

Stress Management Experienced by the Consultant Quantity Surveyors in Malaysia

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Abstract

Today's building sector faces numerous problems and threats. If the worker is constantly confronted with new challenges, it will lead to stress. Workplace stress will influence people regardless of their occupation. This study has three goals: to identify the stress that a quantity surveyor confronts, to identify the fundamental stressors that produce job stress and their consequences on performance, and to discover how a quantity surveyor overcomes job stress. To reach the research's intended audience, the questionnaire was sent to the consultant's offices in Subang Jaya, Shah Alam, and Damansara. There have been 125 questionnaire sets returned and analysed. It has been discovered that the primary sources of stress faced by workers include a healthy problem, inability to focus in their work or daily life, and oversensitivity. Furthermore, the effect on job productivity is that many mistakes are made, work cannot be done on time, the objective becomes unattainable, and the actual liability is unclear. Employees who manage their time well, exercise regularly, and think positively can effectively manage their stress. Furthermore, a corporation can provide additional incentives, company excursions, and special rewards or gifts to incentivize its employees. This study includes some advice such as the government should give tougher rules

to safeguard employees, employees must control their stress to minimize those consequences, and the corporation can provide more profit to inspire its employees. To summarize, not only can the employee take steps to alleviate stress, but our government and company should also exercise prudence and collaborate to address this issue.

Introduction

Job stress is one of the most pressing challenges in the world of occupational safety and health (OSH). This is a developing worry around the world since it has a significant impact on employee health, organizational efficiency, and ultimately the country's economy. According to Lee (2016), when employees confront a lot of workplace stress, they may develop depression and anxiety disorders, which would lead to psychological health difficulties. The ever-changing strategy for labour organization currently adds to the psychosocial hazards in the workplace as workers experience more pressure to satisfy job demands, expanded conflict, and better needs. Longer working hours and work-from-home apps reduce a lot of traditional and temporary contact, which influences the work speed. Globalization and increasing labour market instability have resulted in more demanding and unstable employment, resulting in a stressful workplace (Lee, 2016). Job stress influences job efficiency and results.



Figure 1.1: The percentage of employee faced stress.

According to Figure 1.1 above, 53% of Malaysian employees sleep fewer than 7 hours per night (AIA, 2019). According to AIA Vitality research, around 51% of Malaysian workers cited at least one aspect of work that was related to stress. Working stress among quantity surveyors and other professionals in the building construction sector can be divided into ten characteristics (Eziyi et al., 2010). For example, organizational function and culture, participation, career growth and job status, organizational role, job content, workload and work environment, work time, interpersonal relationships at work, preparation and training, and other issues. These are the typical symptoms of stress that a quantity surveyor may encounter while working. These features include various types of stress for them, which will affect the quantity surveyor's efficiency in various ways. Overtime working is one of the biggest quantity surveyor job stresses (Sheikh et al., 2011). It could be for one of two reasons: the employee wants to boost their monthly wage to cover their living expenditures. The second explanation is that the workload is excessive. If they do not complete their work in the allotted time, it causes tension, and they must work extra to complete the assignment on time. In conclusion, one of the most stressful aspects of the quantity surveyor's job is working overtime.

State-of-The-Art

This chapter examines and defines pertinent literature studies pertaining to the stress that quantity surveyors endure on the job.

Job Stress

Job stress is described as the detrimental bodily and emotional reactions that arise when the requirements of the activity do not pass through the labourer's correct capacities, assets, or requirements. This form of stress can lead to bad body or health in the employee, as well as injury on the job (DHHS -NIOSH, 1999). Job-related issues, such as health or safety issues, that could jeopardize any worker's harmony. In any event, health issues have received less attention, despite the fact that they are far more important and could have a positive impact on the individual (Jenita & Siew, 2016). According to Shamsuddin (2016), Malaysia's noticeable rise in the number of people who suffer from depression induced by workplace. It finds that, according to the report, a lot of workers in Malaysia have experienced a different form of depression from their working life. The absenteeism and presenteeism may arise when employee in their workplace has been suffering from stress. If an employee is dealing under tension this will raise the risk of injury or accident while doing his job.

Job Stress in Construction Industry

It is a high-risk field in the building business that is stressed out. When presented with that pressure every day, Quantity Surveyors have a notable health test and further lowered efficiency (Jenita & Siew, 2016). It explains the primary sources of stress examined in this study work and offers some relevant solutions as a prescription for managing job-related stress. An investigation into Stress Management among Artisans in the Construction Industry in Nigeria and the results of the investigation show that most craftsmen experienced more work stress at work than at home, and the pressure effects affected their profitability at work and caused health issues in their bodies (Wahad, 2010). Paul et al (2013), on an analysis of the stress that quantity surveyors experience at work, including the relationship between job management, task demand, and its affecting elements. Females report higher levels of workplace stress than males. Employees that are younger than older have experienced job stress. Future research could concentrate on the links between stress and the type of task being attempted (Paul et al., 2013). According to Enshassi and Alswaity (2015), the goal of this study is to identify the primary stressors that cause stress among construction workers in the Gaza Strip. In this study, he stated that more research is needed to uncover adaption approaches that can address the pressures faced by construction workers in order to boost their productivity (Enshassi & Alswaity, 2015).

Reason of Stress in Construction Industry

When working in the construction industry, this is a difficult task with many criteria. Traditional construction sector stressors include tight timetables, employment expectations, job management, conflict, overburdening of work, wage discrepancy, and position insecurity (Leung et al., 2014). It is becoming more complicated, with confusing working relationships in building projects disrupting those involved in this profession. Most construction workers have experienced anguish, uneasiness, or sadness as a result of their jobs (Leung et al., 2014). Job stress can stem from a variety of reasons, including personnel difficulties, environmental stress, and responsibility for the outcomes and uncertainty that may develop in the workplace. According to the literature research, the causes of stress among construction

workers can be classified into several categories. Table 2.1 contains a checklist of the main work qualities and related stressors. The main sources of stress listed in Table 2.1 include the quantity surveyor's need for privacy and sufficient office space on the job site, a high workload, scope variations, a lack of feedback on completed and ongoing construction projects, a lack of thermal comfort, a lack of security or safety precautions on the job site, and the division of building work into specialized fields. If there is no control, it may have an impact on the quantity surveyor's work efficiency (Sutherland and Davidson, 1989; Ibem et al., 2001; Ng et al., 2005; Wahad, 2010).

Table 2.1

The following is a list of working qualities and stressors.

Working Qualities	Stressors
Organizational culture and function	Inadequate communication, problem-solving environment, task environment, and development techniques.
Participants	Participation in decision-making is low.
Job status and career development	Uncertainty in one's career, stagnation, low income and status, and job insecurity or redundancy are all possibilities.
Role in organization	Conflict and uncertainty in job assignment and task execution.
Job content	specified task, high uncertainty in job process, lack of variation, under-utilization of skills, fragmentation of work, and physical limits.
Workplace and workload	Work overload, work underload, time constraints and deadlines, and a lack of control over job pacing.
Time of work	Uncertain hours of work, excessive hours of work, inflexible work schedule.
Workplace interpersonal relationships	Lack of social support from coworkers, social or physical isolation, , disagreement among coworkers, and a strained relationship with supervisors and managers.
Training and preparation	Inadequate preparedness for coping with the more challenging aspects of a work, concern about technical knowledge and skill.
Other problems	Inadequate resources and staffing, as well as a hazardous working environment

Summary of the Causes of Workplace Stress

The reason for job stress, as shown in Table 2.2 below, stems from a few linked literature reviews in the construction project. It is used as a guideline as the sources of job stress that a quantity surveyor faces in the construction business. In the tables below, there are 26 causes of stress listed. (Wahad, 2010; Paul et al., 2014; Leung et al., 2015).

Table 2.2

Summary of the reason of job stress

No.	Reason of job stress in construction projects	Humph rey Danso (2012)	Tiwar y et al. (2013)	Paul Bowen et al. (2014)	Leung et al. (2015)
1.	Job security				?
2.	Work overload		?	?	
3.	Inadequate salary	?	?		
4.	Poor working environment	?			
5.	Bureaucracy				
6.	Lack of opportunity for advancement				
7.	Harassment & discrimination		?	?	
8.	Lack of support colleagues			?	?
9.	Poor relationship with colleagues				
10.	Work-family conflicts			?	
11.	Lack of support supervisor			?	?
12.	Lack of autonomy				
13.	Unfair reward and treatment				
14.	Job demands		?	?	
15.	Psychological strain			?	?
16.	Job control			?	?
17.	Sociological strain			?	
18.	Physical strain			?	?
19.	Poor safety equipment				
20.	Lack of training				
21.	Poor organizational structure			?	
22.	Role ambiguity				
23.	Type A behavior				
24.	Role conflict				
25.	Work under load				
26.	Poor home environment				

Effect of Job Stress

Every job will cause tension at work, even if the work is something you enjoy. On a regular basis, stress can have an impact on your efficiency and well-being. According to Haq (2008), stress has both short-term and long-term impacts. Short-term stress is mild and can affect a person quickly, and it occurs in various everyday activities such as meetings and sports. Furthermore, long-term stress can cause psychological harm to a person and have an impact on the company and others. According to Sheik et al (2017), some industries in Malaysia's construction sector required their workers to work overtime to achieve the due dates set by clients. The purpose of this research paper is to determine why workers need to spend extra time on construction sites and the impact of the extra time on construction sites and workers by representatives from the contractor site for quantity surveying (Sheik et al., 2017).

The reasons and effects of the extra minute's hours are discovered by interrogating quantity surveying personnel from the consultant site. The following are some of the reasons why workers prefer to work overtime (Sheik et al., 2017)

- i. Difficulty completing in normal working hours due to severe workload.
- ii. To make more money
- iii. Improve your chances of being promoted at work.
- iv. Influenced by their coworkers.
- v. Others (Avoiding traffic, having nothing to do, etc.)
- vi. It's intriguing.

Furthermore, Sheik et al (2017) identifies certain detrimental effects that will influence employees if they work extra. The following are the consequences of an employee experiencing an overdose over time

- i. Increased health and safety risk because of weariness.
- ii. A drop in total productivity
- iii. A greater proclivity to resign from their employment.
- iv. An increase in errors or blunders in their job.
- v. Fewer people apply in companies with extended work hours.
- vi. There will be a rise in absenteeism.

Although the job overtime is reasonable, the employees nonetheless suffer from unfavorable consequences such as health impacts. Furthermore, future research can focus on improving workers' ability to implement the method to reduce overtime work, which could increase their organization's overall productivity (Sheik et al., 2017). When a person is stressed, they will exhibit behaviors such as crying, anxiety, depression, rage, fear, sadness Leung et al (2005); Yip et al (2005); Wahab (2010) drinking, smoking (Bowen et al., 2014) and many more. Staff were under more burden at work than at home, and as a result, their well-being and occupational skills suffered (Wahab, 2010; Halkos and Bousinakis, 2010). Furthermore, research has revealed that pressure is one of the major causes of low employee productivity in construction destinations (Wahab, 2010; Oyewobi, 2011). The following are the consequences of working overtime (Sheikh et al., 2017).

- i. Psychological effects like stress or depression.
- ii. Health issues such as headaches, fatigue, and so on.
- iii. A collapse in personal and physical health.
- iv. Disruption in eating and sleeping patterns.
- v. A growth in bad habits such as drinking, gambling, and so on.

Manage the Job Stress

The individual will experience stress because of the pressures placed on them at work or at home (Nathalie, 2017). Managing stress is about how a person handles their emotions, their minds, their condition, their schedule, and how they address problems or stress in their lives (BrainLine, 2011). Mohanta and Thooyamani (2010) found that proper stress management techniques can assist a person overcome causes of stress caused by their day-to-day work and avoid lose control. There are various strategies to combat or manage stress in various individual or organizational methods (Subbulaxmi, 2002). The ability to manage job-related stress is crucial since it can assist a person relieve tension, calm their mind, and boost

work efficiency. Thus, it can be separated into two categories to assist workers in managing their individual and organizational stress management methods.

Individual Stress-Reduction Technique

According to the Occupational Safety and Health Division (2016), a person can manage or control their work stress in a variety of ways, including paying attention to warning signs of work-related overdose stress, living a healthy lifestyle such as listening to music or songs and getting enough sleep, having good time management, exercising, and controlling our emotions. There are numerous strategies for individuals to manage stress. According to Brainline (2011), there are six stress-management strategies: maintain a healthy lifestyle, make time for pleasure and relaxation with a good attitude, accept what cannot be changed, adapt to the stressor, modify the circumstance, and prevent excessive stress.

Organizational Strategy for Stress Reduction

According to the Occupational Safety and Health Division (2016), the firm can be divided into six areas: demand, control, support, role, relationship, and change. According to S Michie (2002), the business should take steps to prevent and manage workplace stress. This is since some of the tension has been brought on by the employment. To encourage and motivate its employees, the company can provide benefits such as a bonus, a shopping ticket, a vacation, a special present, and so on. Aside from that, various events or sporting activities, such as playing badminton, soccer, tennis, and other games, might be scheduled after work or on weekends. There are a few options that a business might provide to help its employees handle work stress.

Research Methodology

The research methodology is utilized to carry out a study in order to meet the study's purpose and produce accurate results. There are two sorts of research methodologies available: quantitative and qualitative. For this study, a quantitative method is used to achieve the goal. According to Sis International Market Research (2018), quantitative research is a systematic approach for gathering and analysing data or information from many sources. Using the technique, applying for mathematics, and obtaining mathematical equipment are all part of quantitative research. It is unambiguous in its motivation as it aims to examine the query or data and determine how weedy it employs to search a bigger population for the research's outcome. 2018 International Market Research. Before doing the survey questions, a pilot study prepares to perform a large research study. A pilot study is one that was conducted prior to the scheduled study. Pilot studies are typically conducted as part of the planned study, although on a smaller size (Study.com, 2017). A series of survey questionnaires was employed for this aim, which is considered quantitative research. Only surveys or questionnaires were used to acquire data on the consultant company. Furthermore, responders from the construction business in Subang Jaya, Shah Alam, and Damansara were chosen. The work stress employed in this study was acquired from a handful of literature reviews. The questionnaire for this research has been regulated through comfort inspection at 70 consultant quantity surveyor firms, with the goal of 60 percent being returned and assessed with at least 100 data sets.

Data Analysis and Discussion

This questionnaire was distributed by Google form to 70 consulting firms in Damansara, Subang Jaya, and Shah Alam. The goal for this research was to collect a minimum of 100 data sets, but the actual quantity obtained was 125 data sets. As a result, the purpose of this research has been met. The frequency analysis was performed to display data for gender, ages, races, education level, job stress effect, and job stress management. The Likert scale was used for respondents to assess the sources and impact of job stress, with 1 indicating Strongly Agree, 2 indicating Agree, 3 indicating Neither Agree nor Disagree, 4 indicating Disagree, and 5 indicating Strongly Disagree.

Section A

This section defines the respondents' backgrounds, which include gender, age, race, education level, and job stress effect. This questionnaire contains a variety of options.

Gender

The ratio of male responders is 57 percent, or 71 people, while the percentage of female respondents is 43 percent, or 54 people. Table 4.1 summarizes the outcome. Figure 4.1 depicts a pie chart with gender percentages.

Table 4.1

Gender of the respondents

Gender	Frequency	Percentages (%)
Male	71	57
Female	54	43

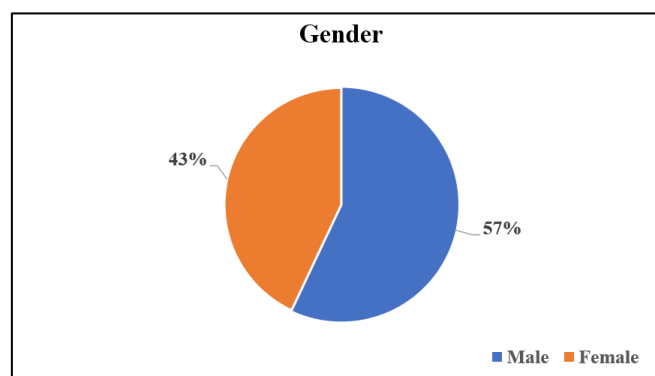


Figure 4.1: The percentage of gender.

Age

Table 4 shows that 37% of respondents aged 0 to 24 years, 39% of respondents aged 25 to 34 years, 16% of respondents aged 35 to 44 years, 6% of respondents aged 45 to 54 years, and just 2% of respondents aged 55 and up. As a result, it can be deduced that the majority of respondents to this research's questionnaire are between the ages of 25 and 34. Aside from that, the pie chart for the percentage of ages is displayed in Figure 4. 2 below.

Table 4.2
Age of respondents.

Ages	Frequency	Percentages (%)
25-34 years old	48	39
0-24 years old	46	37
35-44 years old	20	16
45-55 years old	8	6
55 years old above	3	2

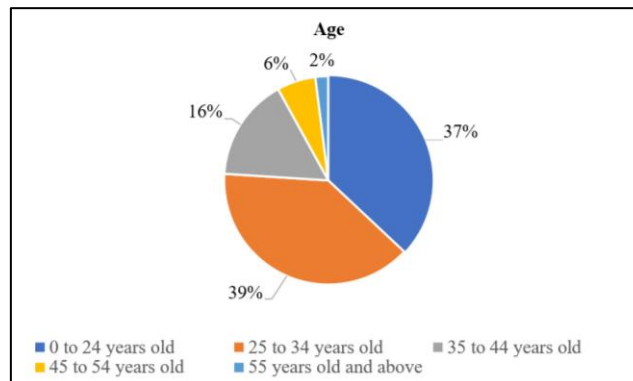


Figure 4.2: The percentage of age.

Race

According to Table 4.3, the results for respondents' race revealed that 54 percent were Chinese, 34 percent were Malay, 12 percent were Indian, and there were no other replies. The Chinese have the most respondents (67), followed by Malay (43), and Indians (15). As a result, one might conclude that the responses are primarily Chinese. Figure 4. 3 depicts a pie chart of the percentages of races who responded to this questionnaire.

Table 4. 3
Races of respondents

Races	Frequency	Percentages (%)
Chinese	67	54
Malay	43	34
Indian	15	12
Other	0	0

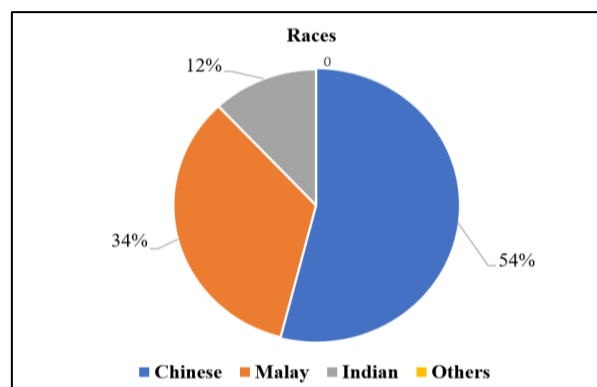


Figure 4. 3: The percentage of races.

Education Level

The results of the respondents' education level are shown in Table 4.4 below. There are 2% from secondary school, 20% from diploma school, 61% from bachelor's, 18% from master's, and none from any other level. The results demonstrate that the majority of respondents completed their education up to the degree level. Figure 4. 4 depicts a pie chart for proportion of education. This result indicates that the majority of respondents who work as Quantity Surveyors have a degree education level, with 76 people holding a Degree certificate.

Table 4. 4

Education level of respondents.

Education	Frequency	Percentages (%)
Degree	72	58
Diploma	37	30
Master	13	10
Other	3	2

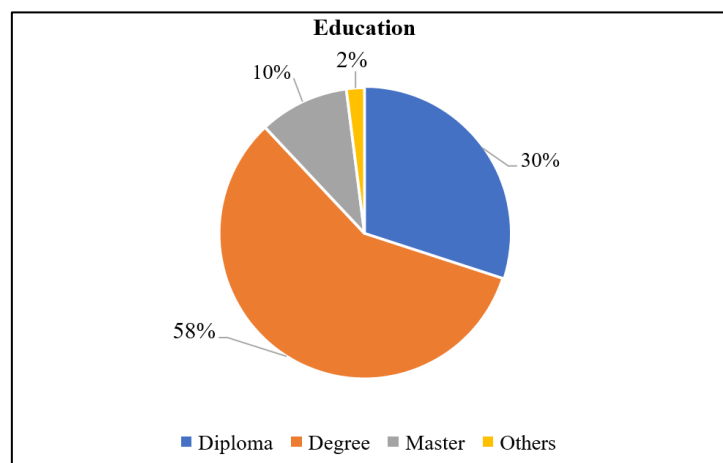


Figure 4. 4: The percentage of education level.

Section B: The Source of Job Stress

This part is intended to learn about the sources of stress experienced by respondents. The questionnaire contained twelve items, each of which was answered on a five-point Likert scale. The results of the sources of job stress received from respondents are displayed in Table 4.5 below. According to the findings of this study, most respondents believed that work stress was caused by their low wage, a lack of expertise to do the job, and having to make an important decision at work. The last three reasons for workplace stress are family attitudes regarding their employment, making mistakes while working, and being unjust in sharing labor and responsibility at work. We can conclude from this conclusion that if you are paid poorly for your job, you will be less motivated to work and may become a source of stress. According to Kenneth (2006), workplace changes such as too many job objects, overtime for job, and a shortage of resources would be a source of stress. According to Oladinrin et al (2014), the main reason for professional stress is a lack of money to work, a shortage of workers, and the necessity to oversee or control other employees. The primary source of work stress in this research has a different rating than the previous findings, as other replies would be offered by persons from other places or nations.

Table 4. 5

Reason of Job Stress

No	Reason of job stress	1	2	3	4	5	MEAN	RANK
2	Job pay is low.	54 (43.2%)	42 (33.6%)	14 (11.2%)	8 (6.4%)	7 (5.6%)	1.98	1
8	Inadequate experience to handle the job	23 (18.4%)	55 (44%)	24 (19.2%)	16 (12.8%)	7 (5.6%)	2.43	2
12	Making a significant decision at work	14 (11.2%)	60 (48%)	37 (29.6%)	8 (6.4%)	6 (4.8%)	2.46	3
6	It is necessary to take a job risk.	20 (16%)	51 (40.8%)	36 (28.8%)	11 (8.8%)	7 (5.6%)	2.47	4
10	It is necessary to follow up with fresh methods, ideas, or challenges.	17 (13.6%)	52 (41.6%)	34 (27.2%)	15 (12%)	7 (5.6%)	2.54	5
4	There is an excessive amount of labor.	18 (14.4%)	38 (30.4%)	45 (36%)	21 (16.8%)	3 (2.4%)	2.62	6
3	Working extra hours	18 (14.4%)	39 (31.2%)	43 (34.4%)	19 (15.2%)	6 (4.8%)	2.65	7
1	The company has a staff shortage.	16 (12.8%)	43 (34.4%)	40 (32%)	20 (16%)	6 (4.8%)	2.66	8
5	Lack of leap and support from the boss	13 (10.4%)	54 (43.4%)	27 (21.6%)	23 (18.4%)	8 (6.4%)	2.67	9
7	family's perspective on your work	14 (11.2%)	48 (38.4%)	34 (27.2%)	21 (16.8%)	8 (6.4%)	2.69	10
9	Continue to make mistakes while working.	10 (8%)	45 (36%)	40 (32%)	24 (19.2%)	6 (4.8%)	2.77	11
11	Unfair in terms of dividing work and accountability at work	14 (11.2%)	43 (34.4%)	26 (20.8%)	29 (23.3%)	13 (10.4%)	2.87	12

Section C: The Impact of Job Stress

The questionnaire included five questions about the impact of work stress in this area. Respondents must use a five-point Likert scale to answer the question. Table 4.6 shows the results of the respondents' responses to the effect of job stress. It was discovered that the majority of respondents believe that stress will worsen their health problems, that they will experience despair and feelings of powerlessness, and that they will become easily oversensitive to one item or other individuals. While the worker will be sloppy and untidy in their daily life, the last two are smoking, consuming alcohol, and skipping meals. A headache was a sort of physiological impact, while fury was a type of psychological impact, both of which were generated by stress in construction workers (Oyewobi et al, 2011). According to Chowhiu's (2009) research, the natural effects of stress included depression and feelings of powerlessness, loss of purpose, and hopelessness. Based on the findings, we can conclude that the major consequence of stress is that it affects our health problems and makes it difficult to stay focused on one thing.

Table 4.6

The impact of work stress

No	Impact of job stress	1	2	3	4	5	MEAN	RANK
1	Increased health issues	40 (32%)	50 (40%)	15 (12%)	14 (11.2%)	6 (4.8%)	2.17	1
4	Feelings of powerlessness and depression	18 (14.4%)	60 (48%)	31 (24.8%)	13 (10.4%)	3 (2.4%)	2.38	2
3	Oversensitivity	20 (16%)	44 (35.2%)	47 (37.6%)	12 (8.8%)	3 (2.4%)	2.46	3
2	Everyday life gets cluttered and disorderly.	15 (12%)	56 (44.8%)	35 (28%)	14 (11.2%)	5 (4%)	2.50	4
5	Alcohol consumption, smoking, and skipping meals	10 (8%)	21 (16.8%)	32 (25.6%)	36 (28.8%)	26 (20.8%)	3.38	5

Section D: The Impact on Job Productivity

In this part, the subject of the influence on productivity was raised. This section requires five questions, which are answered using a five-point Likert scale. The effect of work productivity is indicated in Table 4.7. The majority of respondents believe that the effect of stress is that they have to work at home to finish the task and spend the weekend doing so, which is ranked first and second. Following that, the stress will cause the respondent to grow frustrated in daily life. At the bottom two ranks, the employee will likewise feel worthless and insecure, and their work will be impossible to do in the allotted time. According to Oladinrin et al (2014), the first three consequences on productivity that professionals encounter are that goals become unachievable, errors in work grow, and work is impossible to be completed on time. However, the results gathered from the respondents show that the largest influence on productivity is having to work at home to finish the task, having to spend the weekend completing the work, and aggravation in daily life.

Table 4.7

The impact of job productivity

No	Impact of productivity	1	2	3	4	5	MEAN	RANK
1	Need to complete the task at home.	39 (31.2%)	48 (38.4%)	20 (16%)	14 (11.2%)	4 (3.2%)	2.17	1
3	Need to work on the project over the weekend.	20 (16%)	50 (40%)	42 (33.6%)	9 (7.2%)	4 (3.2%)	2.42	2
4	Frustration in everyday life	15 (12%)	59 (47.2%)	29 (23.3%)	15 (12%)	7 (5.6%)	2.52	3
5	Feeling of worthlessness and lack of confidence	9 (7.2%)	60 (48%)	43 (34.4%)	7 (5.6%)	6 (4.8%)	2.53	4
2	Work cannot be completed in the allotted time.	10 (8%)	57 (48%)	41 (32.8%)	15 (12%)	2 (1.6%)	2.54	5

Section E: How to Reduce Workplace Stress

In this part, respondents must respond to a question about how they deal with job stress. The answers were listed so that responders might express their opinions. Respondents must list their own opinions if they choose others. According to the Division of Occupational Safety and Health (2016), stress can be addressed in two ways: individually and corporately. The most effective approaches for construction workers in Nigeria to handle stress are to engage in hobbies or exercise to release stress, and to share the burden with others (Wahad, 2010). According to Oyewobi et al (2011), stress can be controlled by taking time off from work, providing advantages to the firm, shifting work, discussing the issue with your supervisor, sharing with others, and assisting the worker through a trade union.

Individual Part

Figure 4.5 depicts the frequency with which respondents manage job stress on an individual basis. The highest ranking for managing job stress is to think pleasantly and optimistically, the second is to listen to music and songs or play games, and the third is to have effective time management. Aside from that, it has 10 people choose another technique of stress management such as sleep, gathering with friends, following their heart and doing something they enjoy, and viewing humorous videos.

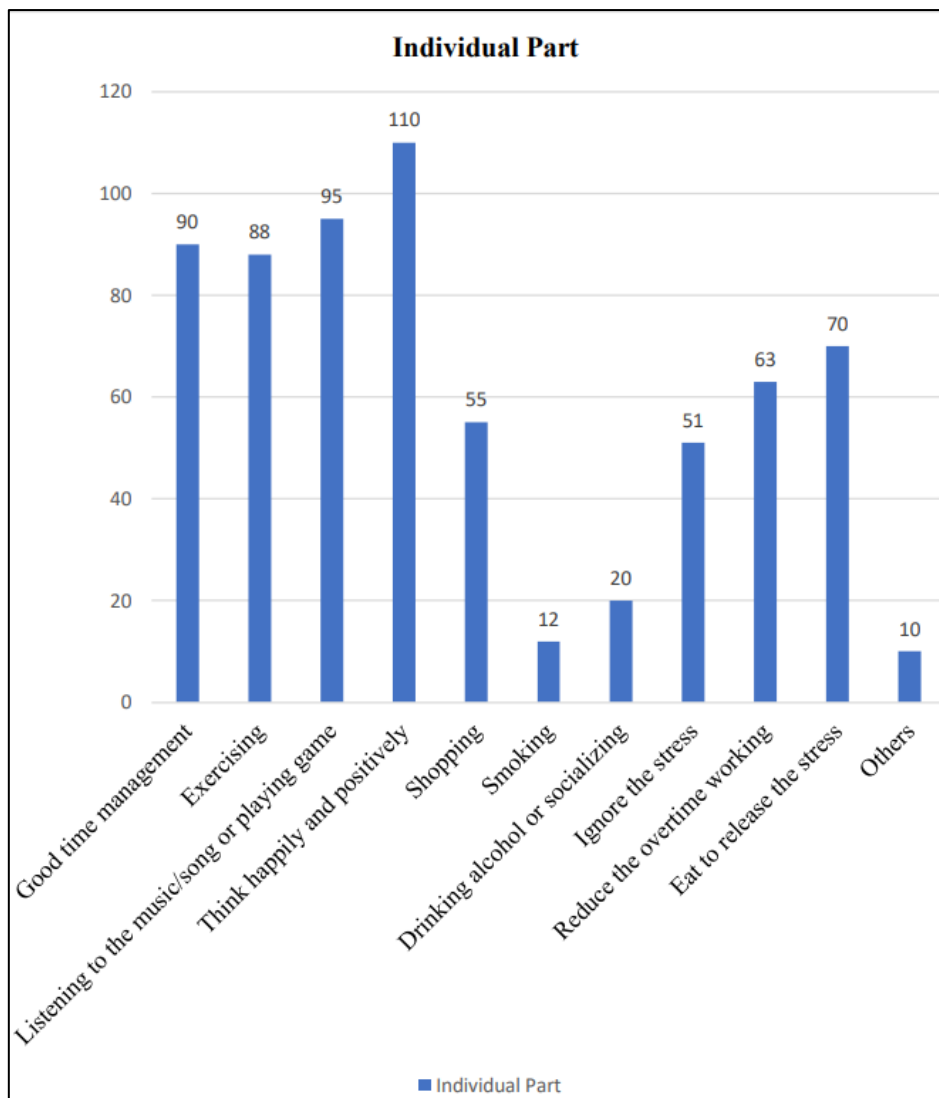


Figure 4.5: Respondent participation rates for each individual section

Company Part

Figure 4.6 revealed that the company's bonus is the most effective strategy to manage job stress, ranking first, followed by providing a holiday trip to help the employee release stress and ranking third for providing a particular incentive and present to motivate the employee. For those that select another option, some suggestions include treating staff with kindness, providing more yearly leave, providing tea throughout working hours, and providing a decent working atmosphere.

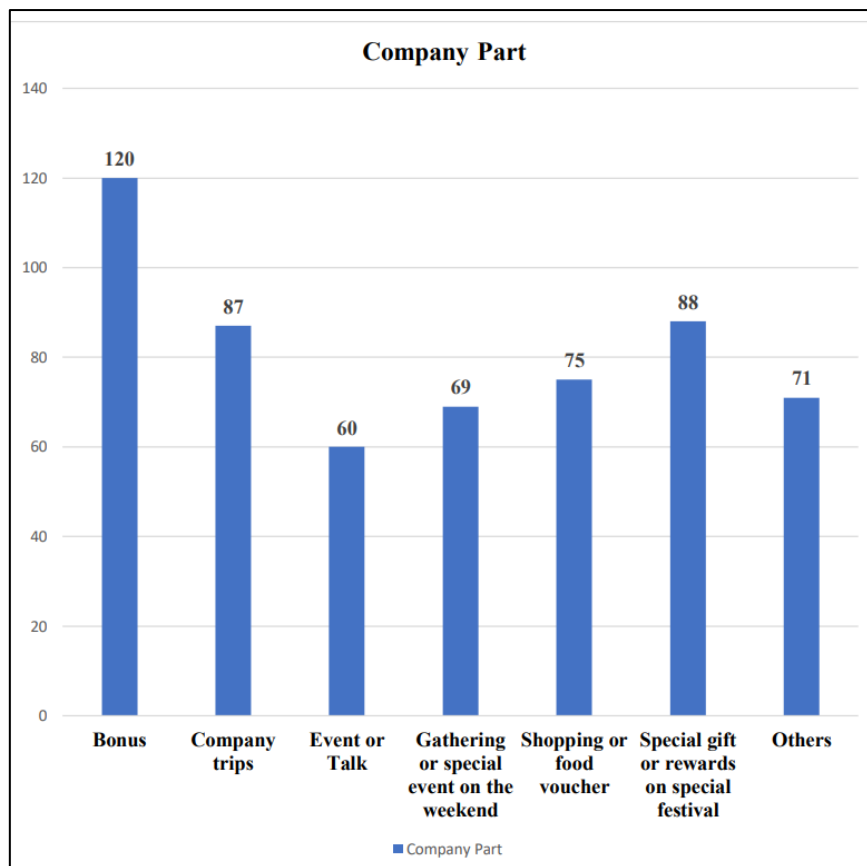


Figure 4. 6: The company's part's frequency.

Conclusion and Recommendations

The job stress experienced by the consultant quantity surveyor may generate a variety of issues or consequences for the quantity surveyor; we must keep this in mind because the construction sector is a high-risk business for job stress. Professional working groups in the construction sector, such as Quantity Surveyors, experience many different stresses daily, which is a big challenge to their health and may further impair their productivity. Unfortunately, work-related stress is under-reported in Malaysian consulting businesses, even though it is one of the leading causes of anxiety and depression, which, if left untreated, can lead to mortality. As a result, the government, industry, and construction firms must collaborate to avoid such incidents from occurring and to provide challenging but healthy working environments. The government can impose additional rules and regulations to manage and maintain employee working hours, such as requiring the corporation to follow and implement government laws and regulations. If they do not comply, legal action will be taken against the company. Furthermore, the corporation might supply additional instruments or sources to assist its employees in finishing and completing the assignment on time. A corporation might provide benefits such as incentives and company trips to motivate and encourage its personnel. Employees must also conquer or find an effective strategy to reduce stress. This condition will have a detrimental impact on their lifestyle and health if they do not take it seriously. This study only looks at the consultant's quantity surveyor firm, which has offices in Subang Jaya, Shah Alam, and Damansara. The study may be concentrated in collaboration with the contractor quantity surveyor for further investigations, and the research scope may be relocated or enlarged.

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