

THE IMPACT OF CONFLICT MANAGEMENT FOR THE PERFORMANCE OF CONSTRUCTION PROJECTS IN SRI LANKA

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ABSTRACT

Conflict appears to be quite synonymous with construction projects and leads to issues such as overrun of project costs, overrun of time, loss of productivity, loss of benefit and harm in relationships with stakeholders. Therefore, implementation of Conflict Management concept eliminated the unnecessary costs and encourage for an effective and efficient construction.

This study focuses on the identification of the impact of conflict management caused for the performance of construction projects in Sri Lanka. In addition identify causes leading towards conflicts which are usually taking place in construction industry, prevailing conflict management techniques for conflict resolution and barriers on implementing these techniques are the other aim the study.

This research was assessed through detailed questionnaire survey, interviews & secondary data in order to achieve the main objective and the sub objectives of the research. The respondent rate of questionnaire survey was 80% include industry professionals which is excellent and added a positive mark on the research study. The industry experts suggested a broad range of solutions based on their experience on conflict management in projects.

The data was analyzed through statistical data analysis & content data analysis. Reliability and the validity of the results were obtained using SPSS software and the relationships of the independent variables with the dependent variable were obtained using correlation and the regression analysis.

The research findings reveal that proper conflicts management directly effects for the successful completion of project and identified major causes and barriers of conflicts. Further it reveals that compromising is the most common conflict management style used by the industry. The findings are expected to bridge the gap in this study.

While this research focused on the conflict management on private sector projects in Sri Lanka, in future can developed researches on validate the conclusion of this study considering the public sector projects & to categorize the modern techniques to reduce the conflicts in construction projects.

Keywords - Project Performance, Conflict Management Strategies, Stakeholders, Conflict Sources