

Panrapee Sabcharoen 2012: Social Support, Work-Family Conflict and Stress of Employees: Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group. Master of Science (Industrial and Organizational Psychology), Major Field: Industrial and Organizational Psychology, Department of Psychology. Thesis Advisor: Assistant Professor Thipthinna Smuthranond, Ph.D. 145 pages.

The objectives of this research were: 1) to study the level of social support, work-family conflict, and stress levels of employees at Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group; 2) compare the stress of employees at Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group depending on their personal characteristics; 3) study the relationship between social support, work-family conflicts and stress of employees at Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group; and 4) study predictors which explain stress of employees at Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group. The consisted of samples 175 employees of the Thai Military Public Company Limited, Eastern Region Branch Banking Group. Questionnaires used to collect data were: personal data, social support, work-family conflict and stress. The data were analyzed by using statistics program. Statistical parameters used in this research were frequency, percentage, mean, standard deviation, t-test, F-test, Pearson's product moment correlation coefficient, and multiple regression analysis.

Results revealed that: 1) social support and work-family conflict of employees at the Thai Military Public Company Limited, Eastern Region Branch Banking Group were moderate level and employees's stress was high; 2) characteristic of employees at Thai Military Bank Public Company Limited, Eastern Region Branch Banking Group (age, marital status, income, and working age) were different with stress at .05 level; 3) social support of employees was negatively related to stress at .01 level and work-family conflict was positively related to stress at .01 level; and 4) social support (esteem support) and work-family conflict could predict 27.6 percent of stress of employees at the statistically significant at .01 level.

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