UNIVERSITY OF MACAU

FACULTY OF BUSINESS ADMINISTRATION

STUDY OF "DIRTY WORK" IN GAMING INDUSTRY AT MACAU

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Abstract

The purpose of this study is to explore the relationship between perceived work dirtiness and work outcome. More specifically, I examine the mediating effect of occupational disidentification. In this relationship, it is necessary to understand the mechanism of how perceived work dirtiness influences employee's job satisfaction, job performance and intention to quit. The study involved 226 Security Officers and 29 Security Supervisors working in Macau Casinos. Results indicate that perceived work dirtiness is a negative factor in job satisfaction, but no significant effect on job performance, and a positive factor in intention to quit. The mediating effect of occupational disidentification on perceived work dirtiness and work outcome (job satisfaction, and intention to quit) is supported. Implications as well as future research are discussed.

Key words:

Dirty Work; Stigma; Occupational Disidentification; Job Satisfaction; Intention to Quit; Job Performance

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