

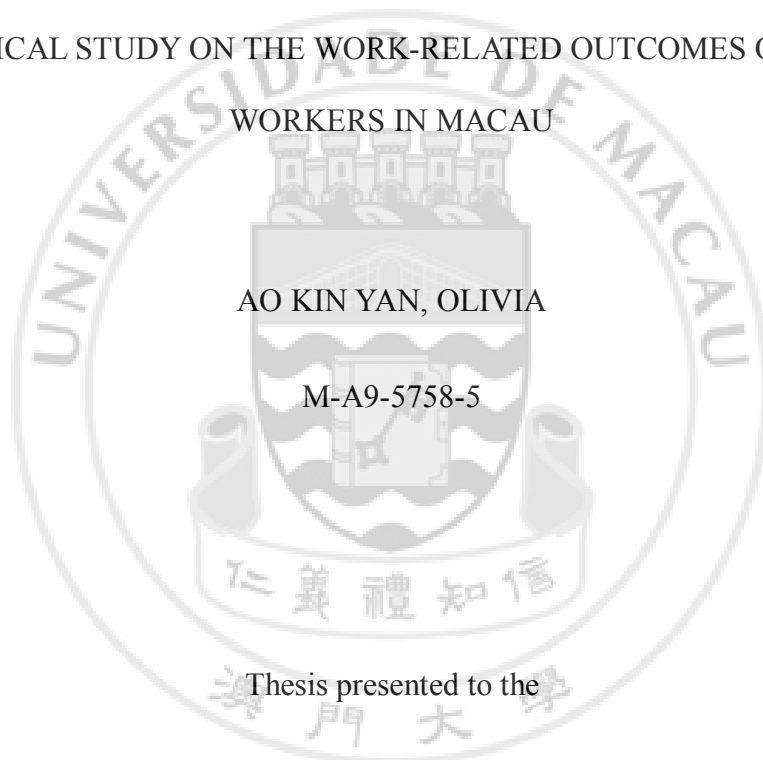
UNIVERSITY OF MACAU

FACULTY OF BUSINESS ADMINISTRATION

AN EMPIRICAL STUDY ON THE WORK-RELATED OUTCOMES OF FOREIGN
WORKERS IN MACAU

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ABSTRACT

This thesis examined the determinants influencing the major work-related outcomes of foreign workers in Macau hospitality industry, namely their job satisfaction, affective commitment, and employee well-being. Survey data were collected from 141 foreign workers in Macau hotels. Results indicated that there were significant relationships between those work-related outcomes with the following factors: perceived discrimination, procedural justice, and job insecurity. On the other hand, there was no significant relationship between distributive justice and those work-related outcomes. Importantly, perceived co-worker support played a mediating role on the relationship of perceived discrimination with those work-related outcomes, while organizational identification mediated the relationships of procedural justice with all studied outcomes. However, organization identification only mediated the relationship of job insecurity with affective commitment and employee well-being. The findings of this thesis provided important theoretical and practical implications for the management of foreign workers as well as diverse workforce.

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