

INDUSTRY BRIEFING SESSION ON THE LATEST FINDINGS OF:

The Macao Human Resource Monitor Project

A long-term research undertaking to monitor the sentiments and views of Macao's employed labor force regarding their management, organizational climate, and work-life conditions

3:30pm to 5:00pm, Friday, 24 November 2017

Pousada de Mong-Ha Conference Room, IFT Mong-Ha Campus



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About the briefing

The Macao HR Monitor (MHRM) Project regularly measures job satisfaction levels, attitudes, and opinions of Macao's employed labor force, with particular focus on those working in the hospitality, gaming and tourism industry. In this industry briefing, the MHRM research team will update attendees on the project's latest findings and special focus studies.

The aim of the MHRM project is to provide policy planners, management executives, and employee groups with up-to-date and insightful information regarding human resource and work-related issues and trends. By providing recurrent knowledge, research, and actionable information, the project hopes to improve the effectiveness of human resource management practices and policies in Macao.

Organized by:



旅遊學院

INSTITUTO DE FORMAÇÃO TURÍSTICA

Institute for Tourism Studies



IFT Tourism Research Centre
INSTITUTE FOR TOURISM STUDIES, MACAO

Briefing schedule & topics

3:30pm

Trends in job satisfaction and other key HR indicators

By Patrick Lo



Synopsis: This briefing will present the latest survey results regularly monitoring key HR metrics for Macao's labour force. This includes updates on current levels of job satisfaction, work stress, perceived fairness of compensation and benefits, as well as workers' intent-to-stay in their organizations.

4:15pm

Perceptions towards women managers

By Henrique Ngan



Synopsis: The briefing examines Macao's labour workforce perceptions towards women managers across different industries and with different background (e.g. age, gender, education) and it's impact on employee turnover intentions. Implications for effective management of gender issues will be discussed.

5:00pm

End of briefing

(Each presentation will last 30 minutes followed by a brief Q&A. Presentations and materials will be in English.)

Also: Special report to be published online during the briefing, giving attendees first exclusive read

Does gender bias exist in Macao's organizations and does it affect our work?

By Louis Vong

Synopsis: How common are supervisors managing subordinates of the opposite sex? How does supervisor gender influence subordinates' job attitudes? Are there natural advantages for managers supervising subordinates of the same sex—or the opposite sex? This online report presents findings of a study that examined gender congruence affecting the workplace and opens up avenues for discussion among managers and employees.

Presenters' bio

Patrick Lo is Lecturer in Statistics at IFT and a Research Staff member of ITRC. He oversees the data collection and quality of all major survey projects of ITRC.

Henrique Ngan is Lecturer at IFT with specialization in Human Resource Management and workplace psychology.

Registration

The briefing will have two presentations and will be conducted in English. Each presentation will last 30 minutes and followed by a brief Q&A.

Limited places available. The briefing is free of charge but registration is required to confirm attendance and is limited to a maximum of 2 participants per organization. Registration is on a first-come-first served basis and can be made by going to this page link:

[REGISTER HERE](#)

Registration closes 17 November 2017 (EOB). For inquiries, please email Ms. Virginia Hong at itrc@ift.edu.mo or call 8598-1253.

For assistance and inquiries, email us:


itrc@ift.edu.mo

Date, time, and venue

3:30pm-5:00pm

Friday, 24 November 2017

Conference Room, Pousada de Mong-Ha, IFT Mong-Ha Campus
旅遊學院望廈迎賓館會議室
Colina de Mong-Ha, Macao
澳門望廈山



About ITRC

ITRC is a research and development unit of the Institute for Tourism Studies, Macao (IFT). The Centre's mission is to help members of the tourism and hospitality industries, policy and decision-makers, as well as the general public to make informed opinions and judgment. The Centre conducts various long-running research projects among which are:

- The Macao Tourist Satisfaction Index
- Macao Visitor Profile Survey
- Tourism Carrying Capacity of Macao

For more information regarding ITRC and its projects, visit: <http://itrc.ift.edu.mo/>