

ABSTRACT

This study has examined relationship between stressors and job stress as perceived by two subgroups of employees working at the Siam Commercial Bank and Bangkok Bank. The researcher has used descriptive and correlation methods for analyzing the data gathered through survey.

The study included two independent variables-demographic backgrounds (age, gender, income level, and marital status) and stressors (intrinsic to the job, roles in the organization, relationship at work, career development, organizational structure and climate, and home-work interfere). The dependent variable-job stress included absenteeism and turnover.

The frequencies and percentages were used to determine the demographic profile of respondents. The t-test was performed to determine mean differences between two sub-groups of respondents related to their absenteeism and turnover intentions. Means and Standard Deviation were used to determine the perception of respondents on each stressor. Pearson correlation was used to determine the relationship between stress and absenteeism & turnover intention. Finally, pearson correlation and fisher test were used to examine whether having dependent at home would result in a stronger relation between stress and a stress and absenteeism & turnover intention.

The finding of this study includes: home-work interference is importantly associated with occupational stress, strong positive relationship between stress and absenteeism & turnover intentions, and significant perceptual difference between two sub-groups of employees about all variables.