

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

**PSYCHOLOGICAL EMPOWERMENT FOR COGNITIVE  
DEMAND TASKS**

**Final Project submitted in partial fulfilment of the requirement for the  
award of Bachelor of Quantity Surveying (Honours)**

**SITI ALEISHA BINTI MOHAMAD BENYAMIN**

**2018437732**

**2020**

## DECLARATION

"I declare that this Final Project/dissertation is the result of my own research and that all sources are acknowledged in the references"

Student's signature : 

Student's name : Siti Aleisha Binti Mohamad Benyamin

Date : 29 June 2020

## **ABSTRACT**

Technology should help workers in assisting with the changes that comes with greater risks, and higher demands on the intellectual capacities of employees. The employees are expected to be updated and aware of the demand needs, to improve their work performance and stay relevant to the industries' rapid changes. This pose a significant amount of cognitive demands. Unfortunately, the employees cannot simply ditch their work when they are facing with cognitive demand tasks. They need motivations, some sort of psychological empowerment to help them cope with the demands. In order to be motivated, the employees are required to have intrinsic motivation and locus control on themselves. Psychological empowerment is known to play a crucial role in developing the effectiveness of both organizations and individuals. Besides, empowerment is suggested to give significant effects on the work performance of an employee, and innovation performance. With high cognitive demands at the workplace, psychological empowerment can ease the mental strain of an employee in tackling the issue, besides improving their competency and innovation performance. This study aims at investigating the impact of psychological empowerment's mechanisms in tackling cognitive demand tasks to boost the work performance among construction professionals.

# TABLE OF CONTENTS

Abstract .....	ii
Acknowledgement .....	iii
List of figures .....	viii
List of tables .....	x
List of abbreviations .....	xii

## CHAPTER 1

1.0 Background of the study .....	2
1.2 Research questions .....	4
1.3 Research objective .....	4
1.4 Aim of research .....	4
1.5 Problem statement .....	5
1.6 Scope of project .....	6
1.7 Research methodology .....	7
1.7.1 Tentative chapter headings .....	10

## CHAPTER 2

2.0 Introduction .....	13
2.1 Cognitive demands .....	14
2.1.1 Definitions .....	14
2.1.2 Model of task-capability interface .....	16
2.1.3 Task demand and applied capability .....	18

# CHAPTER 1

## INTRODUCTION

### 1.0 BACKGROUND OF THE STUDY

Workers and labourers in the industries mostly suffer from physical demands. Eaves et al. (2016) stated that construction workers are experiencing excessive physical demands at their workplace. Fleishman and Mumford (1991) revealed another five demands at a workplace apart from physical demands, which are:

- Psychomotor demands
- Perceptual/sensory demands
- Interpersonal/ social demands

These types of demands are essential to take note as these demands consequently can affect workers' and employees' health physically or mentally.

For this research, the main focus is cognitive demands at the workplace. Apart from physical demands, the most debatable demand is psychosocial demands (cognitive), which consequently affect the health and well-being of an employee. Karasek et al. (1981) conducted "Job Demand-Control Theory" and found pieces of evidence showing that demands such as excessive workload and time constraint pressures could negatively affect employees. The previous study showed concrete and robust evidence supported by Bakker et al. (2010) when they conducted the "Job Demands-Resources Model" and also shared the same impact of excessive workload towards employees. High cognitive and psychosocial demands at a workplace impart a significant risk of mental health (Then et al., 2014; Seidler et al., 2014). Apart from that, it can lead to burnout and contribute to symptoms of early depression (Hakanan et al., 2008; Nahrgang et al., 2011).