

The construction industry in Jordan is one of the most important economic sectors. The construction industry continually seeks more efficient and effective procedures for resolving disputes, such as alternative dispute resolution (ADR) methods including conciliation, mediation, adjudication and other hybrid processes that are widely used and well received by the construction industry (Zhang and Bai 2013). ARCADIS (2016) reveals that in 2015 the average cost of the dispute process for construction projects in the Middle East including Jordan reached tens of millions of dollars, while the duration of the disputes resolution process averaged 15.2 months. Construction projects encounter many risks and have numerous adversarial relationships between owners and contractors, which generally trigger a notice of dispute from either the owner or the contractor.