

EMBA

023

LA1

**UNIVERSITY OF MACAU**  
**FACULTY OF BUSINESS ADMINISTRATION**

**AN EXPLORATORY STUDY ON**  
**THE AWARENESS OF OCCUPATIONAL STRESS OF**  
**MACAU'S ADULT STUDENTS**

Lai Man Teng, Maggie

M-A1-6128-1

Thesis presented to the  
Faculty of Business Administration  
University of Macau  
in partial fulfillment for granting the MBA Degree in  
Management

2004

# **TABLE OF CONTENTS**

<b>ABSTRACT</b>	<b>i</b>
<b>ACKNOWLEDGEMENT</b>	<b>iii</b>
<b>TABLE OF CONTENTS</b>	<b>iv</b>
<b>LIST OF TABLES</b>	<b>vii</b>
<b>LIST OF FIGURES</b>	<b>viii</b>
<b>CHAPTER I. INTRODUCTION</b>	<b>1</b>
1.1.0 Problem Statement	1
1.2.0 Research Objectives	3
1.3.0 Organization of the Research	3
<b>CHAPTER II. LITERATURE REVIEW</b>	<b>5</b>
2.1.0 What is Stress?	5
2.1.1 Emergence of 'Stress' Concept	5
2.1.2 Current Approaches On 'Stress' Concept	7
2.1.3 Cognition and Affect	17
2.1.4 Burnout	19
2.1.5 Is Stress Dangerous?	19
2.2.0 Sources of Work-Related Stress	21
2.2.1 Physical Hazards	21
2.2.2 Psychosocial Hazards	22
2.2.3 The Changing World of Work	47
2.3.0 Coping Capacity	49
2.3.1 Individual Differences	50
2.3.2 Stress in Chinese Communities	55
2.3.3 Coping Strategies	66
2.4.0 Manifestations of Work-Related Stress	74
2.4.1 Individual Manifestation	74
2.4.2 Stress and Health	77
2.4.3 Organizational Manifestation	84
2.4.4 Societal Manifestation	87
2.5.0 Intervention on Stress	89
2.5.1 Prevention	89
2.6.0 A Preview on Stress of Adult Students	96
2.7.0 Summary	100
<b>CHAPTER III. METHODOLOGY</b>	<b>102</b>
3.1.0 Collection of Data	102
3.2.0 Procedures	104

3.3.0	Participants	105
<b>CHAPTER IV. ANALYSIS AND DISCUSSION</b>		<b>106</b>
4.1.0	Stage 1 & Stage 2: Background Information & Perception of Stress on work and Study	111
4.1.1	Comparison of Negative and Positive Perception of Stress on Work	113
4.1.2	Positive Perception of Stress on Study	115
4.2.0	Stage 3: Work Conditions	118
4.2.1	Organizational Structure and Climate	119
4.2.2	Interpersonal Relationship at Work	127
4.2.3	Career Development	130
4.2.4	Role in Organization	133
4.2.5	Decision Latitude/Control	136
4.2.6	Work Environment and Work	137
4.2.7	Task Design	137
4.2.8	Workload/Workpace	138
4.2.9	Work Schedule	139
4.2.10	Extrinsic/Economics Factors	140
4.2.11	Self Factors	140
4.3.0	Stage 4: Study Conditions	143
4.3.1	Dispositional Factors	144
4.3.2	Situational Factors	150
4.3.3	Institutional Factors	152
4.3.4	Epistemological Factors	155
4.3.5	Extrinsic Factors	155
4.4.0	Stage 5: Coping Strategies	158
4.4.1	Emotion-Focused Strategy	161
4.4.2	Problem-Focused Strategy	163
4.5.0	Stage 6: Manifestations of Stress	165
4.5.1	Individual Outcomes	166
4.5.2	Organizational Outcomes	172
4.6.0	Summary	174
<b>CHAPTER V. CONCLUSION</b>		<b>177</b>
5.1.0	Comparison with Recent Research	177
5.1.1	Work Conditions	178
5.1.2	Study Conditions	180
5.1.3	Coping Strategies	180
5.1.4	Manifestations of Stress	182
5.2.0	Implication of Management	183
5.2.1	How Can Business Respond?	184

5.2.2	How Can Educational Institutions Respond?	186
5.2.3	How Can Individual Respond?	187
5.2.4	How Can Government Respond?	189
5.3.0	Limitations of this Study	190
5.4.0	Future Research to be Conducted	191
<b>BIBLIOGRAPHY</b>		<b>193</b>
<b>APPENDIX I</b>		<b>224</b>
<b>APPENDIX II</b>		<b>228</b>