

ABSTRACT

The study investigated stress in the workplace of employees at a telecommunication company in two offices in Nonthaburi and Pathumthani, aiming to find out the stress factors in the workplace. One hundred and twenty five employees from four main departments: Finance and Accounting, Marketing and Sales, Engineering and Operation, and Administration Support were chosen to be the respondents in this survey.

The research instrument used in the survey is a questionnaire consisting of two parts: general information and the measurement on causal factors of stress in the workplace

The questionnaire was distributed to the secretaries of each department at the beginning of December 2008, and the data were collected in the last week of December 2008. SPSS was used to analyze the data.

The sampling group between male and female were not different. Most of the samples were aged between 20-30 years old, held a Bachelor's degree, and married. The majority of them have been working for five years.

Conclusions made through the analysis reveal that the employees faced rather high stress from three main consecutive factors: being responsible for jobs that need great responsibility, always having urgent orders, and having too many bosses or procedures for document approval.

It is implied from the conclusions that everything in a big company depends on a hierarchy of power or can be audited all the time to reduce errors or mistakes. The job offered to the employees may have uncontrolled factors, resulting in that employees were unable or may not achieve the target by themselves. In addition, although the employees worked urgently all the time, they still lacked any adaptation technique that is suited to the job.