among industrial scholars and academics (Ramly *et al.*, 2013), and its demand all over the world has been on the increase (Oke and Ogunsemi, 2011). Various terms such as value assessment, value review, value analysis, value

methodology, value engineering, value planning and value control have been associated with VM. According to Kissi *et al.* (2015) and Ong (2004), VM is synonymous with terms such as value engineering (Fan *et al.* 2013), and value analysis. Thiry (1997) advanced that VM encompasses value engineering, value analysis, value control, and other value techniques. The author further put forward that the agreement to use VM is basically to describe the incorporated widespread application of value techniques. Although many terms have been used, what is very important is the improvement of value without sacrificing the intended function. "VM is a multi-disciplinary, team oriented, structured, analytical and systematic analysis function, which seeks best value through the design and construction processes to meet the perceived needs of clients" (Jaapar *et al.*, 2009). It is a well-thought-out framework that aids successful decision making relating to the 'best value'. In addition, VM is a process by which the project is assessed and analysed to have the best value-for-money by adhering to a certain methodology, the process being led by a trained facilitator (Rangelova and Traykova, 2014).

The concept of VM targets to optimise the value of construction projects by providing vital functions or elements at the lowest cost without giving up performance criteria. According to Hwang *et al.* (2014), VM has been acknowledged as a potent technique for attaining best value for construction clients. It has a tendency to evidently define roles and responsibilities of participants, resolve uncertainties and misperceptions in construction projects, and enhance relationships among stakeholders. Nonetheless, Thiry (1997) stated that VM can only exist when a goal needs to be accomplished or a problem needs to be resolved, when there is no goal or problem, there is no need to improve value. Hence, the need to identify the goals and problems by a VM team. In general, the taking part of key stakeholders in a VM workshop over a period of time in order to generate, classify, and develop functional requirements of projects with their associated costs is the primary objective of VM.

The realisation of better value-for-money, elimination of unnecessary costs, savings in project cost, understanding and evaluating project's objectives, improving team work and communication among construction stakeholders, and enhancing the function of projects are some of the benefits of VM.

#### **1.3 Problem Statement**

Nigeria, with the population of 182 million in 2017 (National Population Commission, 2017) is witnessing an unprecedented urbanisation, but the construction industry accounted for only 4.35% of the country's GDP in 2015 (NBS, 2016). Although, a number of significant and laudable economic reforms and changes took place over the last two decades, these extraordinary reforms and growth should not detract attention from the problems faced by the Nigerian construction industry. As a common norm, construction products in Nigeria have been procured by involving professionals to develop relevant briefs, designs, drawings and cost estimates, and then the contractor commence the construction work.

The construction activities in Nigeria are however increasingly being criticised for tasks that fail to meet stakeholder's anticipations, prospects, and expectations. The industry is faced with a lot of challenges and the most common are cost escalation (Balogun, 2005) and paucity of clients' awareness on value-added approaches. Poor communication and management of construction projects (Ojoko et al., 2016; Helen et al., 2015, Ameh et al., 2010), inadequate training on value methodologies, and inability of construction professionals to define clients' objectives (Dim and Ezeabasili, 2015; Odediran and Windapo, 2014) are some of the constraints to successful project delivery in the Nigerian construction environment. A survey conducted on thirty-eight procurement practitioners in Nigeria in 2015 also revealed that, 76% of the participants confirmed the procurement systems are less effective in achieving success and performance of construction projects (Dim and Ezeabasili, 2015). Since there seems to be no formal procedure for either public or private firms to implement value-added assurance techniques in the Nigerian construction industry, these problems continue to occur. Hence, a decree was given by the Federal Government of Nigeria that the procurement of public facilities and assets must be through the use of value-added practices (Kolo and Ibrahim, 2010).

Value-added activities play a vital role in the delivery of projects in the construction industry. These activities highlight all ideas and methods that would make

sure that projects are delivered at the least likely cost while maintaining function and value. Kolo and Ibrahim (2010) expressed that VM has been a universally accepted methodology that can achieve value-added initiatives. Value-added activities are part of the processes of VM practice. Therefore, the existence of value-added activities in a construction environment will lead to the emergence and effective application of VM. Hence the need to investigate the current value-added activities, the barriers to VM application, and the critical success factors for VM application in the Nigerian construction industry.

In Nigeria, a study by Oke and Ogunsemi (2011) discovered that VM is currently only a part of quantity surveying academic curriculum of higher institutions and has not been incorporated in the Nigerian construction works. Sabiu and Agarwal (2016) and Akinpelu (2016) also agreed and submitted that the technique has not been formally practiced in Nigeria. Nonetheless, Kissi *et al.* (2015) advocated that VM offers a way out to the challenges of project delivery via the generation of an extensive variety of innovative alternatives. Therefore, the executors of construction projects ought to have the requirements and motivation needed to enhance project functions and objectives, reduce project cost, shorten completion time, and improve effective contract management skills. The ultimate goal of VM programmes is to optimise project functions as well as reduce the project cost. Hence, the need for a new optimisation technique to improve project performance in the construction industry.

According to Kissi *et al.* (2015), the Royal Institution of Chartered Surveyors (RICS) termed VM as one of the ten drivers in seeking to improve value-for-money. Considering the complex nature of construction projects, and the fact that identical construction projects are not the same, unnecessary costs are unavoidable. Thus, the need for identification and elimination of unnecessary costs. Ashworth and Hogg (2000), and Flanagan and Jewell (2005) reiterated that all clients expect the construction industry to deliver value-for-money. In a similar light, the Federal Government of Nigeria (FGN) has realised the need to improve service delivery by stipulating that procurement of public assets and services must go through the application of value-added standards and practices (Kolo and Ibrahim, 2010). Therefore, the use of value-added management systems and new innovations is

indispensable. Globally, VM seems to be an accepted approach for achieving valuefor-money (Kolo and Ibrahim, 2010), and has recorded a lot of successes in both developed and developing countries. According to Flanagan and Jewell (2005), every decision should be driven by best value, and any system that provides an improved service life for lower whole life cost must be welcomed. Ellis *et al.* (2005) confirmed that when VM is properly implemented at the initial phase of a project, it could reduce cost by 10% - 25% on the proposed capital cost of construction projects. Experience has also indicated that the concept has led to cost saving of 5–10% (Zhang *et al.*, 2009; Norton and McElligot, 1995), and 10-15% (Ashworth and Hogg, 2000) for a good number of construction projects. The Prime Minister of Malaysia as well submitted that the Malaysia's economy can be more competitive only if VM is applied at the early stages of a project (Abdul Rasak, 2011). Nonetheless, Oke and Ogunsemi, 2011 stated that VM has not formally been incorporated in the Nigerian construction industry and recommended the need for Nigerian clients to adopt the technique.

#### 1.4 Main Research Question

What actions are needed for the successful implementation of VM in the Nigerian construction industry in order to reduce unnecessary project costs, shorten project completion time, optimise project functions and improve overall management skills?

#### 1.4.1 Research Sub-Questions

- I. What is the status quo of value-added activities in the Nigerian construction industry?
- II. What are the barriers to VM application in the Nigerian construction industry?

- III. What factors are critical to the successful application of VM in Nigerian construction industry?
- IV. What is the influence of critical success factors on the current valueadded activities?
- V. What can be generated to assist stakeholders to implement VM in the Nigerian construction industry?

#### 1.5 Aim and Objectives

The aim of the research is to develop a roadmap for VM implementation in the Nigerian construction industry.

Accordingly, the objectives of the research are:

- I. To investigate the current value-added activities in the Nigerian construction industry.
- II. To identify barriers to VM application in the Nigerian construction industry.
- III. To identify critical success factors for VM application in the Nigerian construction industry.
- IV. To examine the relationship between critical success factors and the current value-added activities in the Nigerian construction industry.
- V. To develop and validate a roadmap for the successful implementation of VM in the Nigerian construction industry.

#### 1.6 Methodology

The study adopted a quantitative research approach because of the nature of the research data. Self-administered questionnaires were distributed to 465 professionals which include: Quantity Surveyors; Architects; Builders; Civil Engineers and Services Engineers. The study had 93 variables, 5 responses per variable as recommended by most researchers for factor analysis (Pallant, 2005). While there is little agreement among authors on how large a sample should be, the recommendation is generally the larger the sample size, the better (Pallant, 2005).

The research instrument was divided into demographic and constructs measure. The demographic section was mainly nominal and ordinal responses, while the constructs measure had 5-point Likert scale for Sections B, C, and D. This was exclusively necessary in order to receive certain tendency from the respondents. The questionnaires were administered in Jos, Kaduna, and the Federal Capital Territory (Abuja). Abuja, being close to Jos and Kaduna cities, is the federal capital of Nigeria, which has a significant level of construction output.

The construction professionals were chosen from contracting, project management, consulting engineering, quantity surveying, consulting architects, and client organisations. 344 (73.98%) questionnaires were appropriately filled and returned. This sampling approach provided the prospect of meeting the target groups with a high response rate.

Normality test was first conducted using skewness and kurtosis to confirm the normality of the data collected. Tabish and Jha (2012) pointed out that, in order to establish the stability and comprehension of respondents, instrument reliability should be used to adequately measure the variables of a study. Hence, reliability test was conducted using the Cronbach's alpha coefficient to confirm the reliability of the data collected.

Exploratory Factor Analysis (EFA) using the Statistical Package for the Social Sciences (SPSS) version 25 software was also used to establish the structure of the measurement models. The Kaiser-Meyer-Olkin (KMO) and Barlett's test of sphericity were used to establish the instrument validity by assessing the sample adequacy and multivariate normality of the study variables. In addition, Structural Equation Modelling (SEM), using Confirmatory Factor Analysis (CFA) in AMOS software further validates the measurement models by indicating satisfactory goodness of fit among acknowledged determinants of this research.

In addition, cross-tabulation using SPSS version 25 was used to record the frequency or number of respondents that have specific characteristics. Subsequently, mean score and relative importance indexes were used to determine the frequency of occurrence, the degree of severity of respondents' responses, as well as the ranking of different research variables. To recapitulate, a validation by experienced construction experts was conducted via an online survey to confirm the applicability and acceptance of the research roadmap. An in-depth discussion of the methodology is presented in Chapter 3.

#### **1.7** Terms and Definition

The terms used in this research are defined as follows:

Value: A product is said to have satisfying value if it has appropriate performance and cost. The value of a product can be increased in a number of ways: to increase the function while still maintaining the same cost; to decrease the cost while maintaining the same function; to increase the function and reduce the cost; to significantly increase the function with a little addition of cost; and to adequately decrease the cost with a little reduction of function (Liu, 2003). The Australian/New Zealand Standard AS/NZS 4183 (1994) defined 'value' as the lowest cost to accurately accomplish a function according to expected levels of quality and performance.

- Value Planning: Is carried out in the early part of a project prior to the decision to build or at briefing or outline design stage (Ashworth and Hogg, 2000). This affords the opportunity for practitioners and stakeholders to use the required value techniques to examine the objectives of projects.
- Value Analysis: Is an organised approach to providing the necessary functions at the lowest cost. It identifies and eliminates unnecessary cost (Kelly and Male, 2005). It is a philosophy implemented by the use of a specific set of techniques, which has the purpose of efficient identification of unnecessary cost, i.e. cost that provides neither quality nor use nor life nor appearance nor customer features (Miles, 1961).
- Value Engineering: Is a systematic approach to delivering the required functions at lowest cost without detriment to quality, performance and reliability (Connaughton and Green, 1996). Zimmerman and Hart (1982) defined value engineering as a proven management technique that uses a systematic approach to seek out the best function balance between the cost, reliability, and performance of a product or project.
- Value Management: Is a service which maximises the functional value of a project by managing its development from concept to completion and commissioning through the audit (examination) of all decisions against a value system determined by the client (Kelly and Male, 2005). It is also a structured, organised team approach to identifying the functions of a project, product, or service with

recognised techniques and providing the necessary functions to meet the required performance at the lowest overall cost (SAVE International, 2001).

#### **1.8** Scope of the Research

The focus of this research is on the Nigerian construction professionals. These professionals are primarily concerned with the delivery of construction projects. This research employed five (5) dynamic and active construction professionals as confirmed by Ogunsemi *et al.* (2008) and Adetola (2004). These include: architects; quantity surveyors; builders; civil engineers; and mechanical and electrical engineers (services engineers). The research covers construction professionals that carry out construction projects in Nigeria, and is focused on the current value-added activities in the construction industry. Their associated barriers and critical success factors are also investigated. Therefore, the scope of VM under study includes value-added activities, awareness, barriers, and drivers of VM applications.

The data for the study was obtained from construction professionals based in Abuja (federal capital territory of Nigeria), Jos (located at the middle belt of Nigeria and 273 kilometres from Abuja), and Kaduna (located at the north-western Nigeria, capital of Nigeria's former region, 1917- 1967 and 209 kilometres from Abuja). Abuja is the federal capital of Nigeria, located at the middle of the country. In 2015, Abuja experienced an annual growth rate of 35% (United Nations Report, 2015) with a significant level of construction output. All these cities have explosive population presence with high construction output because of a combination of factors; location, administrative, etc.

The research is limited to construction professionals that are registered with their professional bodies, and who operate in Nigeria. Figure 1.1 shows Abuja and neighbouring cities.

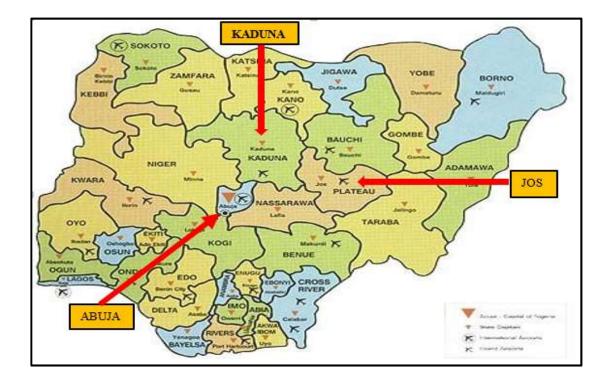


Figure 1.1Map of Nigeria showing Abuja, Kaduna and Jos.(Atlas Maps, 2017)

### 1.9 Structure of Thesis

The thesis is structured into six (6) chapters as summarised in Figure 1.2.

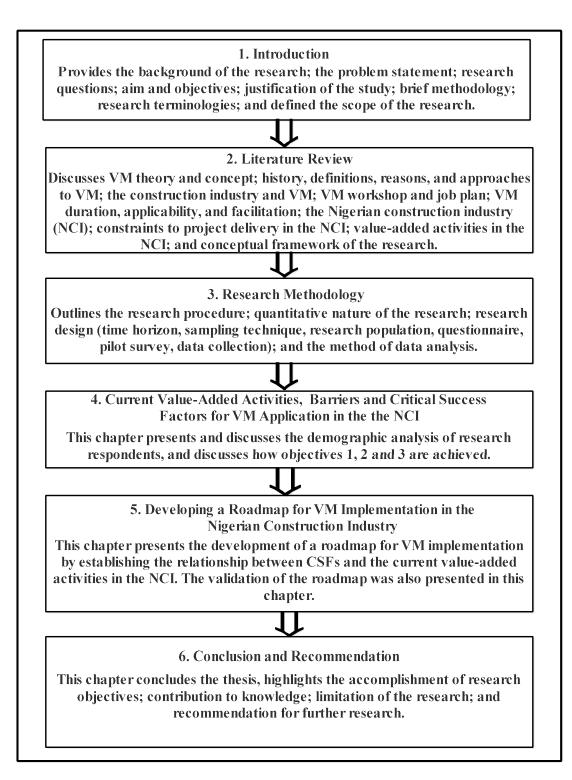


Figure 1.2 Structure of thesis

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