

IMPACT OF QUANTITY SURVEYOR'S SKILLS IN ON DISPUTE MANAGEMENT IN THE CONSTRUCTION INDUSTRY

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ABSTRACT

In the current modern construction era, the application of a Quantity Surveyor has evolved towards more sophisticated activities rather than only covering works related to financial aspects of project. Dispute Resolution and Management has become one of the most important processes for ascertaining the performance of construction projects, and it depends to a large extent on the deep understanding of disputes. To understand disputes in such a way, different human skills are essential for industrial professionals for effective dispute resolution. This study has conducted with a quantitative research approach by using a well-structured questionnaire and was distributed among the industrial quantity surveyors in Sri Lanka. Since Arbitration and Adjudication require more expertise professionals and financial commitment, this study has proved that Alternative Dispute Resolution methods are prioritized than Arbitration as informal ways of resolving disputes by construction organizations. Such ADR methods were identified as Negotiation, Conciliation and Mediation and the study has revealed that most of industrial quantity surveyors currently act as negotiators and mediators in terms of managing disputes. Since those ADR methods has minimum financial commitment, and disputes can be resolved at the most initial stages, the study has revealed that by using ADR methods the performance of the construction organization can be significantly enhanced. However, in order to ensure an effective and productive dispute resolution and management, key human skills required by Quantity surveyors were also identified. Therefore, quantity surveyors should be directed to gain and develop essential human skills for effective dispute resolution because if there are minimum disputes, the overall performance of the organization can be substantially enhanced with the involvement of quantity surveyors.

Key Words: Quantity Surveyor, Human Skills, Alternative Dispute Resolution