The Effect of Personality and Coping on Perceived Work Stress among the White-Collar Workforce in Hong Kong

PGDP Final Year Dissertation

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Abstract

The relationship between personality dispositions and active coping with three work stress dimensions i.e. job satisfaction, physical stress, and psychological distress were studied among 173 white-collar Chinese adults in Hong Kong. Results indicated that neuroticism and conscientiousness, indexed by the Goldberg's IPIP Lexical Big Five Scale, were correlated with the work stress variables. The other three personality factors i.e. extraversion, openness, and agreeableness showed no correlation with any of the work stress variables. Comparing the two personality factors, neuroticism demonstrated greater prediction on the variance in the work stress dimensions. Type-A behavioral pattern surprisingly showed no correlation with any of the work stress variables. Active coping was found to be positively correlated with job satisfaction and negatively correlated to both physical stress and psychological distress. Nevertheless, active coping did not moderate neither of the work stress outcome. These findings suggested that among all the personality traits, neuroticism is an important personality trait for the perception of work stress.

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Introduction

In the present era, people become better educated and earn higher income. They work hard not only to fulfill their basic needs such as housing and food, but also to seek for higher standard of living. Compare to the older generation, people living in the current decade place more emphasis on the quality of life. For every dollar being paid out, better service and product quality is expected in return. Daily examples can be observed across different occupations in Hong Kong. For instance, restaurant waiters are expected to deliver better customer service; tour guides are expected to upgrade their knowledge and code of ethics through passing the required examinations; and disciplinary force officers are expected to demonstrate high level of courtesy on top of performing their principal duties. The increasingly higher demand requested from others has led to vigorous competition at work. Along with the rapidly growing global economy, organizational restructuring activities, and overlapping of resources, the value of work has changed quite apparently. In order to safeguard one's job security and authority in an organization, the working class these days noticeably places their jobs in their first priority over other commitments and responsibilities. They unwillingly surrender their personal time for work; undertake multiple and extra responsibilities; sacrifice their quality time with family; and suffer from losing life balances. In Hong Kong, it is not surprising to see an office staff working for more than 12 hours a day with no lunchtime, and even working overtime during weekends on non-paid basis. The trend in common across different job industries is that the management board is setting the performance standard of their staff and business revenue targets unrealistically high, creating an

extremely competitive and demanding work environment.

Relationship among Stress, Physical and Psychological Well-being, and Job Satisfaction

1.1. Work Stress

Facing such a dynamic work context and the pressure to exceed superiors' and customers' expectations, it is normal for the working class to feel the tension and stress in their daily lives. Stress is generally defined as the non-specific reaction of the body to demands made on it, a condition in which an individual is confronted with constraints related to his or her desires, but for which the outcomes are perceived as important and uncertain (Robbins, 2002). Stress is psychological, meaning that it is dependent on how an individual perceives a given stimulus or situation. Hans Selye's general adaptation syndrome stated that stress is perceived, managed, and terminated based on an appraisal process (Donatelle, 2002). Hence, the perceived stress may not be an actual threat to an individual.

Work stress has been described as an incompatibility between the individual and his or her work environment (Anderson, Schalk and Humprey, 1998), and has been considered as being the harmful emotional and physical responses that occur when there is a mismatch between the job requirements and the employees' capabilities. In other words, when the job environment and the individuals' abilities and interests fail to fit together, work stress will emerge. Greater discrepancy between the two will result in greater likelihood of work stress (Blau, 1981). According to the work-stress

paradigm (Frone, 1999), occupation stress are caused by the existence of stressors. Typical examples of work stressors are job insecurity, unfair compensation, role ambiguity, work overload, low job control, little involvement in decision making, and lack of promotion opportunities.

Failure to overcome these stressors may result in negative stress or distress (Quick et al, 1986). The negative outcome can be feelings of anger, distrust, and depression, which in turn can lead to many health problems. Prior research suggested that high levels of stress adversely affect both physical health and psychological well-being (Greenberg & Baron, 2003). Stressful job conditions have been shown to correlate with employee psychological distress, poor job satisfaction and physical stress and symptoms Consistent with these findings, the current study employed the same dimensions i.e. physical stress, psychological distress, and job satisfaction, to assess the level of perceived job stress.

1.2. Physical Health

According to Lazarus and Folkman (1984), prolonged and unmanaged perceived stress leads to negative physical health consequences, such as physical exhaustion and increased vulnerability to illness. Cohen and Williamson (1991) had also developed models to illustrate the potential ways of how perceived stress affects physical health. The models theorised that perceived stress may jointly influence physical health through biological and behavioural pathways. From the biological perspective, perceived stress may result in an aroused physiological state that changes the function of the central nervous system, neuroendrocrine system, and eventually the immune

system. This may result in increased susceptibility to bacterial infection, recurrences of herpes virus, coronary heart disease, high blood pressure, cancer, and stroke (Spector & Jex, 1991). Physical health is generally measured with checklists of psychosomatic symptoms, muscular-skeletal pain, and cardiovascular symptoms (Karasek et al., 1982).

1.3. Psychological Well-being

The concept of well being consists of more than simply happiness. Drawing from the view of Aristotle, Ryff (1995) described well being as "the striving for perfection that represents the realization of one's true potential." There are many ways to evaluate happiness and sadness in human sensation. Some research accepts subjective well-being as an assessment to well being in general. It looks into well-being through three components, namely life satisfaction, the presence of positive mood, and absence of negative mood. However, other researchers argued whether subjective well-being could adequately define psychological wellness.

Ryff and Singer (1998) later identified psychological well-being as a measurement of psychological wellness. It is a multidimensional approach utilizing six distinct aspects of human actualization: autonomy, personal growth, self-acceptance, life purpose, mastery, and positive relatedness. These six constructs define psychological well-being both theoretically and operationally; and specify what promotes emotional and physical health (Ryff & Singer 1998). Psychological well-being encompasses both short-term and long-term mental functioning and includes both positive and

negative health such as depression, anxiety and fatigue (O'Driscoll & Brough, 2004). Psychological well-being was found to be associated with physical symptoms (Ryan & Frederick, 1997). It was found that poor health habits such as excessive smoking in a day predicted decreased psychological energy or vitality for that day.

1.4. Job Satisfaction

A considerable body of evidence has shown that job satisfaction is related to employees' perceptions of their work environment and is considered to be an important indicator for measuring work well-being (Spector & Jex, 1991). Job satisfaction is viewed as the sense of intrinsic career success, as contrast to extrinsic career success which is commonly illustrated by financial income and occupational status. Locke (1976) suggested that job satisfaction may have extended effects to other areas of the employee's life by inducing a more positive attitude on life, towards family, and towards self.

Job satisfaction is seen to be correlated with psychological and physical well-being. Locke (1976) contended that job satisfaction help to improve the employee's physical health and actually lengthen their life span. His study also indicated that satisfied employees were more likely to have good mental health. Other research recognized job satisfaction as a significant predictor of work-related psychological well-being (Judge & Church, 2000).

Individual Variations in Job Satisfaction, Physical and Psychological Well-being

Do individual differences play an important role in employees' well-being at work? Some researchers argued that the differences in job satisfaction can be attributed to personal variables such as cognitive processes (Judge & Locke, 1993) and biological characteristics (Arvey et al., 1999). Others believed that it is the differences in personality characteristics that contributed to the variations in the level of perceived well-being (Judge & Hulin, 1993). Research conducted by Barrick, Mount and Ryan (2003) using the big five personality factors showed that job satisfaction is negatively related to neuroticism and positively related to extraversion. By the same token, enormous research has been previously done to examine the correlation of personality variations on perceived physical and psychological well-being. Study conducted by Mackie et. al (2001) found that neuroticism was associated with poorer perceived health, while extraversion, conscientiousness, and openness were associated with better perceived health. For psychological well-being, Mansell and Brough (2005) found that neuroticism resulted in a direct negative influence, whereas, Diener and Lucas (1999) found that conscientiousness, agreeableness, and openness, are less strongly linked to psychological well-being because these traits, when compared to extraversion and neuroticism, are more a function of environmental influences rather than genetic factors. Literature review on the Big Five personality factors will be discussed in details in the subsequent section.

Personality – The Big Five Model

Personality can be defined as the consistent patterns of behaviour across time and situations. It represents individual differences and intrapersonal processes originating within the individual including motivational and cognitive processes. It

influences human behaviour together with situations. The common assessments for studying personality are the Five Factor Personality Inventory (Goldberg, 1972), MMPI-2 (Minnesota Multiphasic Personality Inventory-2), Myers-Biggs Type Indicator (MBTI), and Cattell's 16 PF (Personality Factor) test which comprises of 567 statements. Among these approaches, the current study adopted the Big Five dimensions to measure personality. Despite some psychologists argued that the criterion confined in the Big Five Model was too loose, there are many advantages for using this approach. First, the validity has been empirically examined. The five factors were derived from factor analyses of a large number of self-report and peer ratings done on personality-relevant adjectives and questionnaire items. Second, the factors are stable over a 45-year period beginning in young adulthood (Soldz & Vaillant, 1999). Third, the factors are considered universal and have been recovered in diverse range of languages e.g. German and Chinese (McCrae & Costa, 1997).

The Five Factor Model is comprised of the Big Five personality factors (OCEAN): openness, conscientiousness, extraversion, agreeableness, and neuroticism (Costa & McCrae, 1986). Three of these factors i.e. neuroticism, extraversion, and conscientiousness, are seen to be particularly relevant to work experiences and career success (Barrick, Mount & Ryan, 2003).

Openness. People high in openness show the tendency to try to learn something valuable from taxing experiences e.g. personal growth or other positive outcomes (Goldberg, 1993). When encountering difficulties and challenges in life, people high in this factor often use humor as a mean to deal with stress (McCrae & Costa, 1986). Other researches supported this concept and showed that people high in openness

appear to reflect a more flexible, imaginative, intellectually curious approach in dealing with stressful situations (Watson & Hubbard, 1996). Since open-minded people perceive hardship and stress more positively and through different angles instead of viewing the future with hopelessness, the author therefore believes that people high in openness are less negatively related to work stress.

Conscientiousness. This factor refers to individual characteristics such as being persistence, well-planned, prudence, responsible, and hardworking (Barrick, and Mount, 1991). Other features of conscientiousness are self-discipline, achievement striving, dutifulness and competence (McCrae & Costa, 1986). It is a usual phenomenon in the work environment that people high in conscientiousness are more willing to offer extra help to colleagues, and demonstrate a higher degree of organizational commitment. Because of the persistency characteristic of individuals high in this trait, these individuals frequently adopt problem-focused coping, rather than emotional-focused coping when dealing with stress (Watson & Hubbard, 1996). This coping strategy can be viewed as a buffer to work stress and more literature review on coping behaviour will be illustrated in later section of the current study. The author, therefore, speculates that people high in conscientiousness are more durable to hardship and thus can better overcome stressful work events and result in lower level of perceived work stress.

Extraversion. This trait is characterized as having the tendency to be self-confident, dominant, active, adventurous, sociable, ambitiousness, and assertiveness. Extraverts are likely to have positive emotions, make more friends, and take on leadership roles. They demonstrate the possession of cheerful temperament to focus on the good side

of their experiences. Research showed that extraverts demonstrate a strong tendency to reappraise problems positively and use rational strategies, such as problem-solving coping, to handle stress (Watson & Hubbard, 1996). Due to the higher frequency and intensity of personal interactions, there is a higher need for stimulation. It is found that extraverts require more work-related peer support (Watson & Hubbard, 1996). With such numerous positive and optimistic characters, extraverts are believed to overcome stress more effectively and are less vulnerable to work stress.

Agreeableness. It distinguishes itself from the other Big Five personality factors in the involvement with motives for maintaining harmonious social relations and the need of affiliation (Graziano & Jensen-Campbell, 1996). Agreeableness can be described as nurturance and altruism. Individuals high in this trait are trusting, cooperative, caring, and compliant (Costa and McCrae, 1986). Agreeableness may buffer people from conflict experiences, facilitate people to interpret and make sense of conflict situations (Graziano & Jensen-Campbell, 1996). These studies also suggested that agreeableness negatively correlates with emotional exhaustion. Despite findings supported that agreeableness help to alleviate social conflicts, it is nevertheless doubtful whether it may simultaneously increase intrinsic conflict, as agreeable people may find it difficult to reject tasks being assigned to them for which they do not wish to take. The dilemmatic situation to get a balance between their values and interpersonal harmony may cause self-conflicts. It is postulated that people high in agreeableness may not gain better job satisfaction and work well-being; rather they may be quite neutral to work stress.

Neuroticism. This factor demonstrates a tendency to experience negative,

distressing emotions, fearfulness, irritability, low self-esteem, social anxiety, poor inhibition of impulses, helplessness (McCrae, 1992). Individuals scoring higher on neuroticism are more associated with emotional instability, stress proneness, personal insecurity and depression. They set high goals for themselves and tend to underestimate their own performance (Eysenck, 1947). With high degree of neuroticism, people are more likely to be affected by negative moods and show strong emotional reactions to stressful situations, eventually leading to physical illness (Van Heck, 1997). Studies also showed that neuroticism is associated with use of ineffective coping strategies, such as avoidance and distracting coping strategies e.g. denying, wishful thinking, self-criticism (Bolger, 1990). People with high level of neuroticism are believed to enjoy their job in a lesser extent; and are more susceptible to stress, leading to weaker physical health and lower psychological well-being.

Type-A Behavioral Pattern

The other personality trait that was being included in the current study is Type-A behavioural pattern. Vast research has been conducted on Type-A behavioural pattern in relation to work performance and work stress in the western countries. It is worthwhile to herein administer similar study using a sample of white-collar Chinese adults in Hong Kong. Type-A behavioural pattern may involve behavioural dispositions such as aggressiveness, competitiveness, and impatience on slowness, as well as specific and observable behaviours such as muscle tensions and accelerated rate of speech (Lee, Ashford & Jamieson, 1993). Type A individuals tend to set high expectations for themselves and believe other people have comparable high expectations of them (Smith, 1986). Due to the tendency to overload work for

themselves, Ganster, Sime, and Mayes (1989) found that Type A individuals tend to work longer hours and more overtime hours. The good part is that Type A people are found to be associated with performance and productivity (Barling & Charbonneau, 1992). However, these individuals may also involve in negative emotional responses, psychosomatic health symptoms, as well as negative physical outcomes, such as coronary heart disease and migraine headaches (Barling & Charbonneau, 1992). Hence, Type A individuals are speculated to be more prone to work stress and perceive lesser degree of job satisfaction.

Acting Coping Behavior as a Buffer for Work Stress

Despite previous studies found that individual variations in personality are correlated with perceived work stress, people vary in their ways of coping with stress. It is thus interesting to investigate whether coping behavior is associated with perceived work stress; and whether it can effectively reduce the adverse influence of perceived stress in general regardless of the personality type. Researchers have examined the impact of various coping strategies on physical and psychological health, and it was seen to be effective in moderating the psychological and physiological stress by managing emotions or behaviors (Folkman, 1997).

Coping can be categorized as active coping and passive coping. Passive coping involves either avoidance or resignation, whereas, active coping was seen to be a part of a person-environment transaction that occurs when an individual appraises a situation as stressful (Havlovic & Keenan, 1991). It is a process defined as ongoing cognitive and behavioural efforts to manage specific external or internal demands that are appraised exceeding the resources of the person. The two major strategies in

active coping are problem-focused coping and emotion-focused coping.

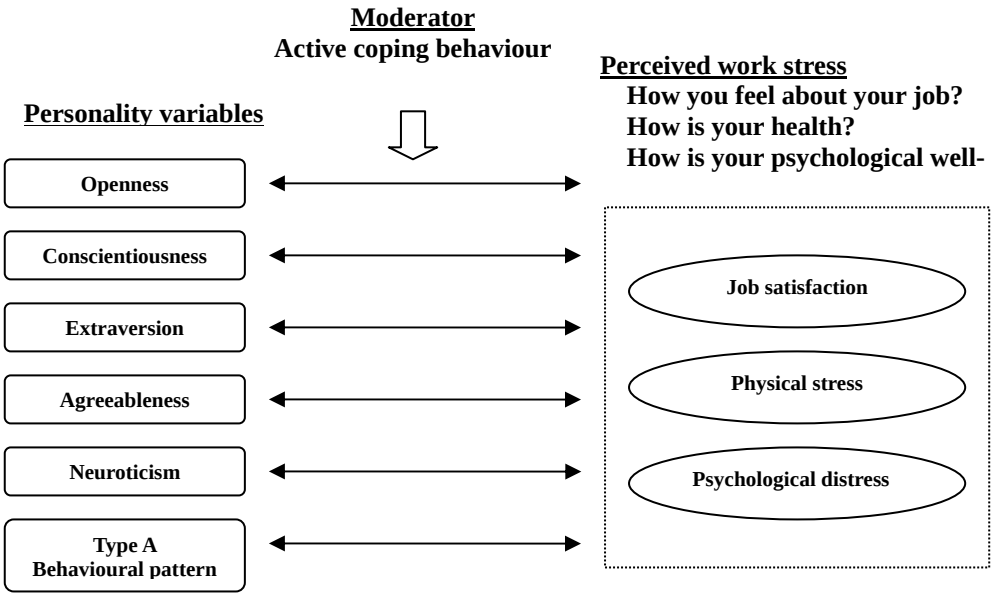
People using problem-focused coping adopt positive thinking and address problems directly to seek their resolutions. They place emphasis in identifying the problem and take actions to directly eliminate the sources of stress. For emotion-focused coping, people seek advices and supports from their social network. Previous studies indicated that in situations where some degree of control over situation is possible, problem-focused coping come to play a major role. In situations where personal control is not allowed, emotion-focused coping may be selected (Scheier, Weintraub & Carver, 1986).

Coping strategies are defined independent of their outcomes; meaning that individuals make efforts to manage demands regardless of the success of these efforts (Lazarus & Folkman, 1984). Active coping behaviours are expected to help individuals re-establish a sense of control over situation and ameliorate stress. Active coping is associated with optimism (Scheier et al., 1986) and has been broadly considered to cause better physical and psychological health. Research performed by Bowman and Stern (1995) showed that problem-focused coping was adaptive regardless of the degree of how stressful work situations are perceived to be controllable. Due to its stress moderating properties, active coping behaviour is believed to effectively reduce perceived stress in the work environment. Therefore, it is hypothesized that individuals adopting active coping behaviour are less affected by work stress.

Conceptual Framework

Most current theories treat occupational stress as a process that includes interaction

between the individual and the environment (Hart et al., 1995). Although stressful aspects of the work environment are direct predictors of distress, it is equally important to consider individual variation (Pick & Leiter, 1991) because different individuals are affected by the environmental stressors to different extents. They react differently and employ dissimilar coping strategies to deal with stress. Most occupational stress studies have focused mainly on the role of neuroticism (Moyle, 1995) and extraversion (Sutherland & Copper, 1988). In the current research, however, the other big five personality factors were also included when investigating the relationship of personality and work stress dimensions.



The model employed in this research proposes that personality has a direct impact on the level of perceived work stress. In addition, active coping behaviors shall diminish the effect of perceived work stress. In the current study, the independent variables are the Big-Five personality factors and Type-A behavioral pattern, while the dependent variables are job satisfaction, physical stress, and psychological distress. The hypotheses are as follows:

Hypothesis 1: Openness is negatively correlated to perceived work stress.

Hypothesis 2: Agreeableness has no effect on perceived work stress.

Hypothesis 3: Extraversion is negatively related to perceived work stress.

Hypothesis 4: Conscientiousness is negatively related to perceived work stress.

Hypothesis 5: Neuroticism is positively correlated to perceived work stress.

Hypothesis 6: Type A behavioral pattern is positively correlated to perceived work stress.

Hypothesis 7: Active coping acts as a moderating variable and reduces perceived work stress in general regardless of personality type.

METHOD

7.1. Participants

A total of 173 Hong Kong Chinese adults, all belonging to the white-collar sector working in Hong Kong, participated in the current study. White-collar includes non-manual jobs like office clerks, salespersons in the commercial sector, teachers, and professionals. The sample includes 103 females (59.5%) and 68 males (39.3%). Their age ranged from below 18 and above 50. The mean age was 35 years. 59.9% of the participants were tertiary educated or above while 37.6% was secondary school

educated. 48.0% were single and 51.4% were married. 74% of the participants of this study work 8 hours or fewer per day while about 12.3% of the sample works more 12 hours a day. Regarding wage pay, 39.3% considered their wage pay fair while 60% considered it unfair.

7.2. Measures

Personality

Five Factor Model. The Goldberg's IPIP Lexical Big Five Scale (see Appendix 1) was applied to measure the Big Five personality dimensions. This scale is in the bilingual version consisting Chinese and English. For language consistency purpose, only the Chinese portion was used in the questionnaires. This scale entitled 50 items with subscales for each of the five factors measuring *Openness*, *Conscientiousness*, *Extraversion*, *Agreeableness*, and *Neuroticism*. Sample items that reflect openness, conscientiousness, extraversion, agreeableness, and neuroticism include "I have a vivid imagination," "I am always prepared," "I feel comfortable around people," I sympathize with others' feelings," and "I worry about things" respectively. Each scale contains 10 items including both positive and negative pole of a factor. Respondents were asked to pick their choice on a 5-point Liker-type scale ranging from 1= *Strongly disagree* to 5 = *Strongly agree*. The negative poles were recoded before adding up each of the 10 items in each scale to come up with the factor scores.

Type-A behavioral pattern. To find out whether the participants belong to Type A or Type B behavioral pattern, participants were asked to complete the Short Rating

Scale as a Potential Measure of Pattern A Behavior (Bortner, 1969, see Appendix 2). This scale contains 7 items each describe a behavior. For each behavior, respondents were asked to choose from an 8-point scale ranging from 1 to 8 (e.g. *1= Casual about appointments; 8 = Never late or 1 = Many interest; 8 = Few interests outside work*). The Cronbach's α of this scale is 0.40 and no improvement was made possible by deleting any item in this scale. A higher score on this scale indicated the Type-A behavioural pattern and a lower score indicated the Type-B behaviour pattern. The total scale score was obtained by summing up ratings of all seven items and multiply by 3. The scoring results for the personality type are A+ = 120 points or more; A = 106 to 119; A- = 100 to 105; B+ = 90 to 99; B = less than 90.

Occupational Well Being

In this study, work stress was accessed through the perspectives of general physical stress, psychological distress, and job satisfaction.

Psychological distress. Psychological distress was measured by the 12-item version of the General Health Questionnaire (Goldberg, 1972, see Appendix 3), which is used for detection of minor psychiatric disturbances. The GHQ-12 consists of 12 symptoms. The Chinese version was used in this questionnaire. A sample item was "I feel unhappy or depressed." Participants were asked to indicate whether they had experienced each of the 12 symptoms during the previous month on a 4-point scale ranging from *1=less than usual* to *4=much more than usual.* A global distress score was computed by adding ratings on the 12 items. Higher scale scores indicate greater psychological disturbance.

Physical stress. This study measured the degree of psychological distress by applying the subscale of psychological well-being taken from the Occupation Stress Inventory-2 (Siu, 1999, see Appendix 4). The scale consists of 6 physical symptoms or behaviors (e.g. "I am not willing to leave the bed after waken up in the morning," or "I feel extraordinarily exhausted.") Participants were asked to select the most appropriate condition that describe their health conditions from a 6-point scale ranging from *1 = never* to *6 = always and, prolonged*. The total scale score was attained by adding up the ratings on the 6 items. Higher scale scores indicate greater physical distress.

Job satisfaction. The degree of job satisfaction was measured using the subscale of job satisfaction, taken from the Occupation Stress Inventory-2 constructed by Siu (1999, see Appendix 5). The scale consists of 12 aspects regarding the job environment, such as the political climate or atmosphere inside the organization, the personal development within the organization, and the management style of superior, etc. A sample item was "How satisfactory you feel about the political climate and atmosphere inside the organization?" Respondents were asked to select the most appropriate description for their current situation from a 6-point scale ranging from *1 = Very unsatisfactory* to *6 = Very satisfactory.* The scale score was obtained by summing up the rating of the 12 aspects. Higher scale scores showed a higher degree of job satisfaction.

Active coping behavior

The measurement of active coping behavior was assessed using the active coping

scale, a sub-scale of Occupation Stress Inventory-2 (Siu, 1999, see Appendix 6). This scale consists of 10 behaviors which describe various methods for dealing with stress (e.g. "I make the best effort to seek support from as many people as possible;"" I try to handle problem subjectively and rationally;" "I allocate time effectively.") Each behavior was assessed through a 6-point scale ranging from *1 = Never use* to *6 = Use frequently*. The scale score was obtained by adding up the ratings for the 10 behaviors. Higher scale score indicated a higher tendency to adopt active coping strategies.

7.3. Procedure

Hard copies of questionnaires were distributed to 200 people and 181 returned their completed questionnaires (response = 90.5%). The questionnaires included measures of the Big-Five personality factors, Type-A behavioral pattern, active coping behavior, psychological distress, physical stress, and job satisfaction. Participants were informed of the study aim being an investigation on the correlation between personality and work stress. Since it was not a study to be focused on individual result, participants were advised not to disclose their names and the questionnaires results will be kept anonymous. They were also informed that their completed questionnaires will be destroyed after the study is completed. The items in the questionnaires were in form of Likert-scales. Participants were asked to complete all the items based on a subjective judgment. Of the 181 returned questionnaires, 8 of them exhibited a big proportion of missing answers. In order to avoid distortion of the results, these uncompleted questionnaires were excluded from the sample. As a consequence, 173 questionnaires were used in the current study.

RESULTS

8.1. Descriptive Statistics

Table 1 shows the descriptive statistics associated with the three work stress variables. Among the personality variables, the mean for neuroticism is relatively low. For Type-A behavioral pattern, the mean score of 108.8 indicating a Type A personality. None of the socio-demographic variables, i.e. age, sex, marital status, education level were found to be associated with work stress.

Table 1. Means, standard deviations, and Cronbach's alpha coefficients of the personality factors, active coping behavior, and work stress variables.

Variables	Mean	Standard deviation	α
1. Openness	32.7	5.5	0.82
2. Conscientiousness	35.6	4.7	0.75
3. Extraversion	30.9	5.6	0.82
4. Agreeableness	37.0	4.4	0.72
5. Neuroticism	25.9	6.1	0.87*
6. Type A behavioral pattern	108.8	17.1	0.40
7. Coping behavior	34.4	4.4	0.76**
8. Job satisfaction	43.1	10.6	0.95
9. Physical stress	19.2	5.0	0.80
10. Psychological distress	21.2	4.3	0.82***

**Cronbach's alpha of the scale was .27. It was improved to .87 after Question 72 being deleted*
***Cronbach's alpha of the scale was .19. It was improved to .79 after Question 94 being deleted*
****Cronbach's alpha of the scales was .23. It was improved to .82 after Question 12 being deleted*

8.2. Personality variables and perceived work stress

Table 2. shows the correlations between the personality variables, coping behavior, and the three work stress variables. Results indicated a significant inter-correlation among the three dependent work stress variables i.e. job satisfaction, physical stress, and psychological distress. It was found that job satisfaction was negatively correlated with physical stress ($r = -.31$, $p < .001$) and negatively correlated with

psychological distress (r =-.35, p<.001). Physical stress is positively correlated with psychological distress (r =.35, p<.001).

Among the personality variables, neuroticism demonstrated the strongest correlation with the work stress variables. It was negatively correlated with job satisfaction (r =-.35, p<.001), while strongly positively correlated with physical stress (r =.46, p<.001) and psychological distress (r =.54, p<.001). Hypothesis 5 was therefore supported. On the other hand, conscientiousness showed a positive correlation with job satisfaction (r =.22, p<.001) while a very negative correlation with physical stress (r =-.18, p<.05) and psychological stress (r =-.31, p<.001). Hypothesis 4 thus received support. Other personality factors, such as openness, extraversion, agreeableness, and Type-A behavior pattern all showed no correlation with any of the work stress variables. As a result, Hypothesis 1 and Hypothesis 3 were not supported, while Hypothesis 2 was supported. A significant correlation between active coping behavior and the work stress variables were detected. It was positively related to job satisfaction (r =.21, p<.001), negatively correlated with physical stress (r =-.21, p<.001) and psychological distress (r =-.35, p<.001).

Table 2. Correlation coefficients between personality factors, active coping behavior, and work stress variables.

	Correlations									
	1	2	3	4	5	6	7	8	9	10
1. Openness										
2. Conscientiousness	.32**									
3. Extraversion	.35**	.11								
4. Agreeableness	.36**	.43**	.40**							
5. Neuroticism	-.02	-.21**	-.11	-.07						
6. Problem coping behaviour	.40**	.49**	.27**	.43**	-.28**					
7. Type-A behavioural pattern	-.06	.01	-.10	-.08	.18*	-.08				
8. Job satisfaction	.02	.22**	.09	.09	-.35**	.21**	-.05			
9. Physical stress	.04	-.18*	.05	.01	.46**	-.21**	.15*	-.31**		
10. Psychological distress	-.11	-.31**	-.09	-.16*	.54**	-.35**	.05	-.35**	.35**	-

*N=173 * Correlation is significant at the 0.05 level (2-tailed), **Correlation is significant at the 0.01 level (2-tailed).*

Table 3. Hierarchical multiple regression results of active coping behaviour on perceived work stress.

Model	Job satisfaction			Physical stress			Psychological distress		
	R^2	$R^2\Delta$	FΔ	R^2	$R^2\Delta$	FΔ	R^2	$R^2\Delta$	FΔ
Model 1 Neuroticism	.217	.082	16.885**	.243	.186	39.512**	.314	.272	63.839**
Model 2 Neuroticism Active Coping	.229	.011	2.316	.250	.007	1.499	.362	.048	12.059**
Model 3 Neuroticism Active coping Active coping x Neuroticism	.231	.002	.449	.251	.001	.191	.362	.000	.040
Model 1 Conscientiousness	.158	.042	7.895*	.093	.038	6.570*	.130	.088	15.791**
Model 2 Conscientiousness Active Coping	.171	.012	2.282	.115	.022	3.864*	.188	.058	11.108**
Model 3 Conscientiousness Active coping Active coping x Conscientiousness	.171	.000	.077	.116	.001	.109	.194	.006	1.128

*N=173, * p<.05, **p<.001*

8.3. Predicting job satisfaction, physical stress, and psychological distress

Hierarchical multiple regression analyses were conducted separately on the three work stress variables using the personality variables that showed significant correlations with perceived work stress i.e. neuroticism and conscientiousness. Results are presented in Table 3. In the first model, the control variable of neuroticism was entered. The regression model for neuroticism explained 22% of variance in job satisfaction ($\beta = -.29$, $p<.001$), 24% in physical stress ($\beta = .44$, $p<.001$), and 31% in psychological distress ($\beta = .53$, $p<.001$). Neuroticism is a significant predictor for all the three work stress variables.

Active coping behavior was added in the second model. Consistent with the findings of a negative correlation with psychological distress ($r = -.35$, $p<.001$), active coping behavior

explains 36% of variance in psychological distress (β =-.23, p<.001). It explained an additional variance in psychological distress with ΔR^2 =.048, (F(1, 160) =12.059, p<.001).

The same procedures were repeated with conscientiousness. The regression results showed a weaker prediction. In the first model, the regression model explains 16% of variance in job satisfaction (β =.21, p<.05), 9% in physical stress (β =-.20, p<.05), and 13% in psychological distress (β =-.30, p<.001). Except for job satisfaction, the prediction was improved after active coping behavior was considered in Model 2. Active coping behavior explains 11% of variance in physical stress (β =-.17, p<.051) and adds a marginally significant improvement with ΔR^2 =.022, (F(1, 156) =3.864, p<.051). Active coping behavior explains 18% of variance in psychological distress (β =-.28, p<.001) and adds a significant improvement with ΔR^2 =.058, (F(1, 156) =11.108, p<.001).

8.4. Moderating Effects of Active Coping Behavior on Perceived Work Stress

It was hypothesized that the usage of active coping strategies would be associated with lower degree of perceived work stress. In the final step in the regression model, interaction of active coping behavior by neuroticism was inputted. The interaction term did not contribute any significant change in variance in neither job satisfaction, nor physical stress, nor

psychological distress. By the same token, the interaction term of active coping behavior by conscientiousness was applied. No significant contribution in the change in variance was discovered. Hypothesis 7 was therefore not supported, showing that active coping behavior demonstrated no moderating effect on any of the work stress variables.

Discussion

Hypothesis 1 and Hypothesis 2 – Openness and Agreeableness

The first hypothesis stated that openness is negatively correlated with perceived work stress. The result did not demonstrate correlation with any of the three work stress variables. Therefore the hypothesis was not supported. Whereas in Hypothesis 2, the author postulated that there is no correlation between agreeableness and perceived work stress. The result supported this hypothesis as no correlation was found with any of the three work stress variables.

The results were not surprising and were consistent with previous studies. Openness and agreeableness were showed to be less related to job satisfaction and work stress than the other personality factors (Judge, Heller & Mount, 2002). Zero correlation was found in these studies. Prior work done by Griffin and Hesketh (2004) argued that openness can be

classified as external openness and internal openness. External openness refers to openness to action, values, and ideas. This reflects the degree to which individuals are open to the changes and variability in the work environment. It was found to be inversely related to job tension. On the contrary, internal openness is represented by facets such as openness to fantasy, feelings, and esthetics. Griffin et. al (2004) found that internal openness is positively related to job tensions which determine the extent to which an individual focus on inner thoughts and experience. Following this line of argument, internal and external openness are correlated to stress in opposite directions. A possible skepticism may be raised based on the mechanism of such opposite forces. Do these opposite correlations cancel off each other, and end up with a net result of nil correlation between openness and work stress? Do internal openness and external openness correlate to stress by the same extent? To find out whether there is any interaction effect between internal openness and external openness; and to what degree each of them correlates to stress, further analysis on their composites has to be conducted in order to draw further conclusion.

Hypothesis 3 - Extraversion

The third hypothesis stated that extraversion is negatively correlated with perceived work stress. The result did not support this hypothesis. Extraversion is commonly seen as the best predictor of processes and outcomes related to peers relations, such as peer acceptance

and friendship (Newcomb, Bukowski & Pattee, 1993). This study has also illustrated that low extraversion is associated with rejected peer status (Newcomb et al. 1993). Extraversion is extensively associated with numerous social relationships and greater social support, both of which are positively correlated with health outcomes (Berkman et al. 2000). According to this logic, extraverts are less plausible to suffer from helplessness or stress with particularly greater social support acting as a buffer to stress. Consistent with the findings of the current study, research done by Eysenck & Eysenck (1985) on drivers stress also showed a weak relationship between driver stress and extraversion, however, it is amazing to see that no correlation was found between the two variables.

There are still many more areas for contemplation. According to studies conducted by Trull et.al, it was found that depression is mostly linked to low extraversion (Trull & Sher, 1994). It may thus be possible to argue that social support would instead be a buffer to depression rather than to stress. Moreover, despite extraverts have larger social circles and receive greater social support, the sources of social support may be important in differentiating its effect on stress. For instance, support from friends may not be as effective as support from colleagues when acting as a moderator to work stress. In conclusion, further research will be necessary in order to examine the validity of these speculations.

Hypothesis 4 - Conscientiousness

The forth hypothesis stated that conscientiousness is negatively correlated with perceived work stress. The results supported this prediction. Both correlation and regression analysis showed significant findings on all the three work stress variables. This finding was in line with previous research done by Barrick and Mount (1991) which found out that conscientiousness helps individuals to regulate their work environment in a manner that reduces the impact of work demands on individual reactions to the work environment. Conscientious individuals view change as a normal part of life that promotes growth and development (Barrick & Mount, 1991). These points of view substantiate a negative correlation between conscientiousness and work stress. In spite of this, the comparatively weaker correlation with physical stress could possibly be explained by the argument that conscientiousness has different degree of correlation with the different types of work stress dimensions. This dispute is based on findings which argued that conscientiousness was correlated to some, but not all, occupational stressors, for instance, it is as positively related to role clarity and contextual performance, but negatively correlated to role ambiguity and role insecurity (Costa et. al, 1986).

Hypothesis 5 - Neuroticism

The fifth hypothesis stated that neuroticism is positively correlated to perceived work stress.

The results on both correlation and regression analyses were robust and strongly supported the hypothesis. Among the Big Five personality factors, neuroticism consistently appeared to be the predictors of negative outcomes such as dissatisfaction and conflict. Individuals high in this trait easily experience anger, frustration, distress, and anxiety (Gottman, 1994). Why? One sustaining argument on such emotional characteristics was that neuroticism acts as a negative bias which falsely inflates the associations between self-report measures of stressors (Watson & Pennebaker, 1989). The negativity bias arises due to the fact that individuals with high levels of neuroticism demonstrate a tendency to respond to self-report methodologies with a negative perception, resulting in subsequent high levels of adverse outcomes, when compared with individuals who are less neurotic (Watson & Clark, 1984). Nevertheless, the results supported our hypothesis and were in line with literature review in which neuroticism is positively correlated to stress proneness and distressing emotions.

Hypothesis 6 – Type-A behavioral pattern

It was hypothesized that Type-A behavioral pattern is positively correlated to perceived work stress. The results do not support the hypothesis. Type-A behavioral pattern was not found to have any correlation on any of the three work stress variables. The question on whether TABP is correlated with work stress is still debatable. Although many previous studies found a positive relationship between job satisfaction and TABP, other studies failed to find

any significant relationship between the two variables. Many of these studies were conducted among employees in western industrialized countries (Baba & Jamal, 2003). The lack of correlation between the two variables in the current study may possibly be explained by cross-cultural differences on the work attitudes and work behaviors. Hong Kong is an international finance center and a metropolitan city of mixed and diversified cultures. Unlike most western countries which typically follow the individualistic culture, Hong Kong practices a collectivistic culture in which individuals place emphasis in contributing loyalty and belongingness to an in-group for return of security and protection by these groups when things are difficult and unpleasant in employment (Noordin et al, 2002). It is possible that individuals working in Hong Kong receive stronger social support through their collectivistic working style which enhances a lesser extent of perceived work stress when compared to the working class in the western countries.

Another interesting point to consider is that according to a study of undergraduate students, time pressure, being one of the underlying components of TABP, was found to be related to physical and somatic distress, psychological anxiety, and severe depression, while competitiveness, being another component of TABP, was not related to such symptoms (Lee et al., 1996). One possible reason to explain for the finding of nil correlation in the current study is that the white-collar in Hong Kong is habitualised to the fast pace working mode. They get

used to working under pressure and meeting tight deadlines. Therefore, time pressure, the only component that shows an association with perceived stress, is no longer a detrimental stimulus for them. Thus, compared to the white collar in western countries, the working class in Hong Kong may perceive the same level of stress being less harmful to both their physical and psychological well-being.

Hypothesis 7 – Active coping as moderator

The last hypothesis stated that coping behaviour exerts a moderating effect to perceived work stress. Although a weak correlation and significant prediction were detected, the interaction terms for coping by neuroticism and coping by conscientiousness showed no significant change in predicting the variance of the work stress variables. Therefore the hypothesis was not supported. Neuroticism and conscientiousness are the major variables that accounted for perceived work stress. This finding is consistent with previous studies done by McCrae and Costa (1986) which claimed that individuals high in neuroticism tend to have ineffective coping strategies. This may draw a possible explanation of why neuroticism overwhelms the moderating effect of coping behaviour.

Furthermore, coping has been defined as the cognitive and behavioural efforts used to contend with events appraised as stressful (Lazarus & Folkman, 1984). Individuals tend to

use problem coping strategy when they feel the can control the situation. The lack of interaction effect between active coping behaviour and neuroticism in the current finding supported this argument. It is plausible but yet too reckless to conclude that the participants exhibited helplessness when acting neurotic in the workplace, resulting in zero moderating effect of active coping behaviour on work stress.

Limitations and Conclusions

Possible limitations to the findings should be noted. First, all indicators in this current study relied on self-report. Measures of stress are assessed in a subjective basis. It is showed that measures of stress are highly correlated with emotional temperament such as neuroticism and negative affectivity (Watson & Pennebaker, 1989). This implies that individuals who are high in neuroticism are more likely to report high level of stress. In order to avoid bias responses, other alternative measurement on stress should be employed for a more reliable data. Second, due to the fact that the current study employed one measurement to assess perceived work stress, participants' perception on the stress being encountered at the point of answering the questionnaire may not reflect a stable representation on stress perception. Further study can be considered by measuring data in different points of time. Last but not least, although the sample was taken from a diverse occupation spectrum within the white-collar population in Hong Kong, the sample size of the current study is relatively small

(N=173). A possibly more representative data may be developed by adopting a larger sample size.

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Appendix 1: Big Five Personality Inventory

[五大性格] 量表 Goldberg's IPIP Lexical Big Five

指示：這一部份有 50 句描述，你可能同意或不同意這些句子的內容。請小心閱讀每句，並<u>圈出</u>最能代表你感覺的數字。所有答案均無對錯之分。

Please use the rating scale to describe how accurately each statement describes ***you.*** Describe yourself as you generally are now, not as you wish to be in the future. Describe yourself as you honestly see yourself, in relation to other people you know of the same sex as you are, and roughly your same age. Please read each statement carefully, and then circle the number that best describes *you* on the scale.

		極不同意	不同意	沒有意見	同意	極之同意
1.	我在社交場合中是活躍的。Am the life of the party.	1	2	3	4	5
2.	我很少關心別人。Feel little concern for others.	1	2	3	4	5
3.	我很容易感到焦慮及緊張不安。Get stressed out easily.	1	2	3	4	5
4.	我時常都準備充足。Am always prepared.	1	2	3	4	5
5.	我不常說話。Don't talk a lot.	1	2	3	4	5
6.	我有很豐富的字詞認識。Have a rich vocabulary.	1	2	3	4	5
7.	大部份時間我都感到很輕鬆。Am relaxed most of the time.	1	2	3	4	5
8.	我對別人感興趣。Am interested in people.	1	2	3	4	5
9.	和一大群朋友一起的時候，我會感到愉快和舒服。Feel comfortable around people.	1	2	3	4	5
10.	我會把我的物品遺留在別的地方。Leave my belongings around.	1	2	3	4	5
11.	我擔心各樣事情。Worry about things.	1	2	3	4	5
12.	對我來說，要理解抽象的意念是一件困難的事。Have difficulty understanding abstract ideas.	1	2	3	4	5
13.	我總是保持低調。 Keep in the background.	1	2	3	4	5
14.	我會侮辱別人。Insult people.	1	2	3	4	5
15.	我很少感到憂鬱。Seldom feel blue.	1	2	3	4	5
16.	我會留意各樣細節。Pay attention to details.	1	2	3	4	5
17.	我會首先打開話題。 Start conversations.	1	2	3	4	5
18.	我有活躍的想像力。Have a vivid imagination.	1	2	3	4	5
19.	我很容易被打擾。 Am easily disturbed.	1	2	3	4	5
20.	我會同情別人的感受。Sympathize with others' feelings.	1	2	3	4	5
21.	我沒有太多話說。Have little to say.	1	2	3	4	5
22.	我往往把事情弄得一團糟。Make a mess of things.	1	2	3	4	5

23.	我很容易感到難過。Have a soft heart.	1	2	3	4	5
24.	我對抽象的意念沒有興趣。Am not interested in abstract ideas.	1	2	3	4	5
25.	在一般社交活動中，我會和很多不同的人談話。Talk to a lot of different people at parties.	1	2	3	4	5
26.	我對別人的問題沒有興趣。Am not interested in other people's problems.	1	2	3	4	5
27.	我的心情常常轉變。Change my mood a lot.	1	2	3	4	5
28.	我能把瑣碎的事情做妥。Get chores done right away.	1	2	3	4	5
29.	我不喜歡將注意力集中在自己身上。Don't like to draw attention to myself.	1	2	3	4	5
30.	我有卓越的構思。Have excellent ideas.	1	2	3	4	5
31.	我的情緒常常波動。Have frequent mood swings.	1	2	3	4	5
32.	我是一個心軟的人。Get upset easily.	1	2	3	4	5
33.	我不介意成爲焦點。Don't mind being the center of attention.	1	2	3	4	5
34.	我經常忘記把物件放回適當的位置。Often forget to put things back in their proper place.	1	2	3	4	5
35.	我很容易發怒。Get irritated easily.	1	2	3	4	5
36.	我沒有好的想像力。Do not have a good imagination.	1	2	3	4	5
37.	在陌生人面前我總是保持沉默。Am quiet around strangers.	1	2	3	4	5
38.	我對別人沒有多大興趣。Am not really interested in others.	1	2	3	4	5
39.	我經常感到憂鬱。Often feel blue.	1	2	3	4	5
40.	我喜歡有規律。Like order.	1	2	3	4	5
41.	我很快就會明白一樣事情。 Am quick to understand things.	1	2	3	4	5
42.	我會爲別人付出時間。Take time out for others.	1	2	3	4	5
43.	我會把工作推卸給別人。Shirk my duties.	1	2	3	4	5
44.	我會運用難明的字詞。Use difficult words.	1	2	3	4	5
45.	我能感受別人的情緒。Feel others' emotions.	1	2	3	4	5
46.	我跟隨計劃表工作。Follow a schedule.	1	2	3	4	5
47.	我會花時間去深思所有事情。Spend time reflecting on things.	1	2	3	4	5
48.	我令別人感到舒適及沒有拘束。Make people feel at ease.	1	2	3	4	5
49.	我對我的工作要求很高。Am exacting in my work.	1	2	3	4	5
50.	我有很多的構思。Am full of ideas.	1	2	3	4	5

Extracted from the ***International Personality Item Pool***: http://ipip.ori.org/ipip
Goldberg, L. R. (1997). The Development of Five-Factor Domain Scales from the IPIP Item Pool. Unpublished manuscript, Oregon Research Institute; Eugene, OR 97403; USA.
Adapted by: Lai, C. L. (2005). [Optimism and the lexical Big Five]. Unpublished raw data.

Appendix 2: Scale of Type-A Behavior Pattern

1. 對約會不太著緊 Casual about appointments	1	2	3	4	5	6	7	8	從不遲到 Never late
2.不與別人競爭 Not competitive	1	2	3	4	5	6	7	8	與別人競爭 Very competitive
3.即使在壓力下, 也不會感到趕急 Never feel rushed even under pressure	1	2	3	4	5	6	7	8	常常趕急 Always rushed
4.做完一件事才開始做下一件事 Take things one at a time	1	2	3	4	5	6	7	8	嘗試在同一時間完成很多工作, 一件事情還未做完已計劃別的工作. Try to do many things at once, think about what I am going to do next.
5.做事緩慢 Slow doing things	1	2	3	4	5	6	7	8	做事很快(吃飯, 走路, 等等) Fast (eating, walking, etc.)
6.表達感受 Express feelings	1	2	3	4	5	6	7	8	不表達感受 “Sit” on feelings
7.有很多興趣 Many interests	1	2	3	4	5	6	7	8	很少課餘/工餘活動 Few interests outside work

Source: Adapted from R.W. Bortner, “Short Rating Scale as a Potential Measure of Pattern A Behavior,” *Journal of Chronic Diseases*, June 1969, pp.87-91.

Appendix 3: Scale for Psychological Distress

普通健康問卷(GHQ)

請在以下每項問題的四個答案中，選出你認爲最能表達你過去一個月健康情況的答案，並在方格內填上「 O 」。

請問你最近(過去一個月)是不是：

1.	做事能集中注意力(集中精神) ？	□比平時好一些	□和平時一樣	□比平時差一些	□比平時差很多
2.	爲擔憂而失眠？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
3.	覺得自己在各方面擔當有用角色?	□比平時有用	□和平時差不多	□比平時沒用	□比平時更沒用
4.	覺得處事可以拿得定主意？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時更少
5.	覺得無法克服困難？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
6.	覺得日常生活有趣味？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
7.	能夠勇敢面對問題？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
8.	覺得每樣事情都難以應付？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
9.	覺得不快樂及憂鬱？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
10.	對自己失去信心？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
11.	覺得自己沒用？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
12.	大致上感到快樂？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多

Source: Adapted from Goldberg (1972). “General Health Questionnaire”

Appendix 4 : Scale for Physical Stress

乙部：關於你的身體狀況

請圈出各項適當的程度

	從不	極少	甚少	有時	經常	長期
1. 感到異常疲勞或體力透支。	1	2	3	4	5	6
2. 有飲食量或煙量比平時增加的傾向。	1	2	3	4	5	6
3. 呼吸急促或頭暈。	1	2	3	4	5	6
4. 肌肉抽畜(如眼皮跳)。	1	2	3	4	5	6
5. 身體某些部份感到刺痛或劇痛。	1	2	3	4	5	6
6. 早上不願起床。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 5: Scale for Job Satisfaction

第一部份：你對工作的感覺

在每個句子後，請於適當的方格中圈出你的滿意程度。1 代表「非常不滿意」，6 代表「非常滿意」。

	1 非常不滿意	2 很不滿意	3 有些不滿意	4 有些滿意	5 很滿意	6 非常滿意
1. 公司內部訊息傳遞及溝通方法	1	2	3	4	5	6
2. 工作本身。	1	2	3	4	5	6
3. 由工作引起之積極性。	1	2	3	4	5	6
4. 上司的管理方法。	1	2	3	4	5	6
5. 公司執行的一些改變或改革。	1	2	3	4	5	6
6 公司所委派給你的工作或任務。	1	2	3	4	5	6
7. 自己在公司的個人發展。	1	2	3	4	5	6
8. 公司內部處理衝突或爭執的方法	1	2	3	4	5	6
9. 工作能令你發揮所長程度。	1	2	3	4	5	6
10. 公司內政治氣候或氣氛。	1	2	3	4	5	6
11. 公司的架構模式。	1	2	3	4	5	6
12. 工作可發展的程度。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 6: Scale for Active Coping Behavior

第五部份：如何應付壓力

下列各項爲應付壓力的方法，請圈出適當的使用程度。1 代表「從不使用」，6 代表「頻頻使用」。

	從不使用	極少使用	一般不會使用	一般會使用	經常使用	頻頻使用
1. 借助興趣及消遣。	1	2	3	4	5	6
2. 嘗試客觀、理智的方法處理事情。	1	2	3	4	5	6
3. 有效地分配時間。	1	2	3	4	5	6
4. 向理解你的朋友傾訴。	1	2	3	4	5	6
5. 預早計劃。	1	2	3	4	5	6
6. 擴闊工作以外的興趣及活動。	1	2	3	4	5	6
7. 選擇性地集中精神。	1	2	3	4	5	6
8. 將問題按輕重緩急排列並依次序處理。	1	2	3	4	5	6
9. 嘗試從旁觀者的角度考慮事情。	1	2	3	4	5	6
10. 盡量尋找更多人的支持。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 7 : Questionnaire

本人是香港城市大學心理學研究院學生。現進行一項關於工作壓力的學術調查。這份問卷不是用於評估個體行爲,不需要填寫姓名,閣下所提供的資料將絕對保密。資料在研究完成後將隨即銷毀。謝謝！

請問你最近(過去一個月)是不是：

1.	做事能集中注意力(集中精神) ？	□比平時好一些	□和平時一樣	□比平時差一些	□比平時差很多
2.	爲擔憂而失眠？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
3.	覺得自己在各方面擔當有用角色?	□比平時有用	□和平時差不多	□比平時沒用	□比平時更沒用
4.	覺得處事可以拿得定主意？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時更少
5.	覺得無法克服困難？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
6.	覺得日常生活有趣味？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
7.	能夠勇敢面對問題？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
8.	覺得每樣事情都難以應付？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
9.	覺得不快樂及憂鬱？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
10.	對自己失去信心？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
11.	覺得自己沒用？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
12.	大致上感到快樂？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多

請於適當的方格中√出你的滿意程度。

	1 從不	2 極少	3 甚少	4 有時	5 經常	6 長期
13. 感到異常疲勞或體力透支。	□	□	□	□	□	□
14. 有飲食量或煙量比平時增加的傾向	□	□	□	□	□	□
15. 呼吸急促或頭暈。	□	□	□	□	□	□
16. 肌肉抽畜(如眼皮跳)。	□	□	□	□	□	□
17. 身體某些部份感到刺痛或劇痛。	□	□	□	□	□	□
18. 早上不願起床。	□	□	□	□	□	□

請於適當的方格中√出你的滿意程度。

	1 非常不 滿意	2 很不 滿意	3 有些不 滿意	4 有些 滿意	5 很 滿意	6 非常 滿意
19. 公司內部訊息傳遞及溝通方法。	□	□	□	□	□	□
20. 工作本身。	□	□	□	□	□	□
21. 由工作引起之積極性。	□	□	□	□	□	□
22. 上司的管理方法。	□	□	□	□	□	□
23. 公司執行的一些改變或改革。	□	□	□	□	□	□
24. 公司所委派給你的工作或任務。	□	□	□	□	□	□
25. 自己在公司的個人發展。	□	□	□	□	□	□
26. 公司內部處理衝突或爭執的方法。	□	□	□	□	□	□
27. 工作能令你發揮所長程度。	□	□	□	□	□	□
28. 公司內政治氣候或氣氛。	□	□	□	□	□	□
29. 公司的架構模式。	□	□	□	□	□	□
30. 工作可發展的程度。	□	□	□	□	□	□

請圈出各項最適當的程度

31. 對約會不太著緊	1	2	3	4	5	6	7	8	從不遲到
32.不與別人競爭	1	2	3	4	5	6	7	8	與別人競爭
33.即使在壓力下, 也不會感到趕急	1	2	3	4	5	6	7	8	常常趕急
34.做完一件事才開始做下一件事	1	2	3	4	5	6	7	8	嘗試在同一時間完成很多工作, 一件事情還未做完已計劃別的工作.
35.做事緩慢	1	2	3	4	5	6	7	8	做事很快(吃飯, 走路, 等等)
36.表達感受	1	2	3	4	5	6	7	8	不表達感受
37.有很多興趣	1	2	3	4	5	6	7	8	很少課餘/工餘活動

	1 非常不同意	2 不同意	3 沒有意見	4 同意	5 非常同意
38. 我在社交場合中是活躍的。	□	□	□	□	□
39. 我很少關心別人。	□	□	□	□	□
40. 我很容易感到焦慮及緊張不安。	□	□	□	□	□
41 我時常都準備充足。	□	□	□	□	□
42. 我不常說話。	□	□	□	□	□
43. 我有很豐富的字詞認識.	□	□	□	□	□
44. 大部份時間我都感到很輕鬆。	□	□	□	□	□
45. 我對別人感興趣。	□	□	□	□	□
46. 和一大群朋友一起的時候，我會感到愉快和舒服。	□	□	□	□	□
47. 我會把我的物品遺留在別的地方。	□	□	□	□	□
48. 我擔心各樣事情。	□	□	□	□	□
49. 對我來說，要理解抽象意念是一件困難的事。	□	□	□	□	□
50. 我總是保持低調。	□	□	□	□	□
51. 我會侮辱別人。	□	□	□	□	□
52. 我很少感到憂鬱。	□	□	□	□	□
53. 我會留意各樣細節。	□	□	□	□	□
54. 我會首先打開話題。	□	□	□	□	□
55. 我有活躍的想像力。	□	□	□	□	□
56. 我很容易被打擾。	□	□	□	□	□
57. 我會同情別人的感受。	□	□	□	□	□
58. 我沒有太多話說。	□	□	□	□	□
59. 我往往把事情弄得一團糟。	□	□	□	□	□
60. 我很容易感到難過。	□	□	□	□	□
61. 我對抽象的意念沒有興趣。	□	□	□	□	□
62. 在一般社交活動中，我會和很多不同的人談話。	□	□	□	□	□
63. 我對別人的問題沒有興趣。	□	□	□	□	□
64. 我的心情常常轉變。	□	□	□	□	□
65. 我能把瑣碎的事情做妥。	□	□	□	□	□
66. 我不喜歡將注意力集中在自己身上。	□	□	□	□	□
67. 我有卓越的構思。	□	□	□	□	□
68. 我的情緒常常波動。	□	□	□	□	□
69. 我是一個心軟的人。	□	□	□	□	□
70. 我不介意成爲焦點。	□	□	□	□	□
71. 我經常忘記把物件放回適當的位置。	□	□	□	□	□
72. 我很容易發怒。	□	□	□	□	□

	1 非常不同意	2 不同意	3 沒有意見	4 同意	5 非常同意
73. 我沒有好的想像力。	□	□	□	□	□
74. 在陌生人面前我總是保持沉默。	□	□	□	□	□
75. 我對別人沒有多大興趣。	□	□	□	□	□
76. 我經常感到憂鬱。	□	□	□	□	□
77. 我喜歡有規律。	□	□	□	□	□
78. 我很快就會明白一樣事情。	□	□	□	□	□
79. 我會爲別人付出時間。	□	□	□	□	□
80. 我會把工作推卸給別人。	□	□	□	□	□
81. 我會運用難明的字詞。	□	□	□	□	□
82. 我能感受別人的情緒。	□	□	□	□	□
83. 我跟隨計劃表工作。	□	□	□	□	□
84. 我會花時間去深思所有事情。	□	□	□	□	□
85. 我令別人感到舒適及沒有拘束。	□	□	□	□	□
86. 我對我的工作要求很高。	□	□	□	□	□
87. 我有很多構思。	□	□	□	□	□

下列各項爲應付壓力的方法，請於適當的方格中√出你的滿意程度。

	1 從不使用	2 極少使用	3 一般不會使用	4 一般會使用	5 經常使用	6 頻頻使用
88. 借助興趣及消遣。	□	□	□	□	□	□
89. 嘗試用客觀、理智的方法處理事情。	□	□	□	□	□	□
90. 有效地分配時間。	□	□	□	□	□	□
91. 向理解你的朋友傾訴。	□	□	□	□	□	□
92. 預早計劃。	□	□	□	□	□	□
93. 擴闊工作以外的興趣及活動。	□	□	□	□	□	□
94. 選擇性地集中精神。	□	□	□	□	□	□
95. 將問題按輕重緩急排列並依次序處理。	□	□	□	□	□	□
96. 嘗試從旁觀者的角度考慮事情。	□	□	□	□	□	□
97. 盡量尋找更多人的支持。	□	□	□	□	□	□

被訪者資料

請在適當的答案前加上／號或填上適當的答案

個人情況：

98. 性別： □ 男 □ 女

99. 年齡： □ 18 歲以下 □ 30-39 歲 □ 50 歲以上
□ 19-29 歲 □ 40-49 歲

100. 婚姻狀況 □已婚 □同居 □未婚 □離婚 □再婚 □分居 □喪偶

學歷：

101. 教育程度： □ 中學_____ 年級 □ 大專教育 □ 大學學位
□ 碩士 □ 博士 □ 其他：請註明_____

102. 你一星期需要工作多少小時？ _____ 小時

103. 實際上，你一星期工作多少小時？ _____ 小時

104. 你認爲你現在的薪金水平合理嗎？ □ 合理 (不用作答Q105) □ 不合理(請作答Q105)

105. 如不合理,需調整多少%才合理？ □ 向上調整____% □ 向下調整____%

問卷完,謝謝！

Appendix 1: Big Five Personality Inventory

[五大性格] 量表 Goldberg's IPIP Lexical Big Five

指示：這一部份有 50 句描述，你可能同意或不同意這些句子的內容。請小心閱讀每句，並<u>圈出</u>最能代表你感覺的數字。所有答案均無對錯之分。

Please use the rating scale to describe how accurately each statement describes ***you.*** Describe yourself as you generally are now, not as you wish to be in the future. Describe yourself as you honestly see yourself, in relation to other people you know of the same sex as you are, and roughly your same age. Please read each statement carefully, and then circle the number that best describes *you* on the scale.

		極不同意	不同意	沒有意見	同意	極之同意
1.	我在社交場合中是活躍的。Am the life of the party.	1	2	3	4	5
2.	我很少關心別人。Feel little concern for others.	1	2	3	4	5
3.	我很容易感到焦慮及緊張不安。Get stressed out easily.	1	2	3	4	5
4.	我時常都準備充足。Am always prepared.	1	2	3	4	5
5.	我不常說話。Don't talk a lot.	1	2	3	4	5
6.	我有很豐富的字詞認識。Have a rich vocabulary.	1	2	3	4	5
7.	大部份時間我都感到很輕鬆。Am relaxed most of the time.	1	2	3	4	5
8.	我對別人感興趣。Am interested in people.	1	2	3	4	5
9.	和一大群朋友一起的時候，我會感到愉快和舒服。Feel comfortable around people.	1	2	3	4	5
10.	我會把我的物品遺留在別的地方。Leave my belongings around.	1	2	3	4	5
11.	我擔心各樣事情。Worry about things.	1	2	3	4	5
12.	對我來說，要理解抽象的意念是一件困難的事。Have difficulty understanding abstract ideas.	1	2	3	4	5
13.	我總是保持低調。 Keep in the background.	1	2	3	4	5
14.	我會侮辱別人。Insult people.	1	2	3	4	5
15.	我很少感到憂鬱。Seldom feel blue.	1	2	3	4	5
16.	我會留意各樣細節。Pay attention to details.	1	2	3	4	5
17.	我會首先打開話題。 Start conversations.	1	2	3	4	5
18.	我有活躍的想像力。Have a vivid imagination.	1	2	3	4	5
19.	我很容易被打擾。 Am easily disturbed.	1	2	3	4	5
20.	我會同情別人的感受。Sympathize with others' feelings.	1	2	3	4	5
21.	我沒有太多話說。Have little to say.	1	2	3	4	5
22.	我往往把事情弄得一團糟。Make a mess of things.	1	2	3	4	5

23.	我很容易感到難過。Have a soft heart.	1	2	3	4	5
24.	我對抽象的意念沒有興趣。Am not interested in abstract ideas.	1	2	3	4	5
25.	在一般社交活動中，我會和很多不同的人談話。 Talk to a lot of different people at parties.	1	2	3	4	5
26.	我對別人的問題沒有興趣。Am not interested in other people's problems.	1	2	3	4	5
27.	我的心情常常轉變。Change my mood a lot.	1	2	3	4	5
28.	我能把瑣碎的事情做妥。Get chores done right away.	1	2	3	4	5
29.	我不喜歡將注意力集中在自己身上。Don't like to draw attention to myself.	1	2	3	4	5
30.	我有卓越的構思。Have excellent ideas.	1	2	3	4	5
31.	我的情緒常常波動。Have frequent mood swings.	1	2	3	4	5
32.	我是一個心軟的人。Get upset easily.	1	2	3	4	5
33.	我不介意成爲焦點。Don't mind being the center of attention.	1	2	3	4	5
34.	我經常忘記把物件放回適當的位置。Often forget to put things back in their proper place.	1	2	3	4	5
35.	我很容易發怒。Get irritated easily.	1	2	3	4	5
36.	我沒有好的想像力。Do not have a good imagination.	1	2	3	4	5
37.	在陌生人面前我總是保持沉默。Am quiet around strangers.	1	2	3	4	5
38.	我對別人沒有多大興趣。Am not really interested in others.	1	2	3	4	5
39.	我經常感到憂鬱。Often feel blue.	1	2	3	4	5
40.	我喜歡有規律。Like order.	1	2	3	4	5
41.	我很快就會明白一樣事情。 Am quick to understand things.	1	2	3	4	5
42.	我會爲別人付出時間。Take time out for others.	1	2	3	4	5
43.	我會把工作推卸給別人。Shirk my duties.	1	2	3	4	5
44.	我會運用難明的字詞。Use difficult words.	1	2	3	4	5
45.	我能感受別人的情緒。Feel others' emotions.	1	2	3	4	5
46.	我跟隨計劃表工作。Follow a schedule.	1	2	3	4	5
47.	我會花時間去深思所有事情。Spend time reflecting on things.	1	2	3	4	5
48.	我令別人感到舒適及沒有拘束。Make people feel at ease.	1	2	3	4	5
49.	我對我的工作要求很高。Am exacting in my work.	1	2	3	4	5
50.	我有很多的構思。Am full of ideas.	1	2	3	4	5

Extracted from the ***International Personality Item Pool***: http://ipip.ori.org/ipip
Goldberg, L. R. (1997). The Development of Five-Factor Domain Scales from the IPIP Item Pool. Unpublished manuscript, Oregon Research Institute; Eugene, OR 97403; USA.
Adapted by: Lai, C. L. (2005). [Optimism and the lexical Big Five]. Unpublished raw data.

Appendix 2: Scale of Type-A Behavior Pattern

1. 對約會不太著緊 Casual about appointments	1	2	3	4	5	6	7	8	從不遲到 Never late
2.不與別人競爭 Not competitive	1	2	3	4	5	6	7	8	與別人競爭 Very competitive
3.即使在壓力下, 也不會感到趕急 Never feel rushed even under pressure	1	2	3	4	5	6	7	8	常常趕急 Always rushed
4.做完一件事才開始做下一件事 Take things one at a time	1	2	3	4	5	6	7	8	嘗試在同一時間完成很多工作, 一件事情還未做完已計劃別的工作. Try to do many things at once, think about what I am going to do next.
5.做事緩慢 Slow doing things	1	2	3	4	5	6	7	8	做事很快(吃飯, 走路, 等等) Fast (eating, walking, etc.)
6.表達感受 Express feelings	1	2	3	4	5	6	7	8	不表達感受 “Sit” on feelings
7.有很多興趣 Many interests	1	2	3	4	5	6	7	8	很少課餘/工餘活動 Few interests outside work

Source: Adapted from R.W. Bortner, “Short Rating Scale as a Potential Measure of Pattern A Behavior,” *Journal of Chronic Diseases*, June 1969, pp.87-91.

Appendix 3: Scale for Psychological Distress

普通健康問卷(GHQ)

請在以下每項問題的四個答案中，選出你認爲最能表達你過去一個月健康情況的答案，並在方格內填上「 O 」。

請問你最近(過去一個月)是不是：

1.	做事能集中注意力(集中精神) ？	□比平時好一些	□和平時一樣	□比平時差一些	□比平時差很多
2.	爲擔憂而失眠？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
3.	覺得自己在各方面擔當有用角色?	□比平時有用	□和平時差不多	□比平時沒用	□比平時更沒用
4.	覺得處事可以拿得定主意？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時更少
5.	覺得無法克服困難？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
6.	覺得日常生活有趣味？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
7.	能夠勇敢面對問題？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
8.	覺得每樣事情都難以應付？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
9.	覺得不快樂及憂鬱？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
10.	對自己失去信心？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
11.	覺得自己沒用？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
12.	大致上感到快樂？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多

Source: Adapted from Goldberg (1972). “General Health Questionnaire”

Appendix 4 : Scale for Physical Stress

乙部：關於你的身體狀況

請圈出各項適當的程度

	從不	極少	甚少	有時	經常	長期
1. 感到異常疲勞或體力透支。	1	2	3	4	5	6
2. 有飲食量或煙量比平時增加的傾向。	1	2	3	4	5	6
3. 呼吸急促或頭暈。	1	2	3	4	5	6
4. 肌肉抽畜(如眼皮跳)。	1	2	3	4	5	6
5. 身體某些部份感到刺痛或劇痛。	1	2	3	4	5	6
6. 早上不願起床。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 5: Scale for Job Satisfaction

第一部份：你對工作的感覺

在每個句子後，請於適當的方格中圈出你的滿意程度。1 代表「非常不滿意」，6 代表「非常滿意」。

	1 非常不滿意	2 很不滿意	3 有些不滿意	4 有些滿意	5 很滿意	6 非常滿意
1. 公司內部訊息傳遞及溝通方法	1	2	3	4	5	6
2. 工作本身。	1	2	3	4	5	6
3. 由工作引起之積極性。	1	2	3	4	5	6
4. 上司的管理方法。	1	2	3	4	5	6
5. 公司執行的一些改變或改革。	1	2	3	4	5	6
6 公司所委派給你的工作或任務。	1	2	3	4	5	6
7. 自己在公司的個人發展。	1	2	3	4	5	6
8. 公司內部處理衝突或爭執的方法	1	2	3	4	5	6
9. 工作能令你發揮所長程度。	1	2	3	4	5	6
10. 公司內政治氣候或氣氛。	1	2	3	4	5	6
11. 公司的架構模式。	1	2	3	4	5	6
12. 工作可發展的程度。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 6: Scale for Active Coping Behavior

第五部份：如何應付壓力

下列各項爲應付壓力的方法，請圈出適當的使用程度。1 代表「從不使用」，6 代表「頻頻使用」。

	從不使用	極少使用	一般不會使用	一般會使用	經常使用	頻頻使用
1. 借助興趣及消遣。	1	2	3	4	5	6
2. 嘗試客觀、理智的方法處理事情。	1	2	3	4	5	6
3. 有效地分配時間。	1	2	3	4	5	6
4. 向理解你的朋友傾訴。	1	2	3	4	5	6
5. 預早計劃。	1	2	3	4	5	6
6. 擴闊工作以外的興趣及活動。	1	2	3	4	5	6
7. 選擇性地集中精神。	1	2	3	4	5	6
8. 將問題按輕重緩急排列並依次序處理。	1	2	3	4	5	6
9. 嘗試從旁觀者的角度考慮事情。	1	2	3	4	5	6
10. 盡量尋找更多人的支持。	1	2	3	4	5	6

Source: Extracted from Siu, O.L. (1999). “Occupational Stress Survey Questionnaire (OSI-2) Chinese simplified version”

Appendix 7 : Questionnaire

本人是香港城市大學心理學研究院學生。現進行一項關於工作壓力的學術調查。這份問卷不是用於評估個體行爲,不需要填寫姓名,閣下所提供的資料將絕對保密。資料在研究完成後將隨即銷毀。謝謝！

請問你最近(過去一個月)是不是：

1.	做事能集中注意力(集中精神) ？	□比平時好一些	□和平時一樣	□比平時差一些	□比平時差很多
2.	爲擔憂而失眠？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
3.	覺得自己在各方面擔當有用角色?	□比平時有用	□和平時差不多	□比平時沒用	□比平時更沒用
4.	覺得處事可以拿得定主意？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時更少
5.	覺得無法克服困難？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
6.	覺得日常生活有趣味？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
7.	能夠勇敢面對問題？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多
8.	覺得每樣事情都難以應付？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
9.	覺得不快樂及憂鬱？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
10.	對自己失去信心？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
11.	覺得自己沒用？	□一點也不	□和平時差不多	□比平時多一些	□比平時多很多
12.	大致上感到快樂？	□比平時多一些	□和平時差不多	□比平時少一些	□比平時少很多

請於適當的方格中√出你的滿意程度。

	1 從不	2 極少	3 甚少	4 有時	5 經常	6 長期
13. 感到異常疲勞或體力透支。	□	□	□	□	□	□
14. 有飲食量或煙量比平時增加的傾向	□	□	□	□	□	□
15. 呼吸急促或頭暈。	□	□	□	□	□	□
16. 肌肉抽畜(如眼皮跳)。	□	□	□	□	□	□
17. 身體某些部份感到刺痛或劇痛。	□	□	□	□	□	□
18. 早上不願起床。	□	□	□	□	□	□

請於適當的方格中√出你的滿意程度。

	1 非常不 滿意	2 很不 滿意	3 有些不 滿意	4 有些 滿意	5 很 滿意	6 非常 滿意
19. 公司內部訊息傳遞及溝通方法。	□	□	□	□	□	□
20. 工作本身。	□	□	□	□	□	□
21. 由工作引起之積極性。	□	□	□	□	□	□
22. 上司的管理方法。	□	□	□	□	□	□
23. 公司執行的一些改變或改革。	□	□	□	□	□	□
24. 公司所委派給你的工作或任務。	□	□	□	□	□	□
25. 自己在公司的個人發展。	□	□	□	□	□	□
26. 公司內部處理衝突或爭執的方法。	□	□	□	□	□	□
27. 工作能令你發揮所長程度。	□	□	□	□	□	□
28. 公司內政治氣候或氣氛。	□	□	□	□	□	□
29. 公司的架構模式。	□	□	□	□	□	□
30. 工作可發展的程度。	□	□	□	□	□	□

請圈出各項最適當的程度

31. 對約會不太著緊	1	2	3	4	5	6	7	8	從不遲到
32.不與別人競爭	1	2	3	4	5	6	7	8	與別人競爭
33.即使在壓力下, 也不會感到趕急	1	2	3	4	5	6	7	8	常常趕急
34.做完一件事才開始做下一件事	1	2	3	4	5	6	7	8	嘗試在同一時間完成很多工作, 一件事情還未做完已計劃別的工作.
35.做事緩慢	1	2	3	4	5	6	7	8	做事很快(吃飯, 走路, 等等)
36.表達感受	1	2	3	4	5	6	7	8	不表達感受
37.有很多興趣	1	2	3	4	5	6	7	8	很少課餘/工餘活動

	1 非常不同意	2 不同意	3 沒有意見	4 同意	5 非常同意
38. 我在社交場合中是活躍的。	□	□	□	□	□
39. 我很少關心別人。	□	□	□	□	□
40. 我很容易感到焦慮及緊張不安。	□	□	□	□	□
41 我時常都準備充足。	□	□	□	□	□
42. 我不常說話。	□	□	□	□	□
43. 我有很豐富的字詞認識.	□	□	□	□	□
44. 大部份時間我都感到很輕鬆。	□	□	□	□	□
45. 我對別人感興趣。	□	□	□	□	□
46. 和一大群朋友一起的時候，我會感到愉快和舒服。	□	□	□	□	□
47. 我會把我的物品遺留在別的地方。	□	□	□	□	□
48. 我擔心各樣事情。	□	□	□	□	□
49. 對我來說，要理解抽象意念是一件困難的事。	□	□	□	□	□
50. 我總是保持低調。	□	□	□	□	□
51. 我會侮辱別人。	□	□	□	□	□
52. 我很少感到憂鬱。	□	□	□	□	□
53. 我會留意各樣細節。	□	□	□	□	□
54. 我會首先打開話題。	□	□	□	□	□
55. 我有活躍的想像力。	□	□	□	□	□
56. 我很容易被打擾。	□	□	□	□	□
57. 我會同情別人的感受。	□	□	□	□	□
58. 我沒有太多話說。	□	□	□	□	□
59. 我往往把事情弄得一團糟。	□	□	□	□	□
60. 我很容易感到難過。	□	□	□	□	□
61. 我對抽象的意念沒有興趣。	□	□	□	□	□
62. 在一般社交活動中，我會和很多不同的人談話。	□	□	□	□	□
63. 我對別人的問題沒有興趣。	□	□	□	□	□
64. 我的心情常常轉變。	□	□	□	□	□
65. 我能把瑣碎的事情做妥。	□	□	□	□	□
66. 我不喜歡將注意力集中在自己身上。	□	□	□	□	□
67. 我有卓越的構思。	□	□	□	□	□
68. 我的情緒常常波動。	□	□	□	□	□
69. 我是一個心軟的人。	□	□	□	□	□
70. 我不介意成爲焦點。	□	□	□	□	□
71. 我經常忘記把物件放回適當的位置。	□	□	□	□	□
72. 我很容易發怒。	□	□	□	□	□

	1 非常不同意	2 不同意	3 沒有意見	4 同意	5 非常同意
73. 我沒有好的想像力。	□	□	□	□	□
74. 在陌生人面前我總是保持沉默。	□	□	□	□	□
75. 我對別人沒有多大興趣。	□	□	□	□	□
76. 我經常感到憂鬱。	□	□	□	□	□
77. 我喜歡有規律。	□	□	□	□	□
78. 我很快就會明白一樣事情。	□	□	□	□	□
79. 我會爲別人付出時間。	□	□	□	□	□
80. 我會把工作推卸給別人。	□	□	□	□	□
81. 我會運用難明的字詞。	□	□	□	□	□
82. 我能感受別人的情緒。	□	□	□	□	□
83. 我跟隨計劃表工作。	□	□	□	□	□
84. 我會花時間去深思所有事情。	□	□	□	□	□
85. 我令別人感到舒適及沒有拘束。	□	□	□	□	□
86. 我對我的工作要求很高。	□	□	□	□	□
87. 我有很多構思。	□	□	□	□	□

下列各項爲應付壓力的方法，請於適當的方格中√出你的滿意程度。

	1 從不使用	2 極少使用	3 一般不會使用	4 一般會使用	5 經常使用	6 頻頻使用
88. 借助興趣及消遣。	□	□	□	□	□	□
89. 嘗試用客觀、理智的方法處理事情。	□	□	□	□	□	□
90. 有效地分配時間。	□	□	□	□	□	□
91. 向理解你的朋友傾訴。	□	□	□	□	□	□
92. 預早計劃。	□	□	□	□	□	□
93. 擴闊工作以外的興趣及活動。	□	□	□	□	□	□
94. 選擇性地集中精神。	□	□	□	□	□	□
95. 將問題按輕重緩急排列並依次序處理。	□	□	□	□	□	□
96. 嘗試從旁觀者的角度考慮事情。	□	□	□	□	□	□
97. 盡量尋找更多人的支持。	□	□	□	□	□	□

被訪者資料

請在適當的答案前加上／號或填上適當的答案

個人情況：

98. 性別： □ 男 □ 女

99. 年齡： □ 18 歲以下 □ 30-39 歲 □ 50 歲以上
□ 19-29 歲 □ 40-49 歲

100. 婚姻狀況 □已婚 □同居 □未婚 □離婚 □再婚 □分居 □喪偶

學歷：

101. 教育程度： □ 中學_____ 年級 □ 大專教育 □ 大學學位
□ 碩士 □ 博士 □ 其他：請註明_____

102. 你一星期需要工作多少小時？ _____ 小時

103. 實際上，你一星期工作多少小時？ _____ 小時

104. 你認爲你現在的薪金水平合理嗎？ □ 合理 (不用作答Q105) □ 不合理(請作答Q105)

105. 如不合理,需調整多少%才合理？ □ 向上調整____% □ 向下調整____%

問卷完,謝謝！