

THE IMPACT OF WORK RELATED STRESS ONTO QUANTITY SURVEYORS' WORK PRODUCTIVITY IN THE CONSULTANCY FIRMS IN KLANG VALLEY, MALAYSIA

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ABSTRACT The construction industry is a high-risk industry for work stress. Professional working groups such as Quantity Surveyors have to face stress on a daily basis which is a major challenge to their health and further lower their productivity. However this work related stress is being less highlighted in the Malaysian Consultancy firms whileas this working pressure may be one of the causes of anxiety and depression which if no action is further taken, may cause death. Transactional stress model designed by Cox and McKay is used to assess the implications of work stress onto work productivity range in accordance to on time completion of works, quality of works and satisfaction of works. Besides that, the main causes of stress are also compared and related possible solution are suggested in order to manage the work related stress. Questionnaire with likert scales were given to respondents to rate the relevant stress factors, and the data was further analysed using Descriptive Analysis with Ranking of Average Value. Through this study, work related stress does have significance implication onto the QS work productivity based on analysis output of this model, especially the pressure of completion on time. Hence, related strategies should be proposed and implemented to ensure the progress of work are well under control not only within the QS work practice, but also in overall construction team.

Keywords: Work Related Stress, Work Productivity, Stress Models, Ontime Completion, Work Satisfaction.

1. INTRODUCTION

Work related issues such as safety health problems can disturb the peace of any working individual. Nonetheless, health issues have been less accentuated despite the fact that these issues really are more noteworthy and could have substantial effect on the individual. One of the health issues that can bring in more problems is work stress. Stress could result in various health problems and if being kept long enough it could cause death. According to Social Security Organization [1], 'health issues at workplaces are considered as trivial compared to safety in Malaysia'. The construction industry has been long known for its stressful working environment and this statement had been indicated in a number of studies[2-4]. Hence, this research aims to investigate further the effects of work stress onto the work productivity of Quantity Surveyors in the Consultant companies in Klang Valley.

Transactional model of work stress proposed by Cox and McKay is used in this study because this model provides comprehensive analysis procedure which enable justification can be made effectively. This model works in 5 stages. Firstly, the model refers to job characteristics of the environment. The second stage speaks to the people's view of these requests with respect to their capacity to adapt. The third phase of the model is connected with the mental and physical changes that the individual experiences as an aftereffect of the acknowledgment of an anxiety state, and includes optional evaluation and adapting. The fourth phase of the model speaks to the results or outcomes of adapting, lastly, the fifth and last stage is criticism which is proposed to happen in connection to every single other stage [5].

2. RESEARCH METHOD

Due to research time frame, the sampling size targeted in this study was limited to around 80 Malaysian Quantity Surveyors who were working in consultancy firms in Klang Valley. After questionnaire based input has been collected, data was then analysed through “Descriptive Analysis” approach . The output was then prepared in tabulated format according to the criteria proposed by Cox and McKay Stress Model.

3. FINDINGS AND DISCUSSION

Generally, nearly all the respondents do agreed that working in QS consultant firm is stressful, but the implication of stress influence onto their work productivity varies due to the position and job scope in the companies (Table 1). As highlighted in Cox and McKay Model, the main causes of the stress is On-time completion, Ambitious deadlines and Budget related pressures, and Volume of work. This shows time factor is the major uncompromise limiting factors for QS consultant to assist the client to bid a construction project. Hence, the most effective ways to deal with these stresses are good planning and management of time, effective communications and also better work control.

Table 1 Ranking of Factors of Stress Causes and Solutions

Criteria	Rank 1	Rank 2	Rank 3
Stress affect Productivity	Very High – 55.80%	Extremely High – 23.30%	Moderately High – 18.60%
Stress Factor	On-time completion	Ambitious deadlines Budget related pressures	Volume of Work
Helpful solutions	Good planning Good time management	Effective communications	Avoid Work Overload

4. CONCLUSION

In conclusion, majority of the Quantity Surveyors in the consultancy firms in the Klang Valley region do suffer a great deal of work related stress which has a great impact on their work productivity and also their health. These may due to time limiting factors and also poor coordination of work either within or between the construction professions. Better coordination either through frequent meetings or communication, and also better work planning and management were suggested to cope with this problem. Related construction parties should look into this possibility urgently in order to ensure a better and healthier working condition can be realised and benefit not only for Quantity Surveyors, but also for all stakeholders.

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