Once looked upon with disdain by the employers and their consultants, the resolution of construction project disputes carried out commercially is a recognised business in most developed countries and is fast gaining popularity in the construction industry in Singapore.

In the face of a changing business environment, it no longer allows senior management in the construction industry to remain indifferent to the management and settlement of construction project disputes.

The issue at hand is not whether to proceed head-on to combat a case but rather to comprehend the very root causes of how disagreements and disputes arise out of construction contracts and equally vital to recognise the various alternative dispute resolution mechanisms available to resolve them as quickly as possible with less cost, time and with minimum management commitment.

The ultimate aim is to stimulate the thoughts of senior management towards favourable adoption of dispute resolution strategies based on the mechanisms in the provision of their services to the construction industry.

The research also probes into the practices of senior management in the large and medium size building and civil engineering construction organisations in Singapore and provides a measure of their existing dispute settlement orientation. Finally a number of recommendations on the approaches are made.