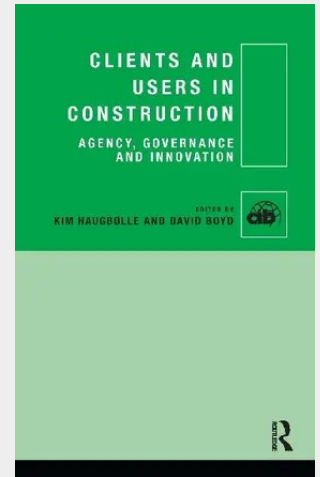


Clients and Users in Construction

Agency, Governance and Innovation

Clients have been identified as critical for building delivery but have been under-researched with only a few studies about them. This book seeks to address this gap. A deeper look into the nature of construction clients and their relation to building users exposes more fundamental questions related to the activity of building and the activity in the building. These fundamental questions include 'How do clients get what they want?', 'How do clients cope with the building process?', and 'How are clients being shaped by building(s)?'. This book on clients and users is structured around three main themes: - Agency is concerned with the classical agency/structure dichotomy on actions, roles and responsibilities or, put differently, whether actors can act freely or are bound by structural constraints. - Governance is related to the interplay between clients and the supply system: clients govern the supply system but are at the same time governed by the supply system through different processes and mechanisms. - Innovation deals with construction innovation and what part clients and users play in this struggle between change and stability. The book includes theoretical and conceptual frameworks on what constitutes clients and users as well as case studies on R&D themes of relevance to practice.

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