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

04 13 11958
**TABLE OF CONTENT**

<table>
<thead>
<tr>
<th>PAGE OF TITLE</th>
<th>............................................................</th>
<th>i</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAGE OF APPROVAL</td>
<td>.......................................................................</td>
<td>ii</td>
</tr>
<tr>
<td>ACKNOWLEDGEMENT</td>
<td>.......................................................................</td>
<td>iii</td>
</tr>
<tr>
<td>TABLE OF CONTENT</td>
<td>.......................................................................</td>
<td>iv</td>
</tr>
<tr>
<td>LIST OF TABLE</td>
<td>.......................................................................</td>
<td>v</td>
</tr>
<tr>
<td>LIST OF FIGURE</td>
<td>.......................................................................</td>
<td>vi</td>
</tr>
<tr>
<td>LIST OF APPENDICES</td>
<td>.......................................................................</td>
<td>vii</td>
</tr>
<tr>
<td>ABSTRACT</td>
<td>.......................................................................</td>
<td></td>
</tr>
<tr>
<td>CHAPTER I. INTRODUCTION</td>
<td>.......................................................................</td>
<td>1</td>
</tr>
<tr>
<td>1.1. BACKGROUND</td>
<td>.......................................................................</td>
<td>1</td>
</tr>
<tr>
<td>1.2. PROBLEM STATEMENT</td>
<td>.......................................................................</td>
<td>2</td>
</tr>
<tr>
<td>1.3. PROBLEM LIMITATION</td>
<td>.......................................................................</td>
<td>3</td>
</tr>
<tr>
<td>1.4. EXPECTED BENEFIT OF THE STUDY</td>
<td>.......................................................................</td>
<td>3</td>
</tr>
<tr>
<td>1.5. OBJECTIVE OF THE THESIS</td>
<td>.......................................................................</td>
<td>3</td>
</tr>
<tr>
<td>1.6. OUTLINE OF THE THESIS</td>
<td>.......................................................................</td>
<td>3</td>
</tr>
<tr>
<td>CHAPTER II. LITERATURE REVIEW</td>
<td>.......................................................................</td>
<td>5</td>
</tr>
<tr>
<td>2.1. CONSTRUCTION PROJECT</td>
<td>.......................................................................</td>
<td>5</td>
</tr>
<tr>
<td>2.2. CONSTRUCTION MANAGEMENT</td>
<td>.......................................................................</td>
<td>6</td>
</tr>
<tr>
<td>2.3. CONSTRUCTION PROJECT OBJECTIVE</td>
<td>.......................................................................</td>
<td>7</td>
</tr>
<tr>
<td>2.4. DEFINITION OF CONFLICT</td>
<td>.......................................................................</td>
<td>8</td>
</tr>
<tr>
<td>2.5. CONFLICT IN ORGANIZATION</td>
<td>.......................................................................</td>
<td>8</td>
</tr>
</tbody>
</table>
2.6. CLASSIFICATION OF CONFLICT ............................................................... 9
2.7. CONFLICT IN CONSTRUCTION PROJECT ........................................... 11
2.8. CONFLICT MANAGEMENT ................................................................. 11
2.9. AREA OF CONFLICT ........................................................................ 12
2.10. SOURCES AND CAUSES OF CONFLICT ......................................... 13
2.11. CONFLICT RESOLUTION STYLES ..................................................... 16
2.12. CONFLICT RESOLUTION APPROACHES .......................................... 18

CHAPTER III. METHODOLOGY ................................................................ 21
3.1. DATA COLLECTION ............................................................................. 21
    3.1.1. SAMPLE SELECTION .................................................................. 21
    3.1.2. POPULATION ............................................................................ 21
    3.1.3. INSTRUMENT .......................................................................... 22
3.2. DATA ANALYZING PROCESS ............................................................... 22
    3.2.1. DATA MEASUREMENT METHOD .............................................. 22
    3.2.2. ARRANG AND SORT THE DATA IN TABLE ............................ 23
    3.2.3. DATA ANALYSIS ................................................................... 23

CHAPTER IV. DATA ANALYSIS ................................................................. 26
4.1. DATA COLLECTION ............................................................................. 26
4.2. RESPONDENT DATA ........................................................................ 26
    4.2.1. GENDER .................................................................................. 26
    4.2.2. AGE ......................................................................................... 27
    4.2.3. EDUCATIONAL BACKGROUND .............................................. 27
4.2.4. CLASS OF CONSTRUCTION COMPANY ......................... 28
4.2.5. RESPONDENT POSITION ............................................ 28
4.2.6. WORKING EXPERIENCE .............................................. 29

4.3. CAUSES OF INTERNAL CONFLICT

IN CONTRACTOR ........................................................................ 30
4.3.1. CONFLICT OVER PROJECT PRIORITY .......................... 30
4.3.2. CONFLICT OVER ADMINISTRATIVE

PROCEDURE ........................................................................ 30
4.3.3. CONFLICT OVER TECHNICAL OPINION ....................... 31
4.3.4. CONFLICT OVER RESOURCE ........................................ 32
4.3.5. CONFLICT OVER COST .................................................... 32
4.3.6. CONFLICT OVER SCHEDULE .......................................... 33
4.3.7. PERSONALITY CONFLICT .............................................. 33

4.4. RANK ANALYSIS OF INTERNAL CONFLICT

THAT OCCUR IN CONTRACTOR ............................................. 34

4.5. CONFLICT RESOLUTION METHODS .................................... 35

4.6. COMPARISON CAUSES OF CONFLICT BETWEEN

SMALL AND NON-SMALL CONTRACTORS ................................. 39

CHAPTER V.2  CONCLUSION AND SUGGESTION ............................. 46

5.1. CONCLUSION ................................................................. 46
5.2. SUGGESTION ................................................................. 47

REFERENCES

APPENDICES
LIST OF TABLE

Table 2.1. Styles of Conflict Resolution Methodologies ........................................... 20
Table 4.1. Respondent Gender .............................................................................. 26
Table 4.2. Respondent Age .................................................................................. 27
Table 4.3. Respondent Educational Background .................................................. 28
Table 4.4. Class of Construction Company .......................................................... 28
Table 4.5. Respondent Position ............................................................................ 29
Table 4.6. Working Experience ............................................................................ 29
Table 4.7. Causes of Conflict over Project Priority .............................................. 30
Table 4.8. Causes of Conflict over Administrative Procedures ............................ 30
Table 4.9. Causes of Conflict over Technical Opinion ......................................... 31
Table 4.10. Causes of Conflict over Resource ...................................................... 32
Table 4.11. Causes of Conflict over Cost ............................................................. 32
Table 4.12. Causes of Conflict over Schedule ...................................................... 33
Table 4.13. Causes of Personality Conflict ........................................................... 33
Table 4.14. Rank Analysis of Internal Conflict that Occur in Contractor ............ 34
Table 4.15. Conflict Resolution in Conflict over Project Priority ....................... 35
Table 4.16. Conflict Resolution in Conflict over Administrative Procedures ...... 35
Table 4.17. Conflict Resolution in Conflict over Technical Opinion ................... 36
Table 4.18. Conflict Resolution in Conflict over Resource ................................. 36
Table 4.19. Conflict Resolution in Conflict over Cost ......................................... 36
Table 4.20. Conflict Resolution in Conflict over Schedule ................................. 37
Table 4.21. Conflict Resolution in Personality Conflict................................. 37
Table 4.22. ANOVA............................................................................................. 40
Table 4.23. Test of Homogeneity of Variances .................................................... 41
Table 4.24. Differences between Causes of Conflict

in Small and Non-Small Contractors................................................................. 44
LIST OF FIGURE

Figure 2.1. Management Conflict Process ............................................................ 12
Figure 4.1. Conflict Resolution Methodologies .................................................... 38
LIST OF APPENDICES

APPENDIX A: QUESTIONNAIRE

APPENDIX B: LIST OF CONTRACTORS

APPENDIC C: ANALYSIS RESULT
ABSTRACT

INTERNAL CONFLICT ANALYSIS IN CONTRACTORS
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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*