

Abstract of thesis entitled:

Interactive Effects of Proactive Personality and Time Management Behavior on
Physical Stress Symptoms, Vigor, and Sales Performance

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We examined whether there are interactive effects of proactive personality and time management behavior on physical stress symptoms, vigor, and sales performance.

We invited 202 Chinese insurance agents to complete a set of questionnaires that included the Proactive Personality Scale, the Time Management Questionnaire, the Physical Symptom subscale of the Occupational Stress Indicators-2, and the Vigor subscales of the Utrecht Work Engagement Scale. We also invited them to report their sales performance (i.e., their annualized first year premium) of 2010. Multiple regression analyses show that there were significant interactive effects between proactive personality and time management behavior on physical stress symptoms and vigor, but not on sales performance. The interaction effects show that inadequate time management behavior results in experiencing more physical stress symptoms and having lower vigor levels among proactive individuals, but time

management behavior has no effect on these two variables among less-proactive individuals. This finding suggests that proactive personality may increase individuals' susceptibility to the negative impact of inadequate time management behavior on health-relevant outcomes (e.g., stress symptoms and vigor), but not on objective performance outcomes (e.g., sales performance).

Keywords: Proactive personality, time management, health, stress, vigor, sales performance

摘要

本研究測試了主動性人格和時間管理行為在解釋生理上的壓力症狀、活力和銷售表現時之潛在交互作用效應。202名於香港執業的保險中介人各自完成了主動性人格量表 (PPS)、時間管理問卷 (TMQ)、取自職業壓力指標(二) (OSI-2) 的生理壓力症狀量表和取自Utrecht工作投入量表 (UWES) 的活力量表。我們也邀請了參與者提供他們於2010年的年度化保費作為銷售表現的指標。經由多元階層迴歸分析，本研究發現主動性人格和時間管理行為在解釋生理上的壓力症狀和活力時，有顯著的交互作用效應，但在解釋銷售表現時只有主動性人格有主要效應。該顯著的交互作用效應顯示時間管理行為不足會提升高主動性人格參與者的生理壓力症狀和降低他們的活力，但時間管理行為不足對低主動性人格參與者的銷售表現並無影響。這結果表示主動性人格會使人們較容易受時間管理行為不足的負面效果(與健康相關的)所影響。

關鍵詞: 主動性人格, 時間管理, 健康, 壓力, 活力, 銷售表現

Time Management Questionnaire (TMQ) 時間管理問卷

請在題號後的空格內填寫一個數字(從 0 到 6)，以回答下列有關時間管理行為的問題:

- 0 = 從來沒有
- 1 = 幾乎沒有過 (一年幾次或更少)
- 2 = 很少 (一個月一次或更少)
- 3 = 有時 (一個月幾次)
- 4 = 經常 (一周一次)
- 5 = 十分頻繁 (一周幾次)
- 6 = 總是 (每天)

每個人所表現的行為或想法都不一樣，所以答案是沒有對或錯的，只要照實作答就可以了。非常感謝您的合作。

- 1 _____ 你有製作工作清單列出每天要做的事嗎?
- 2 _____ 你有預先計劃好才開始你一天的活動嗎?
- 3 _____ 你有製作活動日程表安排工作日要做的事嗎?
- 4 _____ 你有為自己設定每天的目標嗎?
- 5 _____ 你通常會保持辦公桌上沒有任何與你目前工作不相關的物件嗎?
- 6 _____ 你有設定/檢視季度的目標嗎?
- 7 _____ 一項主要任務到期前一晚，你通常還在趕工嗎?