

## APPENDIX A

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### Questionnaire

#### **Stress Levels and Coping Strategies with Factors of Stress Caused by Job: A Case Study of Employees at the Royal Bangkok Sports Club**

This questionnaire is composed of 5 parts. It is a part of Independent Study of a graduate student, Language Institute, Thammasat University, and is designed to study the level of stress, effects of stress and stress coping strategies of the RBSC employees.

Thank you for your cooperation in filling out this questionnaire. Your information will be treated confidentially and used for educational purpose only.

#### **Part I: General Information**

Please mark ✓ in the  in front of your answer or fill in the blank.

1. Gender:  
 Male  Female
  
2. Age: \_\_\_\_\_ years
  
3. Marital Status:  
 Single  Separated  
 Married  Divorced
  
4. Degree of Education:  
 Below Bachelor's Degree  Master Degree  
 Bachelor's Degree  Other (please specify).....
  
5. Division:  
 Facility (Grounds/House/Maintenance)  Finance  
 Sports/Communications/Events

Department:

- Administration     Food & Beverage     Human Resources  
 Membership     Security     Racing     Totalisator  
 Others (Information Technology, Purchasing)

6. Period of Employment: \_\_\_\_\_ year(s)

### **Part II: Stress Level**

**Directions:** Please read the following statements and mark ✓ in the response, which most accurately describes your feeling or behavior during the last 6 months.

Factors	Never	Sometimes	Often	Regularly
<b>Factors caused by Supervisors</b>				
1. No trust in your work capability				
2. Unfair distribution of work				
3. Lack of training or guidelines for your work				
4. Poor management of consultation				
5. No opportunity to participate in decision-making				
6. Not receiving recognition when doing a good job				
7. Teamwork trouble				
8. Lack of coordination				
9. Discrimination				
10. Harassment				
<b>Factors caused by co-workers in different functions</b>				
11. Mistakes that happen regularly and have never been corrected				
12. Involving personal discontent with work issues				
13. Too rigid in work (must follow the flow step by step)				
14. Poor management of planning, causing work-flow problem				
15. Poor communication				
16. No acceptance among team				
17. High level of work competition				

General Factors				
18. Work overload				
19. Lack of job security				
20. Office politics				
21. Roles and duties				
22. Lack of career achievement and development				

### **Part III: Effects of Stress**

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

**1 = Never**

**2 = Sometimes**

**3 = Often**

**4 = Regularly**

Symptoms, Behavior or Feeling	Never	Sometimes	Often	Regularly
1. Cannot sleep due to worry or anxiety				
2. Feel irritated or annoyed				
3. Do not want to meet anybody				
4. Have migraines/headaches				
5. Feel unhappy and depressed				
6. Feel hopeless in life				
7. Feel worthless				
8. Lack concentration				
9. Do not want to do anything				
10. Have symptoms of increased heart rate				
11. Have symptoms of shaking voice, trembling lips and shaking hands when feeling discontent				
12. Fear of failure				
13. Have symptoms of muscle tension in the back part of the skull, back or shoulder.				
14. Be nervous easily in unfamiliar situations				
15. Feel too exhausted to do anything				

### **Part IV: Stress Coping Strategies**

**Directions:** Please read the following statements and mark ✓ in the response, which most accurately describes your action to cope with.

**1 = Never**

**2 = Sometimes**

**3 = Often**

**4 = Regularly**

<b>Strategies</b>	<b>Never</b>	<b>Sometimes</b>	<b>Often</b>	<b>Regularly</b>
1. I use all my effort to find the solution and try to figure out additional solutions.				
2. Facing the problem, I will solve it directly at the root cause.				
3. I go to bed early, thinking that everything will get better the next day.				
4. I arrange the steps to solve the problem in an orderly manner and review the steps of managing stress.				
5. I seek encouragement from friends and people around me.				
6. I talk with a person who helps me see the problem more clearly.				
7. I drink liquor or use drugs to stop my thinking of the problem, make me forget the problem, help me tolerate the problem or feel better.				
8. I learn to live with the problem.				
9. Make merit.				
10. Do meditation.				
11. Self development (e.g. take some training course).				
12. Entertain myself after work (e.g. exercise, karaoke, etc.).				
13. I take pain and stress relief medicines.				
14. I eat food more than usual.				
15. I ask for suggestions from others on how I should solve the problem.				

**Part V: Suggestion: How do you want the Club to help reduce stress?**

1. Training

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2. Other suggestions

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