Conflict Causes within Construction Projects; Conflict Interaction across Project Phases

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Abstract : The projects in the construction industry have significantly increased, given its contribution to the overall Gross Domestic Product (GDP) of the countries. Reflecting upon the complex nature and involvement of various agents, the study aims to analyze the conflicts cause within construction projects. Therefore, the study strived to come out with understanding the levels of conflict interaction across project phases. However, this conducted by investigating the association between antecedents and apparent conflicts inherent in. The study used a qualitative approach for collecting the data through a quantitative, semi-structured method. Formation of a questionnaire survey has been conducted for over 30 respondents. However, the survey came out with the identification of 25 conflict cause categories, which can take place in different construction project phases, including pre-design phase, pre-construction phase, construction phase, commissioning, and completion phase. For example, conflicts associated with inconsistencies or discrepancies within or between project documents, which took place at tendering time in the pre-construction phase were relatable with the selection of material specifications that should be supplied or used in the construction projects at the construction phase. Its analysis can provide comprehensive understanding, trace the root of the problem, which offers a roadmap to deepen the understanding of the conflict conditions and 'course of action' necessary for project management strategy actions toward avoiding or minimizing conflict causes at project life.