

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1. Background**

Any product form of goods or services is always associated with the word quality. Quality to give satisfaction to the customers senses so that the quality can be defined as the degree level or in the inherent characteristics sufficient product requirements and desires. (ISO 9001:2008). In the construction industry, one of the main components as a determinant of quality is particularly labor foreman. Because the foreman is spearheading the leading determinant of the direction of workers and the quality can be produced. If the foreman capacity is limited, the nit can be as curtailed output or employment would result under the standards of quality. Performance foreman will determine the quality of construction products, so as to achieve quality benchmarks are needed, one of which is to implement quality management and to require the foreman to understand and implement.

To know the standards of quality that can be achieved as well as marketing promotional purposes. From the promotion is expected no response from the tenant or guest of the desired quality and the model

#### **1.2. Problem Statement**

In the construction industry, construction management must understand that the quality of the work force implementers to implement the achievement of quality in his work. To achieve these expectation some of the subject matter have problem statement such as:

1. how the implementation of the performance of foreman to improve the quality management in construction projects
2. the influence of education, work experience, motivation and discipline foreman on the job to implement quality management

### **1.3. Research Objectives**

The purpose of this study was

1. To identify the performance of foreman in the aspect of the implementation the quality management in construction projects
2. To analyse the relationship of the influence of education, work experience, motivation, discipline foreman on the job and implementation quality management .

### **1.4. Problem Limitation**

the problem limitation are:

1. This research done in construction project at Yogyakarta
2. 30 respondent
3. The questioner for foreman and worker in construction project at Yogyakarta