

Thesis Title	Factors Affecting Operators' Stress in KCE Group
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ABSTRACT

The objectives of this study are : 1) To study levels of operators stress in KCE group. 2) To study compare operators stress according to personal factors. 3) To study relationship between working condition factors and operating stress. 4) To study relationship between workplace environmental factors and operating stress. The data were collected from 341 operators stress in KCE group. Collecting individual data method is conducted by distributed questionnaires consisting of personal information factors, working condition factors, workplace environmental factors and stress assessment. The software SPSS is used to process and analyze collected data and represents it in percentage, mean value, standard deviation value and differentiates the data via "t-test" and "one-way ANOVA" procedures. Alternately, in the case of a significant differentiation of 0.05 and 0.01, LSD method is being used in pair differentiation and Pearson product moment correlation. The results showed that :

1. Generally, Operators in KCE group hold the level of stress in low level.
2. There was not significant different of operators stress at statistical level of 0.05 among operators with difference in gender, age, level of education, company joining duration and income.
3. Working condition factors in terms of relationship, responsibility, managing system, job characteristics play a role in positive relation to all operators stress at significant level of 0.01
4. Workplace environmental factors play a role in positive relation to all operators stress at significant level of 0.01