


LIST OF REFERENCES

1. American Society for Quality (ASQ) (2006). Peer reviewed paper. Retrieved from www.asq.org in July 2006
2. Arditi, D., & Gunaydin, M. (1999). Perceptions of process quality in building projects. *Journal of Management in Engineering*, 43-52.
3. Arditi, D., & Gunaydin, H. M. (1997). Total Quality management in the construction process. *International Journal of Project Management*, 15(4), 235-242.
4. Arditi, D., & Lee, D. (2004). Service quality performance of design/build contractors using quality function deployment. *Construction Management and Economics*, 22, 123-127.
5. Atkinson, G. (1995). *Construction quality and quality standards: The European perspective*. London & New York: Taylor & Francis.


University of Moratuwa Sri Lanka
Electronic Theses & Dissertations
www.lib.mrt.ac.lk
6. Beckford, J. (2002). *Quality*. New York: Taylor & Francis.
7. Bendell, T., Penson, R., & Carr, S. (1995). Managing Service Quality, 5(6), 44-48.
8. Bernardin, H. J., & Russell J. E. A. (1993). *Human Resource Management*. New York: McGraw-Hill, Inc.
9. Bowen, P.A., Hall, K. A., Edwards, P.J., & Pearl, R.G. (2002). Perceptions of Time, Cost and Quality Management on Building Projects. *The Australian Journal of Construction economics and Building*, 2 (2), 48-56.
10. Brandon, P. S., & Powell, J.A. (1984). *Quality and Profit in Building Design*. London, New York: E. & F. N. Spon.

11. Braund, M. J. (2008). The structures of perception: an ecological perspective. *Kritike*, 2(1), 123-144. Retrieved from http://www.kritike.org/journal/issue_3/braund_june2008.pdf
12. Calingo, L.M.R. (1996). The evolution of strategic quality management. *International Journal of Quality & Reliability Management*, 13(9). Available from : <http://www.emeraldinsight.com/search.htm?st1=the+evolution+of+strategic+quality+management&ct=all&go=Go> (Accessed 05 Dec 2010).
13. Citing Wikipedia. (2011, Octoomber 15). In Wikipedia, the free encyclopedia, Stereotyping, Retrieved from <http://en.wikipedia.org/wiki/Stereotype>
14. Cox, R. F., Issa, R.R.A., & Aherns, D. (2003). Management's perception of key performance indicators for construction. *Journal of Construction Engineering and Management*. 129 (2), 142-151.
15. Elo, S., & kyngas, H. (2008). The qualitative content analysis process. *Journal of Advanced Nursing* 62 (1), 107-115.
DOI: 10.1111/j.1365-2648.2007.04569.x
16. Fryer, S., & Happold, B. (2007). Briefing: How to achieve true quality in construction. *Management, Procurement and Law*, 160, 5-6.
17. Hassan, A. et al. Issues in quality engineering research (2000). *International Journal of Quality & Reliability Management*, 17(8), 858-875. Retrieved from <http://www.emerald-library.com>
18. Hofstede, G. (1993). Cultures and organizations: Software of the mind. *Administrative Science Quarterly: Johnson Graduate School of Management, Cornell University*, 38 (1), 132-134. Retrieved from <http://westwood.wikispaces.com/file/view/Hofstede.pdf>
19. Holm, M. G. (2000). Service quality and product quality in housing refurbishment, *International Journal of Quality & Reliability management*, 17(4/5), 527-540.
20. ISO 9000, 9001, & 9004: Plain English definitions (adapted in 2011).


Retrieved from <http://www.praxiom.com/iso-definition.htm>

21. Juran, J. M., & Gryna, F. M. (1993), *Quality Planning and Analysis*. Singapore: McGraw- Hill Book Co.
22. Karen E. P., Beise, C., & Quan, J. (2010). Do project managers practice what they preach, and does it matter to project success?. *ScienceDirect*, 28, 650-662.
23. Kovalik, C., & King, P. (adapted in 2011). Visual Literacy: Perception. Retrieved from <http://www.educ.kent.edu/community/VLO/>
24. Loosmemore, M., & Tan, C. C. (2000). Occupational stereotypes in the construction industry. *Construction Management and Economics*, 18, 559-566.
25. Loosmemore, M., & Tan, C. C. (2000 ii). Occupational bias in construction management research. *Construction Management and Economics*, 18, 757-766.
26. Measuring quality performance in Construction. Retrieved from <http://www.utp.edu.my/icsbi2010/>
27. McGeorge, W. D., Palmer, A., & London, K. (2000). *Construction Management: New directions* (2nd ed.). London: Blackwell Publishing.
28. Minchin, R.E., Hammons, M.I., Ahn J. (2008). A construction quality index for highway construction. *Construction Management and Economics*, 26, 1313-1324. Retrieved from <http://www.tandf.co.uk/journals>. doi: 10.1080/01446190802621036
29. Mo, F., & Burley, J. (2011). Visual and environmental quality perception and preference in the People's Republic of China, France, and Portugal. *International Journal of Energy and Environment*, 5(4), 549-557. Retrieved from <http://www.spde.msu.edu/>
30. Munting, P., & Cruywagen, H. (2008). Quality management in South African

architectural practices. *Building and Environment*, 43, 444-452.
Retrieved from www.Sciencedirect.com.
doi: 10.1016/j.buildenv.2006.09.001

31. Quality Digest on 11.01.2001 (Adapted in 2011/May). Retrieved from <http://www.qualitydigest.com/html/qualitydef.html>
32. Quality Gurus. Retrieved from www.dti.gov.uk/quality/gurus & http://www.businessballs.com/dtiresources/quality_management_gurus_theories.pdf
33. Roberts, C. M. (2010). *The dissertation journey: A practical and omprehensive guide to planning, writing, and defending your dissertation* (2nd ed.). Thousand Oaks, CA: Corwin Press.
doi: 10.4135/9781452219219
34. Sawin, G. (1991). How stereotypes influence opinions about individuals. *Dynamics of Thought & Behavior, Et cetera, Summer*, 210-212.
35. Sebastianelli, R., Tamimi, N. (2002). How product quality dimensions relate to defining quality, *International Journal of Quality & Reliability Management*, 19(4), 442-453.
Retrieved from <http://www.emeraldinsight.com/researchregisters>
36. Sebastianelli, R., & Tamimi, N. (2002). How product quality dimensions relate to defining quality, *International Journal of Quality & Reliability Management*, 19(4), 442-453. Aavailable at: <http://www.emeraldinsight.com/researchregisters>
37. Seymour, D., & Rooke, J. (1995). The culture of the industry and the culture of the research. *Construction Management and Economics*, 13(6), 511-523.
38. Shenton, A. K. (2004). *Strategies for ensuring trustworthiness in qualitative research projects. Education for Information*. 22. 63–75.
39. Sodangi, M., Idrus, A., Khamidi, I., & Faris, M. (2010). *Measuring quality performance in construction. In International conference on sustainable building and infrastructure (ICSBI 2010), 15-17 June 2010, Kuala*

Lumpur. Retrieved from [http:// www.utp.edu.my/icsbi2010](http://www.utp.edu.my/icsbi2010)

40. Stufflebeam, R. (2006). Introduction to the methods used to study perception – the mind project. Retrieved from http://www.mind.ilstu.edu/curriculum/perception_intro/intro_to_methods_short.php
41. Thomas, R. et al. (2002). (i). Quality management in construction. Proceedings IGLC-10.
42. Thomas, R., Marosszeky, M., Karim, K., Davis, S., & McGeorge, D. (2002). The importance of project culture in achieving quality outcomes in construction. Proceedings IGLC-10.
43. Thomas, Ng S., Palaneeswaran, E., Kumarawamy, M. M. (2011). Satisfaction of residents on public housings built before and after implementation of ISO9000. *Habitat International*,. 35. 50-56.
doi: 10.1016/j.habitatint.2010.03.003
44.  Thompson J. Orders of perception (adapted in 2011). Retrieved from <http://www.thefirst.org/OrdersOfPerception/index.html>
www.lib.mrt.ac.lk
45. Toor, S. (2010). Construction professionals' perception of critical success factors for large-scale construction projects, *Construction Innovation*, 9(2), 149-167. doi:10.11.8/14714170910950803
46. Toor, S., & Ogunlana, S. O. (2010). Beyond the 'iron triangle': Stakeholder perception of key performance indicators (KPIs) for large scale public sector development sectors. *International Journal of Project management*, 28, 228-236. doi:10.1016/j.ijproman.2009.05.005
47. Volker, L., Lauche, K., Heintz, J. L., & Jonge, H. (2008). Deciding about design quality: design perception during a European tendering procedure. *Design Studies*, 29(4). doi: 10.1016/j.destud.2008.03.004
48. Wang X., & Huang J. (2006). The relationship between key stakeholders' project performance and project success: Perceptions of Chinese construction supervising engineers. *International Journal of Project*

Management, 24, 253-260.

49. Wankhade, L., & Dabade, B. M. (2006). TQM with quality perception: a system dynamics approach, *The TQM magazine*, 18 (4), 341-357. Retrieved from emeraldinsight.com/0954-478x.htm
50. Willborn, W. & Cheng, T.C.E. (1994). *Global Management of Quality Assurance Systems*, New York: McGraw-Hill, Inc.
51. Winch, G. M. (2010), *Managing Construction Projects*, UK: Wiley-Blackwell Publishing Ltd.
52. Yung, P., & Yip, B. (2010). Construction quality in China during transition: A review of literature and empirical examination, *Sciencedirect: International Journal of Project Management*, 28, 79-91. Retrieved from www.sciencedirect.com
53. Yung, P., & Lai, L. W. C. (2008). Supervising for quality: an empirical examination of institutional arrangements in China's construction industry. *Construction Management and Economics*, 26, 723-737.



University of Moratuwa, Sri Lanka
Electronic Theses & Dissertations
www.lib.mrt.ac.lk