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**The impact of environmental resources on the stress process:  
Encouraging positive outcomes in the workplace.**

A thesis presented in partial fulfilment of the requirements for the degree of

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## **Abstract**

The present study investigated resources in the organisational environment which would increase the likelihood of positive outcomes from the stress process. 120 Participants from a large New Zealand organisation filled out an on-line questionnaire assessing demands, primary appraisals, coping strategies and positive and negative stress outcomes. The organisational resources of control, role clarity, peer relations and leader relations were also measured.

Bivariate correlations indicated that control, role clarity, peer and leader relations were all associated with increased positive stress outcomes and decreased negative outcomes. Multiple regression analysis suggested that environmental resources affected stress outcomes in a positive way by mediating the relationship between demands and challenge appraisals, as well as by directly increasing the likelihood of more effective coping strategies.

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