

Examining The Relationship Between Contractors and Subcontractors in Telecommunication Projects: Causes of Disputes And Prevention Strategies

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Abstract

Project management in the telecommunications industry represents a highly complex task that requires continuous technical coordination, involvement of numerous direct and indirect interested parties, as well as intricate organizational relationships. The purpose of the research is to examine the causes of contentious situations arising between contractors and subcontractors on a project and their prevention. Due to their different knowledge and understanding, interested parties may have different objectives in the project, leading to conflicts and inadequate relationships. Therefore, there is a need for coordination between contractors and subcontractors on the project to ensure successful project execution. The research was conducted using the Delphi method, through which expert opinions were gathered from the domain of subcontracting works in the telecommunications industry. The main results of the study are reflected in determining the nature of the relationship between contractors and subcontractors and how they impact project execution, identifying factors that lead to disagreements between subcontractors and contractors, and ultimately defining strategies that could help improve trust-based collaboration to deliver acceptable project outcomes.

Keywords: contractor, management, project, telecommunication, subcontractor