

THE RELATIONSHIP BETWEEN CONFLICT AND PROJECT PERFORMANCE

Final Project Report

in fulfilment of the requirement for the degree

Bachelor of Civil Engineering

Compiled by:

CHARISTA ALVERINA JULIAN

Student ID Number: 15 13 15762



INTERNATIONAL CIVIL ENGINEERING PROGRAM

DEPARTMENT OF CIVIL ENGINEERING

FACULTY OF ENGINEERING

UNIVERSITAS ATMA JAYA YOGYAKARTA

2020

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CHARISTA ALVERINA JULIAN

Student ID Number: 15 13 15762

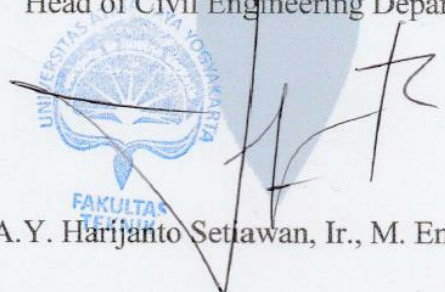
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Supervisor,


A.Y. Harijanto Setiawan, Ir., M. Eng., Ph.D.

Head of Civil Engineering Department,


A.Y. Harijanto Setiawan, Ir., M. Eng., Ph.D.

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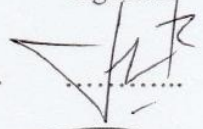

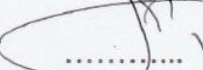


Compiled by:

CHARISTA ALVERINA JULIAN

Student ID Number: 15 13 15762

has been checked and approved by,

| | Name | Signature | Date |
|-----------|------------------------------------------------|---------------------------------------------------------------------------------------|--------------|
| Chief | : A.Y. Harijanto Setiawan, Ir., M. Eng., Ph.D. |  | 21/1/2020 |
| Secretary | : Peter F. Kaming, Ir., M.Eng., Ph.D. |  | 20/1/2020 |
| Member | : FX. Junaedi Utomo, Ir., M.Eng., Dr. |  | Jan, 20 2020 |

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I as the writer of this final project report is fully aware that this report is far beyond the word ‘perfect’. Thus, both developing critic and suggestions are expected to make this report better.

Finally, I really hope that the report is really beneficial to all sides and the readers.

Yogyakarta, January 2020

Charista Alverina Julian



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ABSTRACT

THE RELATIONSHIP BETWEEN CONFLICT AND PROJECT PERFORMANCE, Charista Alverina Julian, Student ID Number 15 13 15762, year of 2020, Construction Management, International Civil Engineering Program, Department of Civil Engineering, Universitas Atma Jaya Yogyakarta.

In every construction project, conflict can occur because of the large number of resources, activities, and parties that involved. Differences in the objectives, views, opinions of each parties can lead conflict. Conflicts in construction projects could affect the performance of the project itself. This research identifying the dominant conflict factors which occurs between each parties and analyzing the relationship between conflict and project performance. By knowing the dominant conflict factors and the relationship with the project performance, hence each party involved in the construction project will be able to attain better performance by mitigating the conflict in the initial stage. The data used in this study are collected by using questionnaire to several construction projects in Yogyakarta. Mean analysis is used to examine the conflict factors in a construction project in Yogyakarta. Later, correlation analysis is used to examine the relationship between conflict and project performance of construction project in Yogyakarta.

The result of this study shows that respondents highly agree that different interpretation in contract and specification, delay in making the decision and responding to problems, errors and omissions in design and specifications, work is not according to the time schedule, low productivity, and equipment and material delay are the dominant conflict factors per category. It also shows that the dominant conflict factor of construction projects in Yogyakarta is mostly caused by human resources factor. Finally the result shows that the conflict have negatively related to the project performance, with the correlation coefficient -0.976

Key Words: Construction Management, Conflict Management, Conflict, Project Performance.