

ABSTRACT

The goals of this research were (1) to study the stress level of the employees of the Royal Bangkok Sports Club (RBSC); (2) to find the factors that caused the RBSC employees' stress, i.e. from supervisors, co-workers in different functions, and general factors; (3) to study the effects of their stress (i.e. symptoms, behavior and feelings); (4) to ascertain the strategies the RBSC employees use to cope with their stress; and (5) to seek the employees' suggestions for ways in which RBSC could help them reduce their job stress.

The sample used in this research was 129 (comprising 81 males and 48 females) RBSC employees from 3 divisions (i.e. Facility, Finance and Sports/Communications/Events) and from 7 departments (i.e. Administration, Food & Beverage, Human Resources, Membership, Security, Racing and Totalisator). The research instrument used in the survey was a questionnaire consisting of 60 open-ended and close-ended questions to fulfill the above purposes. The data in the questionnaires were analyzed by SPSS 11.5 for Windows Program to find frequencies, percentage, and correlation coefficients.

The findings of the study revealed that the employees had stress, but not too much stress. It should be worth noting the following significant findings on the employees' coping strategies. The staff:

- Used all efforts to find a solution and to figure out additional solutions (38.0% often and 43.4% sometimes)
- Learned to live with the problem (42.6% often and 36.4% sometimes)
- Faced the problem and solved it directly at the root cause (41.1% often and 34.9% sometimes)

The constructive suggestions from the employees were useful for the RBSC to help the employees to reduce their stress.