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Analysis of Contractor's Construction Claim Submission

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ABSTRACT

Construction projects are basically bound by a contract document. The document regulates the duration of the project, the scope of the project and the specifications of the project as well as the rights and obligations of each party between the contractor and the owner. With this contract, it is expected that the construction project can run smoothly and on time. However, claims are still often submitted in the construction process. Therefore, a study was conducted to determine the factors causing claims made by the contractor to the owner. Using a quantitative descriptive approach method, the results showed that the factors that dominate the submission of contractor claims are the owner's delay in approving shop drawings with an Importance Index of 0.871. There were design changes made by the owner with an Importance Index of 0.842. The occurrence of high rainfall intensity with an Importance Index of 0.751. The requested material is not available in the city but must be indented with an Importance Index of 0.743. There is additional work outside the contract specified by the Importance Index of 0.729.

Keywords: *Construction Projects; Contracts; Construction Claims*

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INTRODUCTION

Post Covid-19, the economy in Indonesia has begun to experience a revival, both in the economic sector and the construction industry sector. Batam is one of the cities in Indonesia that has experienced a revival in this sector. Batam itself is located in the Riau Islands region which is adjacent to other countries such as Malaysia and Singapore. Thus, Batam has become a center of investment for entrepreneurs both from within the country and abroad. This development is both in the manufacturing construction industry sector and the property industry.

Construction projects are essentially bound by a document called a contract document [8]. Where in the document usually contains the duration of the project, the scope of the project and the specifications of the project as well as the rights and obligations of the contractor and the rights and obligations of the owner [4]. With the existence of the contract, it is expected that the project can run smoothly according to the predetermined schedule, this is so that there is no loss from either the contractor or the owner. However, it is not uncommon for contractors to file claims with the owner. This claim is in the form of a cost claim or a time claim [7].

This phenomenon also occurs in the implementation of real estate development work in the ABS (Artha Batam Sanctuary) area. With a land area of 5.6 Ha, this area is used as a residential area equipped with various facilities to meet your needs, including: Club House, Swimming

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Pool, Gym, Shophouse, and Mini Golf. So that the construction process involves many contractors. Submission of construction claims also occurs during the construction process of the Development of this area. So with this research, it is hoped that it can answer what are the dominant factors that influence the submission of claims made by contractors to the owner.

Situations that have the potential to generate claims in construction are as follows [5]:
1. Owner's delay in approving shop drawings
2. Owner's delay in approving material samples
3. Owner's delay in issuing site instructions (SI) for work due to design changes
4. Owner's delay in approving change order price agreements
5. High rainfall intensity at the project location
6. Storms, strong winds, at the project location
7. Flooding at the project location resulting in temporary work stoppage
8. Work damage due to rain or other natural conditions
9. Additional work outside the specified contract
10. Requests for accelerated completion of work that are not in accordance with the contract
11. Delays in work on the grounds of permits
12. Design changes made by the owner
13. The results of the land investigation conducted by the owner are inaccurate
14. Field surface conditions differ from the contract
15. Delays in field delivery
16. Field surveys are too short
17. The requested material is not available in the city but must be indented
18. Delays in material supplied by owner
19. Damage to materials supplied by the owner
20. Owner's payment is not on time
21. Delay in performance of subcontractors appointed by the owner
22. Utilization of the building by the owner before the handover of the work

In addition to the above factors, there are 3 factors that cause construction claims made by contractors to owners. The existence of uncertainty factors in every construction project, problems related to construction contracts and opportunistic behavior from the parties involved [1]. Then the existence of incomplete and unclear articles is also one of the factors in submitting construction claims made by contractors [6]. Changes in construction design are the cause of claims in Indonesia, this is because the inspections carried out by the owner were incorrect so that in the implementation there was a lot of work that was not in accordance [11].

METHOD

This study uses a quantitative descriptive approach. This aims to describe and depict in depth a situation that actually occurs, without any manipulation or certain treatment [9]. The population in this study were all contractors working in the ABS area. Sampling technique with sampling purposes. This sampling technique is a technique by determining based on certain considerations [12]. The sample consists of Project Managers, Location Managers and Senior Supervisors. This sample is considered capable of answering the problems that are occurring, because they have positions and experience in the construction world.

The data collection technique uses a Likert scale, this technique aims to measure a person's attitude, opinion, perception of the situation that occurs. The data is then analyzed descriptively to see the percentage of answers from respondents [10].

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RESULTS AND DISCUSSION

Validity testing conducted in this study using SPSS software version 29.0. To find out whether the variable is valid or not, the calculated r value of each variable must be > r table [10]. From the results of data processing, with a significance level of 5%, it shows that out of 22 variables, there are 18 valid variables and 4 invalid variables. Thus, these 18 variables will be used for further testing. The results of the validity test can be seen in the following table:

Table 1. Validity Test

Variable	R count	R table	Significance Level	Result
X1	0.902	0.811	5%	Valid
X2	0.982	0.811	5%	Valid
X3	0.906	0.811	5%	Valid
X4	**0.796**	**0.811**	**5%**	**Invalid**
X5	0.906	0.811	5%	Valid
X6	**0.637**	**0.811**	**5%**	**Invalid**
X7	0.982	0.811	5%	Valid
X8	0.906	0.811	5%	Valid
X9	0.890	0.811	5%	Valid
X10	0.931	0.811	5%	Valid
X11	**0.139**	**0.811**	**5%**	**Invalid**
X12	0.935	0.811	5%	Valid
X13	0.925	0.811	5%	Valid
X14	0.985	0.811	5%	Valid
X15	0.872	0.811	5%	Valid
X16	0.908	0.811	5%	Valid
X17	0.894	0.811	5%	Valid
X18	0.873	0.811	5%	Valid
X19	**0.391**	**0.811**	**5%**	**Invalid**
X20	0.817	0.811	5%	Valid
X21	0.917	0.811	5%	Valid
X22	0.925	0.811	5%	Valid

Reliability Test

Reliability testing conducted in this study using SPSS Version 29.0 software. with the Cronbach Alpha method. To find out the reliability of the questionnaire, it can be done by comparing the results of the reliability test > the coefficient value a – Cronbach [3]. Where the value of a - Cronbach > 0.6.

The results of the reliability level test on 18 variables, obtained a Cronbach alpha value = 0.980. This value is greater than the reliability test provisions, namely 0.6. This shows that the measurement variables can be declared reliable. The results of the reliability test can be seen in the following table:

Table 2. Reliability Test

Reliability Statistics	
Cronbach's Alpha	N of Items
.980	18

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RII (Relative Importance Index)

From the results of the reliability test that 18 variables have been declared reliable, the next stage is to determine the value or weight of each variable. This is done to find out which variables are the dominant factors causing construction claims made by contractors to owners. For this reason, the next test uses RII (Relative Importance Index). RII can be obtained using the following formula: RII = EW / (A x N) [2].

with W = Weight (Weight with a range of 1 to 5), A = highest weight, N = Total Respondents

The results of data processing show that of the 18 factors, there are 5 claim-causing factors that have claim-causing factors so that they will become dominant factors in this study:

Table 3. Relative Importance Index

Variables	**RII Value**	**Rank**
Owner's delay in approving shop drawings	0.871	1
There are design changes made by the owner	0.842	2
The occurrence of high rainfall intensity	0.751	3
The requested material is not available in the city but must be indented	0.743	4
There is additional work outside of the specified contract	0.729	5

The main factor causing claims made by contractors is the owner's delay in approving shop drawings. Approval of shop drawings by the owner is one of the SOPs that must be implemented in construction projects. This is to obtain approval for the working drawings to be carried out by the contractor. Thus, it can prevent or minimize errors in the implementation of work, thereby reducing the risk of rework or rework. In addition to preventing work errors, shop drawings are also used in material control, starting the process of calculating material requirements to the process of purchasing materials.

From the dominant factors causing the claim, the contractor submitted the following claim form:

1. Owner's delay in approving shop drawings

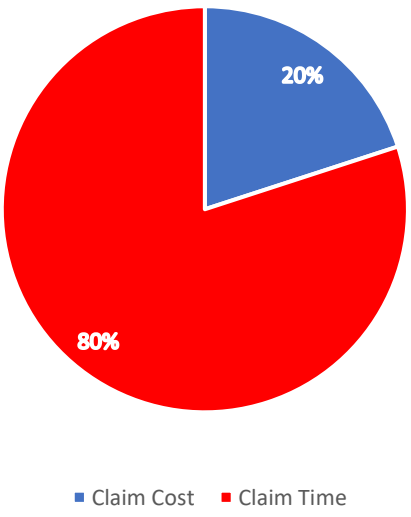

Figure 1. Research Result

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2. There are design changes made by the owner

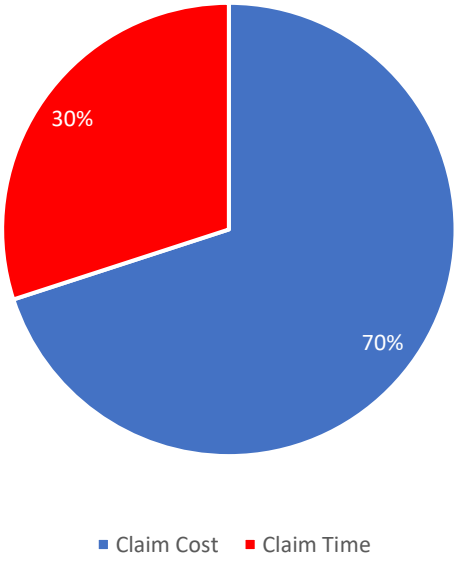

Figure 2. Research Result

3. The occurrence of high rainfall intensity

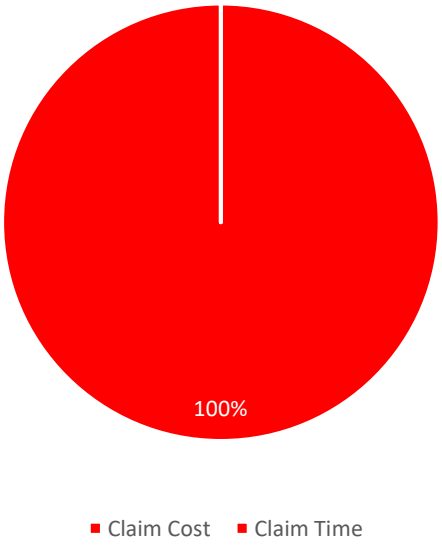

Figure 3. Research Result

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4. The requested material is not available in the city but must be indented

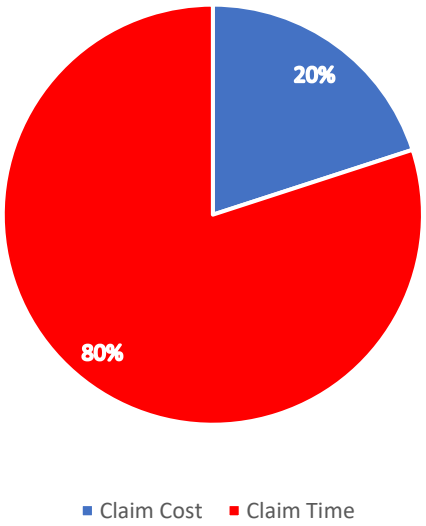

Figure 4. Research Result

5. There is additional work outside of the specified contract

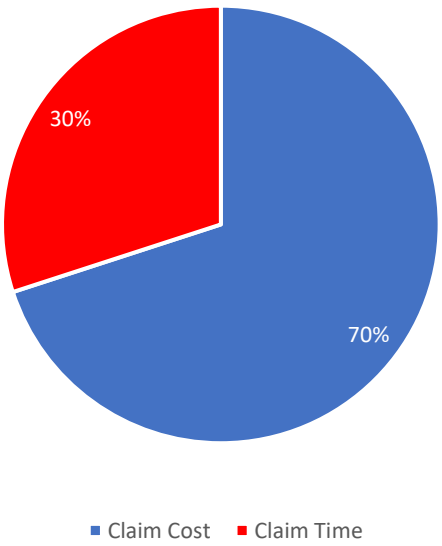

Figure 5. Research Result

CONCLUSION

The dominant factors that are the contractor's claim factors are the owner's delay in approving the shop drawing with an Importance Index of 0.871. There are design changes made by the owner with an Importance Index of 0.842. The occurrence of high rainfall intensity with an Importance Index of 0.751. The requested material is not available in the city but must be indented with an Importance Index of 0.743. There is additional work outside the contract specified by the Importance Index of 0.729.

The form of claim submission made by the contractor with the factor of the owner's delay in approving the shop drawing 80% submitting a claim for additional time. Factors There are design changes made by the owner 70% submitting a claim for additional costs. The occurrence of high rainfall intensity 100% submitting a claim for additional time. The requested material is not available in the city but must be indented 80% submitting a claim for additional time. The existence of additional work outside the contract specified 70% submitting a claim for additional costs.

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