

CHAPTER THREE

METHODOLOGY

This chapter describes the method of this research such as research design, location of the study, population, sample size, questionnaire design, data gathering and data analysis method.

3.1 SUBJECTS

The population of this study is 125 employees or 25% out of 500 employees of a telecommunication company in 2 offices at Nonthaburi and Pathumthani in four departments: Finance and Accounting, Marketing and Sales, Engineering and Operation, and Administration Support.

3.2 MATERIALS

The research instruments in the study were of two dimensions that contain;

Primary data

For primary data, the researcher used a survey questionnaire to examine job stressors. The questionnaire is divided into two parts as below:

Part 1: Demographic profile

Part 2: Measurement of employees' attitudes towards causal workplace factors related to stress in the workplace

Secondary data

This research explored a lot of literature such as textbooks, journals, research, report, website etc. to gather data, information, theories and concepts related to this research.

3.3 PROCEDURES

This section describes the procedure for the research design and the data collection method for this research.

3.3.1 Research Design

The research aimed to understand the stress among the employees in two offices of a particular telecommunication company by using cross-sectional design, and to find out the factors that caused them the most stress as well.

The survey questionnaire consisted of two parts as follows:

Part 1: Demographic profile

The first part was designed to find out the background information of the respondents by asking about age, gender, marital status, educational background and period of employment.

Part 2: Measurement of employee attitudes towards the causal workplace factors related to stress in the workplace

The second part was designed to ask the respondents' attitude towards the factors of stress in the workplace. The researcher adapted this questionnaire from two sources: the questionnaire of a research paper in March 2007 of Miss Supicha Assawasena, a student of Master of Arts in English for Careers, Language Institute, Thammasat University, and the online test of stress posted in the website of Khon-Kaen Rajanagarindra Psychiatric Hospital, at <http://www.jvkk.go.th/jvkkfirst/test/qt/asheet.asp?qid=1>.

The questionnaire was based on the Likert Scale going from scores 5 (strongly agree), score 4 (agree), score 3 (neutral), score 2 (disagree), and score 1 (strongly disagree).

The factors in the questionnaire are:

- 1. The intrinsic aspects of the job** such as working conditions, shift work, long hours, travel, new technology and work overload
- 2. The relationships at work** such as relationship with boss, with subordinates, and with colleagues
- 3. Career development and advancement** such as job security and job performance
- 4. The organizational structure and atmosphere**

3.3.2 Data Collection

In this research, the primary data was collected by questionnaires which prepared from a research design. The questionnaire is a flexible method for data collection and it is easy to interpret the result.

The respondents were employees working in 2 offices: Nonthaburi and Pathumthani. The questionnaire contained the personal data of the respondents and job stressors.

The researcher delivered 125 questionnaires to each secretary in 4 main departments in 2 particular offices in Nonthaburi and Pathumthani, and then asked them to distribute all questionnaires to the employees in their own departments. The researcher received the questionnaires back, 100%, in the third week of December 2008.

3.4 DATA ANALYSIS

The researcher used Statistical Package for Social Sciences program (SPSS) to analyze the collected data. Frequencies and percentages were employed in presenting the descriptive profile.

The responses were measured according to the 5-point Likert scale as follows:

4.21 – 5.00	strongly agree
3.41 - 4.20	agree
2.61 – 3.40	neutral
1.81 – 2.60	disagree
1.00 – 1.80	strongly disagree