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Articles

Service quality of building services consultants in building project delivery; clients' perspectives

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Abstract

The role of consultant services engineers in the construction process is pivotal as they make significant contributions towards successful delivery of construction projects. They are responsible for ensuring that the technical specifications and design standards of mechanical, electrical and plumbing aspects of construction projects are adhered to with due consideration to budget and schedule. The quality of services offered by these consultants have however become a source of worry to clients recently in Nigeria as reflected in variance in the quality of services they render. This study examined clients' assessment of service quality of consultant services engineers in building project delivery. The study adopted survey research design with a total 121 responses obtained from target respondents using structured questionnaire administered to clients' organizations. The study adapted the 22 SERVQUAL service quality variables from literature. The study discovered that client's expectation of service quality of building services consultant exceeded the actual perceived service in building project delivery. Clients are unimpressed with the ability of the consultants to show sincere interest, provision of services at the time promised, the ability to give client specialized services relating to MEP and willingness to help client. Out of date software is being used and clients are rarely satisfied with consultants' responsiveness and assurance. It is imperative for service consultants to understand client's expectations and ensure such needs are met in the construction delivery process in order to ensure the service quality gap is eliminated. Finally, there is the need for consultants to be conscientious by

timeously responding to all instructions and requests of clients as well as improve reputation which will ultimately pay off in project outcome.

Keywords:

- [Building project](#)
- [building services consultant](#)
- [client](#)
- [perception](#)
- [satisfaction](#)
- [service quality](#)

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