

Chayanut Kusumote 2007: Factors Affecting Job Stress of Flight Attendants: A Case Study of an Airline. Master of Science (Industrial Psychology), Major Field: Industrial Psychology, Department of Psychology. Thesis Adviser: Mr. Tassana Jaichumcheun, M.S. 116 pages.

The objectives of this research were as in the followings: 1) To study the level of job stress, personality and perception of working condition of the flight attendants. 2) To compare the job stress by personal characteristics. 3) To study the relationship between job stress and personal characteristics. 4) To study the relationship between personality and job stress. 5) To study the relationship between perception of working condition and job stress. 6) To study the prediction of factors on job stress. Data were collected from sampling group of 226 staffs of an airline. The Questionnaire consisted of 4 parts i.e personal characteristics, perception of working conditions, personality and job stress. And data were analyzed by using statistical computer program with percentage, frequency, mean, standard deviation, t-test, F-test, Pearson's product moment correlation coefficient and stepwise multiple regression analysis.

Results of the study showed as in the followings: 1) The flight attendants had job stress in moderate level, personality was introvert - stable and perception of working condition was in moderate level. 2) No significant difference of the flight attendants's job stress was found by sex, marital status, job experience, educational level and income factors. On the contrary, age of the flight attendants caused difference in job stress at statistical level of .05 3) The personality of flight attendants have personality scale N (neurotic-stable) was significantly correlated with job stress but personality scale E (extravert-introvert) was no significantly correlated with job stress. 4) The flight attendants' s perception of working condition were negatively correlated with job stress at statistical level of .05. 5) Age, personality scale N (neurotic-stable) and perception of working condition were together able to predict 13.5% of job stress at statistical level of .05

*Chayanut Kusumote*

Student's signature

*T. Jaichumcheun*

Thesis Advisor's signature

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