

Ahmad, H. S., Ayoush, M. D. and Bazlamit, S. M. (2015) 'Document Management Systems in Small and Medium Size Construction Companies in Jordan', The 6th International Conference on Engineering, Project, and Production Management (EPPM2015), Griffith University, Gold Coast, Australia, 2-4 September, pp.273-281, ISBN: 978-1-922216-76-2.

Document Management Systems in Small and Medium Size Construction Companies in Jordan

Hesham Ahmad¹, Maha Ayoush² and Subhi Bazlamit³

¹ Assistan Professor, Department of Civil and Infrastructure Engineering, Al-Zaytoonah University of Jordan, 130 Amman 11733 Jordan, Tel: +962-6-4291511, Fax: +962-6-4291432, E-mail: h.ahmad@zuj.edu.jo.

² Assistan Professor, Department of Accounting, Al-Zaytoonah University of Jordan, 130 Amman 11733 Jordan, Tel: +962-6-4291511, Fax: +962-6-4291432, E-mail: Maha.Ayoush@zuj.edu.jo.

³ Professor, Department of Civil and Infrastructure Engineering, Al-Zaytoonah University of Jordan, 130 Amman 11733 Jordan, Tel: +962-6-4291511, Fax: +962-6-4291432, E-mail: s.bazlamit@zuj.edu.jo.

Abstract

Document management systems (DMS) are now becoming more crucial requirement for the management of increased complexity of construction projects. Most of the contractors in Jordan are small and medium size companies. Also, many of the large size contractors tend to assign subcontractors of small and medium size companies to carry out projects. However, small and medium size contracting companies may lack proper systems and may have problems in the processes of document management, which may negatively affect the work performance and may cause delays in the construction projects. This research aims at investigating existing manual or computerized DMSs in small and medium size contracting companies in Jordan.

An extensive review and analysis of DMSs in the literature was carried out to define components and characteristics that can be critical for successful application of DMSs. Interviews with practitioners of DMSs from a number of small and medium contracting companies were conducted. The aim of the interviews is to investigate the processes, problems, challenges and opportunities to improve existing DMSs in the studied companies. The interviews are used in this research to assess the applicability and usefulness of developing and applying a computerized DMS for small and medium contracting companies.

Keywords: Computerized document management system, construction projects, Interviews with practitioners, small and medium contracting companies.