

**COLLABORATION AND COMMUNICATION OF PROJECT TEAM IN PWD
WEB BASED PROJECT MONITORING SYSTEM**

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ABSTRACT

Collaboration and communication among project teams are essential for web based project monitoring system to generate real time reports. Up to date information can overcome potential problems that will affect project target. Public Works Department of Malaysia (PWD) has been using its web based system (which is known as SKALA) to generate real time reporting for project monitoring. SKALA reporting system depends on the accuracy of data input by project team members. Lagging of real time data input at any event will produce inaccurate project reporting. This study emphasized on the collaboration technology that can facilitate real time data capturing into SKALA from collaborative working among project team members. The research methodology comprised literature reviews, data collection and analysis. Data collection was based on survey questionnaires which were distributed randomly among PWD's project teams. Statistical method such as Frequency Analysis, Average Index and Kruskal Wallis were used to analyse the data collected. Finally the result of this study has identified various factors for SKALA improvements with regard to project teams' collaboration and communication. This will assist PWD to implement, manage and monitor all its projects in a timely manner in order to take prompt actions.

ABSTRAK

Kolaborasi dan komunikasi di antara pasukan projek adalah sangat penting untuk sesuatu sistem pemantauan projek yang berasaskan web bagi menghasilkan laporan secara masa sebenar. Maklumat terkini mengenai status projek akan dapat mengatasi berlakunya potensi yang akan menjejaskan sasaran projek. Jabatan Kerja Raya Malaysia (JKR) telah menggunakan sistem pemantauan yang berasaskan web (yang dikenali sebagai SKALA) untuk menghasilkan laporan projek secara masa sebenar. Sistem pelaporan SKALA sangat bergantung pada ketepatan masa kemasukan data oleh ahli-ahli pasukan projek JKR. Sekiranya berlaku penangguhan kemasukan data ke dalam Sistem SKALA, ianya akan mengakibatkan penjanaan laporan projek yang tidak tepat. Kajian ini menekankan kepada teknologi kolaborasi yang mana akan dapat membantu penawanan data secara masa sebenar kepada sistem SKALA melalui kolaborasi di antara pasukan projek JKR. Metodologi kajian terdiri daripada kajian literatur, pengumpulan data dan analisis. Pengumpulan data adalah berdasarkan borang soal selidik yang diberikan secara rawak di antara ahli-ahli pasukan projek JKR. Analisis data bagi kajian ini dibuat dengan menggunakan beberapa kaedah statistik seperti Analisis Frekuensi, Kaedah Purata Indeks dan Kruskal Wallis. Di akhir kajian ini, beberapa faktor telah dikenalpasti bagi penambahbaikan sistem SKALA khususnya untuk kolaborasi dan komunikasi di antara pasukan projek JKR. Ini akan dapat membantu JKR untuk mengurus, memantau dan melaksanakan semua projek-projeknya secara lebih tepat dan cepat.

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