

CHAPTER FOUR

RESULTS

This chapter reports the results of the study based on the data gathered from the sampling group. Summary tables are used to support the discussions and present the results of descriptive data and the analytical part.

The results of the study are separated into two parts:

The first section is general information that shows the demography of respondents such as gender, age, marital status, educational background and working experience by descriptive statistics.

The second section explains the employees' attitudes towards the causal workplace factors related to stress at the particular telecommunication company.

4.1 DEMOGRAPHIC RESULT

4.1.1 Gender

The respondents were 63 males or 50.4% and the rest 62 females equivalent to 49.6%.

4.1.2 Age

Table 1 showed that the respondents' ages in the range of 20-60 years old. 62 respondents or 49.2% were 20-30 years old whereas 49 respondents or 39.2% were 31-40 years old. 13 respondents or 10.4% were 41-50 years old and the rest 1 respondent or 0.8% was 51-60 years old.

Table 1.

Age	Frequency	Percent
20-30	62	49.6
31-40	49	39.2
41-50	13	10.4
51-60	1	0.8
Total	125	100

4.1.3 Marital Status

As shown in Table 2, it was found that 65.6% or 82 respondents were married. 33.6% or 42 respondents were single and one of them or 0.8% was separated or divorced.

Table 2

Marital Status	Frequency	Percent
Married	82	65.6
Single	42	33.6
Separated/ Divorced	1	0.8
Total	125	100

4.1.4 Education

The majority of the respondents (62.4%) graduated with a Bachelor's degree and 33.6% of them got a Master's degree. Only one respondent or 0.8% received a Ph.D. while the rest of the respondents (3.2%) graduated lower than a Bachelor's degree.

Table 3

Educational background	Frequency	Percent
Lower than a Bachelor's degree	4	3.2
Bachelor's degree	78	62.4
Master's degree	42	33.6
Ph.D.	1	0.8
Total	125	100

4.1.5 Work Period

Table 4 displayed the work period of all respondents. The majority of them have worked for 1-5 years (36% or 45 respondents) while 34 respondents or 27.2% have worked for 6-10 years, 29 respondents or 23.2% have worked more than 10 years, and 17 respondents or 13.6% have worked less than 1 year.

Table 4

Period of employment	Frequency	Percent
Less than 1 year	17	13.6
1-5 years	45	36
6-10 years	34	27.2
More than 10 years	29	23.2
Total	125	100

4.2 MEASUREMENT ON CAUSAL FACTORS RELATED TO STRESS IN THE WORKPLACE

Table 5 exhibited causal factors related to stress in the workplace of employees at the particular telecommunication in Nonthaburi and Pathumthani.

Table 5

The intrinsic aspects of work	Mean
1. Having too heavy a workload	3.24
2. Having an imbalance between the amount of workload and the number of employees in the same division	3.29
3. Always having urgent orders	3.68
4. Being responsible for job that needs great responsibility	3.82
5. Being bored with work	3.0
6. Having an inappropriate ability and knowledge for the nature of work	2.58
7. Getting some health problems from work	2.38
8. Facing problems from work	2.94
9. Having to work over the limits of duty and responsibility	3.10
10. Having an unfair distribution of work	2.74
11. Lacking an opportunity to participate in decision making	2.62
12. Having too many bosses or procedures for document approval	3.36
13. Feeling stressed too often	3.32
14. Lacking training or guidelines from the boss	2.49
15. Listening to employees seems impossible for the boss	2.36

The relationship in the workplace	Mean
16. Lacking a clear job assignment from the boss	2.78
17. Having an aggressive boss	2.57
18. Receiving no compliment from the boss when doing a good job	2.67
19. Having no acceptance of work capability from the boss	2.57
20. Having unfair treatment from the boss	2.55
21. Sometimes feeling neglected	2.65
22. Lacking cooperation from colleagues	2.22
23. Lacking unity among colleagues	2.24
The organizational structure and atmosphere	Mean
24. Struggling for a better performance at work	2.37
25. Having some aggressive colleagues	2.60
26. Having no acceptance from colleagues	2.34
27. Having no cooperation from colleagues when facing urgent orders	2.26
28. Having no cooperation from other departments	2.58
29. Being unable to trust colleagues	2.23
30. Having less care about the organizational culture	2.85
31. Having no friendship	2.43
32. Having no morale or encouragement	2.74
33. Lacking love and faith among employees	2.79
34. Having different ideas between executives and officers	3.25
35. Lacking communication	2.84
36. Having inadequate or unavailable office instruments	2.80
37. Having an inappropriate organizational environment and atmosphere for working	2.71
38. Lacking support from the boss to get more knowledge or skill	2.48
The career achievement and advancement	Mean
39. Lacking opportunity to be promoted	2.89
40. Lacking progress in career	2.91
41. Lacking an opportunity to improve myself	2.76

The career achievement and advancement	Mean
42. Lacking pride in work	2.41
43. Lacking progress when compared with other careers	2.88
44. Getting a low salary when compared with heavy workload	3.27

In Table 5, the factors of stress were categorized into four main subjects: the intrinsic aspects to work, the relationship in the workplace, the organizational structure and atmosphere, and career achievement and advancement.

It is found in the intrinsic aspects to work that the employees felt stressed when they are always confronted with the situations from the top three factors: being responsible for jobs that need great responsibility (mean score was 3.82), always having urgent orders (mean score was 3.68), and having too many bosses procedures for document approval (mean score was 3.36). On the contrary, the lowest score of stress factors in this subject was listening to employees seems impossible for a boss (mean score was 2.36).

Next, it was found from the subject of relationships in the workplace that the job stress among employees were related to the top three consecutive factors. The first one was lacking a clear job assignment from the boss (mean score was 2.78), followed by receiving no compliment from the boss when doing a good job (mean score was 2.67). The last factor was sometimes feeling neglected (mean score was 2.65). The lowest score of stress factors in this subject; on the other hand, was lacking cooperation from colleagues (mean score was 2.22).

The following subject was the organizational structure and atmosphere which displayed the top three factors. The most important one that caused stress in the workplace was having different ideas between executives and officers (mean score was 3.25). Having less care about the organizational culture (mean score was 2.85) was the second, and lacking communication (mean score was 2.84) was the last one.

The final subject named career achievement and advancement which showed three job stress factors in this criteria. Getting a low salary when compared with heavy workload (mean score was 3.27) was the most important attitude that created stress in employees. Lacking progress in career (mean score was 2.91) was the second stressor, and lacking opportunity to be promoted (mean score was 2.89) was the third cause of

stress, whereas the factor that caused the least stress was lacking the pride in work (mean score was 2.41)

The findings of this study will be summarized and discussed in the next chapter.