

## APPENDIX A

### Questionnaire (in English)

---

#### Strategies for coping with stressful situations involving people at work at Canon Marketing (Thailand) Co.,Ltd.

This questionnaire is composed of 3 parts. It is a part of Independent Study of a graduate student, Language Institute, Thammasat University. The information in this research will be used only for educational purposes. Your answers will be treated confidentially. Your cooperation is highly appreciated.

#### Part 1: General Background Information

Please mark ✓ in the ☐ in front of your answer and/or kindly fill in the blanks

1. Gender

☐ Male

☐ female

2. How old are you?

☐ 20-30 years

☐ 31-40 years

☐ 41-50 years

3. How long have you been working at Canon Marketing (Thailand) Co.,Ltd.?

☐ 0-1 year

☐ 1-5 years

☐ 5-10 years

☐ 10 years up

4. What is your position at work?

.....

**Part 2: Measurement on stress level: Do you ever suffer from any of the following condition?**

Please read the following statements and mark ✓ in the response which most accurately describes your feeling or action when you are under stress.

| Factors caused by Supervisors   | Stress Levels |      |          |        |
|---|---------------|------|----------|--------|
|   | None          | Mild | Moderate | Severe |
| 1. No trust in your work capability   |               |      |          |        |
| 2. Unfair distribution of work  |               |      |          |        |
| 3. Lack of training, giving guidelines for your work                        |               |      |          |        |
| 4. Poor Management of consultation  |               |      |          |        |
| 5. Harassment / Discrimination  |               |      |          |        |
| 6. No opportunity to participate in decision making                         |               |      |          |        |
| 7. Not receiving recognition when doing a good job                          |               |      |          |        |
| <b>Factors caused by Colleagues in different functions</b>                  |               |      |          |        |
| 8. Lack of coordination   |               |      |          |        |
| 9. Mistakes that always happen and have never been corrected                |               |      |          |        |
| 10. Involving personal discontent with work issues                          |               |      |          |        |
| 11. Too serious about work process (must follow the work flow step by step) |               |      |          |        |
| 12. Poor management of planning, making an overdue problem                  |               |      |          |        |
| 13. No cooperation when urgent orders made                                  |               |      |          |        |
| 14. Poor communication  |               |      |          |        |





**Part 3 (Continued)**

| Symptoms, behavior or feeling  | Stress caused by |   |   |   |            |   |   |   |           |   |   |   |
|--|------------------|---|---|---|------------|---|---|---|-----------|---|---|---|
|  | Superiors        |   |   |   | Colleagues |   |   |   | Customers |   |   |   |
|  | 1                | 2 | 3 | 4 | 1          | 2 | 3 | 4 | 1         | 2 | 3 | 4 |
| 22. I am dedicated to solving the problem and do not allow any thought and activities to interrupt me. |                  |   |   |   |            |   |   |   |           |   |   |   |
| 23. I find something good from the problem.  |                  |   |   |   |            |   |   |   |           |   |   |   |
| 24. I talk with a person who helps me see the problem clearer.   |                  |   |   |   |            |   |   |   |           |   |   |   |
| 25. I pretend that the event has not occurred.   |                  |   |   |   |            |   |   |   |           |   |   |   |
| 26. I reject all my efforts at reaching the target goal.   |                  |   |   |   |            |   |   |   |           |   |   |   |
| 27. I think of something that makes me feel happy rather than think of the problem.                    |                  |   |   |   |            |   |   |   |           |   |   |   |
| 28. I consult others to find the additional information about the problem.                             |                  |   |   |   |            |   |   |   |           |   |   |   |
| 29. I stop doing other activities in order to fully concentrate on the problem.                        |                  |   |   |   |            |   |   |   |           |   |   |   |
| 30. I accept the fact that the problem has occurred.   |                  |   |   |   |            |   |   |   |           |   |   |   |
| 31. I accept that I cannot solve the problem and stop solving problem.                                 |                  |   |   |   |            |   |   |   |           |   |   |   |
| 32. I ask for suggestions from others on how I should solve the problem.                               |                  |   |   |   |            |   |   |   |           |   |   |   |
| 33. I learn to live with the problem..   |                  |   |   |   |            |   |   |   |           |   |   |   |

Other comments:

.....

.....

.....