

**PEMBELAJARAN MAYA ATAS TALIAN
(VIRTUAL ONLINE LEARNING)**

**MENGURUS TENAGA
MANUSIA DALAM
INDUSTRI PEMBINAAN**

MANAGING PEOPLE IN CONSTRUCTION INDUSTRY

20
CCD **CIDB**
MALAYSIA

Kandungan Kursus/Course Content

- Kerjasama erat dan komunikasi yang baik antara tenaga kerja, buruh dan tenaga manusia pembinaan
- Peningkatan motivasi tenaga kerja, buruh dan tenaga manusia pembinaan
- Penambahbaikan keselamatan dan kesihatan tapak bina untuk tenaga kerja, buruh dan tenaga manusia pembinaan
- Pengurusan yang baik tenaga kerja, buruh dan tenaga manusia pembinaan
- Pengurusan pertikaian yang berhemah antara tenaga kerja, buruh dan tenaga manusia pembinaan di tapak bina
- Pengoptimuman kerja harian tenaga kerja, buruh dan tenaga manusia pembinaan
- Pengambilan tenaga kerja, buruh dan tenaga manusia pembinaan dengan kemahiran yang betul dan menangani isu prestasi rendah
- Pengendalian logistik tapak bina yang betul bagi meningkatkan produktiviti tenaga kerja, buruh dan tenaga manusia pembinaan

Daftar Segera Tempat Terhad

6-7 MEI 2024
(Isnin-Selasa, 9.00am-4.30pm)

Kursus disampaikan dalam
Bahasa Melayu dan/atau Bahasa Inggeris



**PEMBELAJARAN SECARA MAYA
ATAS TALIAN (VIRTUAL ONLINE) DI
PEJABAT/RUMAH MASING-MASING**

Platform GOOGLE MEET

<https://meet.google.com/>

Yuran RM250.00*

**Wang tidak dikembalikan untuk ketidakhadiran dan penarikan diri dari pendaftaran*

**Bayar kepada:*

CAMGRAD PROCAPITAL SDN BHD
Akaun CIMB Bank: 8001295265



Hantarkan Borang Pendaftaran beserta Slip Bayaran ke:

Hubungi: 019-9505180 (Call/WhatsApp) Tel: 03-79627169 Faks: 03-79627001 Email: cpsb10@yahoo.com

Nama Peserta:.....No K/p: No. H/p:

Jawatan:.....Syarikat:.....

Gred (G):..... No Pendaftaran Kontraktor CIDB:.....

Emel:Alamat Pos:.....

Hubungi: 019-9505180 (Call/WhatsApp) Tel: 03-79627169
Faks: 03-79627001 Email: cpsb10@yahoo.com

KURSUS DUA (2) HARI

6-7 MEI 2024 (ISNIN-SELASA)

**PEMBELAJARAN SECARA MAYA ATAS TALIAN (VIRTUAL ONLINE)
DI PEJABAT/RUMAH MASING-MASING**

**BAHASA PENGANTAR:
BAHASA MELAYU DAN/ATAU BAHASA INGGERIS**

***Platform: Google Meet
<http://meet.google.com/>***

**MENGURUS TENAGA MANUSIA DALAM INDUSTRI PEMBINAAN
*MANAGING PEOPLE IN CONSTRUCTION INDUSTRY***

HARI PERTAMA – 6 MEI 2024 (ISNIN)

MASA/TIME	KANDUNGAN KURSUS/COURSE CONTENT
9.00am-10.45am	<p>Good Collaboration and Communication among the Construction Workforce, Labourers, Manpower and People</p> <p>Generally, a main contractor and various specialised sub-contractors are involved in construction works. Collaboration and good communication between them would significantly impact the overall efficiency and effectiveness of the construction project. If seamless communication between different groups of the construction workforce, labours, and manpower is maintained, then errors can be detected and corrected quickly and easily, consequently preventing a domino effect of construction project delays as a whole.</p>
10.45am-11.15am	Morning Break
11.15am-1.00pm	<p>Enhancement of Motivation of the Construction workforce, Labourers, Manpower and People</p> <p>If a contractor can motivate the construction workforce, labours, and manpower, he/she can get the most out of them, and they would also offer</p>

	<p>their best work. In nearly all situations, the construction workforce, labours, and manpower can develop acceptable excuses for not doing their work on time. Therefore, motivating them every now and then could be the best strategy to bring out the best in them. The first step towards motivating the construction workforce, labours, and manpower is to get acquainted with them. The construction workforce, labours, and manpower have different goals, life experiences, needs, beliefs, backgrounds, and expectations. So, contractors should realise that the construction workforce, labours, and manpower do not think the same way as the contractors. For instance, some construction workforce, labours, and manpower seek personal growth; hence money would be the top priority for them. This group may be prepared to work extra hours. Others value their friends and family and would like to be around them, so they would not prefer indulging in additional work. So, it is the contractor's job to understand the ambitions of the construction workforce, labours, and manpower and help them achieve their goals to get optimum efficiency at work. Occasionally, the motivation lacks from the side of the contractor and not the construction workforce, labours, and manpower. In other words, the contractor could demotivate the construction workforce, labours, and manpower through misbehaviour and incorrect decisions. Once this is realised, the contractor can motivate the construction workforce, labours, and manpower efficiently and get the best out of them. The construction workforce, labours, and manpower can be motivated for personal reasons, not for the contractor's vision, goal, and work quality. The construction workforce, labours, and manpower would not follow the contractor's instructions when there are confusion, no integrity, lack of trust, no accountability, and no consequences. However, a happy and well-paid construction workforce, labours, and manpower would perform exceptionally well. Happiness comes from motivation, and contractors can motivate them with inspirational leadership, clear communication, and step-by-step guidance. So, provide clear expectations and make sure the construction workforce, labours, and manpower know what to do and what should be achieved within a specific time frame. Another way to motivate the construction workforce, labours, and manpower is through the provision of regular recognition, rewards, and praise. If the construction workforce, labours, and manpower know that they are applauded for their efforts and rewarded, they will offer their best.</p>
1.00pm-2.00pm	Lunch Break
2.00pm-3.15pm	<p>Improvement of Construction Workplace Safety and Health of the Workforce, Labourers, Manpower and People</p> <p>Construction works, which involve the use of heavy machines, working at dangerous heights, and handling hazardous materials, pose a substantial danger to the lives construction workforce, labours, and manpower. Statistically, many of them incurred accidents and even lost their lives on construction sites. Therefore, the safety of the workplace should be one of the top priorities of contractors. Nonetheless, it should be known that workers should cooperate on the construction site by practising safety measures. It is reported that the construction workforce, labours, and manpower are more likely to stay with a company that emphasises their safety. The contractor should establish an effective safety plan with the cooperation of frontline construction workers. Finally, a productive construction workforce, labours, and manpower can be created if reasonable efforts are made to encourage trust, openness, and workplace safety on the part of the contractor. Scheduling of duty roster should consider reasonable working hours for the construction workforce, labours, and manpower. Underperformance will arise if they are fatigued. Besides, overworking without adequate rest leads to reduced cognitive abilities and production rate. Finally, contractors should make the construction workforce, labours, and manpower feel that their</p>

	health, personal goals, future, and personal development are being taken care of.
3.15pm-4.30pm	<p>Proper Management of the Construction Workforce, Labourers, Manpower and People</p> <p>When new construction workforce, labours, and manpower join a project, familiarise them with the plans, and communicate the project timeline. Make room for adjustment of the new construction workforce, labours, and manpower because new individuals will not be able to perform up to the standard in the beginning. Contractors should be aware that adding a new member to an existing team may disrupt construction teamwork. So, new members should be introduced to the team members and ensure they can do their job. Furthermore, having a greater number of construction workforce, labours, and manpower than required causes problems since over-staffing causes disruptions and demotivation, and may increase absenteeism. Finally, contractors should be aware that over-staffing does not necessarily get the construction job and activities done quickly.</p>

HARI KEDUA – 7 MEI 2024 (SELASA)

MASA/TIME	KANDUNGAN KURSUS/COURSE CONTENT
9.00am-10.45am	<p>Prudent Management of Job-site Disputes among the Construction Workforce, Labourers, Manpower and People</p> <p>The construction site disputes should be appropriately managed; otherwise, the construction workforce, labours, manpower, and people would lose motivation, proper communication would be lost, and the project site would be in poor condition. Contractors should realise that the construction workforce, labours, and manpower are their most valuable assets. So, contractors should be approachable, easy to talk to, and actively listen to the construction workforce, labours, manpower, and people having any concerns or suggestions. Moreover, the contractor should have the ability to diffuse stressful situations on the construction site by providing help and assurance that the construction team can execute their job correctly. Furthermore, a project manager should be a leader rather than a boss. Contractors would train their staff and equip them with new knowledge and skills. Finally, if a contractor fails to diffuse disputes on the construction site, he/she may have to seek changes in the construction contract due to work disruption.</p>
10.45am-11.15am	Morning Break
11.15am-1.00pm	<p>Workday Optimisation of the Construction Workforce, Labourers, Manpower and People</p> <p>Proper scheduling of resources and time management is one of the pillars for successful management of the construction workforce, labours, manpower, and people. Sometimes, they have to wait for a long time before starting their work, which slows down the entire project's pace and increases construction</p>

	<p>costs. The establishment of a good schedule and time management system would contribute substantially to increasing the productivity of the construction workforce, labours, manpower, and people. Construction site preparation, delivering required materials on time, planning workdays, and travel time are different areas with scope for improvement in time management. Set and stick to timelines, organise workflow, and procure materials in advance, but leave room for any unexpected scenarios. If the construction workforce, labours, manpower, and people accommodation are built on or close to the construction site, it improves their productivity immensely. They can begin the work on time and even work for extra hours. Sometimes, construction materials arrive at night, so the construction workforce, labours, manpower and people on-site can unload the materials, which would help keep the entire project on track and ensure that the next day's activities begin on time. Also, if the construction workforce, labours, manpower, and people are reluctant to work overtime, especially at night, the contractor should motivate them by granting additional working hours. This strategy has been used in many construction sites and has paid off well.</p>
1.00pm-2.00pm	Lunch Break
2.00pm-3.15pm	<p>Recruitment of Construction Workforce, Labourers, Manpower and People with the Right Skills and Addressing Underperformance Issues</p> <p>Recruit construction workforce, labours, manpower, and people who can carry out the work properly to make sure the construction works are executed by following the required standards. Recruiting a qualified construction workforce, labours, manpower, and people would also save time and money. The contractor should solve underperformance issues as soon as possible. The first step toward the solution is determining the cause of the problems. The construction workforce, labours, manpower, and people may feel stressed, overworked, unmotivated, and frustrated with the lack of resources for executing the work under consideration. Eliminate the cause of the problem to eradicate issues of underperformance.</p>
3.15pm-4.30pm	<p>Proper Handling of Construction Site Logistics for Better Productivity of the Workforce, Labourers, Manpower and People</p> <p>Establish standard operating procedures (SOP) for the delivery and handling of construction materials; otherwise, the construction site's workflow would be disrupted and delayed. Failure to deliver construction materials to the project site would make the construction workforce, labours, manpower, and people wait for a long time before starting their work. This causes frustration among them and delays in construction work. Therefore, it is the contractor's responsibility to deliver the right quantity of materials at the right time to the construction site.</p>

PUSAT LATIHAN BERTAULIAH CIDB MALAYSIA

Camgrad Procapital Sdn Bhd, VST Office Services, A-3-9, 3rd Floor, Block A, 8 Avenue Business Centre, Jalan Sungai Jernih 8/1, Seksyen 8, 46050 Petaling Jaya, Selangor, Malaysia. Tel: 03-79627169 Faks: 03-79627001 Mob: 019-9505180 Email: cpsb10@yahoo.com



MENGURUS TENAGA MANUSIA DALAM INDUSTRI PEMBINAAN 2 Hari **MANAGING PEOPLE IN CONSTRUCTION INDUSTRY 2 Days**

Sinopsis Kursus/Course Synopsis

Construction workforce management is the process of optimising the productivity of construction labours, workers, manpower, and people to make sure that all resources and materials of contractors are in the right place at the right time. It also ensures that construction labours, workers, manpower and people with the right skills are available when needed by contractors. The purpose of construction workforce management is to improve construction productivity, decrease errors, and make sure that the construction project is on track and completed within the specified budget and time frame.

Effective management of the construction workforce, labours, manpower and people among contractors helps finish projects on time and within the stipulated budget. It is estimated that nearly two-thirds of construction projects fail to reach the handover phase within the estimated budget, and inefficiencies of labour, workers, manpower and people among contractors at construction sites play a significant role in this regard.

The cost of the construction workforce is estimated to be nearly 40% of the total cost of construction projects. Therefore, proper construction people management should be one of the priorities for contractors to keep the project on track and have a successful and profitable construction project.

A contractor should know that the construction workforce is the most valuable asset of the company as it plays a crucial role throughout the execution phase of a construction project. Successful people management would not only increase productivity but also make workers feel content and valued.

A contractor may not be able to manage the construction workforce effectively unless good collaboration and communication are established, labours, workers, manpower and people are motivated, on-site disputes are correctly settled, the health and safety of workers are ensured, etc.

This two-day course equips participants with enhanced knowledge of managing the construction workforce effectively, through delivery of the following eight (8) sub-topics:

1. Good collaboration and communication among the construction workforce, labours, manpower, and people
2. High motivation of the construction workforce, labours, manpower and people
3. Improvement of construction workplace safety and health of the workforce, labours, manpower and people

4. Proper management of the construction workforce, labours, manpower, and people
5. Prudent management of on-site disputes among the construction workforce, labours, manpower, and people
6. Workday optimisation of the construction workforce, labours, manpower, and people
7. Smart recruitment of construction workforce, labours, manpower, and people with the right skills and addressing underperformance issues
8. Proper handling of construction site logistics for better productivity of the workforce, labours, manpower, and people

Kandungan Kursus/Course Content

Good Collaboration and Communication among the Construction Workforce, Labours, Manpower, and People

Generally, a main contractor and various specialised sub-contractors are involved in construction works. Collaboration and good communication between them would significantly impact the overall efficiency and effectiveness of the construction project. If seamless communication between different groups of the construction workforce, labours, manpower, and people is maintained, then errors can be detected and corrected quickly and easily, consequently preventing a domino effect of construction project delays as a whole.

Enhancement of Motivation of the Construction Workforce, Labourers, Manpower, and People

If a contractor can motivate the construction workforce, labours, manpower, and people, he/she can get the most out of them, and they would also offer their best work. In nearly all situations, the construction workforce, labours, manpower, and people can develop acceptable excuses for not doing their work on time. Therefore, motivating them every now and then could be the best strategy to bring out the best in them. The first step towards motivating the construction workforce, labours, manpower, and people is to get acquainted with them. The construction workforce, labours, manpower, and people have different goals, life experiences, needs, beliefs, backgrounds, and expectations. So, contractors should realise that the construction workforce, labours, manpower, and people do not think the same way as the contractors. For instance, some construction workforce, labours, manpower, and people seek personal growth; hence money would be the top priority for them. This group may be prepared to work extra hours. Others value their friends and family and would like to be around them, so they would not prefer indulging in additional work. So, it is the contractor's job to understand the ambitions of the construction workforce, labours, manpower, and people and help them achieve their goals to get optimum efficiency at work. Occasionally, the motivation lacks from the side of the contractor and not the construction workforce, labours, manpower, and people. In other words, the contractor could demotivate the construction workforce, labours, manpower, and people through misbehaviour and incorrect decisions. Once this is realised, the contractor can motivate the construction workforce, labours, manpower, and people efficiently and get the best out of them. The construction workforce, labours, and manpower can be motivated for personal reasons, not for the contractor's vision, goal, and work quality. The construction workforce, labours, manpower, and people would not follow the contractor's instructions when there is confusion, no integrity, lack of trust, no accountability, and no consequences. However, a happy and well-paid construction workforce, labours, manpower, and people would perform exceptionally well. Happiness comes from motivation, and contractors can motivate them with inspirational leadership, clear communication, and step-by-step guidance. So, provide clear expectations and make sure the construction workforce, labours, manpower, and people know what to do and what should be achieved within a specific time frame. Another way to motivate the

construction workforce, labours, manpower, and people is through the provision of regular recognition, rewards, and praise. If the construction workforce, labours, manpower, and people know that they are applauded for their efforts and rewarded, they will offer their best.

Improvement of Construction Workplace Safety and Health of the Workforce, Labourers, Manpower, and People

Construction works, which involve the use of heavy machines, working at dangerous heights, and handling hazardous materials, pose a substantial danger to the lives construction workforce, labours, manpower and people. Statistically, many of them incurred accidents and even lost their lives on construction sites. Therefore, the safety of the workplace should be one of the top priorities of contractors. Nonetheless, it should be known that workers should cooperate on the construction site by practising safety measures. It is reported that the construction workforce, labours, manpower, and people are more likely to stay with a company that emphasises their safety. The contractor should establish an effective safety plan with the cooperation of frontline construction workers. Finally, a productive construction workforce, labours, manpower, and people can be created if reasonable efforts are made to encourage trust, openness, and workplace safety on the part of the contractor. Scheduling of duty roster should consider reasonable working hours for the construction workforce, labours, manpower, and people. Underperformance will arise if they are fatigued. Besides, overworking without adequate rest leads to reduced cognitive abilities and production rate. Finally, contractors should make the construction workforce, labours, manpower, and people feel that their health, personal goals, future, and personal development are being taken care of.

Proper Management of the Construction Workforce, Labours, Manpower, and People

When new construction workforce, labours, manpower, and people join a project, familiarise them with the plans, and communicate the project timeline. Make room for adjustment of the new construction workforce, labours, manpower, and people because new individuals will not be able to perform up to the standard in the beginning. Contractors should be aware that adding a new member to an existing team may disrupt construction teamwork. So, new members should be introduced to the team members and ensure they can do their job. Furthermore, having a greater number of construction workforce, labours, manpower, and people than required causes problems since over-staffing causes disruptions and demotivation, and may increase absenteeism. Finally, contractors should be aware that over-staffing does not necessarily get the construction job and activities done quickly.

Prudent Management of Job-site Disputes among the Construction Workforce, Labours, Manpower, and People

The construction site disputes should be appropriately managed; otherwise, the construction workforce, labours, manpower, and people would lose motivation, proper communication would be lost, and the project site would be in poor condition. Contractors should realise that the construction workforce, labours, manpower, and people are their most valuable assets. So, contractors should be approachable, easy to talk to, and actively listen to the construction workforce, labours, manpower, and people having any concerns or suggestions. Moreover, the contractor should have the ability to diffuse stressful situations on the construction site by providing help and assurance that the construction team can execute their job correctly. Furthermore, a project manager should be a leader rather than a boss. Contractors would train their staff and equip them with new knowledge and skills. Finally, if a contractor fails to diffuse disputes on the construction site, he/she may have to seek changes in the construction contract due to work disruption.

Workday Optimisation of the Construction Workforce, Labours, Manpower, and People

Proper scheduling of resources and time management is one of the pillars for successful management of the construction workforce, labours, manpower, and people. Sometimes, they have to wait for a long time before starting their work, which slows down the entire project's pace and increases construction costs. The establishment of a good schedule and time management system would contribute substantially to increasing the productivity of the construction workforce, labours, manpower, and people. Construction site preparation, delivering required materials on time, planning workdays, and travel time are different areas with scope for improvement in time management. Set and stick to timelines, organise workflow, and procure materials in advance, but leave room for any unexpected scenarios. If the construction workforce, labours, manpower, and people accommodation are built on or close to the construction site, it improves their productivity immensely. They can begin the work on time and even work for extra hours. Sometimes, construction materials arrive at night, so the construction workforce, labours, manpower and people on-site can unload the materials, which would help keep the entire project on track and ensure that the next day's activities begin on time. Also, if the construction workforce, labours, manpower, and people are reluctant to work overtime, especially at night, the contractor should motivate them by granting additional working hours. This strategy has been used in many construction sites and has paid off well.

Recruitment of Construction Workforce, Labours, Manpower, and People with the Right Skills and Addressing Underperformance Issues

Recruit construction workforce, labours, manpower, and people who can carry out the work properly to make sure the construction works are executed by following the required standards. Recruiting a qualified construction workforce, labours, manpower, and people would also save time and money. The contractor should solve underperformance issues as soon as possible. The first step toward the solution is determining the cause of the problems. The construction workforce, labours, manpower, and people may feel stressed, overworked, unmotivated, and frustrated with the lack of resources for executing the work under consideration. Eliminate the cause of the problem to eradicate issues of underperformance.

Proper Handling of Construction Site Logistics for Better Productivity of the Workforce, Labours, Manpower, and People

Establish standard operating procedures (SOP) for the delivery and handling of materials; otherwise, the construction site's workflow would be disrupted and delayed. Failure to deliver construction materials to the project site would make the construction workforce, labours, manpower, and people wait for a long time before starting their work. This causes frustration among them and delays in construction work. Therefore, it is the contractor's responsibility to deliver the right quantity of materials at the right time to the construction site.

Kaedah Penyampaian/*Methods of Delivery*

- Problem-Based Session Exercises
- Audio-Visual (AV) Presentation
- Slide Presentation
- Case Studies and Real-life Practical Experiences
- Workshop and Group Discussion