APPENDIX A

Questionnaire (in English)

Strategies for coping with stressful situations involving people at work at Canon Marketing (Thailand) Co.,Ltd.								
gradua	nte student, Language ch will be used only f	osed of 3 parts. It is a part of Independent Study of a Institute, Thammasat University. The information in this for educational purposes. Your answers will be treated ration is highly appreciated.						
Part 1	: General Backgrou	nd Information						
Please	mark ✓ in the □ in f	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 ☐ 0-1 year ☐ 5-10 years	been working at Canon Marketing (Thailand) Co.,Ltd.? ☐ 1-5 years ☐ 10 years up						
4.	What is your position	on 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 \checkmark in the response which most accurately describes your feeling or action when you are under stress.

Factors caused by Supervisors	Stress Levels										
ractors caused by Supervisors	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											
Factors caused by Colleagues in differen	nt functions										
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 2 (Continued)

Factors caused by Customers	Stress Levels										
ractors caused by Customers	None	Mild	Moderate	Severe							
15. Contact with unreasonable											
customers											
16. Always want an urgent orders,											
refusing to lead time of production											
17. Do not consent to price adjustment											
18. Giving incomplete details of											
products, making a mistake											
19. Deal with rude customers											
20. Do not follow the rules and											
regulations of the company											
21. Do not accept after-sales condition											
of the company											

Part 3: Stress Coping Strategies

Please read the following statements and mark \checkmark in the response which most accurately describes your action to cope with stressful situations caused by each group.

1. = Never 2. = Sometimes 3. = Often 4. = Regularly

Symptoms, behavior or feeling		Stress caused by												
		upe	erio	rs	C	olle	agu	es	Customers					
	1	2	3	4	1	2	3	4	1	2	3	4		
1. I use all my efforts to find the solution.														
2. I figure the best way to manage my stress.														
3. I won't solve the problem carelessly and will wait for the appropriate time.														
4. I use liquor or drugs to help myself tolerate the problem.														
5. I tell somebody how I feel.														

Part 3 (Continued)

				i	Stre	ss c	aus	ed b	y			
Symptoms, behavior or feeling		upe	erio	rs	C	ollea	agu	es	Customers			
	1	2	3	4	1	2	3	4	1	2	3	4
6. I tell myself that the event is not true.												
7. I don't solve the problem until I have the												
appropriate opportunity.												
8. I concentrate on solving the problem and pay												
less attention to the surroundings.												
9. I try to look at the problem in a different												
way.												
10. I will solve the problem directly at the root												
cause.												
11. I go to bed early, thinking that everything												
will get better the next day.												
12. I try to figure out additional solutions.												
13. I accept that the event cannot be changed.												
14. I arrange the steps to solve the problem												
orderly.												
15. I behave as if nothing has happened.												
16. I reduce my effort in solving the problem.												
17. I learn to develop myself based on past												
experience.												
18. I go to see a movie or watch television to												
reduce my thinking of problem.												
19. I must be certain that I will not fail if I												
solve the problem too quickly.												
20. I seek encouragement from friends and												
people around me.												
21. I try to find a method to cope with stressors.												

Part 3 (Continued)

Symptoms, behavior or feeling		Stress caused by													
		upe	rio	rs	C	olle	agu	es	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:	