CENTRE OF STUDIES FOR QUANTITY SURVEYING
FACULTY OF ARCHITECTURE, PLANNING & SURVEYING
UNIVERSITI TEKNOLOGI MARA
CAWANGAN SARAWAK

THE LEVEL OF SATISFACTION TOWARDS
HAPPINESS INDEX IN QUANTITY SURVEYING
CONSULTANT FIRM

EXQUAN AMIR BIN MOHAMAD DAUD

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# ABSTRACT

The happiness index in the workplace plays an essential role in enhancing employee productivity and output while taking care of their needs. The quantity surveyor has identified as one of the most stressful profession. Four elements have been identified as elements of happiness index, which are Satisfaction, Alignment, Engagement and Well-being. The employee's happiness needs to be considered as it will ensure the organisation productivity and turnover rate. This study aims to determine the elements of happiness index and level of satisfaction of Quantity Surveyors towards Happiness Index. Three objectives have been outlined to achieve the aim of this study which are, to identify the elements of happiness index in workplace, to investigate the level of satisfaction towards happiness index in quantity surveyor consultant firms, and to recommend the strategies in implementing the happiness index in quantity surveyor consultant firms. The research methods are by using questionnaire survey for primary data, literature review for secondary data and the data was analysed by SPSS software. The respondents are quantity surveyors working in quantity surveying consultant firms. The result throughout this finding shows highest score for level of satisfaction of elements of happiness index is engagement, where it consists of sub-element emotional engagement and behavioural engagement. Whereas the highest score for strategies to be recommended is rewards as motivation, and it is also one of the most suggested by the respondents. In conclusion, each person has different factors that contribute to their happiness in the workplace.

Keyword:

Happiness, Workplace, Quantity Surveyor, Satisfaction

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# CHAPTER 1: INTRODUCTION

## 1.1 INTRODUCTION

In this chapter, discusses the background and overview of the research. It shows the purpose of this research, the problem statement for the study, aim and objectives of the study, the research methodology, and summarising the overall research structure.

## 1.2 BACKGROUND OF RESEARCH

Happiness is an emotional state where someone feels the excitement of joy in a moment of their lives. Anyone in the world can achieve it, but not everyone has the same reason to be happy. Moreover, they have a different level of happiness at a certain point in their life. Even if two people have everything equal, the happiness level may differ depending on how much each individual value what they have (Santoso & Kulathunga, 2016).

In Bhutan, the country has developed a Gross National Happiness (GNH) in lieu of the country's Gross Domestic Product (GDP). The initial survey of GNH is to measure the broad GNH framework. The survey has been used to develop various indices, which are used to summarize the nine primary contributors within the GNH framework (Santos & Ura, 2008). These indices are based on a concept to identify which are necessary for a happy life.

Many factors could contribute to someone's happiness, such as wealth, partners, achievements, hobbies and others. It can be contagious as people can spread joy to others that are not. The state of happiness can come from people surrounding us in our daily lives such as family and friends. In a human life, we spend 8-12 hours a day for 5 times or more in a week, surrounding ourselves with the people