

CONSTRUCTION CONFLICTS AND SOLUTION MANAGEMENT IN URBAN AREA

Asst.Prof.Mamata B Rajgor¹, Bajaniya Meet S²

Asst.Prof. in Civil Engineering Department, Student of MTech(C.P.M.)2ndYear
Parul Institute of Technology, Parul University, Vadodara, Gujarat.

ABSTRACT: If a disagreement is not settled right away, it will only get worse and become intractable. As a result, effective conflict settlement techniques are crucial to the achievement of any undertaking. During the project's implementation in a metropolitan region, a number of problems pop up that need to be fixed right away with their right answer. Numerous primary contractual parties, ill-prepared and/or performed contract papers, a lack of sophisticated technologies, bad planning, financial problems, a lack of qualified employees, and communication issues all contribute to the emergence of many building disputes. The methods used to avoid and/or resolve building disputes in metropolitan areas are examined in this article. Reviewing various procedures will help determine which is best for a given circumstance.

Keywords: Construction problem and resolution in urban area, prevent construction conflicts, solve construction conflicts by using different processes

1. Introduction

India is a developing nation and more than half of the population continues to live in urban areas. The infrastructure in urban areas is still not strong. In construction projects, we are not that strong and this is the primary part of the infrastructure. In order to increase the efficiency of construction, conflicts during construction must be reduced. During the implementation of construction project, the conflicts need to be reduced in order to boost construction quality. Disputes occur because the conditions set in contract are not met by contractor. In construction work, several individuals are involved, such as contractors, subcontractors, developers, architects, structure designers, etc.

2. Literature Review

The literature survey on construction disputes and differences shows that the words are used vaguely. You can use the words "dispute," "claim," and "conflict" individually or in combination. Sometimes, the precise nature of each use is not made explicitly obvious. There is also a lack of clarification regarding the researcher's use of the terms "claims," "controversies," or "conflicts." Is there a difference between disputes and conflict? The two words are shared by some authors, others point to differences in conceptuality. However both are different notions'. Conflict can be handled, perhaps even to the point of averting a quarrel that would otherwise arise. Conflict is linked to specific legitimate problems. Generally speaking, a third party's involvement makes the conflict settlement procedure feasible. Separating the multiple (two) categories and using a more rigid design would therefore help to improve efficient administration of disagreements and disputes.

3. Data Requirements

It is very important that contractor provide all the information to the engineer. The documents should contain all the details about the construction work for example costs, additional work, estimated time and work order.

3.1 Types of construction disputes in urban areas

There are many types of construction disputes in urban areas. The major ones are delay in work, change of work order, extra items, material quality, damages and transportation.

We'll talk about several of the types of building conflicts that are mentioned below. They are primarily concerned with the proprietor, contractor, plan, contract, typical human conduct, and other variables like government approval, etc. In urban areas many construction projects are not finish in time due to disputes. Many construction industry professionals have looked into the root causes of building conflicts, claiming that lawsuits are now an inevitable by product of the metropolitan construction industry. If they are not addressed in short time the project can be delayed, that can destroy business relationships. Extension of time (EOT) is a common action in construction projects, When construction started, contractor and engineer often monitor amount of time which is delayed. The reasons behind delayed in construction project are late payment, shortage of materials and labors, not enough skilled labor and old construction

techniques.

3.2 Claim settlement method

If the worker finds the issue, he should attempt to fix it or avoid it. He should compose a note to the proprietor to make an official case if he doesn't or is unable to speak with them in person. This is the first step in the direction of Procedure of argument. At daily meetings, the issue is discussed or a special meeting can take place. To resolve or address this conflict, arrange it. If none of that worked, conciliation could be used. A good method of resolving the conflict. Otherwise, the disputes might be resolved through other means such as arbitration or litigation.. Arbitration is a mechanism in which a third party is independent of, but independent of, the parties they can pick them, make an award to decide the dispute. The award is binding and tied to the courts will impose them. Litigation is a conflict settlement (used if all other venues fail) a procedure that is inquisitorial and fierce, in which the disputant brings lawful activity against the other party by showing up in court. Notwithstanding, the advantage of claim is that the adjudicator has authority, It is essential to execute the order or judgement and obtain the "truth" from the parties. supported by additional agencies in charge of law enforcement. Third-party verification is another option. A disagreement is very similar to a short hearing. Instead of a judge hearing the case, the expert and other high-ranking business officials from both parties will do so in the mini-trial. The settling power should be under the complete control of the designee. Typically, an impartial third party sits in with the agent of the parties to listen to the Proofs and claims, at which point any suitable decisions regarding the management of the mechanism can be made. A third party facilitates communication between the parties through the confidential, fast, and affordable process of mediation within. to give the participants the freedom to decide independently—a choice that is originally not enforceable. negotiating parties But they must consent to be constrained by their chosen course of action.

4. Data collection

via a study that involved the creation of surveys that were disseminated to various designators engaged in the building industry, including purchasers, investors, contractors, and architects from the Uttar Pradesh capital city of Lucknow. A total of 113 surveys were given out during the data collection procedure at the level of selection, and 70 remarks were gathered from those. returned after delivery. Contractors provided 36 responses, developers provided 23 responses, and developers provided 11 responses out of the total. were engineers.

Table 1 Data Collection Details

Sr. No	Respondent	Questionnaire distributed	Responses received	Percentage of responses
1	Owner	52	36	69.23%
2	Contractor	38	23	60.52%
3	Architect	23	11	47.83%

5.1 Data analysis

According to the present research, "finance and payment issues" come in first place out of all "Unfavorable weather," as stated, is the source of disagreement creation and the least important rating factor. Table 2 is used. According to the respondents, disputes in the building sector hurt both sides' reputations. Gaining the top spot for "damaging company reputation" indicates that this has been noted. The "dispute escalation" factor, as seen in problems and responses, has the lowest ranking, as seen in It's Table 3. Table 4 demonstrates that adjudication is the most common type of dispute. Litigation is the shortest method for resolving disputes.

Table2 Ranks there asonswwhy building disputes occur

No	Determinants	Weighted average index	Weight average rank	RII Index	RII Rank
A	Finance and payment issue	4.68	1	0.935	1
B	Time overrun	4.41	7	0.89	7
C	Cost overrun	4.47	6	0.90	6
D	Price escalation	3.62	14	0.724	14
E	Work change orders	4.48	5	0.895	5
F	Poor communication	3.94	12	0.786	12
G	Design errors	4.57	4	0.912	4
H	Inclement weather	3.12	17	0.623	17
I	Extra items	4.61	3	0.93	3
J	Un for seen site condition	3.72	13	0.744	13
K	Poor work quality	4.64	2	0.927	2
L	Incomplete information in tender	4.3	9	0.857	9
M	Delay in issuing site, drawings, materials	4.38	8	0.875	8
N	Return of security deposit	3.21	16	0.64	16
O	Unfair allocation of risk	3.27	15	0.652	15
P	Delay in clients response	4.18	11	0.835	11
Q	Mistakes in contract documents	4.24	10	0.847	10

Table3 ranks building disagreement reasons by severity

No	Determinants	Weighted average index	Weight average rank	RII Index	RII Rank
A	Damaged business relationship	4.64	2	0.929	2
B	Increased project cost	4.49	3	0.897	3
C	Project delays	4.39	6	0.877	6
D	Undermine team spirit	3.54	7	0.709	7
E	Damaged company reputation	4.67	1	0.934	1
F	Dispute escalation	3.37	8	0.674	8
G	Poor client satisfaction	4.41	5	0.883	5
H	Delay in project completion	4.49	4	0.897	4

Table4 ranks the various conflict settlement techniques.

No	Determinants	Weighted average index	Weight average rank	RII Index	RII Rank
A	Adjudication	2.8	5	0.56	5
B	Arbitration	1.99	6	0.4	6
C	Dispute review board	1.4	7	0.28	7
D	Expert determination	4.37	3	0.87	3
E	Litigation	1.27	8	0.25	8
F	Mini-trial	3.36	4	0.67	4
G	Mediation	4.53	2	0.91	2
H	Negotiation	5.2	1	1	1

5. Resultand Discussion

It has been debated how building disputes are affected by their sources, how they affect construction disputes, and how to resolve them.

Percentage and rank to causes of construction dispute

Major causes of dispute	Percentage	Rank
Finance and payment issue	93.43	1
Time over run	88.00	7
Cost over run	89.14	6
Price escalation	72.29	14
Work change order	89.43	5
Poor communication	78.57	12
Design errors	91.14	4
Inclement weather	62.29	17
Extra items	92.00	3
Un for seen site condition	74.29	13
Poor work quality	92.57	2
Incomplete information in tender	85.71	9
Delay in issuing site, Drawings, Materials	87.43	8
Return of security deposit	64.00	16
Un fair allocation of risk	65.14	15
Delay in clients response	83.43	11
Mistakes in contract document	84.57	10

Percentage and rank to impact of construction dispute

No	Determinants	percentage	RII Rank
A	Damaged business relationship	92.86	2
B	Increased project cos	89.71	3
C	Project delays	87.71	6
D	Undermine team spirit	70.86	7
E	Damaged company reputation	93.43	1
F	Dispute escalation	67.43	8
G	Poor client satisfaction	88.29	5
H	Delay in project completion	89.71	4

Percentage and rank to dispute resolution method used

No	Determinants	Percentage	RII Rank
A	Adjudication	56.00	5
B	Arbitration	39.71	6
C	Dispute review board	28.00	7
D	Expert determination	87.43	3
E	Litigation	25.43	8
F	Mini-trial	67.14	4
G	Mediation	90.57	2

6. CONCLUSION AND RECOMMENDATION

Financial problems and disagreements among plaintiffs are the most common outcomes of claims, as shown by this research, suggesting that monetary and payment-related issues are the most common causes of claims, both the superintendent and the worker. The damage to company reputation is the most severe and detrimental consequence of the building dispute. A crucial component of the deal are the documents. The moment the piece was written. The conversation breaks down when neither party is willing to budge on their position that no adjustments can be made to the contractor project. Owners frequently try to justify their actions by claiming that the job was of poor quality or that the last payment was insufficient. There are a number of processing errors. Depending on the level of expertise of the trained labour and leadership present, such errors or implementation quality may occur. It is advised that the contract terms that pertain to the payment divide the total amount due into a greater number of lesser installments. and. Conflict involving building. Thus, money delays may be reduced. If a financial organization that finances the project exists, it is advised that the worker get in touch with it immediately. Once the worker has received the owner's representative's permission, they can immediately gather the funds from the financial institutions. Before accepting the contract, it is advised that the proprietor make use of the consultant's expertise. The development of a connection between the proprietor and the worker is the best solution for disputing it. The problems should be addressed by each organization as soon as they arise.

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