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INTERVIEW GUIDELINE

Priyankara M.L.S.
MSc. Post-graduate student,
Department of Building Economics,
University of Moratuwa.

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Dear Sir/ Madam,

Conducting an Interview for Dissertation

I am currently a Postgraduate student following the Degree of Master of Science in Construction Law and Dispute Resolution at University of Moratuwa. In order to fulfil the requirements of this degree, it is required to undertake a research and produce a dissertation.

My selected topic is **“Impact of Psychological Aspects towards Construction Negotiation”**. As the initial step, through literature review, I have reviewed the concept of negotiation in construction projects. Furthermore, different types of psychological aspects involved in negotiation were identified in advance.

In order to gather data for the research, I wish to conduct **semi structured interviews** among construction professionals who were involved in construction negotiations. I have recognized your organization as an eligible participant who could provide me valuable information to this research. Each interview will be conducted approximately 40 minutes and the data will be collected through notes taking and voice recording with the permission of the interviewee.

I kindly request your assistance to conduct interviews for the aforementioned topic. An introduction to topic and the interview guideline are attached herewith.

The information collected through this interview will be kept strictly confidential and will only be used for the purpose of the dissertation. Any of your personnel information will not be disclosed within the research.

Thank you.

Yours faithfully,

M.L.S. Priyankara
MSc. Post-graduate student,
Department of Building Economics

Dr. (Mrs.) T.S. Jayawickrama
Supervisor,
Senior Lecturer
Department of Building Economics
University of Moratuwa

INTRODUCTION

IMPACT OF PSYCHOLOGICAL ASPECTS TOWARDS CONSTRUCTION NEGOTIATION

The research aim is exploring the impact of psychological aspects for construction negotiation. In order to reach the aforementioned aim, following are the objectives to be accomplished.

5. To review the concept of negotiation in construction projects.
6. To identify the types of psychological aspects involved in negotiations.
7. To investigate the impact of psychological aspects for the negotiations in construction projects.
8. To recommend how psychological aspects can be used for the success of negotiations in construction projects.

Therefore, through semi-structured interviews, the researcher intends to collect the opinions of the construction professionals who involved in the construction negotiation. Here, the main intention of the researcher is to distinguish the impact of psychological factors which were identified through literature for the construction negotiation. Lastly, the results of the analysis will help to identify how these psychological factors can be used for the success of construction negotiation.

Ref No	:
Date of interview	:
Venue	:
Duration	:

1.0 GENERAL INFORMATION ABOUT THE RESPONDENT

1.1 Project Name (optional):

1.2 What is the party you represented?

Employer

Contractor

Consultant

1.3 What is your designation?

1.4 Can you explain your role in this project?

1.5 What are your highest education qualifications?

1.6 What are your professional qualifications?

1.7 How many years of experience do you have in construction negotiation?

2.0 GENERAL INFORMATION ABOUT THE SELECTED CASE

2.1 Can you briefly describe the conflict cause for this negotiation?

2.2 In respect of this case, what was the position of your side resolving the dispute through negotiation?

2.3 Did this negotiation become successful or un-successful?

2.4 As per your understanding, what were the reasons for the negotiation to become successful/ unsuccessful?

3.0 ASSESSING THE IMPACT OF PSYCHOLOGICAL ASPECTS FOR NEGOTIATION

You can answer all the below questions by referring to your own perception during the selected negotiation case

1.0 Influence based on diminishing marginal losses and gains

Preposition 1

- a) Are you more enthusiastic to admit an offer which contains two portions of gains offered by the opposing party or a nutshell offer which includes one gain in equal magnitude to the previous two gains?
- b) Why do you feel like that?
- c) Did you experience such kind of perception in real context of negotiation? Can you describe the circumstance when you felt that perception?
- d) Did that perception influence the success/ failure of construction negotiation? Explain.

Preposition 2

- a) Are you more enthusiastic to admit an offer that involves a nutshell loss demanded by the opposing party (a cost or a penalty) or two small losses in two turns which totals to the same amount?
- b) Why do you feel like that?
- c) Did you experience such kind of perception in real context of negotiation? Can you describe the circumstance when you felt that perception?
- d) Did that perception influence the success/ failure of construction negotiation? Explain.

2.0 Influence based on losses looming larger than gain

Preposition 3

- a) Was it probable to gain support and acceptance for your proposals from the opposition, if you are stated the losses that opposing party will gain if the

proposal rejected than the benefits the opposing party will receive if the proposal accepts.

- b) If yes/no, why you are saying like that? Provide reasons.
- c) Do you think that conveying losses/gains which receive from rejection/acceptance of proposal influence the success/failure of construction negotiation? Explain.

3.0 Influence based on escalation of commitment

Preposition 4

- a) Did you strategically force the opposition party to invest more time and other resources to the negotiation?
- b) If yes, why did you do that?
- c) Do you feel that forcing the opposition party to invest more time and other resources to the negotiation encourage them to admit the offered agreement? Elaborate your answer with prior experience.

Preposition 5

- a) Did you have a willingness to admit the offered agreement, if you had invested more time and other resources to the negotiation?
- b) If yes/no, why do/don't you feel like that?
- c) Do you think that investing more time and other resources to the negotiation influence the success/ failure of construction negotiation? Explain.

4.0 Influence based on the status quo bias

Preposition 6

- a) Did you experienced that in complicated construction negotiations, the party who creates the first draft of the contract or agreement will acquire a premeditated advantage?
- b) If yes/no, what is the reason for it as per your view?

- c) Do you think that creating first draft of the contract or agreement that subjected to negotiation has an impact on the success/failure of construction negotiation? Explain.

Preposition 7

- a) Do you like to negotiate on an issue when a previous agreement on that issue exists than when the issue has not been negotiated beforehand?
- b) If yes/no, why do you feel like that?
- c) Do you think that existence of previous agreement on the same issue impacts the success/ failure of negotiation than non-existence of previous negotiation on the same matter? Explain.

5.0 Influence based on the reciprocity heuristic

Preposition 8

- a) Do you think that there is a likeliness to accept an offer made by you when you have previously made an extreme offer which was not accepted, but did not end the discussion?
- b) If yes/ no, why do/don't you feel like that? Elaborate your answer with your prior experience
- c) Do you think that making an extreme offer at the beginning which will be surely rejected impacts the success/ failure of construction negotiation? Explain.

6.0 Influence based on reference point effects

Preposition 9

- a) Are you more likely to agree on the size of demanded concessions when it is outlined against the greater magnitude of the whole deal, than when it is outlined against the slighter magnitude of the deal currently being discussed?
- b) If yes/ no, why you say so? Elaborate answer with your prior experience.

- c) Do you think that there is an impact on success/failure of construction negotiation, when the concession is outlined against greater magnitude of the whole deal? Explain.

7.0 Influence based on the overweight of social comparison

Proposition 10

- a) When you have shown other party what you has offered is in great demand without altering information or incentives, do you feel that you can;
- be a smart negotiator
 - be less likely to have aggressive negotiations with others
 - easily grasp an agreement,
 - seizure a higher percentage of the value in negotiations
- b) If yes/no, why do/don't you feel like that?
- c) Do you think that showing other party that what you has offered is in great demand without altering information or incentives impacts the success/ failure of construction negotiation?

8.0 Influence based on the ability and motivation to process information

Proposition 11

- a) Did you feel that when the issue being negotiated is highly significant for the opposition party, you will be more possible to have your deal accepted when the solid justifications and rationalisations are exposed early in the argument?
- b) If yes/no, why do/don't you feel think like that?
- c) Do you think that exposing all the justifications and rationalisms early in the argument impacts the success/ failure of construction negotiation when the issue is highly significant to opposition party? Explain.

Proposition 12

- a) Did you feel that when the issue being negotiated is of low significant to the opposition party, or when only weak justifications exist, you had more

possibility to accept your deal when justifications and rationalisations are exposed later in the argument?

- b) If yes/no, why do/don't you feel like that?
- c) Do you think that exposing all the justifications and rationalisms later in the argument impacts the success/ failure of construction negotiation when the issue is low significant to opposing party? Explain.

Put tick (✓) for the appropriate aspect under two different conditions

		Preposition 13	Preposition 14
		If you had rigid rationalisations and arguments	If you had weak rationalisations and arguments
a)	Express them slowly and calmly		
	Express them quickly and restlessly		
b)	Avoids being excessively technical		
	Uses technical language		
c)	Provides a written explanation of the core demands and justifications		
	Evades requests to put the offer in writing		
d)	Avoid negotiating at a time when other party is distracted		
	Negotiates when the other party is busy or distracted.		

- e) Do you think that if you are having rigid rationalisations and arguments, expressing them in slow and calm manner impacts the success/failure of construction negotiation? Explain
- f) Do you think that if you are having weak rationalisations and arguments, expressing them in quick and restless manner impacts the success/failure of construction negotiation? Explain

- g) Do you think that avoiding being excessively technical when you are having rigid rationalisations and arguments impacts the success/failure of construction negotiation? Explain.
- h) Do you think that being excessively technical when you are having weak rationalisations and arguments impacts the success/failure of construction negotiation? Explain.
- i) Do you think that if you are having rigid rationalisations and arguments, avoid negotiation with other party when they are distracted impacts the success/failure of construction negotiation? Explain.
- j) Do you think that if you are having weak rationalisations and arguments, negotiating with other party when they are distracted impacts the success/failure of construction negotiation? Explain.

I would like to thank you for providing this opportunity to conduct the interview and for the information given and time you have dedicated to this research.

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