

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 Scope of the Study.....	3
1.5 Operational Definition of Terms.....	3
1.6 Hypothesis.....	4
1.7 Usefulness of the Study.....	4
1.8 Organization of the Study.....	5
2. REVIEW OF LITERATURE.....	6
2.1 Definition of Stress.....	6
2.2 Main Job Stressors Found in the Organizations.....	6
2.3 Effects of Stress at Work.....	7
2.4 Stress Management.....	7
2.5 Relevant Studies.....	8
3. METHODOLOGY.....	9
3.1 Subjects.....	9
3.2 Materials.....	9
3.3 Procedures.....	10
3.4 Data Analysis.....	11

4. RESULTS.....	12
4.1 Personal Data of Respondents.....	12
4.2 Measurements of Stress Level.....	15
4.3 Measurements of Effects of Stress.....	18
4.4 Measurement of Stress Coping Strategies.....	20
4.5 Hypothesis Testing.....	22
5. CONCLUSIONS, DISCUSSIONS AND RECOMMENDATIONS...	28
5.1 Summary of the Study.....	28
5.2 Summary/Discussion of the Findings.....	28
5.3 Conclusions.....	31
5.4 Recommendations.....	32
REFERENCES.....	34
APPENDIXES	35
A. English Questionnaire.....	35
B. Thai Questionnaire.....	40