

## **CHAPTER ONE**

### **INTRODUCTION**

This chapter presents the background, the statement of the problems, the objectives of the study, the scope of the study, operational definition of terms, the hypothesis, the usefulness of the study and organization of the study.

#### **1.1 BACKGROUND**

Stress is a mental and physical condition which affects an individual's effectiveness, productivity, personal health and work quality. It can yield a positive or negative result, depending on its degree. The right amount of stress moves us forward and compels us to complete a project. On the other hand, too much stress holds us back, puts our lives out of balance and leads to health problems such as headaches, upset stomach, ulcers, rashes, insomnia, high blood pressure, heart disease and stroke. People who experience stress for a long time tend to hold onto feelings of distrust, rejection, anger and depression.

Job stress can be considered a disease of the new millennium and defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capacities, resources, or needs of the employees. Job stress can lead to poor health and even injury. Long-term exposure to job stress has been linked to an increased risk of musculoskeletal disorders, depression, and job burnout; and it may contribute to a range of debilitating diseases, ranging from cardiovascular disease to cancer. Stressful working conditions are associated with increased absenteeism, tardiness, and the employees' tendency to quit their jobs. There are many organizational factors that contribute to increased stress levels, e.g. job insecurity, shift work, role conflict, long working hours, and interpersonal conflicts with supervisors or co-workers.

Nearly everyone agrees that job stress results from the conditions of work and the interactions of the employees. As job stress could affect both the

employees' performance and the organization's effectiveness, it would be of benefit for the organization to find out about the stress level, effects, and coping strategies of its staff.

The Royal Bangkok Sports Club (RBSC), a non-profit organization, was established at the wish of His Majesty King Chulalongkorn, King Rama V, on September 6, 1901 with the objective of organizing horse racing and other sports activities, i.e. badminton, basketball, bridge, chess, cricket, golf, hockey, jogging, martial arts, physical fitness, rugby, soccer, table tennis and tennis. The RBSC is located on Henri Dunant Street. The RBSC has about 520 employees and the organization is divided into 3 divisions, namely Facility (Grounds/House/Maintenance), Finance and Sports/Communications/Events, and 7 departments, namely Administration, Food & Beverage, Human Resources, Membership, Security, Racing, and Totalisator.

This research aimed to measure the stress level of the RBSC's employees in order not only to explore what causes their stress, but also to find out how they cope with their stress, because the right degree of stress can create a satisfactory outcome. In addition, the findings of this research could benefit the organization by collecting the employees' suggestions about ways of relieving their stress.

## **1.2 STATEMENT OF THE PROBLEM**

1. What was the stress level of the RBSC's employees?
2. What factors caused their stress?
3. How did the employees cope with their stress?
4. What were the employees' suggestions for the organization, to help reduce their job stress?

## **1.3 OBJECTIVES OF THE STUDY**

### **1.3.1 Main Objective**

To explore the stress level of the RBSC's employees

### 1.3.2 Sub-Objectives

1. To find out what factors cause their stress
2. To examine how the employees cope with their stress
3. To find their suggestions for the organization to help reduce their job stress

## 1.4 SCOPE OF THE STUDY

### 1.4.1 Population

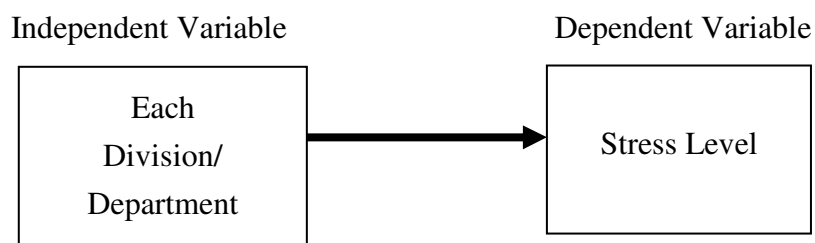
Populations in this study were the employees working at the RBSC. Study samples were selected by using a sample size of 129 samples from 3 divisions (i.e. Facility, Finance and Sports/Communications/Events) and from 7 departments (i.e. Administration, Food & Beverage, Human Resources, Membership, Security, Racing and Totalisator).

### 1.4.2 Variables

Two types of variable in the research are:

- (a) Independent Variables
  - Each Division/Department
- (b) Dependent Variables
  - Stress Level

Correlation of the variables is shown below:



## 1.5 OPERATIONAL DEFINITION OF TERMS

Definitions of the terms of this study are as follows:

- **Stress** is an interaction between individuals and any source of demand (stressor) within their environment.
- **Stress level** is the score derived from the employees' self-analysis of their stress. The stress is divided into 3 levels according to the scores.
- **Coping strategies** are an individual's efforts to handle the stress, no matter whether or not the efforts are successful, e.g. consulting someone about distress; trying to figure out the solution while facing a problem.
- **Work stressor** refers to causes in the work environment that create stress responses or cause employees to be irritated or sick such as the nature of the work, relationship with supervisors and coworkers or even the organizational structure.
- **Job stress** is the result of a conflict between the role and needs of the individual employee and organizational or personal factors in their workplace.
- **Nature of work** refers to the amount of physical and emotional strength required, workload, responsibility and working conditions.
- **Role and duty** is the scope of duty and responsibility the employees have to cover according to their job description.
- **Career achievement and development** refers to changes in position suited to the skills and interests of individuals, job expectations, and opportunities to learn at an advanced level, including promotion, salary increases and training.
- **Organization structure** refers to organization policies, directions, major changes and culture.

## 1.6 HYPOTHESIS

The hypothesis in this study was that the degree of stress level of employees in each division/department would be different.

## 1.7 USEFULNESS OF THE STUDY

Stress can cause employees to work inefficiently and to have poor health, which will eventually result in low performance of the organization. Therefore, the researcher wants to find out from the study what causes employees to have stress as well as finding solutions to the problems. The organization can also use the findings

to develop and plan its human resources policies and activities or to alter job responsibilities to match the employees' requirements. These will help the employees reduce their stress level and increase the productivity of the organization.

### **1.8 ORGANIZATION OF THE STUDY**

The study of job stress level, causal factors and coping stress strategies of RBSC employees in this report is divided into five chapters. The first chapter introduces the background, the statement of the problems, the objectives, the framework, the usefulness and the scope of the study. The second chapter reviews related literature. The third chapter covers the methodology of this study. The fourth chapter reports the findings and the analysis of the results. The last chapter summarizes all the findings of the study, discussions, and recommendations for further research.