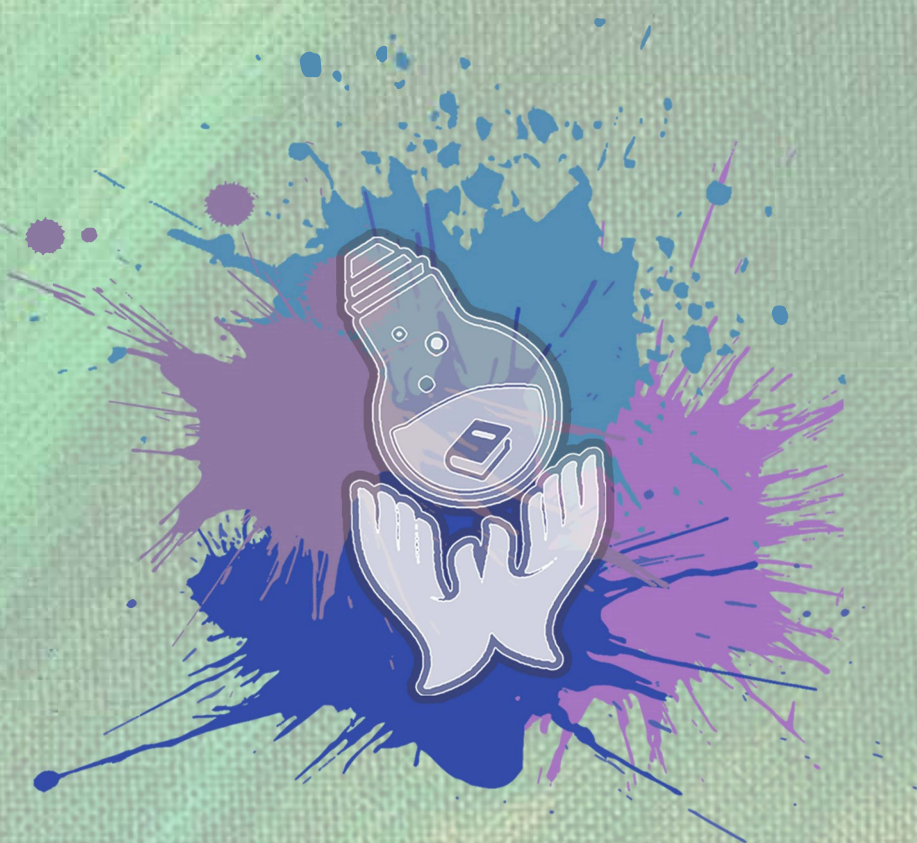




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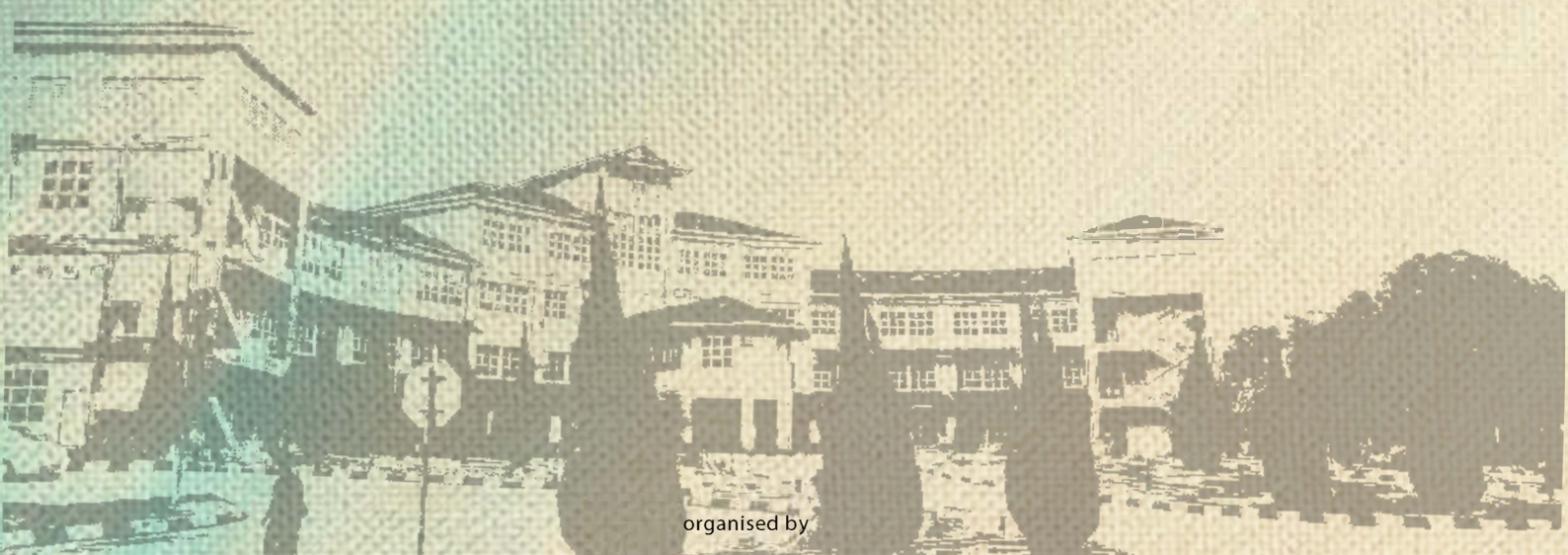


4th UNDERGRADUATE **SEMINAR** 2019

BUILT ENVIRONMENT & TECHNOLOGY

e-PROCEEDING

eISBN-978-967-5741-97-5



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FACULTY OF ARCHITECTURE, PLANNING & SURVEYING

UNIVERSITI TEKNOLOGI MARA PERAK BRANCH

SERI ISKANDAR CAMPUS

MOTIVATION OF QUANTITY SURVEYOR IN THE MALAYSIAN CONSTRUCTION INDUSTRY TOWARDS JOB SATISFACTION

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Abstract:

Many people faces the problems and challenges in daily life especially in their works. Occupational stress is a major hazard for many workers. In addition, it will affect on their satisfaction of work and also cannot concentrate on task that they are on to. This will lead to less productivity of work and the organization performance. Therefore, this paper aim is to study on the motivation of quantity surveyor in Malaysia to improve job satisfaction. This research used quantitative method. 137 questionnaires were distributed among quantity surveyors in consultant firm at Selangor and 55 respondents was return back the questionnaires. The data then was analyzed by using SPSS. The result indicates that the top three (3) motivation factors are, the self-motivation, financial incentives provided by employer and also the fair pay to job scope. The result also shows that, most of the respondent has leak of satisfaction on the working hours, salary and bonus given and also non-financial incentives which need to be improve by the industry. Lastly, the finding from this study could assist current and future industry team to gain insight on important of motivational factors among employee to achieved job satisfaction at workplace that will lead to the improvement of the organization's performance.

Keywords:

Quantity Surveyor; Motivation Factor; Job Satisfaction

1.0 INTRODUCTION

Throughout all places, the construction industry will face problems and challenges during pre-construction, construction and post-construction stages (Ofori, 2010). However, in the developing countries, these difficulties and challenges are present alongside a general situation of socio-economic stress, chronic resource shortages, institutional weaknesses and a general inability to deal with other issues (Mohammad et al., 2016). Despite from that, the construction industry employees' need a high level of motivation to do their tasks especially at workplace. The motivation will play important role to ensure the employees to achieve satisfaction towards their jobs to secure the productivity.

According to Noriah et al., (2014), quantity surveyor always experienced stress when they encounter uncooperative people in getting their job done. Moreover, rising into deadline pressure and increasing challenges in management in modern workplace have lead to many employees feeling stress (Noriah et al., 2014). In addition, this occupational stress will affect on their satisfaction on work and cannot concentrate on their task. This will lead to less productivity of work. Thus, this research focus the two (2) objectives which are, to identify the motivation factors that enhance the quantity surveyor and to identify the level of satisfaction of the quantity surveyor in Malaysian construction industry.

2.0 LITERATURE REVIEW

The construction industry is also recognized as a high-stress working environment that related to the occupational stress (Bowen et al., 2014). Wao (2015), mentioned that, the profession of quantity surveying has faced uncountable challenges in its development, considering when it first came into existence.

Ahmed et al., (2010) concludes in his research that intrinsic motivational factors are having significant relationship with employee job performance, whereas extrinsic factors are not having any significant

relationship with employee job performance. Based on Hayati & Caniago (2012), the job satisfaction and intrinsic motivation moderates the relationship of the Islamic work ethic on organizational commitment and job performance. Different with the result found by Çınar et al., (2011), both intrinsic and extrinsic factors are affected to the employees while they achieve their tasks.

The relationship between job performance and job satisfaction has been supported by Awanis et al., (2016). He also mentioned that, a higher ranking technical employee was more motivated by intrinsic values, compared to the lower ranking technical employees who were more likely to identify extrinsic values as pre-dominant in generating their job satisfaction (Awanis et al., 2016). According to Cinar et al., (2015), conflict at workplace can increase stress, lower job satisfaction and morale are ultimately lead to project failure. In every organization and at every level of management, the workers will having stress which mostly has an effect on employee's job satisfaction (Mohammad et al., 2016).

3.0 METHODOLOGY

The methodology was set to gather the data. Firstly, this research starts with initial study which will find the problem statement, produce a research title, determine the aim of the research, construct research objectives, and the research questions. After that, the data were collected to get the information which consist of primary and secondary data. The process of collecting data for the primary data were using questionnaires. The questionnaires were distributed among the consultant QS firm at Selangor and it was distributed by hand and e-mail. More than 30% of respondents answered the questionnaire. The secondary data consist of information taken from journals, articles, books, newspapers, relevant website, previous research papers and etc. that are relevant to the research. The type of methodology used for this research was quantitative method. From the questionnaires, the data obtained was then analyzed in a form of descriptive statistics analysis data by using Statically Package for Social Science (SPSS) software All of the questionnaire were summarized by doing data analysis using SPSS version 25. From the data analysis obtained, the finding of this research was answered. Lastly, Conclusion and recommendation was made based on the finding.

4.0 ANALYSIS AND FINDINGS

The finding of this study was focus on the two objectives that has been mentioned above. The data collected was analyzed and shown in the tables below.

Table 1: Motivation factors that enhances quantity surveyors job satisfaction in construction industry

	Minimum	Maximum	Mean	Ranking	Std. Deviation
Self Motivation	4.00	5.00	4.5556	1	.50252
Received Fair Time To Finish Task	3.00	5.00	4.2222	8	.63564
Good Working Environment	4.00	5.00	4.4444	4	.50252
Good Facilities & Resources	3.00	5.00	4.3333	6	.67420
Non Financial Incentives	2.00	5.00	4.2222	9	.92660
Financial Incentives	4.00	5.00	4.5556	2	.50252
Fair Pay To Job Scope	4.00	5.00	4.5556	3	.50252
Good Relation With Colleagues	4.00	5.00	4.4444	5	.50252
Received On The Job Training	4.00	5.00	4.3333	7	.47673
Received Off The Job Training	4.00	5.00	4.2222	10	.42044

Based on the table above, it shown that the top three (3), motivation factors that lead to satisfaction are consist of 4.5556 average mean, which are the Self motivation, financial incentives and also the fair pay to job scope. Those motivation factors will be really important to increase the job satisfaction for quantity surveyors.

Table.2: Level of Satisfaction on quantity surveyors

	Minimum	Maximum	Mean	Ranking	Std. Deviation
Satisfied With Task Given	4.00	4.00	4.0000	2	.00000
Finish On Time	3.00	4.00	3.8889	4	.31782
Working Condition	3.00	5.00	4.1111	1	.57296

Facilities & Resources	3.00	4.00	3.8889	5	.31782
Technology Applied	3.00	4.00	3.5556	9	.50252
Working Hours	3.00	4.00	3.8889	6	.31782
Non-Financial Incentives	2.00	4.00	3.3333	10	.67420
Salary & Bonus Given	3.00	4.00	3.6667	8	.47673
Enjoy Working With Other Staffs	3.00	4.00	3.8889	7	.31782
Enjoy Training Provided	4.00	4.00	4.0000	3	.00000

Table 2 above, shows that the top three (3) level of satisfaction of the quantity surveyors are the working conditions which consist of average mean 4.111, and average mean of 4.000 for satisfied with the task given and enjoy with the training provided. However, the least satisfaction of the quantity surveyors is on the non-financial incentives provided by the company which consist of 3.3333 average mean.

5.0 CONCLUSION

This research highlights on the motivation and the job satisfaction of the quantity surveyors. It can be summarized that the quantity surveyors need motivations to enhance their performance in their work. The satisfaction has been identified by the current level of satisfaction of the quantity surveyors in the Malaysian construction industry. Thus, hopefully, this study may be used to assist the current and future industry team to gain insight on important of motivational factors to the improvement of organization performance.

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