

ABSTRACT

The purposes of this research were (1) to study the causes of work stress and coping strategies of the supervisor level employees at Bangkok Capital Alliance Co., Ltd.; (2) to compare the attitudinal degree of causes of the samples' work stress between Back and Front office employees; (3) to ascertain what strategies the supervisors use to cope with work stress. The total subjects were 97 middle-level executives in various departments who worked in the rank of Supervisor. The questionnaire used in this study was composed of three parts. The first part consisted of questions concerning personal information. The second part adapted from Murphy 1995 consisted of questions about the causes of work stress. The third part consisted of seven coping strategies, which the subjects were asked to rank from the most preferable (rank=1) to the least preferable (rank=7). The data were described by using percentage, frequency, mean, and standard deviation.

One of the main findings of the study was that job insecurity was perceived as the main cause of work stress ($\bar{X}=3.19$, $SD=0.71$) while, poor relationship with co-workers, supervisors or clients was not the main cause of work stress ($\bar{X}=2.42$, $S.D=0.72$). When Front and Back office employees were compared, it was found that there was no significant difference in the degree of work stress between the Front and Back office employees. Regarding the coping strategies of the samples, the majority of the Front and Back office employees preferred coping with work stress with the problem-focused coping strategy, especially by using strategy D – self-development which received the first rank. On the contrary, strategy C - doing meditation was used as the last rank in work stress.

Further study should consider the relationship between stress levels and coping strategies used by those in other work position levels, factors contributing to stress and work morale, the means to directly solve the causes of employees' stress, the degree of stress of employees in the asset management and the background variables of the subjects.