

Assessment of work performance of maintenance contractors in Saudi Arabia

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Abstract: The various approaches for evaluating work performance of maintenance contractors in Saudi Arabia are assessed to develop a main criteria for the evaluation. The study is divided into two phases. The first phase includes a review of literature on the main criteria that can be used to evaluate maintenance contracts, followed by interviews with building owners and maintenance contractors to modify and update the criteria obtained. The second phase consists of developing and then distributing a questionnaire for both building owners and maintenance contractors to rank the importance of each one of the detailed criteria indicated in the first phase of the study. (7 refs.)