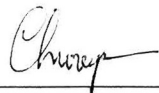


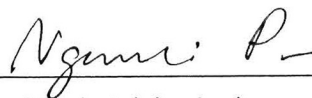
Chureeporn Chancharoen 2007: Factors Affecting Work Stress of Bank Officers of Head Office of a Bank. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Wing Commander Ngamlamai Piolueang, Ph.D. 152 pages.

The objectives of this research were to study 1) The work stress level, organization climate level, social support level and coping stress level of bank officers. 2) Personal factors, organization climate, social support and coping stress could predict work stress of bank officers. The Sample of 318 persons was selected from bank officers of head office of a bank in Bangkok. Data were collected by using questionnaires, and analyzed by a statistical computer program. The statistic methods used for analyzing data were percentage, mean, standard deviation and stepwise multiple regression analysis.

The results of this study could be summarized as follows: 1) bank officers had the low level of work stress, the medium level of perception of organization climate, the medium level of social support, the high level of having problem focused coping, and the medium level of emotion focused coping. 2) Personal factors including education, marital status, organization climate through innovation, social support through instrument support, and coping stress with emotion focused coping could predict the work stress with 22.5 percent at .001 level of statistical significance.



Student's signature



Thesis Advisor's signature

29 / May / 07