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CAWANGAN SARAWAK

STRESS MANAGEMENT AMONG  
CONSTRUCTION PROFESSIONALS IN  
KUCHING, SARAWAK

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

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## AUTHOR'S DECLARATION

I declare that the work in this thesis as carried out following the regulations of Universiti Teknologi MARA. It is original and is the result of my work unless otherwise indicated or acknowledged as referenced work. This thesis has not submitted to any other academic institution or non-academic institution for any degree or qualification.

I, with this, acknowledge that I have been supplied with the Academic Rules and Regulations for Undergraduates, Universiti Teknologi MARA, regulating the conduct of my study and research.

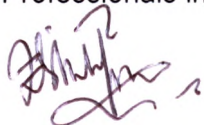
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# ABSTRACT

Stress is getting more common among the people, especially working individuals in the construction industry due to nature, which related to a wide range of loosely integrated activities, which makes stress becoming an issue of concern. Workplace stress is caused by different types of stress, such as conflicts among colleagues and having personal problems. The factors provide some effects and consequences on the working productivity in the construction industry. This is due to the failure of working adults to recognize suitable stress management skills to be used when dealing with stressful situations. Therefore, this study investigates the level of stress among construction professionals in the workplace. This research has proven that most construction professionals are still facing stress in the workplace, which caused by factors in the organization, relationship, work, and work-home boundary thus, affecting their productivity in the workplace. This research is produced based on an extensive literature review as a basis to identify the stress management skills to be applied to construction professionals. The data was collected by the quantitative method through questionnaires, and the results were analyzed using the SPSS software, and the data were tabulated. Based on the findings, it is concluded that stress is caused by various factors, and it could affect a person's working performance resulting in the low productivity produced in the construction industry. It was therefore recommended that professionals should apply suitable coping skills to develop for a better organization and integration of work within a specified project to be able to cope with stress.

**Keywords: Workplace stress, stress management, construction professionals, types, causes, effects, working performance, coping skills.**

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# CHAPTER 1

## INTRODUCTION

### 1.1 INTRODUCTION

In today's world, stress has become a common issue in our modern society, mainly due to economic recession, heavy competition, modern and rapid technological changes. As per Cavanagh et al., (1988), emotions such as anger, fear, guilt, anxiety, loneliness, frustration, or confusion has led to a physical and mental imbalance of human beings.

According to Lazarus R.S et al. (1966), stress occurs if individuals feel that they are unable to fulfill sufficiently the demands made on them or the demands made on them or threats to their well-being. Stress has a different meaning for different people under different conditions. Stress exists in all phases of our life. It can either motivates us to perform well under pressure to get good results, but at the same time, it gives us negative or harmful side effects, psychologically and physically.

Nowadays, workplace pressure is one of the main factors of stress. It may come from many sources or from a single event. It can influence workers as well as employers. Some stress is generally believed to be fine, but when stress happens in quantities which cannot be handle, mental and physical changes can occur.