



A STUDY OF THE HOTEL STAFF' S WORK STRESS, PERCEIVED ORGANIZATIONAL SUPPORT AND WORK EFFICACY: CASE STUDY OF MACAO

Tao ZHANG¹&Si TANG²& Yufeng ZHANG³& Jiahua JIN⁴

ABSTRACT

Work pressure, The perceived organizational support and Work efficacy are an emerging research of organizational behavior. Many factors associated with this study also attracted the interest of scholars. Macao is surrounded by open micro-capitalist economy which has a high internationalization level and mature operation system. And there is no doubt that tourism and hotel service industry is the pillar of the Macao economy with the open up of the mainland individual tourist visa. The number of inbound tourists has been increasing fast which leads hotel industry to lay a strong customer base and enjoy a promising prospect. At the same time, the hotel staff plays an important role in the service. However, affected by some adverse factors, the hotel staff is confront with a variety of pressures.

This study is to arrange effects related to pressures and put forward the purpose of their impact factor. The focus of this study is to find the impact factor from the perceived organizational support, work pressure and work efficiency through questionnaires and interviews. 10 hotels in Macao were selected and 400 questionnaires were distributed to the employees. Statistical analysis software SPSS was used to describe statistics. The innovation of this research lies in the empirical study on the relationship between the working pressure, perceived organizational support and working efficiency of Macao hotel practitioners, and constructing and validating the structural model of the relationship among them. This model will be helpful for people to use more research methods to study hotel practitioners' pressure in the future.

This article will aim to answer three major questions:

¹ The assistant professor of City University of Macao,

² The graduate student of City University of Macao,

³ The graduate student of City University of Macao

⁴ The graduate student of City University of Macao

1. Which factors will impact work stress, the perceived organizational support and work efficacy?

2. which factors will have significant impact?

3. which method that we can use to adjust the work stress, perceived organizational support and improve job performance?

Key Words: Macao, perceived organizational support, work efficiency, work stress.

Introduction

In the era of economic information, human resources are the core competitiveness of enterprise development and also the key factor of keeping the market share. According to the statistics of the Macao Statistics Bureau from 2014 to 2015, there were 45,057 people working in hotels in 2015, which had an increase of 5801 people over last year. In this year, Macao hotels paid 104,276,30 Yuan for hotel staff, which had an increase of 856,939 Yuan over last year. As an international tourist city, Macao hotel industry is the second core industry. Talent management of hotel staff has a direct impact on the hotel's economic development. And staff performance is a direct reflection of the effectiveness of talent management. An important part of factors to influence staff performance is staff work stress. Now the work stress of the hotel staff has had a profound impact on personal, hotels, and society:

- Work stress has a close bearing on people's physiology, psychology, and behavior directly affecting the physical and mental health of staff and their daily life.
- There is a close relationship between work stress and work efficiency.
- The perceived organizational support has a profound impact on work stress and performance.

1. LITERATURE REVIEW

1.1 Work stress

In 1962, French & Kahn firstly proposed that stress can be introduced in enterprise management. In organizational behavior and management, it is called “work stress”. Chaplin (1972) thought that stress contains some factors which will make adverse effects or create a threat in work environment, such as work load, work complexity, role conflict, unclear roles and so on. Li & Liao (2001) said that when people feel unbalanced between personal ability and the problems which they need to solve, the stress is the physical and psychological response to internal and external stimuli of the spirit and the body

From the above findings, we can find that there are different views to explain the stress by different country scholars. Based on the above point of views, we can find that the working

environment is a necessary condition for work stress. The cause of stress changes includes external environment and internal sensory, which will change staff emotions and behavior. The external environment and mental endurance are different, so the factors which affect the stress changes are also different.

French & Chaplin (1972) proposed the individual-environment matching theory. They think that the match value between environment and individual value affect the stress. The match value becomes bigger, while the work stress becomes smaller or, the stress becomes bigger. Quick (1990) thought that mission requirements, role requirements, physiological needs and interpersonal needs are major factors on work stress. Spector proposed that there are seven factors changing the work stress, which are freedom of work, working hours, number of group worker, workload, role ambiguity, work restrictions and interpersonal conflict. The first three factors have a reverse effect on the work stress, while the last four factors have a positive effect on the work stress. Su Xiaobing (2007) hold the view that there are some factors changing the work stress including working characteristics, career development, the role in the organization, organizational structure and preferences, working relations, social support and Management of affairs. Meng (2007) wrote in his paper, some change the stress variation, role conflict and ambiguity, working characteristics, career development, working relations and ambience stress, expect stress, life stress and self-accomplishment included.

According to literature analysis and combining with the actual circumstance of Macao. The measurement of this variable of work pressure is based on Cooper, Sloan and Williams (1988) designed Occupational Stress Indicator, which is the OSI work stress measurement index system. The scale consists of 33 topics in the formal survey, including six dimensions: work load, role ambiguity, interpersonal relationship, career development, organization structure and preferences, life stress. The scale is equipped with a good psychological measurement characteristic.

1.2 Perceived Organizational Support

Eisenberger is the first person to delimit the meaning of perceived organizational support in 1986. The perceived organizational support is a feeling of staff, in which the organization values their contribution and happiness.

It contains two points:

1. whether staff can feel the organization's concern about their own happiness.
2. Secondly whether staff can feel the organization's concern about their own contribution.

Witte (1991) think the most feelings of the perceived organizational support for staff comes from organizational commitment and concern. The responsibility will arise when staff feel the high

perceived organizational support. Because of this, staff will work more herder than before. Rhoades and Eisenberger (1986) proposed there are three heresy variables of the perceived organizational support: procedural fairness, Leadership support and organize awards and working conditions. This three factors have positive correlation to the perceived organizational support. McMillian (1997) improved the view of Eisenberger by research service personnel. He thinks that view of Eisenberger remained to be improved. which focuses on spiritual support, but ignores functional support. Perceived organizational support is composed of functional support and social emotional support. Functional support includes advice support, material support, personnel support and other aspects of support which will be useful to staff working. Social support includes intimation and respect which will help staff to meet social and psychological needs.

According to above research, the dimensions of perceived organizational support have no specific distinction. Different environments have different perceived organizational support dimensions. This study combines the above points of view, we mainly takes the SPOS, organization support questionnaires as his foundation. The questionnaire of this study is prepared by the Research Institute of Human Resource Management of Jinan University. The questionnaire consisted of three topics: interpersonal support, Functional support and emotional support.

1.3 Work Efficacy

This study just discusses personal work efficacy, and does not include team organization. Bernardin with his team (1984) think that efficacy is a special result which produce a particular job function at the limited time. But if we put the results in an important position, it will make a lot of troubles, such like interpersonal problems, and the ignorance of process. Other scholars think efficacy is an act. In 1989, Murphy proposed that work efficacy is an act about organizational or individual work objectives. Campell (1990) think, staff efficacy is not the result of work act, but staff's work act. The division method this study used is proposed by Broman & Motowidlo (1997), who divided work efficacy into task efficacy and relationship efficacy. We can believe that the task performance stems from the result variable and the relationship performance is from behavioral performance.

This questionnaire referenced Borman & Medowidlo (1993) task efficacy scale. The scale was used extensively and confirmed to have a high degree of reliability and validity. The questionnaire is constituted of two dimensions: task performance and relational performance.

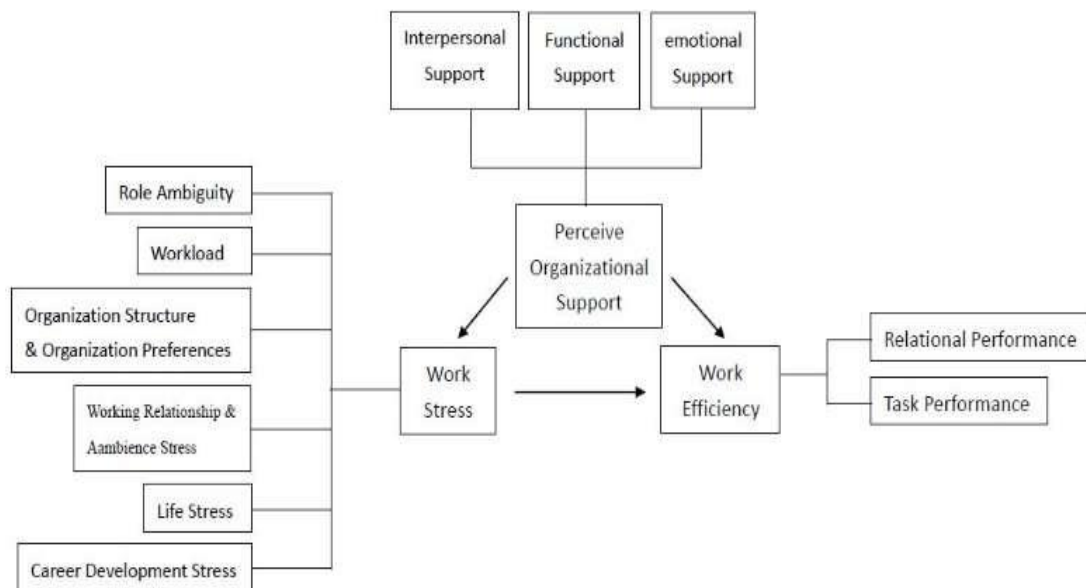
2. THEORETICAL MODEL

According to the discussion and analysis of the literature. We analyzed work stress and work efficiency of the staff who are working in Macao hotel, and discussed the relationship between the two. With regard to the effects of the variable, organizational on the work stress and work efficiency, the study introduces organization as a regulated variable between the two variables.

From the understanding of multiple factors of work stress, we make a research framework about work stress, organization support and work efficiency to explore the relationship between them. As we know, the study has three research variables, in which the work stress is independent, organizational support regular and the work efficiency dependent.

According to the theoretical model, this study presents three modules of the hypothesis: the effect between work stress and work efficiency; the effect between work stress and perceived organizational support and the effect between perceived organizational support and work efficiency.

Fig. 1 Theoretical model



3. DESCRIPTIVE STATIATICSand DATA ANALYSIS

3.1 Summarization of Date

This paper used the MBA class student and the hotel visited survey to implement research. According to the statistics, this survey sent a total of 400 pcs of the questionnaires with complete questionnaires 320 pieces, whose recovery rate is 80%. In order to ensure the accuracy of scientific research, we get 278 pieces' valid questionnaires, whose effective rate is 87%. It achieved the requirements of scientific empirical research.

3.2 Factors Analysis and Validity Analysis

We used the statistical software SPSS21.0 to analyze the subjects and the factors and tested the reliability and validity of the questionnaire. Before the factor analysis, KMO test and Bartlett

sphere test were carried out. The results showed that the KMO value was 0.794, which was suitable for factor analysis. Bartlett sphere was $\chi^2=4060.406$, $\text{sig}=0.000<0.001$, which showed that there are common factors in the correlation matrix of the parent population, and are also suitable to do factor analysis.

3.3 The Analysis of Stress

In this paper, we used the method, thematic analysis, to analyze the factors of work stress, and use the Kaiser's maximum variance method to investigate the dimensions of common factors. The results of factor analysis are shown in table 1:

Table 1: Work Stress Analysis Form

Rotated Component Matrixa						
Component	1	2	3	4	5	6
Heavy workload	0.073	0.719	0.062	0.058	-0.23	0.313
Job requirements index	-0.17	0.693	0.061	-0.08	-0.06	0.165
Job liability index	0.185	0.608	-0.22	-0.05	-0.21	0.04
Working overtime	-0.11	0.64	0.091	0.254	0.173	-0.1
Making a risk decision	0.188	0.624	-0.12	-0.21	0.066	0.241
High expectations	-0.28	0.629	-0.14	-0.13	0.189	-0.13
Challenging work	-0.03	0.708	-0.24	0.22	0.033	0.021
Lack of appreciation space	-0.21	0.778	-0.01	0.024	0.081	-0.13
Poor working environment	0.098	-0.05	-0.1	0.687	-0.07	0.373
Internal competition pressure	0.133	0.251	0.012	0.267	0.15	0.622

Taking care of family	0.213	0.067	0.124	0.14	0.164	0.745
Family support for my work	0.147	-0.07	-0.1	0.295	0.563	0.049
Reasonable system	0.228	-0.09	0.09	0.022	0.732	0.235
Poor working environment	0.41	0.116	0.243	0.559	0.236	0.054
Lack of training	0.633	-0.03	0.197	0.23	0.012	0.257
Lack of right knowledge of work	0.158	-0.09	0.898	0.02	0.101	0.125
Not knowing the job duties	0.216	-0.17	0.863	0.031	0.093	0.074
Given guidance in work	0.421	-0.12	0.654	0.307	-0.1	-0.05
Job requirements are not clear	0.547	0.065	0.31	0.319	0.22	0.005
Work discrimination, harassment	0.507	0.034	0.104	-0.06	0.404	0.237
Interpersonal atmosphere is not friendly	0.527	-0.12	0.233	0.178	0.188	0.395
Lack of communication between departments	0.801	-0.11	0.186	0.012	0.164	0.082
Extraction Method: Principal Component Analysis.						
Rotation Method: Varimax with Kaiser Normalization.						
a Rotation converged in 6 iterations.						

As part of the subject factor load of less than 0.5, which did not pass the test, so these subjects will be deleted. Through factor analysis, six levels were left. The results shown in table 2:

Table 2: Work Stress Analysis Results Form

Lack of training	0.633	1
------------------	-------	---

Unclear job requirements	0.547	
Work discrimination, harassment	0.507	
Interpersonal atmosphere is not friendly	0.527	
Lack of communication between departments	0.801	
Heavy workload	0.719	
Job requirements index	0.693	
Job liability index	0.608	
Working overtime	0.64	2
Making a risk decision	0.624	
High expectations	0.629	
Challenging work	0.708	
Lack of appreciation space	0.778	
Not knowing the right to work	0.898	
Not knowing the job duties	0.863	3
Given guidance in work	0.654	
Poor working environment	0.687	4
Poor working environment	0.559	
Family support for my work	0.563	5
system is reasonable	0.732	
Internal competition pressure	0.622	6
Taking care of family	0.745	

There are 22 questions in the part of work stress, and the 5 questions (32,36,37,39,43) reduce to factor 1, which shows the dimension of work relationship and ambience. The 8 questions (13,14,15,16,17,18,19,20) reduce to factor 2, which represents the dimension of work load, and the 3 questions (33,34,35) are classified as factor 3, which represents the dimension of role ambiguity. These 2 questions (24,30) reduce to factor 4, representing the dimension of the

organizational structure and preferences, and another 2 questions (27,28) are categorized as factor 5, these two factors represent the dimension of life stress. Finally,2 questions (25,16) reduce to represent factor 6, which represents the dimension of career development stress.

3.4 The Analysis of Perceived Organizational Support

We used the method of principal component analysis to do the factor analysis of organizational support and used Varimax Kaiser Normalization to examine the dimensions of common factors involved in the level of the subject. And the results of factor analysis were shown in table 3:

Table 3: Perceived Organizational Support Analysis Form

Rotated Component Matrixa			
Component	1	2	3
Valuing my work value	0.179	-0.05	0.789
Job problems can get help	0.12	0.04	0.829
Considering my ability to develop	0.454	-0.24	0.682
The job is canceled and I will be dismissed	0.022	0.726	0.031
The company thinks I make less profits	-0.11	0.844	-0.07
The company will replace me into a lower pay program	-0.2	0.804	-0.12
The organization will care about my life	0.752	-0.03	0.345
Difficulties in life can get help from the organization	0.862	-0.12	0.131
The growth of company will increase my income	0.833	-0.12	0.145
Extraction Method: Principal Component Analysis.			
Rotation Method: Varimax with Kaiser Normalization.			

a Rotation converged in 5 iterations.

After factor analysis, a total of three levels were shown. And the results are shown in table 4:

Table 4: Perceived Organizational Support Analysis Results Form

Valuing my work value	0.789	1
Job problems can get help	0.829	
Considering my ability to develop	0.682	
The job is canceled and I will be dismissed	0.726	2
The company thinks I make less profits	0.844	
The company will replace me with a lower pay program	0.804	
The organization will care about my life	0.752	3
Difficulties in life can get help from the organization	0.862	
The growth of company will increase my income	0.833	

In our study, there are 9 questions in the part of perceived organizational support, of which 3 questions (46,47,48) reduced to factor 1, representing the emotional support dimension; 3 questions (49,50,51) represent factor 2, and show the interpersonal support dimension; 3 questions (52,53,54) were classified as factor 3, representing functional support dimension.

3.5 The Analysis of Work Efficacy

We used the method of principal component analysis to analyze the work efficiency, and the Varimax with Kaiser Normalization is used to investigate the level of common factors. The results of factor analysis are shown in table 5:

Table 5: Work Efficacy Analysis Form

Rotated Component Matrixa		
Component		
	1	2

Able to complete the work of high quality	0.113	0.762
Being skilled and timely work	0.211	0.74
Rarely making mistakes	-0.05	0.709
Having a good job knowledge	0.268	0.678
I will be commended for my colleagues	0.628	0.289
I will help colleagues	0.862	-0
I encourage mutual friendship	0.865	-0.03
Willing to accept work challenges	0.511	0.328
Extraction Method: Principal Component Analysis.		
Rotation Method: Varimax with Kaiser Normalization.		
a Rotation converged in 3 iterations.		

As part of some questions do not conform to any levels and the number of the questions is too few to suit any dimension alone, so these questions are deleted. Through factor analysis, there are two levels left. The results are shown in table 6:

Table 6: Work Efficacy Analysis Results Form

Able to complete the work of high quality	0.762	Task Performance
Can be skilled and timely work	0.74	
Work rarely make mistakes	0.709	
Have a good job knowledge	0.678	
I will be commended for my colleagues	0.628	Relational Performance
I will help colleagues	0.862	
I encourage mutual friendship	0.865	

In this study, there are 8 questions in the part of work efficacy. And the 4 questions (55,56,57,58) were reduced to factor 1, which represents the task performance dimension. The 4 questions (59,60,61,63) were classified as factor 2, representing the relational performance dimension.

3.5 Research Proposals

According to the analysis results, work stress, perceived organizational support and work efficacy have significant correlation to their factor. The sample data in the hotel presents that the work stress of practitioners come from role ambiguity. In the perceived organizational support, functional support have prominent effect to alleviate the work stress and improve work efficacy. Given this, the organization can take corresponding measures to reduce or control working pressure. Thus working efficient can be improved step by step.

4. CONCLUSIONS AND RECOMMENDATIONS

Based on the results and discussions in Chapter 3, this chapter will put forward some suggestions and evaluate the research results, which provide reference for enterprise hotel management and future researchers. This chapter is divided into two parts: the recommendations in Section I ; the innovation and limitations in Section II.

4.1 Building a Fair Organizational Environment

1. Let staff join in decision-making and management.

According to work stress survey, the most people would like to select the question that "I do not know the job duties". This shows that staff have no chance and power to participate in the hotel's management and services. On the one hand, that staff join in hotel decision-making and management will help improve the relationship between the organization and staff, because it makes information sharing, transparent, and more real. On the other hand, understanding the hotel's development plans, rules and regulations, can also stimulate the owner's responsibility, consciously into the hotel, enhancing self-management and consciously working harder. At the same time, practitioners can feel mutual-respect, -trust and attention from the organization so as to meet the needs of individual respect and self-realization. It is also conducive to improve employees' efficiency while the working stress is reduced.

2. Develop a fair salary system

The salary system a kind of the institutional arrangement reflects the interests of practitioners, and we should uphold the concept of equality to formulate positive policies that are conducive to mobilize and protect staff and fully embody the principle of "efficiency and fairness" in distribution. At the same time, it is completely necessary to adopt punishment, as a negative

incentive means , but what's more important positive incentives should be taken., to reward those with outstanding contributions here, which makes the practitioners appreciate that it is fair in pay and reward.

3. Fair and scientific performance appraisal system

We need to establish a scientific and reasonable performance assessment methods and standards for practitioners to clear responsibilities in different positions, work analysis and job description. Secondly, various departments should test the actual work of practitioners within the scope of the assessment in qualitative and quantitative aspects. Finally, objective evaluation and publicity for each employee should be made. Scientific evaluation on the effectiveness of the work will make the effectiveness evaluation become the basis of position adjustment for practitioners.

4. fair promotion opportunities

In order to make talent outstanding, we need to pay attention to both professional and specialty, the existing level and the potential capacity in the selection and provide a fair competitive environment for practitioners.

4.2 Focus On the Emotional, Instrumental and Interpersonal Support

Through the correlation analysis results showed that work stress has strong correlation with emotional support, instrumental support and interpersonal support, and therefore, organizations should pay attention to offering the necessary emotion, tools and interpersonal support to practitioners in the practical work. Firstly, the tool support is a must that hotel should provide in work, and closely related to practitioners in work tasks especially to the management and technical staff, whose work itself may require certain materials, equipment and personnel support, if the lack of tool support, personnel is unable to carry out normal work. Secondly, we should pay attention to emotional support. Emotional support is the emotional and intangible resources, which can make practitioners feel that they are valuable, accepted and respected, but also enhance morale and personal accomplishment, as well as reduce negative emotions, the pressure of work and improve work efficiency.

4.3 Strengthen Staff Training and Development

With the continuous development of social economy, science and technology, to complete the work, required knowledge, ideas and skills also need to constantly update and improve. Only those who are good at learning and improve themselves all the time, will complete the task fast and get more opportunities for advancement. Practitioners at the modern hotel, especially those based on knowledge, whose work is not only to obtain income, but also achieve recognition, respect, sense of achievement and self-realization. The hotel should pay attention to these needs and take the initiative to provide learning and training opportunities for them. to achieve these aspirations. In addition, to master more knowledge and skills, and update the task can completely

help practitioners better, greatly reduce the work stress, improve practitioners on organizational identity, and work efficiency of practitioners.

4.4 Organizational Work Stress Management Learning

The hotel need to train practitioners on stress management, which make practitioners not only understand the meaning, causes, and more profound manifestations of the pressure but also grasp scientific methods to correctly deal with the pressure. such as time management, cognitive reconstruction, interpersonal relationship and social skills training and self-confidence training and the establishment of good health habits. Practitioners that have been troubled with the work stress, anxiety, depression and other psychological problems, organization should discover and formulate corresponding measures to treat them.

5. Research Innovations and Limitations

On the basis of domestic and foreign research literature, this study has made some achievements, and the main points are as follows:

(i) the perceived organizational support, work efficiency is introduced to the work stress, which shows that perceived organizational support and work efficiency can provide the prediction index for the work stress, and methods of multi angle for managers to effectively alleviate the work pressure of practitioners;

(ii) The sense of organizational support and work efficiency are introduced into the study of work stress to preliminarily discuss and build structural model the relationship among them.

This study in design ideas, the establishment of a framework, scale selection, data collection and analysis, is to achieve detailed full, true and effective process and step. But due to various factors such as time constraints, lack of experience, such as limited resources constraints, there are inevitable shortcomings, mainly in the following points:

(i) Due to the greatly different internal management of the hotel, the scale of the appropriateness is required to make further research;

(ii) This study used two item scales that were mostly subjective judgment, in the process of filling, respondents did not take it seriously out of protecting themselves or being bored, which inevitably resulted more or less distortion, so the conclusion of the study has some limitations;

(iii) Due to limited resources, the research only collected valid questionnaires of 278, although it achieved data modeling requirements, but each hotel has individual characteristics, whether the data has a complete representative should also do more empirical studies to examine ;

(iv) The study is not completed,, scholars will continue to make the regression analysis or structural equation analysis based on the data and results and to assume the variables.

BIBLIOGRAPHY

- ASAD’N.,KHAN,S. Relationship Between Job-Stress and Buxnour Organizational Support and Creativity as Predict Variables. Pakistan Journal of Psychological Resercli,2003,18(3):139-150.
- BORMAN W C, MOTOWIDLO S J. Task and Contextual Performance: The Meaning for Personnel Selection Research. Human Performance,1997,10(2).
- BEMARDIN, H J. &BEATTY, R.W. Performance appraisal: Assessing human behavior at work. Boston: Kent Publishers, 1984.
- BORMAN W. C.&MOTOWIDLO S. J. Expanding the criterion domain to include elements of contextual performance[J]. Personnel selection in organizations, 1993, 71: 98.
- COOPER, C. L., SLOAN, S. J.& WILLIAMS, S. Occupational stress indicator management guide. Windsor, UK: NFER-Nelson. 1998
- CAMPBELL J. Development of Multiple Job Performance Measures in a Representative Sample of jobs. Personnel Psychology, 1990,43(2).
- EISENBERGER.R.& HUNTINGTON.R. & HUTCHDSOM.S., etal. Perceived Organizational Support journal of Applied Psychology. 1986(2):500-507.
- FRENCH, J.R.P., CHAPIN, R.D. Organizational stress and individual strain. In A. J. Marrow(Ed). The failure of success. New York: AMACOM.1972,30-66.
- FRENCH, J. R. and R.L. KAHN. A Programmatic Approach to Studying the Industrial Environment and Mental Health. Journal of Social Issues, 1962, 18, No.3, pp.1-47.
- JIA YANG. IT staff in China work pressure and its relationship with the organization support. Shandong University, 2007.
- MCMILLIN, R.Customer Satisfaction and Organizational Support for Service Providers.USA: University of Florida, 1997.
- PAUL E. SPECTER & DANIEL J. DWYER & STEVE M. JINX. Relation of Job Stressors to Affective, Health, and Performance Outcomes: A Comparison of Multiple Data Sources. Journal of Applied Psychology. 1988, Vol. 73, No. 1,11 – 19.
- QUICK, J.C. NELSON. DUCKY, J.D. Stress and challenge at the top. John Wiley and Sons, Chicester and New York, 1990.

R.F. DILLON & J.W. PELLEGRINO. Eds. Murphy KR Dimensions of job Performance. Theoretical and Applied Perspectives. New York: Prager, 1989.

THOMAS, L.T GANSTER. Impact of Family-supportive Work variables on Work-Family Conflict and Strain: A Control Perspective. Journal of Applied Psychology 1995,80(6) :15-2.

WITTE, L.A. Exchange ideology as a moderator of job-attitudes-organizational citizenship behaviors relationships. Journal of Applied Social Psychology, 1991(21):1490-1501.

WED: The statistics of the Macao Statistics Bureau wed (2014-2015)

(http://www.dsec.gov.mo/home_zhmo.aspx)

XIAODONG XU, XIAOBIN. MENG Work pressure: coping and management. Beijing: Aviation Industry Press, 2004: 4.

XIANQIN DOU. Research on the Relationship among Organizational Support, Work Stress and Job Satisfaction. Hubei University of Technology Master's degree thesis, 2009.

ZHIXIA CHEN & JIANFENG CHEN. The Direct and Indirect Effects of Knowledge-worker's Perceived Organizational Support to Their Job Performance. Industrial Engineering and Management, 2008, 1.

ZHONGHAI Li, JIANQIAOLIAO. Work stress management in modern enterprises [J]. Industrial Engineering, 2001,4 (1): 11-15.