

**DEPARTMENT OF QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING &
SURVEYING
UNIVERSITI TEKNOLOGI MARA
PERAK**

**CONFLICT AMONG PARTIES INVOLVES
DURING CONSTRUCTION STAGE IN THE
CONSTRUCTION INDUSTRY**

Final Project submitted in partial fulfilment
of the requirement for the award of
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**PREPARED BY: NUR NABILA BINTI MOHD ALI
(2017528607)
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ABSTRACT

Construction industry is one of the challenging and complex which is the ability to control and communicate with the various stages of the process and the parties to achieve the project objectives is not an easy job and this entire burden shouldered by professionals. Conflict will involve more than two parties. Other than that, it is a clash of interest. The basis of conflict may vary but, it is always a part of society. Basis of conflict personal, racial, class, caste, political and international. This study focused on parties who involved in the construction stage such as engineers, architects, quantity surveyors, contractors and project managers and etc. In the construction industry conflict among parties involved will occurs during construction and also after the project are finishes. The objectives of the research are to identify the main types of conflict, arise between parties involve during construction stage., determine the main factors to contribute to the conflict among parties involve during construction stage, and also to a recommend the possible solution to reduce the conflict among parties involve during construction stage. To support these study 50 questionnaires will be distributed to 5 different field of construction which is to the contractors, architects, engineer, quantity surveyor and project manager to receive feedback in Kota Bharu. The Questionnaire distributes randomly for all parties who involves during construction stage. The questionnaires survey will be done. Then, the data obtained was analysed by using SPSS and Microsoft Excel. The analysed data was presented in form of table and pie chart. From the final study, it also can be concluded that the conflict among parties involved in the construction industry occurs due to many factors. In the future research should focus more on the systematic ways to prevent the conflict from happening in the construction industry.

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CHAPTER 1

INTRODUCTION

1.1 OVERVIEW OF CONFLICT IN THE CONSTRUCTION INDUSTRY

The conflict in construction industry is not a something weird to be heard. The word of conflict brings to negative interaction to another person. In the construction industry is unique because it involves many skilled and professional parties in this industry such as engineer, architect, quantity surveyor, contractor and developer or client. They are also having a difference skill and expertise in this sector and this industry. Since, they have diverse backgrounds and culture their interest goal and value may not be compatible with that of the organisation hence the conflict between them may arise. Builders, architect, quantity surveyor is part of the construction professional who will participate in every construction project and comes from different organisation to form a project team, thus they will be together or will be interrelated relationship requiring cooperation and collaboration from inception to the completion of the project Okuntade, (2015). Shuib et al. (2011) stated that the construction project itself is complicated and there are simple disputes between the parties.

According to, Shuib et al. (2011) in the construction project, conflict will appear between the parties when the involvement of multidisciplinary. Fowler, Leigh and Chairperson, (2013) stressed that conflicts also change as they escalate, so a conflict that began as an internal employee dispute, for instance, can grow and become an external dispute involving the union.