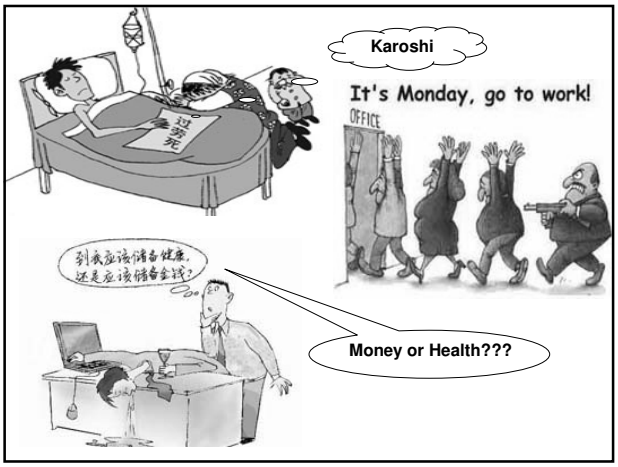
Job Stress and Quit Intention of Office Clerks in Shanghai

Mei Du
Dept. of Physical Education
Hong Kong Baptist University

April 2, 2009

Purposes of doing the study

- Pilot test the Chinese version of the questionnaire
- Job stress in Chinese working population
- The city of Shanghai



Job Stress!!!

- 60% of the white-collar workers in Beijing were suffering from job stress, with 16% of them were "highly stressed" (Xin Hua News Agency, 2006)
- Survey indicated 90% of employees working in multinational companies were working under high pressure, estimated 5% had potential risk of dying from chronic fatigue syndrome (karoshi) (China Labor Bulletin 2007)
- Increasing number of employees died prior to retirement of stress related diseases

The city of Shanghai

- **Shanghai is one of the well developed coastal cities in China**
- **An economic, financial and trade centre of China**
- **A large white-collar work force**

Methodology

- Study design: cross-sectional survey
- Sampling: convenience sampling
- Measurements:
  - Occupational Stress Indicator 2 (OSI-2) (Williams & Cooper, 1996; Siu, 1997)
    - Job satisfaction scale (α = .86)
    - Job stress scale (α = .94)
    - Coping strategies scale (α = .73)
  - Godin Leisure-Time Exercise Questionnaire (Godin & Shephard, 1985)

Participants

- **Company type:**
  - foreign-invested (46.8%, *n* = 89),
  - fully domestic-invested companies (31.6%, *n* = 60), and
  - mainly domestic-invested companies (18.4%, *n* = 35).
- **Gender:** 61.1% (*n* = 116) male; and 37.9% (*n* = 72) female.
- **Age:** ranged from 19 to 50 years old (*M* = 29, *SD* = 4.92), 81.4% were between 24~34.
- **Marital status:** married or cohabitant (44.2%, n = 84); single (54.2 %, n= 103).
- **Education background:** college education 98.9% (*n* = 188)
- **Quit intention:** Nearly 61% of the respondents *had* thought or *often* thought about quitting their current jobs.

Job stress

- *M* = 3.48 (*SD* = 0.62)
- Important stress factors:
  - recognition,
  - personal responsibility,
  - organizational climate and
  - relationships
- No gender difference
- No age difference
- No marital status difference
- No difference among three types of companies

Coping strategies

- *M* = 3.98 (*SD* = 0.50).
- Coping and age were negatively correlated (*r* = -.22, *p* < .01)
- The more frequently used strategies included (*M* > 4.00) :
  - effective time management
  - expand interests and activities outside work
  - set priorities and deal with problems accordingly
  - resort to hobbies and pastimes (age <= 35)

Job Satisfaction

- *M* = 3.54 (*SD* = 0.58)

Leisure Time Physical Activity Participation (LTPA)

- 50% (*n* = 80) had never participated in any LTPA
- 38% (*n* = 61) participated in physical exercises once in a while
- 12% (n = 20) participated in regular physical activities.

Correlations among variables

- Job stress & LTPA (r = .15, p > .05)
- Job stress & Coping (r = .09, p > .05)
- Job stress & Job satisfaction (r = -.11, p > .05)
- Job stress & Quit intention (r = .26, p < .05)
- Job satisfaction & Coping (r = .09, p > .05)
- Job satisfaction & Quit intention (r = -.32, p < .001)
- Quit intention & Coping (r = .11, p > .05)

Predictors for Quit intention

- Multiple regression analysis

Variable	*Beta*	*P*
Job satisfaction	-.39**	.00
Job stress	.23*	.01

Note. R2 = .22; $\triangle$R2 = .21 (*p* < .001).
*p < .05. **p < .01.

Conclusions and Recommendations

- Lack of LTPA
- Predictors to quit intention
  - Job satisfaction
  - Job stress
- Stress management recommendations

Wish you
a Happy & Healthy
working life!

Thank you!