

Thesis Title : A study of Organizational Stressors and Stress Consequences on Employees in an Automobile Firm in Thailand

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The Abstract

The research studied the relationship between individual difference (ability and skill, perception, personality, and social support), organizational stressors (work variance, role conflict, role ambiguity, interpersonal demands, and corporate culture), and the consequences of stress. Consequences of stress included physiological symptoms (headaches, high blood pressure, and heart disease), psychological symptoms (anxiety, depression, and decrease in job satisfaction), and behavioral symptoms (performance, absenteeism, and turnover). The questionnaire was administered to 224 local employees of an automobile firm to examine their

perceptions on stress. The results revealed that there were no significant differences in individual differences among demographic profiles except for gender while there was significant relationship between individual differences and organizational stressors and there were significant relationship between organizational stressors to consequences of stress. The results also indicated no differences in the respondents at two levels, managers and staff in the firm under study.

Therefore, the result could be interpreted that gender was the important factor that caused the individual differences. The more confidence employees have in ability and skill, and/or perception, the more confidence to handle organizational stressors, and then the lesser effect employee's experience the consequences of stress. Finally, job levels – staff and supervisory level, were not the factor caused employees perceived individual differences, organizational stressors, and consequences of stress.

Finally, the results of findings are both summarized, concluded. Recommendation are given as the implementation tool for the “FM” Co., Ltd. and also for the further study in the future.

