

Abstract

The survey research is about work factors affecting stress and job engagement of the Thai Ombudsman staff. The purposes are to study the level of stress and job engagement of the Thai Ombudsman staff, to examine work factors affecting stress and job engagement, and to investigate the relationship between stress and job engagement.

The population of this study was 105 Thai Ombudsman staff. The questionnaires used in this study consist of three parts: Part 1: 21 items measuring stress (reliability coefficient 0.85); Part 2: 55 items measuring work factors (reliability coefficient 0.89); and Part 3: 29 items measuring job engagement. (reliability coefficient 0.93)

The analyzing statistics used were mean, standard deviation, One-Way ANOVA, Pearson's product moment correlation coefficient and Stepwise Multiple Analysis. The results were as the following:

1. The Thai Ombudsman staff has a low level of stress but has a high level of job engagement as a whole and as 3 dimensions: vigor, dedication and absorption.
2. No work factor affects stress of the Thai Ombudsman staff.
3. Work factors affecting job engagement of the Thai Ombudsman staff are career progress, quantitative workload, qualitative workload, job scope, role ambiguity and supervisory style.
4. There is a significant negative correlation between stress and vigor. ($r = 0.21$, $p < .05$)
5. The stepwise multiple regression analysis reveals that qualitative workload is the only significant predictor of stress with predictability of 4.4 %.
6. The stepwise multiple regression analysis reveals that career progress, job scope and qualitative workload are the significant predictors of job engagement with predictability of 48.5 % .
7. The stepwise multiple regression analysis reveals that vigor is the only significant predictor of stress with predictability of 3.6 %.

From the results of this study, it is recommended that the head of the organization use the result as a basis to make the policy or strategies to reduce the stress and to enhance the job engagement of the Thai Ombudsman staff.