

CONTENTS

	PAGE
ABSTRACT.....	ii
ACKNOWLEDGEMENTS.....	iii
CONTENTS.....	iv
CHAPTER	
1. INTRODUCTION.....	1
1.1 Background.....	1
1.2 Statement of the Problem.....	2
1.3 Objectives of the Study.....	2
1.4 Definitions of Terms.....	2
1.5 Scope of the Study.....	3
1.6 Significance of the Study.....	4
1.7 Organization of the Study.....	4
2. REVIEW OF LITERATURE.....	5
2.1 Definition of Stress.....	5
2.2 Causes of Stress in the Workplace.....	5
2.3 Consequences of stress at Work.....	11
2.4 Stress Levels.....	13
2.5 Coping Strategies.....	13
2.6 Relevant Studies.....	16
3. METHODOLOGY.....	19
3.1 Subjects.....	19
3.2 Materials.....	19
3.3 Procedures.....	20

3.4 Data Analysis.....	21
4. Results.....	22
4.1 Personal Data of Respondents.....	22
4.2 Factors Contributing to the Respondents' Stress.....	24
4.3 Strategies for Coping with Stressful Situations Caused by Each Group..	30
5. CONCLUSIONS, DISCUSSION AND RECOMMENDATIONS.....	41
5.1 Summary of the Study.....	41
5.2 Summary/Discussions of the Findings.....	41
5.3 Conclusion.....	44
5.4 Recommendations for Further Research.....	45
REFERENCES.....	46
APPENDICES.....	48
A. Questionnaire (in English).....	48
B. Questionnaire (in Thai).....	53