Abstract

ABSTRACT

The concept of Dispute Management (DM) encompasses the components of avoidance, prevention and resolution. However, their usages are not prevalent in the local construction industry except that some public agencies and major construction players have made certain efforts in trying out these techniques. There are potential benefits that can be reaped through the use of these techniques.

Over the years, there are relatively more disputes arising from the Superintending Officer’s Representative’s instructions and prompt actions have been taken quickly to combat their emergence. This study therefore examines the DM techniques used by the Housing and Development Board to tackle such disputes. It also probes into the effectiveness of these DM techniques. The contract form used is further looked into to identify the clauses relevant in controlling the incidence of such disputes. Special attention is also given to the crucial role of the SO’s Rep as a potential cause and the further role he can play to effectively manage them.

Structured interviews and analysis to the techniques used were carried out to better understand their operation and usage. Results obtained from the analysis of the data showed that HDB is effective in managing disputes from instructions and they have done so with the integration of the DM techniques, reinforced by the PSSCOC and SO’s Rep.

Keywords: Dispute Management, HDB, SO’s Rep’s Instructions, Effectiveness