

APPENDIX A

Questionnaire in English

Causal Factors of Stress in the Workplace of Employees at a Telecommunication Company in Two Offices: Nonthaburi and Pathumthani

This questionnaire is a part of an independent study for graduate students, Language Institute, Thammasat University. It aims to examine the factors of stress in the workplace of a telecommunication company, which has two offices in Nonthaburi and Pathumthani.

The questionnaire is divided into two parts as follows:

Part 1: General information

Part 2: Measurement of causal factors of stress in the workplace

Your information will be treated confidentially and used only for research purposes. Thank you very much for your cooperation in filling out this questionnaire.

Part I : General information

Directions : Please mark X in () that is true or most suitable to yourself.

1. Sex

() Male

() Female

2. Age

() 20-30 years old

() 31-40 years old

() 41-50 years old

() 51-60 years old

3. Marital Status

() Single

() Married

() Divorced/Separated

() Widow

4. Education Background

 Below Bachelor's Degree Bachelor's Degree Master's Degree Doctor's Degree

5. Period of employment

 Less than 1 year 1-5 years 6-10 years More than 10 years

Part II : Measurement of causal factors of stress in the workplace

Directions : Please mark X on the response which most accurately describes your feeling or behavior during the last 6 months.

- 5 = Strongly agree
 4 = Agree
 3 = Neutral
 2 = Disagree
 1 = Strongly disagree

The intrinsic aspects of job	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
6. Having too heavy workload					
7. Having imbalance between workload and the number of employees in the same division					
8. Always having urgent orders					
9. Being responsible for job that need great responsibility					
10. Being bored with work					

The intrinsic aspects of job	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
11. Having an inappropriate ability and knowledge for the nature of work					
12. Having some health problems from work					
13. Facing problems from work					
14. Having to work over the limit of duty and responsibility					
15. Having unfair distribution of work					
16. Lacking opportunity to participate in decision making					
17. Having bosses or too many procedures for document approval					
18. Feeling stressed so often					
19. Lacking training or guidelines from boss					
20. Listening to employees seemed impossible for a boss					
The relationship in the workplace	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
21. Lacking clear job assignment from boss					
22. Having aggressive boss					
23. Receiving no compliment from boss when doing a good job					

The relationship in the workplace	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
24. Having no acceptance of work capability from boss					
25. Having unfair treatment from boss					
26. Sometimes feeling neglected					
27. Lacking cooperation from colleagues					
28. Lacking unity among colleagues					
The organizational structure and atmosphere	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
29. Struggling for a better performance at work					
30. Having some aggressive colleagues					
31. Having no acceptance at work from colleagues					
32. Having no cooperation from colleagues when facing urgent orders					
33. Having no cooperation from other departments					
34. Being unable to trust colleagues					
35. Having less care about organizational culture					
36. Having no friendly atmosphere in the organization					
37. Having no encouragement					

The organizational structure and atmosphere	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
38. Lacking love and faith among employees					
39. Having different ideas between executives and officers					
40. Lacking communication					
41. Having inadequate or unavailable office instruments					
42. Having an inappropriate organizational environment and atmosphere for working					
43. Lacking support from boss to get more knowledge or skill					
Career achievement and advancement	Strongly agree 5	Agree 4	Neutral 3	Disagree 2	Strongly disagree 1
44. Lacking opportunity to be promoted					
45. Lacking progress in career					
46. Lacking opportunity to improve myself					
47. Lacking pride in work					
48. Lacking much progress when compared with other careers					
49. Getting a low salary when compared with heavy workload					

Thank you very much for your cooperation in filling out this questionnaire.