

Effects of Work Stress and Chinese Indigenous Ren-Qing Shi-Ku Social Wisdom on Emotional Exhaustion, Work Satisfaction and Well-Being of Insurance Workers

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Abstract : This study is aimed to examine main and moderation effect of Chinese traditional social wisdom 'Ren-qing Shi-kuo' on the adjustment of insurance workers. Rationale: Ren-qing Shi-ku as a social wisdom has been emphasized and practiced by collective-oriented Chinese for thousand years. The concept of 'Ren-qing Shi-ku' includes values, beliefs and behavior rituals, which helps Chinese to cope with interpersonal conflicts in a sophisticated and closely tied collective society. Based on interview and literature review, we found out Chinese still emphasized the importance of 'Ren-qing Shi-ku'. The concepts contains five factors, including 'proper emotion display', 'social ritual abiding', 'make empathetic concession', 'harmonious and proper behavior' and 'tolerance for the interest of the whole'. We developed an indigenous 'Ren-qing Shi-ku' scale based on interview data and a survey on social worker students. Research methods: We conduct a dyad survey between 294 insurance worker and their supervisors. Insurance workers' response on 'Ren-qing Shi-ku, emotion labor, emotional exhaustion, work stress and load, work satisfaction and well-being were collected. We also ask their supervisors to rate these workers 'empathy, social rule abiding, work performance, and Ren-qing Shi-ku performance. Results: Students' self-ratings on Ren-qing Shi-ku scale are positively correlated with rating from their supervisors on all above indexes. Workers who have higher Ren-qing Shi-ku score also have lower work stress and emotion exhaustion, higher work satisfaction and well-being, more emotion deep acting. They also have higher work performance, social rule abiding, and Ren-qing Shi-ku performance rating from their supervisor. The finding of this study suggested Ren-qing Shi-ku is an effective indicator on insurance workers 'adjustment. Since Ren-qing Shi-ku is trainable, we suggested that Ren-qing Shi-ku training might be beneficial to service industry in a collective-oriented culture.

Keywords : work stress, Ren-qing Shi-ku, emotional exhaustion, work satisfaction, well-being

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