

A Study of Conflicts in Building Projects in Faridabad

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Abstract: The pursue objective of a client is building project to attain a successful project. It is not an easy task. Various factors involve reaching the pinnacle proper planning, design, budget, duration of time and management approaches play a vital role for successful project. This paper presents an overview on the effect of conflicts in building projects in Faridabad. The main goal of this paper is to overview the factors of conflict in construction industry. The study highlighted three types of conflict factors which are conflict factors due to behavioral problems, contractual problems and technical problems. Factors of conflict due to behavioral factors includes reluctant to check for constructability, clarity and completeness and poor communication among project team. Moreover, building activities consume various resources that by their nature are scarce. Therefore, it is important that building projects will do in the most efficient and economical manner. Therefore, it is important to understand conflicts that a project is likely to face in order to make provision in the project set up for their management and prevention. This study features within the field of project management. The study, therefore contributes to the research and practice communities, by addressing issues on which conflicts occur and their causes in building projects in Faridabad. Strategies and mechanisms for management and prevention of conflicts in building projects in Faridabad will propose. The results of the study provides additional knowledge will require by clients / financiers, project managers, architects, engineers, quantity surveyors, contractors and other stakeholders in the management of building projects.

Keywords: Conflicts, factor influencing the conflicts, Real estate, Building projects, Construction industry.

1. Introduction

The residential real estate markets in India have been dormant witnessed subdued transaction activity and restricted new supply, with the demonetization ahead impacting the market. The conflict that Faridabad real estate market has eclipsed other bazaars in the county will be verified with an overview of the home prices in Faridabad, a different chief centre in Delhi NCR. Property prices in the foremost places of the metropolis have exposed an admiration for the duration of this quarter. In some zone, through the prior quarter, land rates have shown an appreciation of an average of 5% to 8% over the matching period the prior year. These trends explain that the approval rate of Faridabad properties is beyond those of these places.

The conflict is essential for individuals, teams, contractual

relations and organizations. It is inevitable in most construction projects given their unique and complex nature and the presence of different parties and multifunctional teams. The construction project environment, therefore, is an appropriate environment for conflict exploration and management (Ellis & Baiden 2007). Disputes on the construction site are common. Disputes and disputes will arise when you have multiple parties such as general contractors, owners, architects and subcontractors who work together to complete the project. These stakeholders have different opinions and interpretations on how things are done. The concept of conflict, in its various implications, has been the subject of many important studies over the years (Akinwumi, 2006; Omotola, 2007; Onwuzuruigbo, 2012). However, the phenomenon of conflict within projects has not received sufficient scientific attention. While such disputes usually receive the attention of business owners, there is a glaring scarcity of scientific interpretations of this development. The problem is not new, as it is deeply rooted in the country's depth, as well as the negative consequences associated with it, including loss of life and property, deteriorating economic levels, and threats to development stability (EA Ajayi, 2008). It is therefore necessary to examine this issue with the aim of building a more precise set of knowledge about these conflicts for future prevention. Conflict is widespread across the continent and is manifested in various forms and forms. Conflicts in some places are manifested in sharp political struggles for power and leadership often lead to violence; in other countries scramble for limited geographical space, scarce national resources or shrinking national product (Mohiddin, 2000).

In addition, inflation rates appear to have maintained and bestow rates has started to come down. While recite property prices have yet to correct for the stick out in supply, discounts (both up front and wary) and unorthodox pricing schemes, such as possession-linked payment plans and subvention schemes, have expanded. Due to the influence of these factors, the Indian real estate market is starting to witness a substantial motion. What it used to take to occupy in this space is very different from what it will take in the future. In this scenario, it is believed that real estate developers must understand five fundamental dynamics in order to triumph. Each dynamic carries a specific implication for businesses.

- Emerging competitive forces giving rise to definite business models - New business models are swiftly evolving. Focusing on area acquisition and effective management of regulatory bodies is no longer adequate; developers must also focus on becoming strong local market in order to justifiably make a platform for sustainable growth. They are doing this by being more thoughtful about the operating models they use to compete in different marketplaces.
- Complex market and regulatory scenario - The new regulatory bill, integrate with region-specific regulations cover the country, means that real estate developer's face top levels of scrutiny and huge convolution than ever before. To stay buoyant, businesses must actively manage risk through both internal and external processes.
- Transfer profit pools - There has been a significant shift in the Indian real estate market in the last 15 years. Costs of both land and raw material (primarily steel and ready-mix concrete) have accumulated. Raw material prices have thickening by a factor of 3 to 4 times since 2006. Land rates have increased even more dramatically. This means that while transaction numbers may have increased, developer margins are lower than before.
- Increase in customer awareness and prompt changes in customer supposition. Buying real estate is frequently the largest, most significant purchase people make in their longtime. As such, customers have high degrees of involvement and investment in their decisions. There is greater prominence than ever on word-of-mouth information, including online reviews. Currently, Indian residential real estate developers don't have a customer mental attitude. This has resulted in poor advocacy, with few customers saying they would recommend a developer's projects to a friend or colleague.
- Innovative selling approaches and channels. As inventory levels remain highest, selling properties has become progressively challenging, particularly in the post-launch phase. Once developers have their internal processes in order, they must turn their aim outward.

2. Review of Literature

Hilary, G. and Hsu, C. (2011) this study examines how overconfidence affects the properties of management forecasts. Using both the 'over-optimism' and 'miscalibration' dimensions of overconfidence to generate our predictions, we examine three research questions.

Lambert, J., Bessi re, V. and N'Goala, G. (2012) gave study on empirical research documents that overconfidence has a strong impact on investment decision. In this experimental study using a within-subject design and an asset allocation problem.

Calomiris, Longhofer, & William, (2012) consider the role of omitted variables suggested by economic theory that have been absent in a number of prior studies. Our estimates take into account age composition and wealth distribution (using poverty rates as a proxy), as well as wealth shares (how much of total wealth is comprised of housing vs. stock wealth). We exploit cross-state variation in housing, stock wealth and other variables in a newly assembled panel data set and find that the impact of housing on consumer spending depends crucially on age composition, poverty rates, and the housing wealth share. In particular, young people who are more likely to be credit-constrained, and older homeowners, likely to be "trading down" on their housing stock, experience the largest housing wealth effects, as suggested by theory.

Schaffer, 2013 The aim of this study is to identify the major risks faced by the semi-skilled labourers on building sites in Gauteng and make recommendations to mitigate the adverse impact thereof.

Hui, E.C., Zheng, X. and Wang, H. (2013) since the seminal work of Charnes, Cooper, and Rhodes in DEA, there has been an "exponential" growth in the number of journal articles in recent four decades (1978e2016). Until end of 2016, the total number of journal articles reaches 10,300 and the distinct authors reach 11,975 in total. Based on the statistics of journal articles.

Salzman, D. A. and Zwinkels, R.C.J. (2013) All over the world there is a strong infatuation towards real estate. Nevertheless there seems to be a (sub) conscious omission in incorporating this stylized fact into the academic literature.

Breuer, W., Riesener, M. and Salzmann, A.J. (2014) Despite a considerable premium on equity with respect to risk free assets, many households do not own stocks. We ask why the prevalence of stockholding is so limited.

Deng, Y. and Wu, J. (2014) gave study the government has been trying to facilitate the green building development by the market mechanism. Based on the data of Chinese listed real estate enterprises and a survey, we provide preliminary evidence about the determinants of green housing supply and demand.

Magron, C. (2014) Investors around the world often fail to succeed in the stock market due to shortcomings in their personal attributes and approach to investment. There are numerous studies on the personal attribute of the investor but only few studies have looked into the approaches to investment in market situations.

Revelli, C. and Viviani, J.-L. (2015) With a meta-analysis of 85 studies and 190 experiments, the authors test the relationship between socially responsible investing (SRI) and financial performance to determine whether including corporate social responsibility and ethical concerns in portfolio management is more profitable than conventional investment policies. The study also analyses the influence of researcher methodologies with respect to several dimensions of SRI (markets, financial performance measures, investment horizons, SRI thematic

Table 1
Client's: - Sector- 80
(<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Clients	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Rajeev Kumar	45	65	75	45	10
Deepmala Sharma	70	70	15	50	35
Dr. Sanjeev Kumar	30	75	65	90	50
Rahul	45	85	85	65	10
Dr. Nudrat Jhan	25	90	50	70	50
Rajiv Tewatia	10	50	70	50	30
Narender Singh	50	50	65	85	45
Sachin Grover	35	75	30	30	25
Devraj	15	65	15	15	15
Total	325	625	470	500	270
Average	36.11	69.44	52.22	55.55	30

Table 2
Client's: - Sector- 81
(<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Clients	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Jatin	75	50	85	45	10
Naveen Khatri	45	90	90	50	50
M.S. Dalal	25	55	65	25	25
Kartik	85	65	50	35	15
Priyanka	35	90	50	40	50
Sandeep Kumar	50	65	45	70	25
Shafiq Syed	90	45	65	50	10
Amit Arora	35	70	25	35	65
Desraj	50	65	70	65	35
Total	490	580	545	415	285
Average	54.45	64.44	60.56	46.11	31.67

approaches, family investments and journal impact) on the effects identified.

Eichholtz, P. and Yönder, E. (2015) gave study the effects of overconfidence on trading activity and performance in real estate. The article looks at Real Estate Investment Trusts (REITs), as their investments and divestments can be identified with precision. We look at the effect of CEO overconfidence on investment activity and separately investigate property acquisitions and dispositions.

Daniel, K. and Hirshleifer, D. (2015) gave study two principal factors have contributed to this evolution: a body of evidence showing how psychological bias affects the behavior of economic actors; and an accumulation of evidence that is hard to reconcile with fully rational models of security market trading volumes and returns. In particular, asset markets exhibit trading volumes that are high, with individuals and asset managers trading aggressively, even when such trading results in high risk and low net returns.

3. Methodology

A systematic procedure and methodology is required to conduct a research in a prosperous manner. This section of the study expresses the methodology and procedure used to conduct this research. This section highlights the objectives and procedure of this study. Further, this section discusses the adopted research methodology for achieving the objectives of the study. Properly conducted research always reduces the

uncertainty level for making critical decisions and gives the best result. That is why it is extremely very important to describe the research methodology here. Type of research is based on the nature of data. In the bright of the nature of data, the current research is notably of a quantitative nature, as most of the scouting of the current study is depend on quantified measures. However, the researcher also manipulated the casualty and consequences, which also represented a sign of qualitative research. In the light of purpose of research, the present study was mainly of applied nature as the researcher tried to test the conflicts in building project in the area of Faridabad. Further, the survey method was adopted by selecting and studying a sample chosen from the population to discover the relevant incidence, distribution and interrelation of variables. Clients, Builders and Civil Engineers, were the respondents in the study. Area of Faridabad was considered for conducting this study and 50 respondents were interviewed to find the conflicts in building projects.

4. Result and discussion

Faridabad

Conflicts in building projects

Discussion: In above table 1, the conflicts in building projects in various aspects are as under.

The average in Design Error is 36.11.

The average in Contractual Claim is 69.44.

The average in Delay in Payments is 52.22.

Table 3
 Civil Engineer's: - Sector- 80
 (<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Engineers	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Rajveer Singh	85	65	50	25	40
Tanvir	70	45	20	35	50
Ragav Jain	65	50	10	50	60
Jai Prakash	50	25	35	65	75
Deepak Bisht	75	35	45	25	50
Sashwat	90	20	60	45	25
Saurav	85	70	15	85	25
Amit Sharma	50	50	45	40	45
Total	570	360	280	370	370
Average	71.25	45	35	46.25	46.25

Table 4
 Civil Engineer's: - Sector- 81
 (<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Engineers	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Rahul Deswal	65	45	65	35	25
Pankaj Kukreja	35	85	80	50	70
Sushil Dewan	35	70	25	45	65
Rohtash Singh	50	50	35	25	35
Roop Kumar	25	65	50	15	50
Devkinandan	75	70	65	10	30
Anshul	50	60	70	65	25
Total	335	400	390	245	300
Average	47.86	57.14	55.71	35	42.86

The average in Differing Site Condition is 55.55.
 The average in Cultural Differences is 30.
 Only one respondent gave the high scale to Design Error category. All other told the low, very low and moderate scale in Design Error. In Contractual Claim category only two respondents said very high scale. All others told low and moderate responses. Only one respondent gave the very high scale in Delay in Payments category. Only one respondent said very low scale in Differing Site Condition. Three respondents told moderate scale in Cultural Differences.

Discussion: In above table 2, the conflicts in building projects in various aspects are as under.

- The average in Design Error is 54.45.
- The average in Contractual Claim is 64.44.
- The average in Delay in Payments is 60.56.
- The average in Differing Site Condition is 46.11.
- The average in Cultural Differences is 31.67.

Only two respondents gave the very high scale to Design Error category. All others said the high and moderate scale. In Contractual Claim category only two respondents told very high scale. Most of the respondents gave high and moderate scale. In Delay in Payments category only one respondents gave low scale. In the Differing Site Condition category only one respondent said high scale. In the Cultural Differences only two respondents gave very low scale in this category.

Discussion: In above table 3, the conflicts in building projects in various aspects are as under.

- The average in Design Error is 71.25.
- The average in Contractual Claim is 45.
- The average in Delay in Payments is 35.
- The average in Differing Site Condition is 46.25.
- The average in Cultural Differences is 46.25.

Only three respondents said the very high scale to Design Error category. All others told the moderate and high scale. In Contractual Claim category only one respondent gave very low scale. Most of the respondents gave low and moderate scale. In Delay in Payments category only three respondents told very low scale. In the Differing Site Condition category only one respondent gave high scale. In the Cultural Differences only one respondent said high scale in this category.

Discussion: In above table 4, the conflicts in building projects in various aspects are as under.

- The average in Design Error is 47.86.
- The average in Contractual Claim is 57.14.
- The average in Delay in Payments is 55.14.
- The average in Differing Site Condition is 35.
- The average in Cultural Differences is 42.86.

Only two respondents gave the high scale to Design Error category. All others said the low and moderate scale. In Contractual Claim category only two respondents gave very high scale. Most of the respondents told high and moderate scale. In Delay in Payments category only two respondents gave low scale. In the Differing Site Condition category only two respondents gave very low scale. In the Cultural Differences only two respondents said high scale in this category.

Discussion: In above table 5, the conflicts in building projects in various aspects are as under.

- The average in Design Error is 51.42.
- The average in Contractual Claim is 40.
- The average in Delay in Payments is 48.57.
- The average in Differing Site Condition is 22.14.
- The average in Cultural Differences is 48.57

Only one respondent gave the low scale to Design Error

Table 5
Builder's: - Sector- 80
(<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Builders	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Solitaire	50	30	25	10	50
Ram Kishan	65	25	60	10	90
Raman Lochab	40	40	40	20	60
Ankit Thakral	75	50	35	50	35
Pushpender	65	30	60	35	50
Rajeev Malik	50	45	70	20	25
Tuteja	80	60	50	10	30
Total	360	280	340	155	340
Average	51.42	40	48.57	22.14	48.57

Table 6
Builders's: Sector- 81
(<20= Very low, 21-40 = Low, 41-60 = Moderate, 61-80 = High, >80 = Very High)

Name of Builders	Design Error	Contractual Claim	Delay in Payments	Differing Site Condition	Cultural Differences
Achiver Builder	80	70	90	10	75
Dhingra	65	85	70	10	80
RPS	50	50	90	30	50
Ahinsha	45	40	75	20	40
Ratees	85	65	65	40	85
KLJ	30	40	65	25	70
Total	355	350	455	135	400
Average	59.16	58.33	75.83	22.5	66.66

category. All others told the moderate and high scale. In Contractual Claim category only three respondents gave moderate scale. Most of the respondents told low scale. In Delay in Payments category only one respondent gave high scale. In the Differing Site Condition category only one respondent told moderate scale. In the Cultural Differences only one respondent said very high scale in this category.

Discussion: In above table 6, the conflicts in building projects in various aspects are as under.

The average in Design Error is 59.16.

The average in Contractual Claim is 58.33.

The average in Delay in Payments is 75.83.

The average in Differing Site Condition is 22.5.

The average in Cultural Differences is 66.66.

Only one respondent said the very high scale to Design Error category. All others told the low and moderate scale. In Contractual Claim category only one respondent gave very high scale. Most of the respondents told high and moderate scale. In Delay in Payments category only two respondents gave very high scale. In the Differing Site Condition category only two respondents told low scale. In the Cultural Differences only one respondent gave very high scale in this category.

5. Conclusion

According to clients the conflicts in building projects in Faridabad are caused cultural differences. According to civil engineers of Faridabad claimed that contractual claim is the main cause of conflicts in building projects and least affected by cultural differences and differing site condition. According to the builders of Faridabad delay in payments is the main cause of conflicts in building projects, but the builders of Faridabad consider the conflict in building project is least effected by differing site condition. Conflicts experienced due to

incomplete design were those related to excessive variations and additional works beyond the client's expectation and budget and differing site conditions since detailed site investigation was not done. This was reflected in conflicts related to excess variations caused by misunderstanding of the intended nature and scope of work between the client and the design team, different meanings of some work items due to unclear and ambiguous descriptions of work items, errors in project documents caused by negligence at tenders evaluation stage and excess prices quoted by the contractor for new additional items. The above conflicts emerged when the contractor submitted claims which were excessive and unrealistic, by that the contractor expressed opportunistic behavior.

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