



Study of innovative approach for Crisis Management

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Abstract— It is well known that projects rarely run according to plans and estimates. As frequently noted by researchers, delays and over costing are common phenomena in the construction industry worldwide. Due to several internal and external reasons, projects fall behind original schedules and run above the allocated budgets. In engineering and construction projects, plans and cost estimates are usually drawn to ensure that the work is carried out to the desired quality, in the allowed time, and within budget. However, we often hear about projects with delays and where the costs tend to be higher than depicted by budget. This problem of cost overruns and schedule delays is commonly facing the projects managed by the government authorities. This particular problem is being tackled as a crisis in the project lifecycle that might result in cancelling the project after initial execution or in finishing the project without delivering its goals and objectives.

Therefore, in this study, key points such as the concept, properties, objectives, approaches, and the process of crisis management were explained in a detailed manner from the perspective of the construction industry to increase performances of construction companies during crises. Thus, the current study can contribute to construction companies to catch early warning signals of a crisis, to motivate the personnel against the crisis, to perform an effective struggle during the crisis, and to turn to the former position in a short time after the crisis.

Keywords—crisis management, delay analysis, sap etc.

I. INTRODUCTION

Crisis management is a continuous process that includes both proactive and reactive actions with the aim of identifying the crisis, planning a response to the crisis, confronting the crisis, and resolving the crisis. Crisis management process constitutes three main periods that

are before, during and after the crisis. They are 1) pre crisis includes crisis preparation and planning, where the organization remains uninformed until a crisis is triggered; 2) crisis includes the trigger event and ensuing damage; and 3) post crisis includes learning from the past experiences, which then informs the pre crisis stage. The crisis management can be well explained on the basis of a conceptual framework that perceives crisis management as a cyclic phenomenon that includes different phases. The phases of the crisis management cycle are 1) prevention phase that involves detecting warning signals and taking actions to mitigate the crisis, 2) preparation phase that diagnosing vulnerabilities and developing the crisis plan, 3) response phase that covers the work during an actual incident, with the purpose to get control of the situation and to mitigate its negative consequences and finally, 4) recovery phase covers measures taken in order to rebuild and restore what has been ruined or damaged during the crisis.

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II. LITERATURE REVIEW

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