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SARAWAK

IMPACT OF OCCUPATIONAL STRESS TO QUANTITY  
SURVEYORS' PRODUCTIVITY IN CONSULTANT FIRMS  
IN SARAWAK

Final Project submitted in partial fulfilment of the requirement for  
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## **ABSTRACT**

Quantity surveyor's profession has become one of the important professionals in the construction industry. In fact, researchers have concluded that quantity surveyors are one of the stakeholders in the construction industry. With the ever-growing and ever-increasing of the industry, the demands for quantity surveying service escalates. With the necessity to meet with the datelines, quantity surveyors are faced with occupational stress which in turn will deter their productivity. Hence, the objective of this research is to identify the occupational stress of quantity surveyors and the factors contributing to occupational stress and the influence on their productivity. This research has proven that quantity surveyors experience occupational stress which is caused by factors unique to the job, role in the organization, career development, interpersonal relationship, organizational structure and external social factors which influences their workplace productivity. This research is produced based on review of literature as a basis to identify the type of occupational stress, the contributing factors to occupational stress and the influence of occupational stress towards productivity. The data was collected by quantitative method through questionnaires and the results were analysed by using the SPSS software. Based on the findings, it is concluded that occupational stress is affected by various factors and influences productivity of quantity surveyors in consultant firms. It was therefore recommended that stress prevention measure should be integrated from the managerial level to prevent severe occupational stress.

Keywords: Occupational stress, productivity, quantity surveyors, consultant firms, factors of stress.

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## **CHAPTER 1: INTRODUCTION**

### **1.1 BACKGROUND RESEARCH**

The construction industry in Malaysia is ever-growing and is one of the major contributors towards the Malaysian economy. According to the Ministry of Finance, the industry is expected to have 3.7% growth that would indicate that the industry is worth up to RM70 billion in 2020 (Brown, 2019). The growth of the industry will eventually increase construction activity in the country, providing open opportunities for construction players in the industry. Among the professionals affected in the growth of the industry is the Quantity Surveyor (QS). According to the Board of Quantity Surveyors Malaysia (BQSM) a quantity surveyor's duty is to ensure that the projects are designed and constructed whereby as to secure value of money, cost confidence and programme punctuality. The duties of a quantity surveyor make them an important professional in the industry, requiring them to provide feasible construction planning for construction stakeholders. In regards to that, construction employees including quantity surveyors are forced to work long hours and weekend works (Lingard and Francis, 2006).

### **1.2 RESEARCH AIM**

To identify the factors of occupational stress of QS in consultant practice and the effects of occupational stress on their productivity.

### **1.3 RESEARCH OBJECTIVE**

To reach the aim, the objectives of this research are identified as follows.

- i. To identify the types of occupational stress.
- ii. To identify the factors of occupational stress among QS in consultant firms.
- iii. To identify the influence of occupational stress upon the productivity of QS in consultant firms.