CONFLICT HANDLING STYLES USED IN RE-MEASUREMENT CONSTRUCTION CONTRACTS IN SRI LANKA

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(179156T)

Dissertation submitted for partial fulfillment of the requirement for the Degree of Master of Science in Construction Law and Dispute Resolution

Department of Building Economics
University of Moratuwa

Sri Lanka

December 2021
DECLARATION

I declare that this is my own work, and this thesis does not incorporate without acknowledgment any material previously submitted for a Degree or Diploma in any other University or institute of higher learning and to the best of my knowledge and believe it does not contain any material previously published or written by another person except where the acknowledgment is made in the text.

Further, I acknowledge the intellectual contribution of my research supervisor Dr. (Mrs.) Pournima Sridarran and under supervision of Ch.QS. Prof. (Mrs.) B.A.K.S. Perera for the successful completion of this research dissertation.

Also, I hereby grant to the University of Moratuwa the non-exclusive right to reproduce and distribute my thesis, in whole or in part in print, electronic or medium. I retain the right to use this content in whole or part in future works such as articles or books.

……………………………
R.A.T. Damayanthi               Date

The above candidate has carried out research for a Master’s Dissertation under my supervision

……………………………
Dr. (Mrs) Pournima Sridarran                Date
Dissertation Supervisor
DEDICATION

This work is a dedication to my beloved family for their unstinted Support
Conflict Handling styles used in Re-Measurement Construction Contracts in Sri Lanka

Re-measurement contracts often suffer from massive conflicts between the consultant and contractor during the post-contract stage. A high diversity of multidisciplinary involvement with more stakeholders occurs in this stage. These conflicts influence the project positively and negatively. In a re-measurement contract, experts use different styles to handle these different dispute types during a post-contract stage. Thus, this study aimed at investigating the use of conflict handling styles to resolve conflicts encountered by consultants and contractors in re-measurement contracts during the post-contract stage of Sri Lankan construction projects. A qualitative research approach was selected using semi-structured interviews as the data collection technique to attain the study’s aim. The empirical data collected from the twelve interviews were analyzed using manual content analysis. The scope of the study was limited to the post-contract stage of re-measurement construction projects which use ICTAD/SBD/02.

As per the research findings, interviewees identified forty-three (43) conflicts. Thirty-nine (39) and forty-one (41) conflicts by consultants and contractors in re-measurement contracts, respectively, during the post-contract stage of Sri Lankan construction projects. Twenty-two (22) conflicts, most common to both the consultant and the contractor, were identified, whereas Impracticable design and Consultant changes by the client and the consultant were identified as unique to the consultant, and contradictory record-keeping and Less experiences were noted as unique to the contractor. After considering the conflict-handling styles, the consultants identified eleven (11) conflict-handling styles applicable to solve thirty-nine (39) conflicts, and contractors identified ten (10) conflict-handling styles that can solve (41) conflicts during the interviews. Nine (9) conflict-handling styles were unique to the consultant and seven (7) conflict-handling styles were unique to the contractor. Finally, the study revealed that the majority of conflict-handling styles are common to both consultants and contractors. Consultants and contractors used only a few conflict-handling styles, unique for each, during the post-contract stage in re-measurement contracts.

Keywords: Conflict handling styles, Conflicts, Consultant, Contractor, Re-measurement Contract, Post-Contract Stage
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Department of Building Economics.
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<td>Rahim Organization Conflict Inventory – II</td>
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<td>JKR</td>
<td>Jabatan Kerja Raja</td>
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<tr>
<td>IFCEL</td>
<td>International Federation of Consulting Engineers Lausanne</td>
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<td>FIDIC</td>
<td>Fédération Internationale Des Ingénieurs Construction</td>
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<tr>
<td>MEP</td>
<td>Mechanical, Electrical, and Plumbing</td>
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