

# Potential Disputes in Government Bank Building Construction Projects in Indonesia

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## ABSTRACT

Study This aims to know the potency project disputes construction building government bank building in Indonesia. The study This review of the systematic library was done especially formerly by specified guidelines. inspection with reading and skimming is done sequentially to identify relevant publications. Analysis References done based on analysis content thematic, for implementation study This method used is correlation regression (research quantitative with questionnaire). Research results This states that inadequate planning and design ripe own very big influence lateness settlement of upcoming projects causing disputes project and quality poor/deficient work experienced influential big in discrepancy quality upcoming project cause disputes project. Also a factor external related to changes in prices and scarcity of material influences big reasons happening dispute projects.

**Keywords:** potency dispute; development building; government bank; material; influence.

## INTRODUCTION

Property owned by a government bank is usually from building, land, or other buildings owned by government banks as part from the assets. Property This can be used as office head office, bank branch, or place storage goods or important documents. government banks own not quite enough answer For ensure that its properties well taken care of and always in good condition.

For ensure its properties awake with well, then needed Management with well, among them is New Development, Renovation and or relocation. In implementation Management the above, there is a number of event in the form Problems. Problems the including disputes Construction. project disputes construction is common thing happened, incl in development government bank building in Indonesia. A number of frequent disputes happen in project construction among others:

1. Dispute related planning and design: Dispute This happen when There is disagreement between owner projects, architects, and engineers about planning and design building.
2. Dispute related payment: Dispute This happen when owner projects and contractors No agreed about amount payment must done.
3. Dispute related lateness project: Dispute This happen when project No finished appropriate time Because various reason like weather bad or error in planning.
4. Dispute related quality results work: Dispute This happen when owner project No satisfied with quality results work performed by the contractor.

Problem dispute in construction Can various, however a number of problem common frequently happen in internal factors ie between contractor and *owner* (owner project), occurs dispute among others. disagreement in interpretation contracts, often happen difference in interpretation between contractor and owner project related with contract that has agreed. this Can happen Because inaccuracy in drafting contract, lack understanding about aspect technical project, or indecision in arrangement rights and obligations. Second, change request or change direction. On some case, owner project Possible want to do change in design, schedule or specification technical project. Change This can cause delays and costs additions that don't anticipated before, which can trigger dispute. Third, delay implementation project. Delay in implementation project Can happen Because various factor, like weather bad, lacking power work, or problem permissions. Lateness This Can

cause cost additions and delays are not desirable, so become source conflict between owner projects and contractors. Fourth, quality bad work. The result of bad work Can happen Because inaccuracy, lack supervision, or use materials that don't appropriate. this Can cause cost addition For repair or replacement work, which can trigger dispute. Fifth, conflict between contractors and subcontractors. Conflict between contractor main with subcontractor Can happen Because various reasons, like dispute related with payment or problem quality job. Conflict This Can trigger more dispute big and long time project.

Whereas factor dispute construction from external Can originate from various factors, such as, change regulation or policy. Sometimes change in regulation or policy Can influence project construction, fine from facet time, cost, or condition technical. this Can become source disagreement between owner projects and contractors, because change This Possible need changes to contracts and schedules project. Second, distraction environment. Disturbance environment like disaster nature, weather bad, or protest inhabitant around Can influence implementation project construction. this Can cause delays and costs additions that don't wanted, who can trigger dispute. Third, problem liberation Land. Availability land For project construction Can become source dispute between owner projects and contractors. Problem liberation land like problem right property, replace loss, or problem law Can slow down implementation project and engender cost additions that don't anticipated. Fourth market changes or economics, change in the market or economy Can influence project construction, like increase price material raw or increase ethnic group flower. this Can cause cost additions that don't desired and triggered dispute between owner projects and contractors. Fifth, competition in industry. Competition in industry construction Can influence project construction, like that offer too low or unhealthy competition. this Can cause problem in implementation project and engender dispute between owner projects and contractors.

From late stock problem the researcher interested For discuss potency project disputes construction government bank buildings in Indonesia.

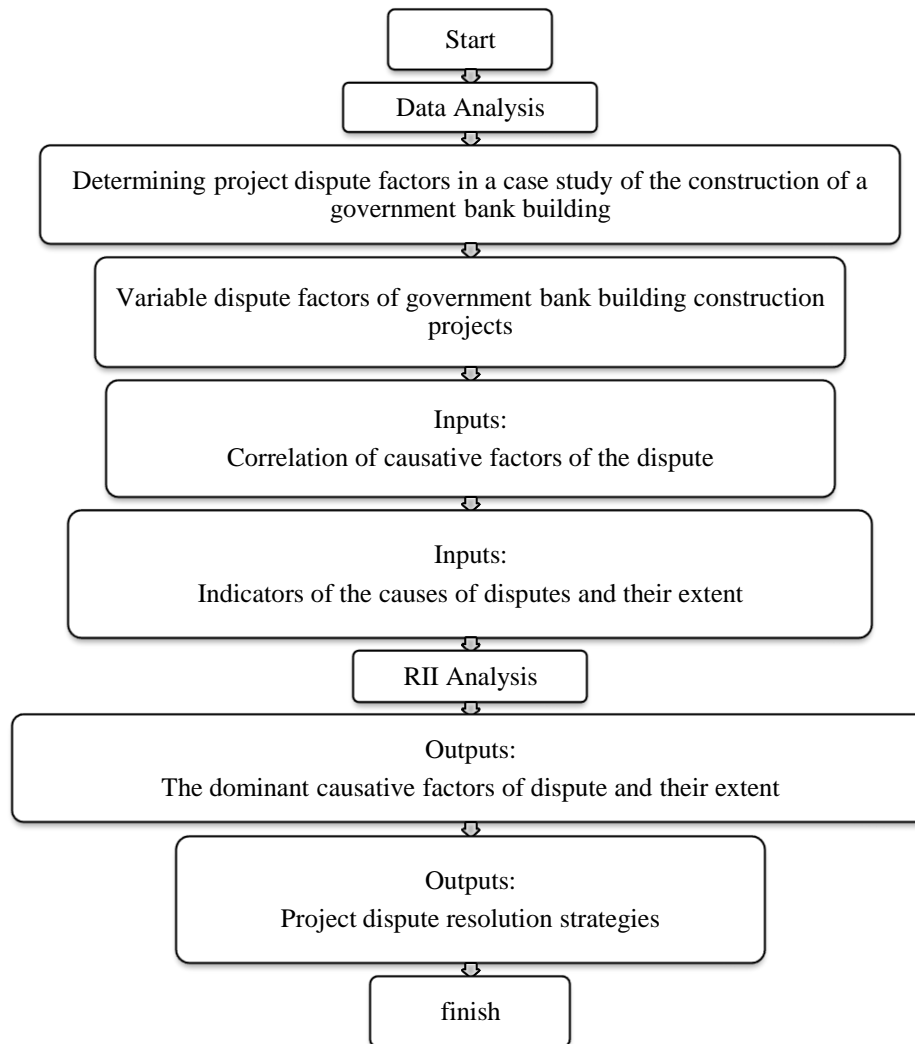
## RESEARCH METHODS

### Type/Design Study

In study This done review systematic library done especially formerly in accordance with specified guidelines. Inspection with reading and skimming is done sequentially to identify relevant publications. Analysis References done based on analysis content thematic, which includes procedure data recognition, data coding, elaboration theme, and the review process (Braun dan Clarke 2006) For implementation study This method used is correlation regression (research quantitative with questionnaire).

### Draft Study

Draft study This explain method to be used as plans, structures, and tactics For finish research. this can shown in Figure 1. below this:



**Figure 1.** Design Study

### Population and Sample Study

In To obtain the required data, a list of questions (questionnaire) is given to the parties involved direct in the development process project construction building, inside matter This addressed to personnel from a number company contractor service construction. Population from study This form government contractor. and samples in the form of 30 respondents who are contractors who have do project development government bank building.

For collect data using compiled questionnaire based on classification reason Dispute. each aspect containing a number question about reason appropriate dispute with condition in the field.

### Data Types and Sources

Primary data collection is the data obtained direct with respondent. Surveys and questionnaires used as tool data collection. Secondary data collection form of data obtained from reference certain or literature related literature with impact delay, contract construction. secondary data collection got online from various publisher's source. And the field data obtained from executing source project the. For data collection and retrieval can done with method method studies bibliography and methods questionnaire.

### Data Analysis Techniques

Method research conducted is method study Quantitative based on philosophy emphasis on positivism phenomena objective and studied in a manner qualitative. Data will processed use method assessment in the form of a rating method, so set variable as category evaluation can compared to relatively with another variable. Qualitative data and quantitative data obtained from project later will entered to in software. Qualitative data will be converted to quantitative data using data ranges. Several variables that produce qualitative data later will be done grouping use percentages For represent the qualitative data obtained.

Objective data analysis simplifies data to in more easily read and interpreted. In this process often used statistics Because indeed one function of statistics is simplify data. Measurement questionnaire done with scale linkert Where respondent given later options stay choose degrees his approval/disapproval on questions asked. Data processing using the RII (*Relative Important Index*) method uses Excel. According to (Hardjomuljadi 2014b), RII is used For determine the ranking of the factors that cause something resulting in claims dispute, as follows:

$$RII = \sum \frac{W}{A \times N}(1)$$

With W = amount from respondents multiplied with weight from factors, A = value highest weight, N = Total respondents.

Value of scale Likert the are :

- a. Answer very big effect given value 6
- b. Answer influential big given value 5
- c. Answer influential rather big given value 4
- d. Answer influential Enough big given value 3
- e. Answer influential not enough big value 2
- f. Answer No influential given value 1

RII calculation results obtained furthermore grouped in **Table 1** based on weight mark as following:

**Table 1.** Limitation of RII Definition

Range RII	Definition
0.85-1.00	Very influential
0.70-0.85	Influential big
0.50-0.70	Influential rather big
0.30-0.50	Enough influential
0.15-0.30	Less effect
0.00-0.15	No influential

## RESULTS AND DISCUSSION

### Profile Respondents

Profile Respondents obtained from the processed respondent data and the results used For give explanation or description about the respondents shown in pie chart shape. profile respondent consists of position respondents and experience respondents. In Figure 2. about position of 30 respondents shows that the 2 positions are the biggest respondents that is manager project and manager field by 37% (11 respondents each). Furthermore position respondent from staff as many as 2 respondents (7%) and the rest 6 respondents (20%) are from positions other in the form of admin, finance, director, staff field, retired, and foreman.

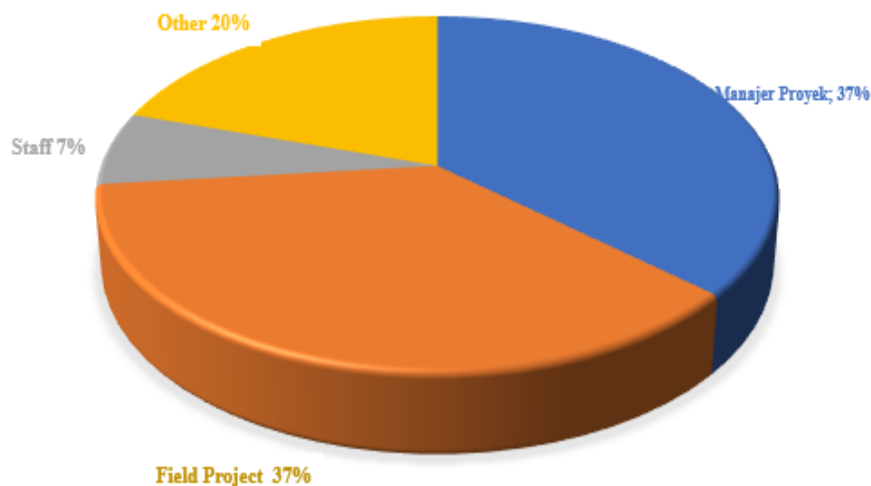


Figure 2 Position Respondents

Based on experience respondents in project construction can be seen in Figure 3 that 20 out of 30 respondents or 67% have worked on the project construction for more than 5 years. 6 respondents (20%) worked 3 to 5 years and more than 4 respondents (13%) worked 1 to 3 years.

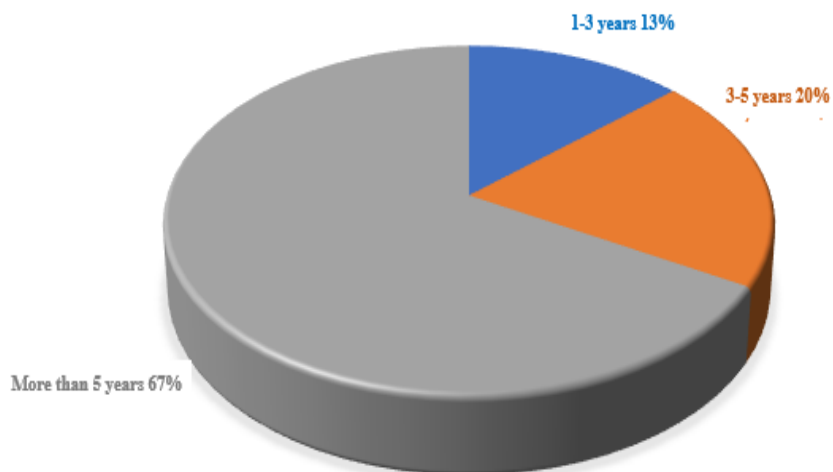
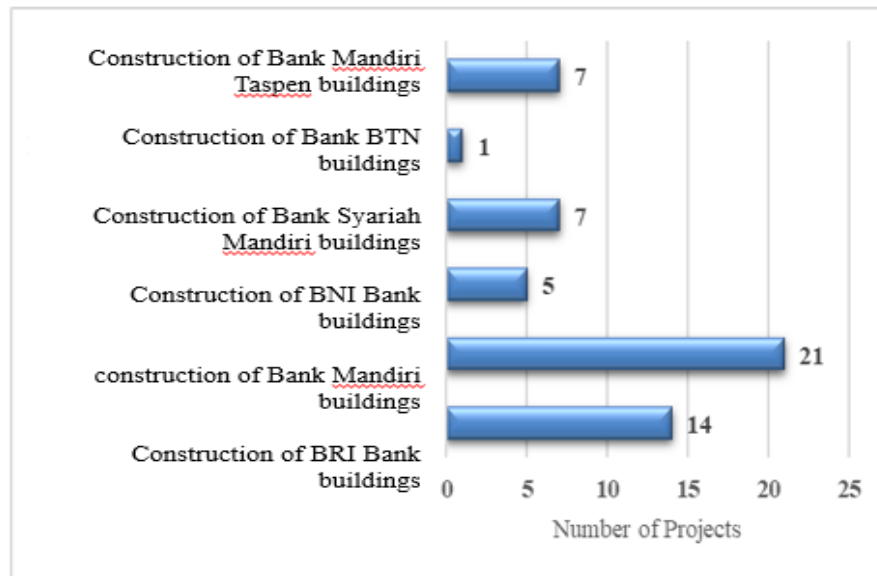


Figure 3 Experience Respondents

### Project Data

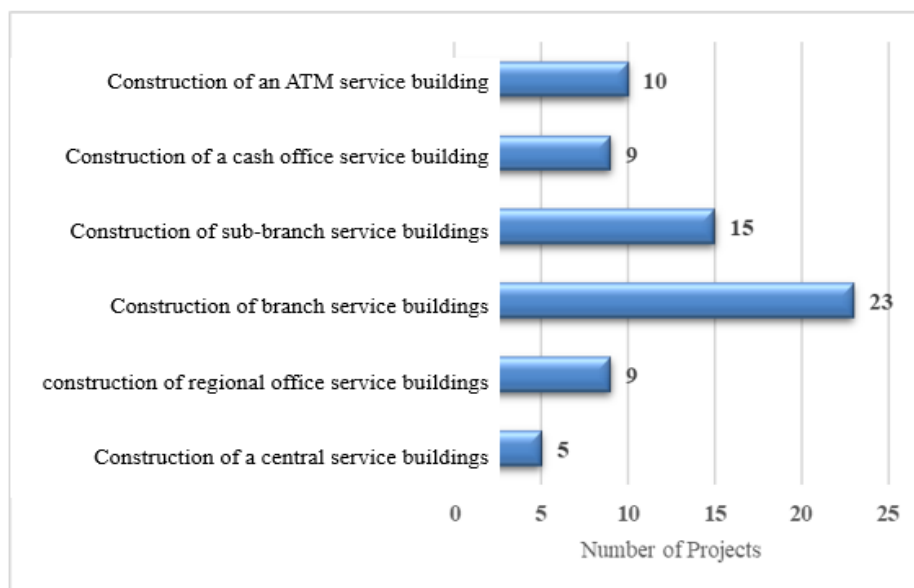
Obtained project data from the respondents describe types of projects That were only conducted by respondents (Figure 4.-5.). Based on data from 30 respondents who are allowed to choose more from 1 option. Figure 4. displays the project construction of state banks What is only done by respondents? Construction of Mandiri bank buildings is the project most constructed conducted by respondents with the amount by 21 projects, followed by projects construction of BRI bank buildings totaling 14 projects. Project development of independent banks Taspen and Mandiri Syariah bank worth The

same by 7 projects, next project BNI bank development of 5 projects and projects BTN bank construction has the smallest value i.e. 1 project.



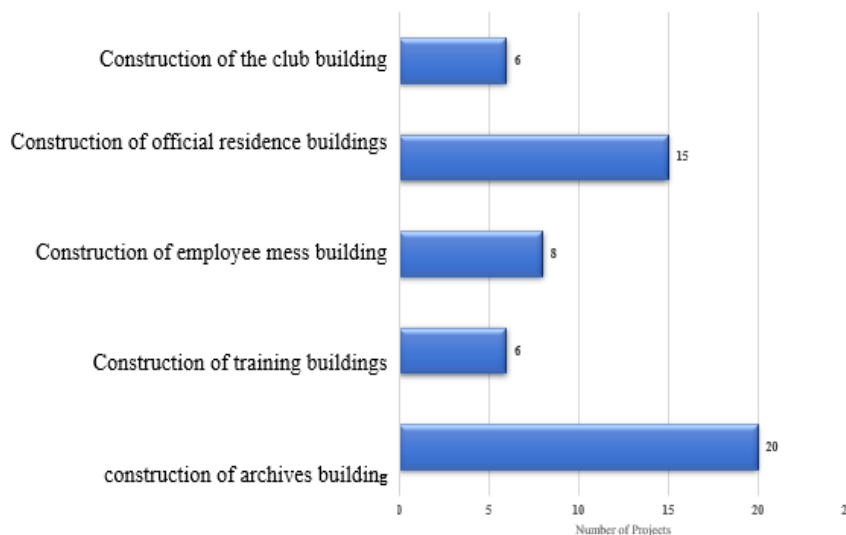
**Figure 4.** Type Project Construction Government Bank Building

In Figure 5. displays project data construction development bank section service that has been done respondent. The building construction service branch is project's most construction of 23 projects whereas the development building service center with amount the fewest projects of 5 projects. Project development building service branch helpers and buildings ATM services respectively for 15 and 10 projects construction. Furthermore development building service cash and service offices regional office worth The same big i.e. 9 projects construction.



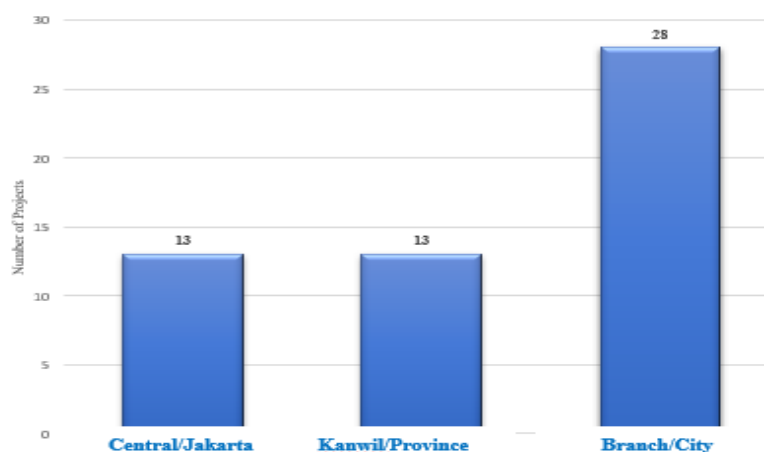
**Figure 5.** Type Project Construction Bank Service Section

In Figure 6. displays project data supporting bank construction service. Building construction files is project most construction conducted by respondents of 20 projects. Project construction biggest second that is development building House service of 15 projects. Project least construction that is development clubhouse and building training of 6 projects and projects construction employee mess building A little more tall of 8 projects.



**Figure 6.** Type Project Supporting Bank Construction Service

Figure 7. displays the location development of government bank buildings. Based on data from 30 respondents who are allowed to choose more from 1 choice location. part big project construction located in the branch/city of 28 projects. Furthermore location projects in the central (Jakarta) and regional/provincial offices of 13 projects each.



**Figure 7.** Construction Locations of Government Bank Buildings

After obtaining data about the type of project construction and location project. Furthermore, 30 respondents asked whether there are potency disputes/disputes that cause claims/demands. Figure 7. displays the answers to 30 respondents' related questions. 18 respondents (60%) answered "Yes" exists potency disputes/disputes that cause claims/demands while 12 respondents (40%) stated no.

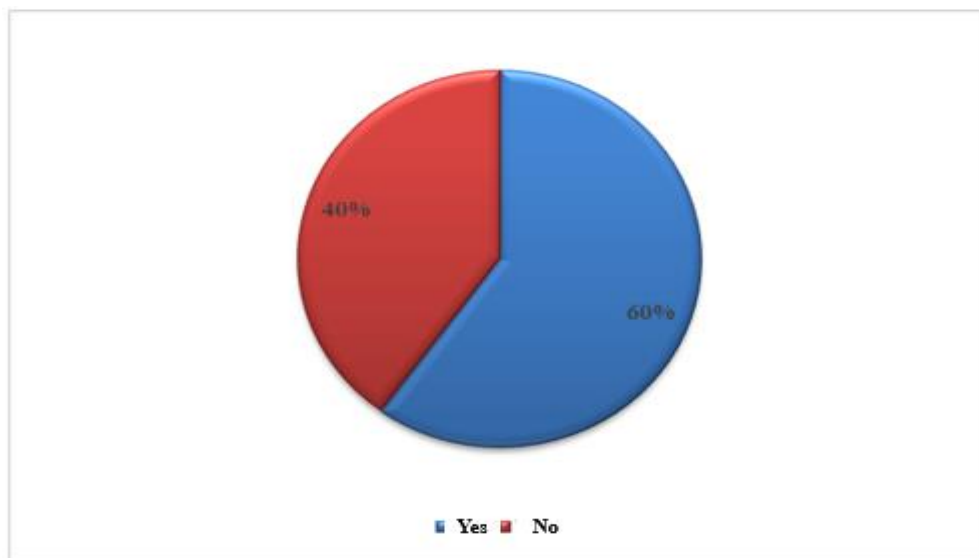


Figure 8. Is There is Potency Causing Disputes/Disputes Claims/Claims?

**Validity and Reliability Test**

**Validity Test**

Validity test show degrees accuracy between real data happens to objects with data collected by researchers. Validity test This done For measure whether the data has been got after study is valid data or no, with use tool measuring used (questionnaire). validity Construct (construct validity) can use formula correlation pearson product moment, as following:

$$r_{mount} = \frac{n.(\sum XY) - (\sum X).(\sum Y)}{\sqrt{[n.\sum X^2 - (\sum X)^2].[n.\sum Y^2 - (\sum Y)^2]}}$$

(2)

Where:

n = amount respondent ;

X = variable score (answer respondent)

Y = total score of variable For respondent nth

Validity test This using 30 respondents. Validity test declared valid if calculated R value more big from R table ( $R_{count} > R_{table}$ ) or mark significance not enough from 0.05. based on values of r product moment for amount respondents 30 and level a significance of 5% was obtained mark  $R_{table} : 0.361$ . In Table 2. displays validity test results questionnaire used. based on results calculation the seen that whole grain the questionnaire used is valid because more big from mark  $R_{table}$ .

Table 2. Validity Test Results Questionnaire

No.	Question Items	R <sub>count</sub>	R <sub>table</sub>	Information
<b>A. Disputed type</b>				
A1	dispute that occurred consequence from problem technical in the field	0.639	0.361	Valid
A2	dispute that occurred consequence from problem administrative	0.527	0.361	Valid
A3	dispute that occurred consequence from problem law	0.587	0.361	Valid
A4	dispute that occurred is combined Where facet technical, facet administrative, and facet law merges	0.524	0.361	Valid
<b>B. Lateness settlement project (indicator: contract construction)</b>				
B1	Happening disagreement about room scope work	0.614	0.361	Valid
B2	Happening disagreement about the changing contract	0.628	0.361	Valid



No.	Question Items	R <sub>count</sub>	R <sub>table</sub>	Information
B3	Inadequate planning and design ripe	0.658	0.361	Valid
B4	Change request from owner project	0.671	0.361	Valid
<b>C. Lateness settlement project (indicator: cost)</b>				
C1	Happening lateness payment	0.544	0.361	Valid
C2	Disbursement process difficulties in payment	0.669	0.361	Valid
C3	Happening subtraction budget implementation project	0.683	0.361	Valid
<b>D. Lateness settlement project (indicator: material and equipment)</b>				
D1	Difficulty obtaining materials or equipment	0.732	0.361	Valid
D2	Difficulty material mobilization	0.750	0.361	Valid
D3	Obtained materials damaged or not in accordance	0.713	0.361	Valid
D4	Difficulty mobilization equipment	0.799	0.361	Valid
D5	Productivity tools use low	0.810	0.361	Valid
D6	Equipment experience damage	0.770	0.361	Valid
<b>E. incompatibility quality project (indicator: power work)</b>				
E1	Difficulty mobilization power Work	0.801	0.361	Valid
E2	Quality poor/deficient work experienced	0.780	0.361	Valid
E3	Inadequate human resource management appropriate	0.829	0.361	Valid
<b>F. incompatibility quality project (indicator: method work)</b>				
F1	Happening conflict between contractors and subcontractors	0.688	0.361	Valid
F2	No exists adequate supervision	0.617	0.361	Valid
F3	No exists effective communication	0.835	0.361	Valid
F4	Happening accident Work	0.666	0.361	Valid
<b>G. Claim dispute</b>				
G1	Claim addition cost and time	0.643	0.361	Valid
G2	Claim cost not direct (overhead)	0.590	0.361	Valid
G3	Claim addition time (without addition fee)	0.598	0.361	Valid
G4	Claim other compensation	0.655	0.361	Valid
<b>H. Completion solution dispute</b>				
H1	Completion dispute without mixing hands other party (negotiation)	0.662	0.361	Valid
H2	Using a mediator to finish the dispute (mediation)	0.732	0.361	Valid
H3	Using an arbitrator from an arbitral body in a finished dispute (arbitration)	0.801	0.361	Valid
H4	Completion dispute to court (litigation)	0.666	0.361	Valid
<b>I. Factor external reason for dispute</b>				
I1	Happening change regulation government-related construction	0.757	0.361	Valid
I2	Happening disaster natural	0.759	0.361	Valid
I3	Change no weather erratic	0.663	0.361	Valid
I4	Problem security in the implementation project	0.748	0.361	Valid
I5	Happening change in price and scarcity material raw	0.619	0.361	Valid

Source: Processed questionnaire data (2023)

### Reliability Test

Testing reliability done for test variables research on a list of questions using a reliability test. For the reliability test scale psychologically use the Alpha Cronbach formula (Equation 3).

$$r_{ac} = \left( \frac{k}{k-1} \right) \left[ 1 - \frac{\sum \sigma_b^2}{\sigma_t^2} \right] \quad (3)$$

Where:

$r_{ac}$  = Cronbach alpha reliability coefficient

$k$  = many question items

$\sum \sigma_b^2$  = total/total variance per item/question item

$\sigma_t^2$  = amount or total variance

Based on reliability test results with the use of Cronbach's Alpha formula the obtained coefficient reliability is in **Table 3**. Whole variables used in the questionnaire display Cronbach's Alpha value more than the specified standard ie  $\geq 0.700$ , so it can stated that the questionnaire was used reliably.

**Table 3.** Reliability Test Results

Variable	$\alpha$ Cronchbach	$\alpha$ Standard	Information
Disputed type	0.808	$\geq 0.700$	Reliable
Lateness settlement project (indicator: contract construction)	0.772	$\geq 0.700$	Reliable
Lateness settlement project (indicator: cost)	0.862	$\geq 0.700$	Reliable
Lateness settlement project (indicator: material and equipment)	0.897	$\geq 0.700$	Reliable
incompatibility quality project (indicator: power work)	0.949	$\geq 0.700$	Reliable
incompatibility quality project (indicator: method work)	0.862	$\geq 0.700$	Reliable
Claim dispute	0.934	$\geq 0.700$	Reliable
Completion solution dispute	0.900	$\geq 0.700$	Reliable
Factor external reason dispute	0.871	$\geq 0.700$	Reliable

Source: Processed questionnaire data (2023)

**Perception Respondents to Dispute Project on Contractors  
Perception Respondents to Reason Dispute Construction**

Based on results analysis using the associated RII with What just type reason dispute (Table 4.) was obtained mark highest namely in the dispute that occurred is combined Where facet technical, facet administrative, and facet law fused (A4) with grouped RII value of 0.689 influential rather big. The average RII score is 0.642 with 3 questions others are also grouped as influential rather big namely : the dispute that occurred consequence from problem administrative (A2), the dispute that occurred consequence from problem techniques in the field (A1) and disputes that occur consequence from problem law (A3).

**Table 4.** Ranking Type Reason Dispute

No.	Code	Disputed type	RII	Rating
1.	A1	dispute that occurred consequence from problem technical in the field	0.644	3
2.	A2	dispute that occurred consequence from problem administrative	0.656	2
3.	A3	dispute that occurred consequence from problem law	0.578	4
4.	A4	dispute that occurred is combined Where facet technical, facet administrative, and facet law merges	0.689	1

**Perception Respondents to Reason Dispute Project Related With Lateness Completion Project**

Reason dispute project related to lateness settlement project shared based on 3 indicators namely: contract construction, costs, materials, and equipment. Based on analysis related RIIs with reason dispute related with lateness settlement project based on indicator contract construction (Table 5) was obtained mark highest that is inadequate planning and design ripe (B3) with grouped RII value of 0.856 as very big influence. Average RII value on indicators contract construction is 0.756. There are 2 grouped questions as influential big namely: change request from owner project (B4) and its occurrence disagreement about room scope work (B1).

**Table 5.** Rating Reason Dispute related With Lateness Completion Project Based on Indicator Contract Construction

No.	Code	Reason dispute related with lateness settlement project	RII	Rating
1.	B1	Happening disagreement about room scope work	0.706	3
2.	B2	Happening disagreement about change contract	0.683	4
3.	B3	Inadequate planning and design ripe	0.856	1
4.	B4	Change request from owner project	0.778	2

Based on associated RII analysis with reason dispute related to lateness settlement project based on indicator costs (Table 6) were obtained mark highest, that is disbursement difficulties payment (C2) with grouped RII value of 0.822 as influential big. The average RII value on indicators cost is 0.785. There are 2 questions others are grouped as influential big i.e. it happened lateness payment (C1) and occurrence subtraction budget implementation project (C3).

**Table 6.** Rating Reason Dispute related to Lateness Completion Project Based on Indicator Cost

No.	Code	Reason dispute related to lateness settlement project	RII	Rating
1.	C1	Happening lateness payment	0.800	2
2.	C2	Disbursement process difficulties in payment	0.822	1
3.	C3	Happening subtraction budget implementation project	0.733	3

Based on the associated RII analysis with reason dispute related to lateness settlement project based on Material and equipment indicators (Table 7) are obtained mark highest, that is difficulty obtain materials or fixture (D1) with grouped RII value of 0.761 as influential big. The average RII value on indicators cost is 0.673. There are 1 question others are grouped as influential big that is difficulty material mobilization (D2).

**Table 7.** Rating Reason Dispute related With Lateness Completion Project Based on Material and Equipment Indicators

No.	Code	Reason dispute related with lateness settlement project	RII	Rating
1.	D1	Difficulty obtaining materials or equipment	0.761	1
2.	D2	Difficulty material mobilization	0.756	2
3.	D3	Obtained materials damaged or Not in accordance	0.667	3
4.	D4	Difficulty mobilization equipment	0.644	4
5.	D5	Productivity tools use low	0.617	5
6.	D6	Equipment experience damage	0.594	6

### Perception Respondents to Reason Dispute Project related to incompatibility Quality Project

Reason dispute project related with discrepancy quality project shared based on 2 indicators namely: power work and methods work. Based on associated RII analysis with reason dispute related with discrepancy quality project based on indicator power work (Table 8) was obtained mark highest, that is quality poor/deficient work experienced (E2) with grouped RII value of 0.739 as influential big. The average RII value on indicators power Work is 0.676.

**Table 8.** Rating Reason Dispute related with incompatibility Quality Project Based on Labor Indicators

No.	Code	Reason dispute related to discrepancy quality project	RII	Rating
1.	E1	Difficulty mobilization power Work	0.611	3
2.	E2	Quality poor/deficient work experienced	0.739	1
3.	E3	Inadequate human resource management appropriate	0.678	2

Based on associated RII analysis with reason dispute related with discrepancy quality project based on indicator method work (Table 9) was obtained mark highest that is No exists effective communication (F1) with grouped RII value of 0.694 as influential rather big. Average RII value on indicators method Work is 0.653. There are 3 questions others are grouped as influential rather big

that is happening conflict between contractors and subcontractors (F1), no exists adequate supervision (F2), and occurrence accident work (F4).

**Table 9.** Rating Reason Dispute related with incompatibility Quality Project Based on Indicator Method Work

No.	Code	Reason dispute related to discrepancy quality project	RII	Rating
1.	F1	Happening conflict between contractors and subcontractors	0.678	2
2.	F2	No adequate supervision	0.678	2
3.	F3	No effective communication	0.694	1
4.	F4	Happening accident Work	0.561	4

#### Perception Respondents to Type Claim Dispute

Based on associated RII analysis with type claim dispute (Table 4.9) was obtained mark highest which is claim addition time (without addition charge) (G3) with the grouped value of 0.794 as influential big. The average RII score on species claim dispute is 0.757. There are 3 questions others are grouped as influential big i.e. claim addition cost and time (G1), claims cost not direct (overhead) (G2), and claims other compensation (G4).

**Table 10.** Rating Type Claim Dispute

No.	Code	Type claim dispute	RII	Rating
1.	G1	Claim addition cost and time	0.772	2
2.	G2	Claim cost not direct (overhead)	0.750	3
3.	G3	Claim addition time (without addition fee)	0.794	1
4.	G4	Claim other compensation	0.711	4

#### Perception Respondents Against Settlement Solutions Dispute

Based on the associated RII analysis with solution settlement dispute (Table 11) was obtained mark highest which is a settlement dispute without mixed hand from another party (negotiation) (H1) with the grouped value of 0.617 as influential rather big. The average RII score on solutions settlement disputes is 0.550. There are 3 questions others are grouped as influential rather big namely: using a mediator to finish the dispute (mediation) (H2), using an arbitrator from the arbitral body to finish the dispute (arbitration) (H3), and settlement of the dispute to court (litigation) (H3).

**Table 11.** Settlement Solution Rating Dispute

No.	Code	Completion solution dispute	RII	Rating
1.	H1	Completion dispute without mixing hands other party (negotiation)	0.617	1
2.	H2	Using a mediator for finish the dispute (mediation)	0.544	2
3.	H3	Using an arbitrator from an arbitral body in a finish dispute (arbitration)	0.522	3
4.	H4	Completion dispute to court (litigation)	0.517	4

#### Perception Respondents to Factor external Reason Dispute

Based on associated RII analysis with factor external reason dispute (Table 12) was obtained mark highest that is Happening change price and scarcity material raw (I5) with grouped value of 0.772 as influential big. The average RII score on factors external reason dispute is 0.702. There are 1 question others are grouped as influential big that is happening disaster nature (I2).

**Table 12.** Rating Factor external Reason Dispute

No.	Code	Factor external reason dispute	RII	Rating
1.	I1	Happening change regulation government related construction	0.650	5
2.	I2	Happening disaster natural	0.739	2

No.	Code	Factor external reason dispute	RII	Rating
3.	I3	Change no weather erratic	0.661	4
4.	I4	Problem security in the implementation project	0.689	3
5.	I5	Happening change price and scarcity material raw	0.772	1

### Most Influencing Factors Dispute Project

Based on results analysis use RII on each dimensions questionnaire that has been given. Furthermore, the highest RII value of each factor is grouped in **Table 12**. There are 6 dimensions consisting of a questionnaire: dispute construction, cause dispute related to lateness settlement project, cause dispute related to discrepancy quality project, claim dispute, solution settlement disputes, and external (government and problems technical). Based on dimensions of dispute construction influential factor rather big that is the dispute that occurred is combined Where facet technical, facet administrative, and facet law merge with an RII of 0.689.

Next, causes related disputes with lateness settlement project with indicator contract construction own very big influence related with inadequate planning and design ripe with an RII of 0.856. Besides that's 2 indicators others (cost, materials, and equipment) have related influences with disbursement difficulties payment, and difficulties obtaining materials or equipment. Then reason dispute related to the discrepancy in quality project with indicator power Work has great influence related to quality poor/deficient work experienced with RII of 0.739 meanwhile indicator method-related work with No exists effective communication own influence rather big. Influential dimensions big other namely: dimensions of claim dispute related to claim addition time (without additional cost) and dimensions external (government and problems related technicalities with happening change price and scarcity material raw.

**Table 13.** The Most Influencing Factors Dispute Project

No.	Dimensions	most influencing factors dispute project	RII	Information
1.	About dispute construction	dispute that occurred is combined Where facet technical, facet administrative, and facet law merges	0.689	influential rather big
2.	Reason dispute related with the lateness settlement project	<b>Indicator: contract construction</b> Inadequate planning and design ripe	0.856	very big effect
		<b>Indicator: cost</b> Disbursement process difficulties in payment	0.822	influential big
		<b>Indicators: materials and equipment</b> Difficulty obtain materials or equipment	0.761	influential big
3.	Reason dispute related with discrepancy quality project	<b>Indicator: power Work</b> Quality poor/deficient work experienced	0.739	influential big
		<b>Indicator: method Work</b> No exists effective communication	0.694	influential rather big
4.	Claim dispute	Claim addition time (without addition fee)	0.794	influential big
5.	Completion solution dispute	Completion dispute without mix hand other party (negotiation)	0.617	influential rather big
6.	External (government and problems technical)	Happening change price and scarcity material raw	0.772	influential big

### Discussion

#### About Dispute Construction

Dispute that occurred from disputed aspect distinguished become a number of type dispute as following (Shahab 1996):

- 1) Disputes that occurred consequence from problem in the field;
- 2) Dispute that occurred consequence of problem administrative;
- 3) Dispute that occurred consequence of problem law;
- 4) Dispute that occurred is combined Where facet technical, facet administrative, and facet law merge.

Based on a questionnaire that has been given to 30 respondents. Obtained data that type most disputes disputed on the project construction government bank building that is dispute combined with RII value of 0.689 which is categorized as influential rather big. Besides That type of dispute that occurred consequence from problem technical, problem administration, and problems law is also categorized as influential rather big although owns more RII value low from type dispute combined. With grouping based on the RII value obtained the fourth frequent type disputed own same influence Because including in category influential rather big.

In another study about dispute project construction in Surabaya, Kurniawan (2015) obtained results form type dispute that occurred consequence from problem technical is the most frequent disputes happen based on practitioner construction and parties neutral. Disputed type can different based on type projects carried out. So that there is possibility similarities and differences disputed type.

### **Reason Dispute related With Lateness Completion Project**

Lateness settlement project is one reason main happening dispute project. On research This factor lateness settlement project shared into 3 indicators that is contract construction, costs, materials and equipment. On indicators contract construction obtained the highest RII value with the value of 0.856 is on planning and design that is lacking grouped ripe as very big influence. Change frequent planning and design happened at the time project currently walk resulted many necessary adjustments done. Adjustments made covers from change material raw materials used, procurement, adjustment form and change structure building. change design cause needed calculation mathematical repeat related design civil, architectural, needs material raw materials and others. Inadequate planning and design ripe This will give domino effect and very influential projects being worked on become hampered and experienced delay.

On indicators cost related with lateness settlement project obtained the highest RII value with value of 0.822 on the difficulty of the disbursement process grouped payments as influential big. Financing is one factor implementation something project. Project will walk with fluent in accordance with schedule that has determined naturally supported with the thawing process ongoing payments with smoothly. Happening difficulty in thawing payment and process consuming time too long cause happening decline implementation project. The delay implementation project will implicated to happening dispute. According to Listanto dan Hardjomuljadi (2018) factor reason lateness payment from dominant owner is exists yet disputes done.

Material and equipment indicators is indicator lateness settlement project with the lowest RII value compared to with two indicators other. Factor difficulty obtain materials or equipment obtain the highest RII value with grouped value of 0.761 as influential big. Work project construction need different types of materials and equipment depends with type project undertaken, design, and location implementation project. Materials or difficult equipment obtained because scarcity Because seldom found on the market and processes for get enough long like the material should be imported. because problem difficulty get materials or equipment This can resulted medium project implemented experience delay and can cause dispute.

Based on from third indicators that have explained previously is known that indicator contract construction own very big influence followed by indicators costs and materials and equipment. Third indicator This own related roles with lateness settlement next project will caused happening disputes on the project being worked on. According to Rachmatullah dan Hardjomuljadi (2020) who did study about claim extension time and additions costs on the project water structures in Banten Province obtained 5 ratings top namely: 1) evaluation progress performance work contractor No done, 2) exists change design, 3) ratio price low bidding, 4) system payment termijn which is not in accordance contract, and 5) delay in submission pictures.

### **Reason Dispute related with incompatibility Quality Project**

Incompatibility quality project is one reason happening dispute. On research This There are two related indicators with discrepancy quality project that is indicator power work and methods work. On indicators power Work obtained the highest RII value with value of 0.739 on quality poor/deficient work grouped experience as influential big. Quality lousy job or lack of experience from resulting workers quality project No appropriate. Election power experienced work is important factor For minimize discrepancy quality quality project. Contractor's own important role in election power work to be involved in implementation project. Less precise contractor in plan and choose power Work can result in occurrence dispute Because quality projects that don't appropriate.

Indicator method Work is part related with discrepancy quality project. On indicators method Work obtained greatest RII value at no exists effective communication with grouped value of 0.694 as influential rather big. Good and effective communication in the implementation project between owner projects, contractors and personnel work in the field will influential to quality/quality generated project. Effective communication between the related parties will give speed and accuracy in implementation project in accordance with desire from owner project. Communication in a manner direct nor through equipment telecommunication must can confirmed No exists miscommunication and misperception so that No exists potency dispute caused quality projects that don't after with desire.

Based on from second indicators that have explained previously related with the discrepancy quality project. The most influential indicator is power Work related with quality poor/deficient work experienced furthermore that is indicator method related work with less communication effective. Second indicator This own influence big and kinda big can cause quality project No in accordance with what you want continues to dispute project.

### **Claim Dispute**

According to Yasin (2004) there are 4 types claims filed contractor to the owner, namely: claim addition cost and time, claims cost not direct, claim addition time (without additional costs), and claims compensation other. Based on fourth type claim that 's next asked to 30 respondents data obtained in the form claim addition time (without addition cost) have the highest RII value with grouped value of 0.794 as influential big.

contractor in implementation project development of government banks in business finish medium project done part big request claim addition time (without addition cost). Claim This Lots happen Because usually owner project No Want to give addition cost with reasons certain and only Want to give compensation form addition time for the project still can resolved. Claim extension time give profit to second split party Where user service will benefited with its done project (Hardjomuljadi 2014a).

### **Completion Solutions Dispute**

Completion solution related disputes with project government bank construction. Based on answer of 30 respondents data obtained in the form settlement dispute without mix hand the other party (negotiation) has the highest RII value with grouped value of 0.617 influential rather big. While 3 solutions other form settlement dispute with mediators, arbitration and litigation are also classified influential rather big with increasing RII value small. Most respondent will finish dispute that occurred especially formerly with No involve other party with do negotiation, next if No can resolved so will resolved with method mediation, arbitration and finally with settlement dispute to court (litigation).

Completion dispute with negotiation or discussion in line with umbrella law about settlement dispute service construction has renewed through Constitution Number 2 of 2017 concerning Construction Services (UUJK). In the Article 88 UUJK contains : (1) deliberation ; (2) effort settlement listed disputes in Contract Work Construction ; (3) if No listed in Contract Work Construction, the parties to the dispute make agreement written regarding procedures solution to be selected ; (4) stages furthermore is mediation, conciliation, and arbitration ; (5) form a dispute board ; (6) election dispute board membership ; (7) provisions more carry on arranged in Regulation Government. Constitution

This give philosophy draft each other profitable too existence of a Dispute Board (parties third) also as well as escort since construction service contract (Lature 2018). Dispute board has 2 functions that is For emit final and binding decision or emit recommendation. Dispute board member must to be trusted and respected For ensure independence, fairness and transparency in decision or issued recommendations (Hardjomuljadi 2020)

Research conducted by Illankoon dkk. (2019)\_ about reason disputes, influencing factors settlement disputes and alternatives settlement effective dispute obtained results form alternative settlement dispute that is with method negotiation. Completion dispute with negotiation need the least amount of time compared to with alternative settlement another dispute. Besides That all party must truly committed For negotiate For can finish problems encountered.

### **Factor External (Government and Technical Issues)**

Factor analyzed external in study This related dimensions government and problems technical. Factor most influential external based on results RII assessment with the highest RII value that is happening change price and scarcity material raw with grouped value of 0.772 as influential big. Besides That happening disaster nature is also grouped as influential big with RII value of 0.739.

Material prices fluctuating raw materials and scarcity material raw become reason project experience delay. incompatibility quality too happen because adjustment material raw with price already set on the ceiling budget apart from being caused scarcity material raw so that need use other equivalent material alternatives. Besides That happening disaster natural is difficult incident For predictable and avoidable. Disaster nature that happened impact on disruption implementation project even can thwart medium project carried out. Factors that are not can controlled This must can anticipated previously with done careful planning so that can minimize the resulting impact.

### **Opinion Respondents Related Reason Dispute**

On research This respondent requested For put forward reason related with reason dispute in project development of government banks. A number of reason reason dispute based on opinion respondent namely:

1. No regulation procedural, no clear and change work outside time - consuming contracts implementation, increase material prices, the process of mobilizing materials and equipment ;
2. Contract Work as reference agreement cooperation Not yet clear load the articles that are duties and responsibilities answer giver and receiver task.
3. Claim to the volume of work and work that is less detailed so cause error interpretation ;
4. Change design at the time moderate job walk ;
5. Prices are not in accordance without take into account other factors in the field ;
6. Lateness payment project in a manner unilateral without change loss.
7. Land Still in dispute about permits and availability dispute with inhabitant around ;

Based on opinion respondent related settlement dispute can categorized as in a number of part namely: regulations, contracts work, design details, costs (price and delays). payment, and licensing land.

### **CONCLUSIONS**

Study about potency project disputes construction building government bank buildings in Indonesia via primary and secondary data collection, data analysis using RII obtained a number of conclusion as following. (1) type reason dispute that occurred is combined Where facet technical, facet administrative, and facet law merge. (2) inadequate planning and design ripe own very big influence lateness settlement upcoming project cause dispute project. (3) quality poor/deficient work experienced influential big in discrepancy quality upcoming project cause dispute project. (4) claim most disputes done that is claim addition time (without addition fee). (5) completion dispute done without mix hand the other party (negotiation) more often done Because need time more solution short compared to with settlement dispute with mediators, arbitration and litigation. (6) factor external related change price and scarcity material raw own influence big reason happening dispute project.



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