

UNIVERSITI TEKNOLOGI MARA

**PRODUCTIVE AND UNPRODUCTIVE
BEHAVIOURS OF EMPLOYEES IN AN
ENGINEERING COMPANY:
AN EXPLORATION USING
CRITICAL INCIDENT TECHNIQUE**

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Master in Business Administration

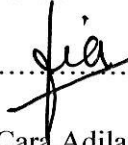
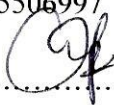
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AUTHORS' DECLARATION

We declare that the work in this project paper was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This project paper has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

We, hereby, acknowledge that we have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and project paper.

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ABSTRACT

Brooke Dockyard Engineering Works Corporation (BDEWC) is owned by the State Government of Sarawak under the Ministry of Infrastructure Development and Communications and now it is growing as an integrated engineering corporation, building customized products with no compromise on the standard of safety and quality. Therefore, ensuring its own employees' productivity level is its major concern as it also needs to fulfill its International Organization for Standardization (ISO) requirement. The objective of this study is to identify the productive and unproductive behavior of employees at BDEWC based on the incidents experienced by themselves. Do these behaviours affect their productivity level? All of the critical incidents' data that had been gathered from the 150 respondents, would be grouped into five (5) categories for each productive and unproductive behaviour. This study adopts an exploration of critical incident techniques' qualitative research where an interview questionnaire is administrated to the 150 respondents and each respondent is given two incidents. Thus, there are 300 incidents of productive and unproductive behaviours of employees. The importance of this study is to provide invaluable information based on the gathered data to yield the analysis results for the BDEWC management and the related parties to enhance the productivity level of its employees.

Keywords: Productive Behaviours, Unproductive Behaviours, Critical Incidents Technique (CIT), BDEWC

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CHAPTER 1

INTRODUCTION

This chapter consists of background of study, background of company, problem statement, research questions, research objectives, significance of study, limitation, and scope of study and the definition of terms. This chapter presents the overview of the entire study.

1.1 Background Of Study

According to the Construction Industry Development Board Malaysia (CIDB) report (2017), the Malaysian economy has an average growth of 5.6% in the first quarter of 2017 and grew at 5.8% in the second quarter of 2017. The construction sector grew by 8.3% in the second quarter, after an average growth of 6.5% in the first quarter of 2017. This growth rate was driven by the civil engineering activity in the transportation and power plant divisions. The Malaysian Economy is expected to remain constant and the growth will be led by the construction sector at 8%.

In addition, the value of construction projects given increased by 5.7% to RM229 billion in 2016. However, the number of projects given declined from 7, 544 projects in 2016 to 6, 855 projects in 2015. Basically, the construction works came from the infrastructure projects at RM137.2 billion, non-residential projects at RM42.5 billion, residential projects at RM40.6 billion and social amenities projects at RM8.7%.

Adding to that, the construction sector plays an important role in the economy through its multiplier effect on other industries. However, the construction sector had a low labour productivity level of RM40, 018 in 2016 compared to other economic sector. The labour productivity measures the economic output per unit of labour (Statistics from CIDB Malaysia Report, 2017). There are numerous factors that can affect the labour productivity level such as innovation, systems, behavior, etc.

Therefore, we had decided to approach one of the companies in the construction sector known as Brooke Dockyard Engineering and Works Corporation Sdn Bhd (BDEWC). We met the Human Resource Manager, Puan Azaedzrra Binti