ABSTRACT

Being part of a service-based industry, meeting the client’s needs is one of the top priorities of the Quantity Surveyor. In the highly competitive market place, clients require that construction industry products meet their needs and offer real value for money and professional services must not only support this, but must themselves also be competitively and efficiently provided. With the changing environment, the future of the profession is uncertain. The Quantity Surveying profession faces challenges: its customers demand more value for money, and it has an image of being cost adding rather than value-adding, and being a profession whose technical base will be de-skilled by the Information Technology (IT) revolution.

This study examines the expectations, perceptions and prospects of the Quantity Surveying profession in Singapore. Dissatisfaction occurs when a gap exists between the client’s expectations and the quantity surveyor’s understanding of these expectations. Communication is hence an important tool to ensure that needs are accurately brought across and understood. A survey was carried out to identify the existence of any gap in the local industry, and provides recommendations to meet the Client’s requirements.

The challenges facing the QS profession were examined and local practitioners found to be positive towards possible changes. Institutions have also been capable of providing for the needs of the industry in terms of the relevance of subjects being offered to the working environment. It is concluded that there is a wide scope of possibilities available to the profession for expansion.

Keywords: value for money, perceptions, challenges, expectations, opportunities, expansion of services