

THE IMPACT OF CONFLICT MANAGEMENT ON THE PRODUCTIVITY OF THE QUANTITY SURVEYING PROFESSIONALS IN CONSTRUCTION PROJECTS

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ABSTRACT

The main ambition of this research to find out strategies and identify barriers in CM (Conflict Management) in order to achieve benefits for QSs in Sri Lanka. Identification of factors, strategies, barriers, and impact regarding CM for enhancing productivity for QS were determined as the main objectives. Both qualitative and quantitative data was collected. Qualitative data was collected from sample of 54 QS among population of all QSs work in the construction projects. By using collected data, RII method used to analyses the factors affect to CM. The relationship between effective use of CM strategies and enhancing benefit for QS, was determined by correlation and regression analysis with aid of SPSS software. Barriers and impact were determined by semi – structured interviews with 10 expertise people and collected data were analyzed by content analysis and frequency analysis. According to the analyzed data, financial incompetence of the contractor, poor communication, contractual problems and allocation of resources identified as major factors affect to occur construction conflicts. Also, through analysis the positive relationship of CM strategies in, payment, behavioral, documentation and execution of work with the enhancing benefits for QS was determined. Poor communication, lack of knowledge, experience and collaboration were identified as main barriers and incensement of profit margin of the project, accuracy of estimation, work efficiency and productivity are major impact for the CM process for construction projects. Conducting workshops, seminars regarding CM, introducing new technologies like BIM, conducting meditation programs and encourage young QSs to learn dispute resolution and arbitration were given as recommendations. This study was conducted to give comprehensive knowledge regarding use CM for benefit of QSs. Compare CM with litigation, QS role as arbitrator, impact of CM in risk management identified as further directions from this study.

Key words – Quantity Surveying, Conflict Management, construction projects, Sri Lanka