

## **ABSTRACT**

The discrepancy over the results of building construction and the low quality of construction has been an interesting topic since the beginning of the reform order, this was due to the quality control of construction that had not yet proceeded accordingly. This was marked by an increase in the number of legal cases involving Service Users and Service Providers. From the annual report of the KPK in the period 2004-2017 it showed an increase in cases of construction failures averaging 184% per year from 202 cases, the BPK in the same period reported 232 cases, there is a 104% increase per year. Therefore the government through the Ministry of PUPR seeks to strengthen the technical functions of quality control by developing competent quality testing and construction human resources.

This study intends to form an understanding between Service Users and Service Providers with Auditors and Investigators on the quality discrepancy of public building construction work, with the aim of identifying and analyzing discrepancy factors and formulating an understanding of discrepancy by developing an acceptable framework for investigating the quality of public building construction work. Service User, Service Provider, Auditor and Investigator.

Research data is collected by means of field observations and structured interviews with through project stakeholders. The data was analyzed using case study analysis. The results of this study are: (1) the factor of quality discrepancy is cost, time and quality. Quality includes administrative requirements, technical requirements and volume; (2) a discrepancy is a discrepancy between the results of the implementation of construction and a contract on the results of a quality investigation audit by the Auditor and Investigator with a technical test and calculation by a Building Construction Expert; (3) quality investigation framework by looking at discrepancies in two quality audit perspectives: first, the audit according to the work contract in the event of a difference in the results of the implementation with the contract must be resolved (resolution) with a fine worth the nonconformity. second, the results of the technical audit according to the considerations of the Construction Expert and its resolution through the Corruption Court. An indication of discrepancy in the second perspective is that there are only two decisions, completed or the process of dispute resolution and if the problem is brought to court it is included in the civil domain.

Keywords: framework ,. quality investigation, public buildings and discrepancies.