

INTERNAL CONFLICT ANALYSIS IN CONTRACTORS

Final Project

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APPROVAL

Final Project

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has been examined and approved by the examination committee

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The Author

Yasinta Yerry Permana Sari

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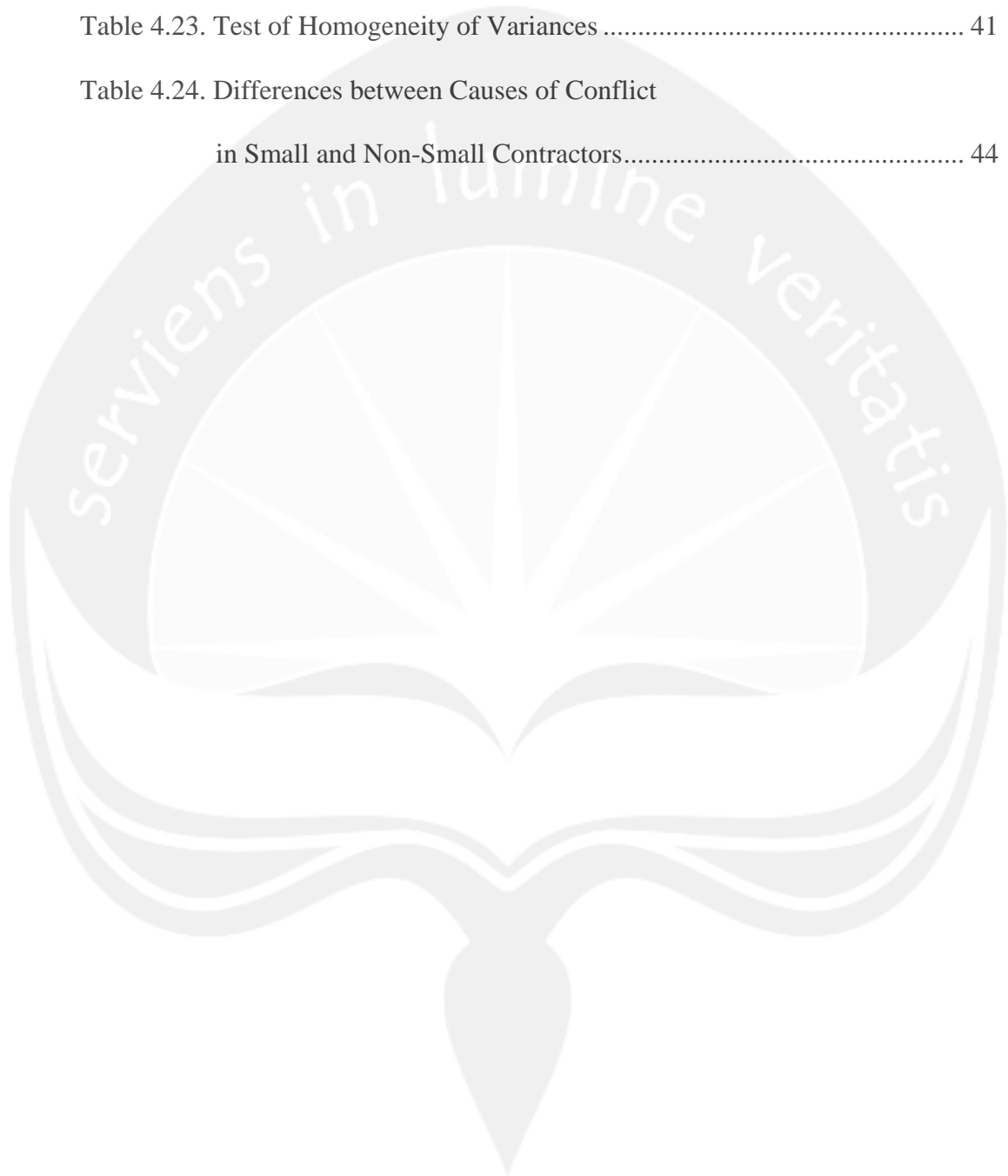
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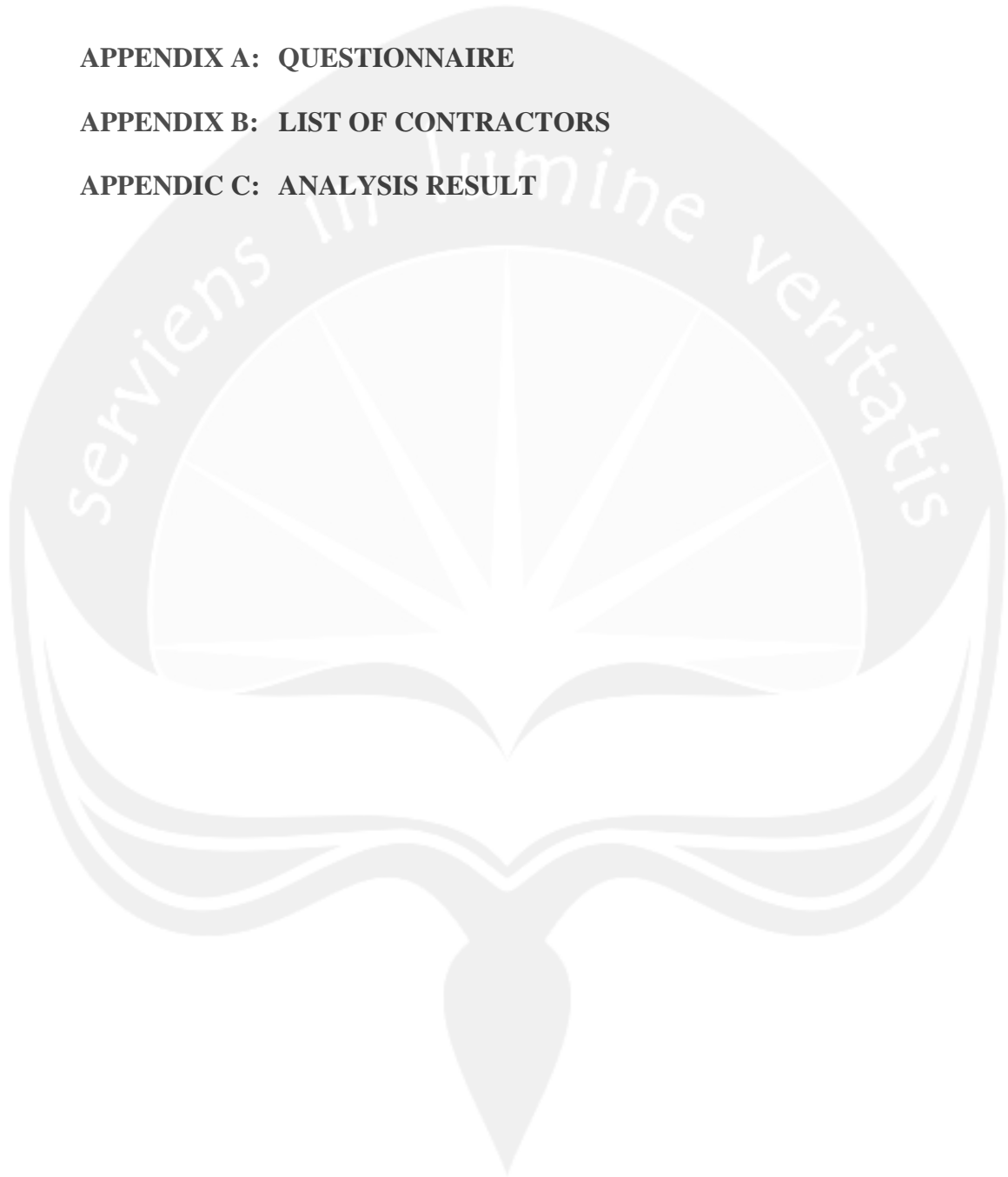


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ABSTRACT

INTERNAL CONFLICT ANALYSIS IN CONTRACTORS

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Major of Construction Management, S-1 International Program, Department of Civil Engineering, University of Atma Jaya Yogyakarta, 2008/2009.

In construction project, there is a big risk to occur a conflict especially in contractors. The conflict that occurred should be managed well to minimize the effect of goal achievement and stability of the project. Therefore, analysis and identification of conflict that occur in contractor during construction becomes an important thing for effective conflict management.

The objectives of this research are to identify the type of conflict that occurred in contractor in construction projects during construction phase and the causes, to investigate the method of conflict resolution that used to resolve the conflict, and to compare the causes of conflict in small contractors and non-small contractors.

This research used questionnaire as the main instrument in data collection. From the research, it is obtained 65 respondents from 10 contractors in Yogyakarta area which consist of 6 small contractors that obtained 34 respondents and 4 non-small contractors that obtained 31 respondents. The data analyzed by using descriptive statistical analysis and ANOVA analysis.

The result of the study shows that there are three main types of conflict that potentially occurred in contractor during construction with each cause that are conflict over administrative procedures, conflict over resource, and conflict over cost. To resolve the conflicts, the contractors used three main methods of conflict resolution those are *compromise*, *problem solving*, and *force*. The comparison between causes of conflict in small contractors and non-small contractors there are no significant differences.

Keyword: conflict, contractor, construction