

# **Ranking of Indicators in Measuring Performance of Building Construction Companies in the Philippines**

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## ABSTRACT

In the Philippines, a few previous efforts have been done to identify indicators that can be used to measure the performance of construction projects and to determine what is critical and what needs improvement. Only a few insights are provided into the overall performance of the firms. Therefore, a set of KPIs that can be used to measure the performance of an organization or be considered as a basis for benchmarking is lacking. This paper aimed to identify a set of KPIs that can be implemented by construction executives in measuring the performance at the company level in the Philippines. Lists of potential performance indicators were identified through literature review. A survey and SWOT Analysis were conducted on a randomly selected sample of large construction firms in the Philippines. The statistical analysis of the collected responses was provided in a ranked system of 8 significant KPIs. Findings indicate that the traditional financial measures can no more be the sole determinant of a firm's success. Other performance indicators such as external customer satisfaction, safety, business efficiency, and effectiveness of planning are increasingly becoming important. The result of the study is a set of KPIs that can be useful as a first step in developing a national benchmarking system for enhancing the performance of construction firms in the Philippines.