

FACTORS ASSOCIATED WITH JOB STRESS AMONG WOMEN EMPLOYEES IN THE
PRIVATE SKIN CARE COMPANY THAILAND

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จุฬาลงกรณ์มหาวิทยาลัย

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ปัจจัยที่มีความสัมพันธ์กับความเครียดจากการทำงานของพนักงานหญิงในบริษัทดูแลวิศวกรรม
แห่งหนึ่ง ในประเทศไทย



นางธัญญา ประชาพร

จุฬาลงกรณ์มหาวิทยาลัย

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วิทยานิพนธ์นี้เป็นส่วนหนึ่งของการศึกษาตามหลักสูตรปริญญาวิทยาศาสตรมหาบัณฑิต

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ธัญญา ประชาพร : ปัจจัยที่มีความสัมพันธ์กับความเครียดจากการทำงานของพนักงานหญิงในบริษัทดูแลผิวพรรณแห่งหนึ่ง ในประเทศไทย. (FACTORS ASSOCIATED WITH JOB STRESS AMONG WOMEN EMPLOYEES IN THE PRIVATE SKIN CARE COMPANY THAILAND) อ. ที่ปรึกษาวิทยานิพนธ์หลัก: รศ. ดร. รัตนา สำโรงทอง, 68 หน้า.

วัตถุประสงค์; การวิจัยครั้งนี้มีวัตถุประสงค์เพื่อศึกษาระดับความเครียดจากการทำงานและศึกษาความสัมพันธ์ของปัจจัยลักษณะงานและองค์กรกับความเครียดจากการทำงานของพนักงานหญิงในบริษัทดูแลผิวพรรณแห่งหนึ่งในประเทศไทย

วิธีการวิจัย; งานวิจัยนี้ทำการศึกษาในพนักงานหญิงบริษัทดูแลผิวพรรณเอกชนแห่งหนึ่งในประเทศไทยจำนวน306คนที่ได้จากการสุ่มตัวอย่างแบบแบ่งชั้น เครื่องมือที่ใช้ทำการวิจัยประกอบด้วยแบบสอบถามปัจจัยส่วนบุคคล แบบสอบถามด้านงานและองค์กรโดยปรับปรุงจากแบบสอบถามด้านการทำงานของคาราเสค (revised 1997)และแบบสอบถามความเครียดในการทำงาน โดยปรับปรุงจากแบบสอบถามความเครียดสวนปรุง(SPST-20)ที่คิดค้นโดยโรงพยาบาลสวนปรุงในประเทศไทย ข้อมูลที่ได้นำมาศึกษาทางสถิติโดยใช้ความถี่,เปอร์เซ็นต์,ค่ามัธยฐานและค่าเบี่ยงเบนมาตรฐาน ทำการวิเคราะห์หาความสัมพันธ์ของปัจจัยที่เกี่ยวข้องกับความเครียดจากการทำงานโดยใช้สถิติการทดสอบไคสแควร์(Chi-square test), ค่าสหสัมพันธ์แบบเพียร์สัน (Pearson's correlation coefficient) และการการวิเคราะห์ถดถอยพหุคูณ (Multiple regression analysis)

ผลการศึกษา; ผลการศึกษาพบว่า 41.5%ของพนักงานหญิงมีความเครียดในระดับสูงมาก รองลงมาคือเครียดมาก (33%) และเครียดปานกลาง (24%) ตามลำดับ

ประชากรที่ทำการศึกษา ดูแลลูกค้าเฉลี่ย 10.5คนต่อวัน ($x=10.5$),ทำงานเฉลี่ยวันละ 8.6 ชั่วโมง,สัปดาห์ละ 6วัน(91.2%),อายุอยู่ในช่วง 21ถึง 30ปี(42.2%),สถานภาพโสด(47.1%),แต่งงาน(40.5%),ความรู้เกี่ยวกับงานที่ได้รับมอบหมายเพียงพอ(78.4%),ปัจจัยส่วนบุคคลที่สัมพันธ์กับความเครียดจากการทำงานอย่างมีนัยสำคัญ ($p<0.01$).ผลการวิเคราะห์หาความสัมพันธ์พบว่ามีความสัมพันธ์เชิงบวกระหว่างความเครียดทางจิตใจกับความเครียดจากการทำงาน ($p<0.01$)ในทางตรงกันข้าม อำนาจในการตัดสินใจและการสนับสนุนจากเพื่อนร่วมงานและหัวหน้ามีความสัมพันธ์เชิงลบกับความเครียดจากการทำงานอย่างมีนัยสำคัญ($p<0.05$).จากการวิเคราะห์หาค่าตัวแปรพบว่าปัจจัยด้านจิตใจเป็นปัจจัยที่มีผลกระทบมากที่สุดโดยมีผลกระทบเชิงบวกต่อความเครียดจากการทำงานในพนักงานหญิงส่วนบริการของบริษัทดูแลด้านผิวพรรณอย่างมีนัยสำคัญ($p<0.05$, $\beta =.243$)ขณะที่อำนาจการตัดสินใจมีผลกระทบเชิงลบกับความเครียดจากการทำงานอย่างมีนัยสำคัญ ($p<0.05$, $\beta =-.200$)

ผู้วิจัยมีข้อเสนอแนะเพื่อเป็นนโยบายขององค์กรที่เป็นประโยชน์ต่อบริษัทในการเพิ่มผลผลิตและมีผลดีต่อสุขภาพของพนักงานดังนี้

1.การสนับสนุนทางสังคม;พัฒนาการสนับสนุนทางสังคมโดยการสร้างทีมสนับสนุนให้มีประสิทธิภาพมากยิ่งขึ้นและเสริมสร้างความสัมพันธ์ภายในองค์กรโดยการฝึกฝนทักษะการสื่อสารระหว่างบุคคลให้กับพนักงานทั้งในส่วนบริการและระดับผู้จัดการยอมรับซึ่งกันและกัน

2.อำนาจการตัดสินใจ;การให้อำนาจการตัดสินใจที่มากขึ้นจะช่วยเพิ่มคุณภาพงานและช่วยลดระดับความเครียดโดยให้พนักงานมีอำนาจควบคุมงานของตนเองเท่าที่เป็นไปได้หรือให้ออกาสพนักงานในการนำเสนอและตัดสินใจในการดำเนินงานโครงการต่างๆ

สาขาวิชา สาธารณสุขศาสตร์

ลายมือชื่อนิสิต

ปีการศึกษา 2556

ลายมือชื่อ อ.ที่ปรึกษาวิทยานิพนธ์หลัก

5578837853 : MAJOR PUBLIC HEALTH

KEYWORDS: JOB STRESS / JOB CONTROL / JOB DEMAND / SOCIAL SUPPORT / WOMEN
EMPLOYEE / SKIN CARE

TANATCHAYA PRACHAPORN: FACTORS ASSOCIATED WITH JOB STRESS AMONG
WOMEN EMPLOYEES IN THE PRIVATE SKIN CARE COMPANY THAILAND. ADVISOR:
ASSOC. PROF. DR. RATANA SOMRONGTHONG, Ph.D., 68 pp.

Objectives: This study aimed to investigate the prevalence of job stress, and explore the factors associated to job stress among women employees in the private skin care company in Thailand.

Methods: This cross sectional study was conducted in one private skin care company in Thailand. The participants consisted of 306 women employees who were selected by the stratified random sampling. The measurement tools were adopted the Suanprung Stress Test (SPST-20) and the Karasek's job content questionnaire (for organization and work related factors) . The data were summarized by frequency, percentage, mean, and standard deviation. Chi-square test, Pearson's correlation coefficient, and multiple regression analysis were applied for analyze correlation of several factors with job stress.

Results: The findings revealed that 41.5% of participants have stress in high level followed by severe stress (33. %) and moderate stress (24. %). The majority population of the study was female co-workers (85%), have clients per day(= 10.5), have number of working hour about 8.6 hours per day, and six days per week (91.2%), have adequate knowledge related to their job assignment (78.4%). Individual factors which correlated significant with the job stress are income sufficiency ($p < 0.01$). From the result of correlation analysis, there is a positive relationship of psychological demand and job stress ($p < 0.01$), while decision authority, and supportive from co-worker and supervisor are significantly negative relationship with job stress ($p < 0.05$). According to multivariate analysis, the result found psychological factors is the most significantly impacted job stress among women employees in the private skin care company, which is significantly positive toward job stress of women employees ($p < 0.05$, $\beta = .243$), while authority decision also significantly negative impacted job stress ($p < 0.05$, $\beta = -.200$).

The researcher might recommend in term of policy which benefits employee health can improve productivity.

1. Social support; the organization develops the social support by interpersonal and communication skills training to both management and front line employees and recognition of performance and regular feedback.

2. Authority decision; The organization redesign to enrich jobs with more authority decision by give employees as much control over their jobs as possible or give employees opportunities to lead projects and input into decision-making

Field of Study: Public Health

Student's Signature

Academic Year: 2013

Advisor's Signature

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CHAPTER 1

INTRODUCTION

1.1 Background and Rational

Stress is a physical or emotional response caused by an event or a tension that causes bodily or mental strain and can be an important factor in poor job performance, loss of well – being and disease causation. (NIOSH, 1999)

Stress experienced by workers at work is called job stress. There are many definitions of job stress. Job stress is a reaction results from a mismatch between the job demands and workers' knowledge, skill or abilities to cope with work. (WHO, 2007) It's as a harmful physical and mental reaction that happens when the job demand does not balance the capability, resources or requirements of the workers. (NIOSH, 1998) Job stress can be defined as a worker's response to a discrepancy between job demand and their abilities.(Henry & Evans,2008)

Many factors can cause job stress such as over workload, poor working condition , shift work , responsibility level , poor work relationship , unclear job description, job dissatisfaction , loss of occupation development opportunities , over/under promotion , organizational conflict or structure. (Murphy, 1995)

The results of job stress are economic problems for treatment, physical, and mental problems. Manifestations of job stress can be grouping in four 1) the physiological groups are muscle pain, upset stomach, chest discomfort, heart problems, headache, unstable or high blood pressure, high blood sugar levels ,and hypercholesterolemia 2) the emotional groups are short temper, poor interpersonal relationship, anger, anxiety, and irritability 3) the cognitive groups are job dissatisfaction ,depression, and low morale and 4) the behavioral groups are changes in work habits, low productivity, aggressive behavior, changes in personality or social behavior, increase absenteeism, and job burnout.(NIOSH,1998;Israel et al.,1989; Anderson & Pulich ,2001; Levin-Epstein ,2002)

There is different between women and men job stress and its related symptoms of sickness. The perceiving job stress in women employees is more than

men employees. The perception of job stress occurs at the level of emotional, cognitive, behavioral, and physiological response to stress. The job stress depend on the women employee's personality, the type of the stressor and the resources the women use to buffer the stressor.(Ostergren et al. ,2005; Stansfeld et al.,199;Vingard et al.,2005)

The type of the stressors in women that are different from men. These include sex discrimination, overload but under pay, barriers to achievement,. The working women still carry extra works, more responsibility or burdens at home, childbearing, caring elderly relatives, work-home conflict. When comparing women's and men's health, the consistent report is a higher rate of illness or symptom among women. (Hochschild, 1997)

National Statistical Office of Thailand reported that women employment rate in 2010 was 64% and in 2011was 65.5% while men employment rate was 80.7%.(World Bank ,2012; UNDP,2011) In Thai labor market, women and men are treated inequality such as in 2004, men have the average welfare 8.29% higher than women. In 2007, women occupied only 22.2% of the executive positions in the civil service, up from 9.9% in 1992.(Elson ,1999 ;National Statistical Office ,2012)

In 2011, low payment complaint from men employee was 52.36% while 90.99% was complaints of women. Otherwise, women workers complain about no vacation (5.05%), no work benefits (13.15%). (National Statistical Office, 2012)Thai women workers are in a more disadvantaged economic status and more prone to job stress than men workers in the labor market as shown by their low-paid, low welfare, low-skilled careers, but high burden in both workplace and home opposite to those of men workers.

Tonguthai P,et al(2011).In 2011,Annual report of mental health department, ministry of public health reported that stress in Thai people was increasing. Mostly age was working age, aged 25-44 years (48.8%). Causes of stress were financial problem, family relationship problem, and work stress. The risk area of stress was Bangkok. (Mental Health Problem Surveillance Report, 2011)

Vachira Pengjun M.D (2012) Director-General, Department of Mental Health, Ministry of public health declared that there was increasing of stress in Thai people. From statistic 575,125 Thai people consulted mental health hot line service in this year. Major causes of consultants were work stress, family life and daily living

problems. The suicide rate was increasing in this year because of stress coming from economic problem, job stress and social problems.

Kasikorn Research Center (2011) reported that skin care business is a rapidly growing industry in Thailand. The important employee in this business is the frontline employee. They are customer service providers who, given their key role in building customer satisfaction and relationships, are immensely important in this business settings. Most of employees in this work field are women. They often involve in problem solving with face-to-face customers. This is a stressful job not only because of the inherent conflict but also taken individually. There are many ways to cope with each customer or problem that can help to diffuse the job stress. But when they do this type of work all day long it is easy to experience stress in a general sense.

The private company, it is the skin care business to treat skin problems and provide correct advice on proper skin care. The Knowledge based on the medical and a modern technology and combining beauty treatment with medical treatment. It now has 123 skin care centers all of Thailand. There are 919 frontlines women employees for serving 350,000 customers-patients annually. Especially the Frontline employees are required to keep the business running. Normally their job is to provide service to customers, build customer satisfaction and relationships. Sometime they directly contact with customers who may be difficult to communicate and interact with. And often dealing with many customers at the same time, under pressure from the atmospheres inside the workplaces that lack of social interaction or support, so these things cause job stress.

Stress experienced by women at the workplace affects not only their professional life, but also family life and social intercourses. Exploration of women's working conditions would therefore seem to be valuable. These are all the reasons of this study. The aim of this study is to investigate the prevalence of job stress and the factors associated job stress among women employees in the private skin care company of Thailand. There are several factors effect in job stress including individual, organization and work factors.

1.2 Research questions

1. What is the prevalence of job stress among women employees in the private skin care company?

2. What are the factors associated job stress among women employees in the private skin care company?

1.3 Research Hypothesis

Job and organization factors are associated job with stresses among women employees in the private skin care company.

1.4 Research Objective

General objective

To assess the job stress among women employees in the private skin care company.

Specific Objective

To explore the prevalence of job stress among women employees in the private skin care company.

To determine the factors associated job stress among women employees in the private skin care company.

1.5 Variables in this study

1.5.1 Independent Variables

a) Individual factors

Age

Knowledge about the job

Marital status

Number of working hours

Position and responsibility

Sufficient Income

Number of clients

b) Job and Organization factors

Job demand

Job control

Social support

1.5.2 Dependent Variables

Job Stress

1.6 Operational Definitions

Job Stress refers to the harmful physical and emotional responses that have greatly affected biological, psychological, and social components. It's occurred when the requirements of the job do not match the capabilities, resources, or needs of the employees.

Women employee refers to the women employee who generally handles the skin care customer service at frontline.

Job Demand refers to stressors experienced on the job or workload, the speed and difficulty of the work.

Job control refers to autonomy and skills relating to the process, required from the employees.

Social support refers to physical and emotional comfort in overall levels of helpful social interaction available on the job from co-workers and supervisors.

The skin care company refers to the business to provide the service and product for treatment skin problems such as acne, melisma, wrinkle, and to promote the healthy skin and skin cosmetics.

Frontline employee refers to the women employee who direct contact with customer for providing service.

1.7 Conceptual framework

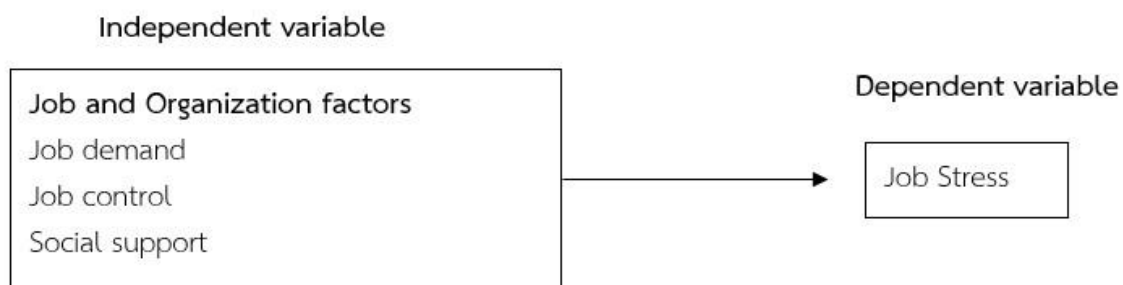


Figure 1 Conceptual framework



CHAPTER 2

LITERATURE REVIEW

In this chapter reviews the information of job stress related to women. A variety of previous studies in the field also had been reviewed and was used as reference.

2.1 General Stress

The history of individual stress theory originates from different kind of studying body of human behavior; from psychobiology, sociology, psychiatry, and anthropology. The researcher at this field of study has contributed to the concept of stress that has been examined and reviewed. Stress is undefined expression that been a subject of investigation from different point of view. The stress factor, reactions to stress and the environmental condition of each individual that contributes to stress problem. (Cooper & Dewe, 2007)

The stress doesn't have the same effect to people. The perception of stress is visible through individual reaction to the stress factor and the way they response on it. Other people tolerance in stress is much higher than that of his or her peers. The individual behavioral reaction to certain situation leads to stress responses. Stress factor, stress response and stress result are been the major concept and idea of stress development. Stress factor can be external or internal, social or environmental and psychological or biological. The stress response will determine how an individual react when confronted with difficult situation either in adapting or changing. This response will determine the level of stress result. The stress factor can be intangible or tangible like losing valued things or person in a natural calamities or such chronic illness as losing one memory. These contribute an immediate effect to stress result. (Lazarus & Folkman, 1984)

Accordingly, the study shows that there are ways to minimize the stress response: coping strategies, personal resources and social support. In this light the general stress is the product of psychological, emotional and physiological condition

being exposed to stress factor and the way individual responses to a certain situation.(Pearlin et al.,1981)

2.2 Job stress

In the other hand, job related stress have different level of categories. Stress develop in likely situation when work conflict between peers and subordinate is present, the degree of job demand and the loss of job control with the problem work even in small range makes the working condition unbearable.(Murphy,1995)

The decreasing ability to cope with work stress resulted to unprecedented number of problems in marital relationship, family care and social association. In addition number of mistakes and accident is a constant concern in emerging stressful workplaces that resulted to decrease in production and performance effectively. (Costa, 1996)

Aside from the fact mention above job stress has been a great factor in health and well-being deterioration in most exposed employee. The most stressful condition is overload. (Anderson & Pulich ,2001)

These categories as are follows:

1. The uniqueness of the job
2. Job Scope and Responsibility
3. Self-Career Advancement
4. Interpersonal Working Relationship
5. General Working Atmosphere (structural/organizational)

The uniqueness of the job and its effect to employee that contributed to job stress. It pertains to the employer expectation in regards with the job positive result, the time duration of job and the level of difficulty, changes in time frame like night shifting and the personal feeling of employee towards his or her job. How the individual response will have the negative impact on the well- being especially the health issue of an employee. Heart related illness, high blood pressure; gastro

intestinal disorders are among the result and prevalent manifestation of the first category job condition. (Costa, 1996)

Job Scope and Responsibility talks about the management issue of relating a job according to employee's skills and job requirements. In most common cases, the management have overlook this condition wherein an employee does work that is not under his or her expertise as doing multi-tasking job which burn out strength and beyond a require function. This problem arises when the management has lacking the clarity of a specific work requirement.

Self-Career Advancement is another issue that being studied and presented. As the work environment changes overnight, employees are confronted with the fact that career advancement is needed to cope up the fast pace working environment. In this regard, the lack of opportunity for the self -betterment is one of the common issues in certain work places. Promotion, job security is among the common concern of employee that both management and employee should take a considerable amount of time and attention.

Interpersonal Working Relationship is one of the main factors that contributed to stress. It is the result of absence of harmony inside and outside the work places. The relationship between the management, colleague and subordinates can be a triggering factor of stress. Harassment, discrimination, treats of violence and superior bullying is some additional stress factor that resulted in bad Interpersonal working relationship among are as follows:

Professional Threat – is an act of humiliating treatment
Emotional Battering – constant insult and sarcastic name calling and other form of emotion related action that resulted to lowering of self-esteem.

Professional Isolation – is the intentional prevention of career development training and keeping away the information.

Overworked – this is present in over loaded work, unreasonable deadlines and unnecessary interruption just to put work pressure.

Deprivation– this category are likely present in an unappreciative subordinate, lack of concern and the lapses of credit that is due letting the person feel less and unimportant entity.

These are some of the bullying condition employee are exposed with in working places that experience the deprivation category.

General Working Atmosphere (structure and organizational) is the last and final focus of job stress factor. In this category the atmospheres inside the workplaces are being related to how the management view and communicate to the employee, the management way in handling job related issues and the participation of the employee in the growth of a certain company or organization. Though these things can pose as a stress factor, the concept can be in positive position if being address in smart ways. It will help in reducing stress factor and the response would be a healthy atmosphere for both, the product and effectiveness will be in harmony. Mental and psychological complaint that lowers the growth in work places can be reduced. (Israel et al., 1989)

2.3 Sources of job Stress

Stress is a mental and emotional imbalance resulting from a various condition in working places .There are many sources of job stress.

Davis, Keith and John W Strom classify the sources of job stress in work place of employees into two groups that are organizational factors and non-work environment factors. (Davis et al., 1985)

1. Organizational Factors

- 1.1 Work load
- 1.2 Limited time to work
- 1.3 Poor job social support system
- 1.4 Conflict in organization
- 1.5 Inadequate decision authority
- 1.6 Role ambiguity

1.7 Difference between organizational value and individual value

1.8 Abrupt change in organization

2. Non work Environment Factors

2.1 Economic condition; insufficient income

2.2 Family problem

2.3 Individual Personality

Warren B. Brown and Dennis J. Joburg mentioned causes of stress in work place. (Brown et al., 1980)

1. Task-Based Stress; work load, limited time to work

2. Role-Based Stress; role conflict, role ambiguity

3. Social Environment, personal conflict, lack helpful in getting job done

4. Physical Environment; high or low temperature noisy or risky work

5. Stress from Individual; family problem, financial problem

6. Stress Arising from Feedback; include positive and negative feedback

John A. Wagner and John R. Hollenbeck mentioned about causes of stress in organization that come from three factors. (Wagner & Hollenbeck. 1992)

1. Individual factors

2. Physical-Technological Environment; work condition, temperature, clean of work place

3. Social Environment; poor relationship between supervisors and coworker, rigid control of work

Karasek (1990) said that social support consist of 3 components

1. Helpful among work group; It is a individual behavior to share, to help, to solve the problem and to respond each other's sincerely.

2. Acceptation among work group; It is a perception of person to accept, to cheer and to congratulate coworker.

3. Coworker relationship; In work place in order to help each other and create the best and benefit for public and organization.

The types of job stress factors and samples are being categorized and illustrated in the specified table modified from Murphy, 1995.

Stressors	Sources of job Stress
Job factors	Workload Poor Environment Isolation at the workplace Working hours/ Shift work Decisions
Role in the organization	Role conflict Conflicting in policy Role ambiguity Responsibility level
Career development	Under/ over promotion Job security Opportunities Job satisfaction
Relationships	Supervisors Coworkers Subordinates Violence Harassment
Organizational structure /climate	Participation

Stressors	Sources of job Stress
	Management style Communication patterns

Table 1 Sources of job Stress

2.4 Signs and Symptoms of Stress

The determining element in which severe mental or physical manifestation of disorders is transparent that needs professional and immediate attention. The essential aspect the employees should understand how is the nature of stress and identifies the factors for preventive measure to deter the stress to become a severe health problem issues. The prolong exposure of a person in stressful environment show different manifestation and indication of stress. All indicators of stress don't happen at a time, the progression develop in numerous phases. The modified table illustrations from Annscheutz, 1999 show and describe the signs and symptoms of stress. (Annscheutz,1999)

Signs and Symptoms of Stress

The signs and symptoms of stress can be classified into 4 levels.

Level 1 The warning sign,

The signs and symptoms in this level are

- Boredom
- Emotional fatigue
- Anxiety

Level 2 Mild Symptoms Warning sign,

The signs and symptoms in this level are

- Muscle pain
- Sleep disturbances
- Irritability

- More frequent headaches
- Emotional and physical fatigue

Level 3 Entrenched Cumulative Stress,

The signs and symptoms in this level are

- Depression
- Intensified emotional and physical fatigue
- Intense anxiety
- Peptic ulcers
- Sleeplessness
- Loss of sex drive
- Crying spells
- Withdrawal
- Rigid thinking
- Restlessness
- Increased use of alcohol, smoking, nonprescription drugs

Level 4 Severe /Debilitating Cumulative Stress Reaction,

The signs and symptoms in this level are

- Severe depression
- Carelessness / forgetfulness/ frequent accidents
- Inability to perform one's job
- Inability to manage personal life
- Heart problem
- Extreme chronic fatigue
- Overreaction to minor events
- Lowered self-esteem / self-confidence

- Uncontrolled anger
- Paranoid
- Suicidal or homicidal thinking

2.5 The Job stress Model

There are a number of theory of job stress model .But the popular job stress model is the job demand control model.

2.5.1 Job demand control model

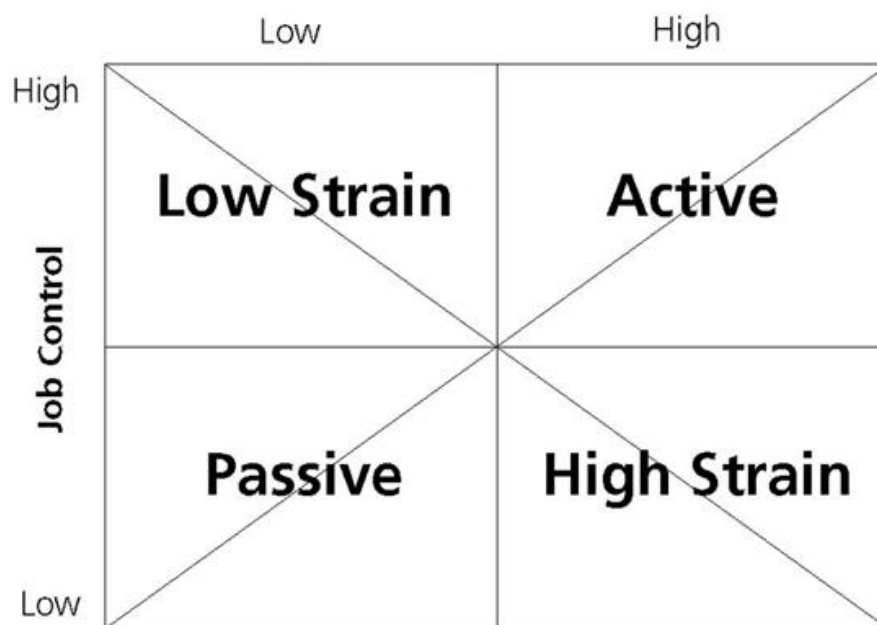


Figure 2 Karasek's job strain model

The job demand control model is interested on the balance of job demand and job control. In this model, job demand is defined as a workload and a knowledge requirement of the job. Job control is defined as a combination of discretion for using different skills and autonomy in the job. This model , developed by (Karasek ,1979),states that the combination of high job demand and low job control results in "high strain" work that result in a lot of health problems. On the other hand, work characterized by high job demand that also provide sufficient job control create an" active" work situation that is stimulating and health promoting. Work with low job demand and low job control was labeled as "passive" work. Lastly, work with

low job demand and high job control was considered to be "low strain" work. (See Figure1)

Workers who had "high strain" jobs which make high job demand on them but allow low job control had an increased risk of sickness (two to four times more likely). On the other hand, workers in "active" works that have high job demand but high job control had high job satisfaction and maintained good health. (Karasek & Theorell, 1990)

2.6 The skin care company

The skin care company is the business to provide the service and product for treatment skin problems such as acne, melasma, wrinkle and to promote the healthy skin and skin cosmetics. The skin care service can be classified into 4 groups. (Kasikornthai Research Center (2554))

1.1 skin examination service, skin and cosmetic problems consultants service for problems of acne, skin scar, skin color, nevus and skin mass

1.2 skin care and cosmetic service namely skin treatment, skin whitening, and wrinkle treatment

1.3 skin care products distribution

1.4 skin problems correction by instruments such as

1.4.1 Laser treatment for skin problems namely acne, scar, nevus and melasma

1.4.2 Botox injection service for wrinkle problems

1.4.3 Filler injection service for correction skin defects

CHAPTER 3

METHODOLOGY

3.1 Study Design

In order to investigate the prevalence of and the relationship between the Individual factors and job stress among women employee in the private skin care company. So this study is the quantitative cross sectional survey.

3.2 Study Population and Area

Target population of this study is women employees in the private skin care private company of Thailand.

Study population composed 919 women employees in the frontline from 123 skin care centers of private company of Thailand. There are 7-8 women employees in each branch.

There are three kinds of business Company name, A Clinic, B Clinic and C Beauty Center as showing on Table 2

Company	Branches	Employees
A Clinic	50	380
B Clinic	43	395
C Beauty Center	30	144
Total	123	919

Table 2 Number of the branch and women employees in private company of Thailand

3.3 Sample Size Calculation

Participants will be selected by sampling who works as women employees in the frontline private skin care company of Thailand. The stratified random sampling will be used to determine the sample. The population will be divide into 3 groups including A Clinic, B Clinic and C Beauty Center. Then the 3 groups are further sample using simple random sampling technique to obtain a sample for completing the questionnaire for the analysis.

Sampling formula for estimating a population will be calculated by Taro Yamane

$$n = N / (1 + Ne^2)$$

Then is sample size, N is population, and e is error of the sampling, this study be calculated the sample size as follows:

$$\begin{aligned} n &= 919 / ((1 + 919(0.05)^2) \\ &= 279 \end{aligned}$$

Add 10% of the calculated for dropped out.

$$\begin{aligned} &= 279 + 10\% \\ &= 306 \end{aligned}$$

Sample size collected = 306 women employees

Company	Population	Sample
A Clinic	380	126
B Clinic	395	132
C Beauty Center	144	48
Total	919	306

Table 3 Samples of women employee of the private skin care company

3.4 Sampling Method

3.4.1 Inclusion criteria

- Female
- Subjects who aged between 20 – 60 years old
- Subjects who employ in frontline department
- Able to complete data collection forms

3.4.2 Exclusion criteria

- Who refuse to give informed consent
- Who are treated or diagnosed as mental health problems
- Part-time employee

3.5 Measurement Variables

Interview questionnaires in Thai Language will be used as follows:

Independent Variable

1. Individual factor

There are 7 questions in this part. The Individual questionnaire; age , knowledge about the job, marital status, sufficient Income, number of working hours, position and responsibility , number of clients

2. Job and Organization factors

The part of organization and work factors was measured by a questionnaire that modified form Karasek's job content questionnaire(JCQ) based on the demand control model. This model, considered the two factors that are prominent in producing job stress. The first factor was psychological demands (intensity and pace of the work) .The second factor was control (skills and autonomy).The complete demand control model which added social support at work were both taken into consideration.(Karasek RA. ,1979)

The job content questionnaire 1.7 (revised 1997) included 27 items, which comprised a minimum set of questions for assessing of five scales, job control, psychological job demand, workplace social support, physical job demand, and job insecurity. The job control scale was the sum of two subscales, skill discretion, measured by 6 items, and decision authority, and measured by 3 items. The

psychological job demand scale was measured by 5 items. The workplace social support scale was the sum of 2 subscales, support from supervisors and support from co-workers, each measured by 4 items. The physical job demand scale was measured by 2 items and the job insecurity scale by 3 items. The Cronbach's alpha coefficient for scales and sub-scales ranged between 0.319–0.894 (Karasek RA., 1979)

For this study the job control was the sum of two sub-scales: skill discretion, measured by six items, and decision authority measured by three items. Five items measure the psychological job demands scale. Two items measured physical job demands scale and three items measured job insecurity scale. The workplace social support scale was the sum of two sub-scales: support from supervisors and four items measure support from coworkers, both. For each item response was recorded on a five-point Likert's scale ranging as below

Strongly disagree as 1 point

Disagree as 2 points

Fair as 3 points

Agree as 4 points

Strongly agree as 5 points

For each scale, a sum of weighted item scores was calculated. The calculation formulas were shown in Table 4.

Scale	Formula
Job control(9) - Skill discretion (6)	$[Q1+Q3+Q5+Q7+Q9+(6-Q2)]*2$

- Decision authority(3)	$[Q4+Q8+(6-Q6)]*4$
Job demand(7)	
-Psychological (5)	$3*(Q10+Q11)+2*(Q12+Q13+Q14)$
-Physical(2)	$Q15+Q16$
Social support(8)	
- Coworker (4)	$Q17+Q18+Q19+Q20$
- Supervisor(4)	$Q21+Q22+Q23+Q24$

Table 4 Calculation formulas of Job Content Questionnaire

Job demand control model consists of two components; work load (job demand) and decision authority (job control). Interaction between both components can create four types of job strain that was described by Karasek. Each type of job strain can effect to health and causes stress, illness and diseases which relate to social support or job environment. The details are as followings.

1. High strain job: In this situation, employees have high work load but low decision authority and low social support. These can cause stress and physical response in order to meet targets.

2. Active job: In this situation, employees have high work load and high decision authority, so they feel free to control their job and use all their available skills. High productivity, outcomes and growth can be predicted.

3. Low strain job: In this situation, employees have low work load but high decision authority and high social support. It is a relaxation and low risk of illness condition for repair personnel.

4. Passive job: In this situation, employees have low work load and low decision authority. This setting is found in a previously professional employee or previously very active jobs. It is the second important work problem because it results in long term loss of productivity and motivation which can cause strain and illness risk as active job.

A median cut-off point for each scale and sub-scale were used to categorize each variable into “high” and “low” to divide each criterion into 2 groups evaluating

from sampling data and using average score as divide standard for 3 phases as low and high. The cut off points for scales and sub- scales of JCQ .The criteria are as table 5 below.

Scale (No. of items)	High	Low
Job control (9)	82-120	24-81
- Skill discretion (6)	44-60	12-43
- Decision authority (3)	42-60	12-41
job demands (7)	38-70	14-36
- Psychological (5)	30-60	12-29
- Physical (2)	8-10	2-7
social support (8)	15-40	8-14
- Coworker (4)	15-20	4-14
- Supervisor (4)	15-20	4-14

Table 5 The scores of Job Content Questionnaire

Dependent Variables

1. Job Stress

The concept of job stress is within the context of individual and environmental representation and the consideration of factors that have greatly affected the well-being of individual through exposure in stressful work environment. (Lazarus & Folkman, 1984)

The job stress in this study was measured by the Suanprung Stress Test is a stress test instrument designed to measure stress in Thai population .This tool was

developed by Suanprung Hospital, Thailand. The SPST-20 is designed to identify biological, psychological, and social components of stress. Not liked the most current used instruments which are only, personality test, anxiety test, and psychosomatic symptoms related to stress test. (Mahatnirunkul S. et al.,2002)

Characteristics of instrument

- 1.Content validity is reviewed by experts and tested in 20 sample sizes.
2. Concurrent validity is tested in Thai population and standardizes by electromyography (EMG) more than 0.27(statistically significant with 95% confident interval).
3. Stress in this instrument is classified into 4 levels (mild, moderated, high, and severe) by normalized T-score and related to standard EMG.
4. Cronbach's alpha reliability coefficient of this instrument is more than 0.7 and still related to EMG significantly.

Description and scoring

SPST-20 is self-administered questionnaire. Let the participants read the questions about what has been happened over the past six months about different aspects of their job and workplace and answer the questions only the event which has been happened and asses their own feeling by scoring the level of stress . Scores of SPST-20 is a number scale in 5 levels range from1-2-3-4-5 as followed

Answer- Not stress	= 1 point
Answer- Mild stress	= 2 points
Answer- Moderate stress	= 3 points
Answer- High stress	= 4 points
Answer- Severe stress	= 5 points
No Answer	= 0 point

Interpretation

Total score of SPST-20 is not more than 100 points and the total score can be classified into 4 levels as followed

Score	0 - 23	= Mild stress
Score	24 - 41	= Moderate stress
Score	42 - 61	= High stress
Score	>62	= Sever stress

The details and meanings are as followed

1. Mild stress refers to little stress that disappear in short period, stress in daily living. This level of stress does not threaten to living. Person has automatic adaptation with familiar, little energy, and relaxation.

2. Moderate stress refers to stress in daily living coming from threat or important social event. Personal response are anxiety, fear, etc. in normal range, not severe, or harmful only stimulating.

3. High stress refers to high stress level which people cannot adapt to reduce the stress in short period and considered as a danger range, if not relieved, it can turn to be chronic stress and various diseases later on.

4. Severe stress refers to high level of stress that continued until failure to adaptation and turn to physical symptoms or diseases as easily.

3.6 Reliability and validity test

3.6.1 Reliability

The reliability of the study will be tested the similar previous studies in 30 women employees. That that undergoes with the test in 2 parts:

-The discrimination that all item have the total Correlation (to try with the non-example group) was accepted > 0.2 .

-The Cronbach's alpha coefficient was accepted 0.7

3.6.2 Validity test

The validity was able to measure by using the content validity and criterion related validity that was reviewed by five experts after constructing the draft questionnaire. English to Thai translation in terminology and explanation is being furnished and given a special consideration.

The validity also uses the criterion from other studies to estimate by correlations of measurements such as

1. Individual factors: Develop the questionnaire to relate with the sample group.
2. Job and Organization factors: This tool is developed from Job Content

Questionnaire (JCQ) (Karasek et al, 1998). This tool was used in Thailand.

3. Job stress: This tool is developed from Suanprung Stress Test (SPST-20) (Mahatnirunkul S. et al.,2002). This tool was used in Thailand.

3.7 Data Collection

Step1. A request letter from Chulalongkorn University graduate school is being obtained specifying the objectives, details and information needed to gather directly address to the manager director of the PRC Company explained the objectives, details of data collection with and thesis outline as well as the questionnaire using in the research and asking consent to conduct and accumulate data.

Step2. After getting the permission of the manager director, the researcher setting a conference to regional managers and staff, who will be directly involve in the process of collecting the answered questionnaire. The meeting will discuss and explain the objectives and the methods. In this manner, the researcher will establish the proper cooperation from all the women employees in answering self-administered sets of question for data collection.

Step3: The time frame is set within 2 weeks. Failure in meeting the deadlines, the regional manager will be informed through telephone and asking help in following up the questionnaire collection.

Step 4: After data collection, the researcher is responsible to evaluate the precision and the comprehensiveness of the information that is essential for the employee to answer.

3.8 Data Analysis

The quantitative data will be check and code upon entering the Statistical Package for Social Science (SPSS) version 17 for examination before going public.

Descriptive statistics for describe the characteristic factors were calculated mean, standard deviation, frequency and percentage.

The conclusion was shown from the inferential statistics: used Chi-square test, Pearson's Correlation Coefficient, and Multiple Regression Analysis to analyze correlation of several factors with job stress.

3.9 Ethical Consideration

1. The study was conducted and obtained the consent of Ethic Review under the strict standard of College of Public Health Sciences, Chulalongkorn University.

2. The subject of the study had been advice about the concept and had fully understood the purpose, process and the benefits of the study being conducted.

3. The researcher had taken a great responsibility in informing the consent upon answering questionnaire that includes the following criterion.

- The willingness to partake the study
- The freedom to choice to withdraw
- The accessibility of the result and prognosis of the outcome is available to the consent party if needed.
- The guarantee that the data will be solely use for the study and not in any form being used for any other purposes.
- Moral Respect as the consent right who will be shown to public.

4. Gathered data and information is solely for research purposes and deal with in outmost confidentiality.

5. During screening Process and method, if the researcher found psychological disorder subjects, they would be helped and advised to meet doctor for further and proper treatment.

3.10 Limitations

Time and scope of the study are limited; thus, the representation is not viable to all women employees in Thailand. The study is only based in one source of

private company.

3.11 Confidentiality

The sources of data and information used in this study are highly protected in confidentiality and being available only during the time of study. The subject and answer gathered is secured in outermost anonymously. Use the sealed brown envelope for each responder in order to give the responder answering the questionnaires and fold it into the envelope without signature for preventing their secret. To identify the data collection forms used special code for the purpose of authenticity of the study.

3.12 Benefits and application

The study aim to provide the baseline data prevalence of job stress among women employees skin care company of Thailand.

To assess the factors related with job stress among women employees skin care company of Thailand

To pursue strategies to develop appropriate reduce stress of the targeted women employees.

CHAPTER 4

RESULTS

This chapter shows the result of the statistical analysis. This study is focus on women employees in the private skin care private company of Thailand. To determine the overall job stress among women employees in the private skin care company, descriptive analysis was applied for summarize the result collected from 306 respondents. To find out the factors which is the most associated job with stresses, Chi-square test, Pearson's correlation coefficient, and multiple regression analysis is using for solving the hypotheses of the study. The raw data collected from respondents is analyzed by using Statistical Package for Social Science (SPSS) version 17.0.

4.1 Descriptive Analysis of Individual Factors

This section shows the result of descriptive analysis of respondent's individual factors includes age, knowledge, marital status, number of working hours, position and responsibility, sufficient income, and number of clients. Frequency, percentage, range, mean, and standard deviation is illustrated in the Table 6.

Age

The female employee's age ranged from 20 to 55 years, average mean of age is 32.6, and standard deviation of 8.2. The researcher divided age groups into four categories. The result found majority of employees aged 21 – 30 years (42.2%), and followed by 31 – 40 years (35.3%), 41 – 50 years (19.9%), and 51 years and above (2.6%), respectively.

Knowledge

More than half of female employees has knowledge about job adequate (78.4%), while other 21.6% has not.

Marital status

Majority of respondents is single (47.1%), and following by married (40.5%), widowed (4.2%), separated (4.2%), and divorced (3.9%), respectively.

Number of working hour

They average worked $8.6 \pm .9$ hours per day, ranged from 5 – 12 hours. The researcher categorized number of working hour into two groups. Most of them works 8 hours (61.1%), while employees who work more than 8 hours has 38.9%.

When examine by day, they average worked $5.9 \pm .3$ days per week, ranged from 4 – 6 days. The researcher categorized number of working days into two groups. Most of respondents works 6 days (91.2%), while 8.8% of them works 5 days or less.

Position and responsibility

Most of female employees in the study is co-workers (85%), and work in service duty (82%), while 15% of them are manager, and responded in management views (18%).

Sufficient income

The result in the study shows 37.3% of employee has not sufficient and in debt, and following by respondents who has income sufficient but not for saving (34.6%), not sufficient but not in debt (18.6%), while only 9.5% of employee has income sufficient and enough for saving

Number of clients

Majority of respondent has clients ranged from 1 – 70, average mean of 10.5, and standard deviation of 11.9. The researchers divided range into three groups. Most of employee has clients 1 – 10 (81.7%), and following by 20 and above (12.1%), while 6.2% of them has 11 –20, respectively.

(n = 306)	Individual factors	Frequency	Percent
Age <i>(range 20 – 55, \bar{X} = 32.6, SD. = 8.2)</i>	21 - 30	129	42.2
	31 - 40	108	35.3
	41 - 50	61	19.9
	51 and above	8	2.6
Knowledge	Adequate	240	78.4
	Inadequate	66	21.6
Marital status	Single	144	47.1
	Married	124	40.5
	Widowed	13	4.2
	Divorced	12	3.9
	Separated	13	4.2
Number of hours per day <i>(range 5 – 12, \bar{X} = 8.6, SD. = .9)</i>	8 hour	187	61.1
	more than 8 hour	119	38.9
Number of days per week <i>(range 4 – 6, \bar{X} = 5.9, SD. = .3)</i>	5 days or less	27	8.8
	6 days	279	91.2
Position	Co-worker	260	85
	Manager	46	15
Responsibility	Service	251	82
	Management	55	18
Sufficient income	Not sufficient and in debt	114	37.3
	Not sufficient not in debt	57	18.6
	Sufficient but not for saving	106	34.6

(n = 306)	Individual factors	Frequency	Percent
	Sufficient and enough for saving	29	9.5
Number of clients (range 1 – 70, \bar{X} = 10.5, SD. = 11.9)	1 - 10	250	81.7
	11 - 20	19	6.2
	20 and above	37	12.1

Table 6 Descriptive analysis of individual factors

4.2 Descriptive analysis of job and organization factors and job stress

This part explains the result of descriptive analysis of job and organization factors. The researcher applied Karasek's job content questionnaire (JCQ) for using as measurement for organization and work factors. It's mainly divided into three attributes (job control, job demand, and social support).

Job control

Job control has two sub-scale included skill discretion measured by six items and decision authority was measure by three item. Overall mean score of job control is equal to 3.73.

In term of skill discretion (Table 7), overall mean score of skill discretion is equal to 3.86. Most of respondents agreed with their job require to learn new things (\bar{X} = 4.34), and following by having an opportunity to develop (\bar{X} = 4.08), need of creativity (\bar{X} = 3.91), doing a variety of things (\bar{X} = 3.88), and requiring high skill level (\bar{X} = 3.85). However, employee has least agree with have a lot to say about what happens on their job (\bar{X} = 3.68).

When categorized by decision authority, overall mean score is 3.49. Most of employee agree with their job allow them to make a lot of decisions (\bar{X} = 3.54), and following by lack of freedom (\bar{X} = 3.24), and while they least agree with involving repetitive works (\bar{X} = 3.08).

	Mean	SD.
Skill discretion	3.86	.41
My job requires that I learn new things	4.34	.72
I have an opportunity to develop	4.08	.72
My job requires me to be creative	3.91	.72
I get to do a variety of things on my job	3.88	.80
My job requires a high level of skill	3.85	.82
I have a lot to say about what happens on my job	3.68	.85
Decision authority	3.49	.56
My job allows me to make a lot of decisions on my own	3.54	.85
On my job, I am not of freedom	3.24	.99
My job involves a lot of repetitive work	3.08	1.05
Total	3.73	.37

Table 7 Average mean score of job control

Job demand

Job demand contained with two sub-scale, psychological measured by five items and physical was measure by two item. Overall mean score of job demand is equal 3.59.

According to the Table 8, most of respondents agreed with their job require working very fast ($\bar{X} = 4.36$), and following by having enough time to get the job done ($\bar{X} = 3.64$), not asking to do an excessive ($\bar{X} = 3.19$), and requiring work very hard ($\bar{X} = 3.14$), while they has least agreed in term of require lots of physical effort in their job ($\bar{X} = 3.07$). Overall mean score of psychological is equal to 3.48.

In case of physical, overall mean score is 3.87. They agreed with their job security is higher than free from conflicting demands others make (\bar{X} , $4.07 > 3.67$).

	Mean	SD.
Psychological	3.48	.46
My job requires working very fast	4.36	.63
I have enough time to get the job done	3.64	.81
I am not asked to do an excessive	3.19	.94
My job requires working very hard	3.14	.99
My job requires lots of physical effort	3.07	1.19
Physical	3.87	.77
My job security is good	4.07	.70
I am free from conflicting demands others make	3.67	1.16
Total	3.59	.43

Table 8 Average mean score of job demand

Social support

Social support was divided into two sub-scale, each co-worker and supervisor attributes contained with each four items. Mean score of social support is equal to 3.83.

From the result in the Table 9, most of respondents agreed with people who they work with are friendly ($\bar{X} = 4.03$), and following by helpful in getting the job done ($\bar{X} = 3.99$), not competent in doing their jobs ($\bar{X} = 3.75$), and take a personal interest toward them ($\bar{X} = 3.50$), respectively. Overall mean score of co-worker is equal to 3.82.

When determined by supervisor, their overall mean score is 3.84. They agreed with their supervisor is helpful in getting the job done ($\bar{X} = 3.94$), and following by successful in getting people to work together ($\bar{X} = 3.87$), and concerned about the welfare of those under him ($\bar{X} = 3.80$), while pays attention is lowest mean score ($\bar{X} = 3.75$).

	Mean	SD.
Co-worker	3.82	.57
People I work with are friendly	4.03	.71
People I work with are helpful in getting the job done	3.99	.70
People I work with are competent in doing their jobs	3.75	.71
People I work with take a personal interest in me	3.50	.77
Supervisor	3.84	.82
My supervisor is helpful in getting the job done	3.94	.85
My supervisor is successful in getting people to work together	3.87	.92
My supervisor is concerned about the welfare of those under him	3.80	.93
My supervisor pays attention to what you are saying	3.75	.88
Total	3.83	.61

Table 9 Average mean score of social support

Job Stress

The SPST-20 by Suanprung Hospital, Thailand is applied for to identify biological, psychological, and social components of stress. This section contained with 20 items. Mean score and standard deviation was illustrated in the Table 10. Overall mean score of job stress is 2.69.

The result of descriptive analysis on stress is determined in Table 12, most of employee has strongest opinion toward not enough money to pay ($\bar{X} = 3.31$), and followed by muscle tension or pain ($\bar{X} = 3.26$), cannot reach the job target ($\bar{X} = 3.25$), tension headaches ($\bar{X} = 3.23$), back pain ($\bar{X} = 3.19$), migraine or unilateral

headaches ($\bar{X} = 2.80$), anxious or worried ($\bar{X} = 2.75$), feel tired easily ($\bar{X} = 2.73$), fear of making mistakes ($\bar{X} = 2.72$), feel the need to compete or compare ($\bar{X} = 2.59$), feel angry or edgy ($\bar{X} = 2.56$), sense of grievance or frustrated ($\bar{X} = 2.54$), memory is not good ($\bar{X} = 2.51$), family dispute ($\bar{X} = 2.43$), worried about pollutants or toxins ($\bar{X} = 2.42$), confused ($\bar{X} = 2.39$), appetite change ($\bar{X} = 2.35$), difficulty concentrating ($\bar{X} = 2.33$), frequent colds ($\bar{X} = 2.28$), and feel depressed ($\bar{X} = 2.23$), respectively.

	Mean	SD.
Not enough money to pay	3.31	1.40
Muscle tension or pain	3.26	1.26
Not reach the target of job	3.25	1.04
Tension headaches	3.23	1.27
Back pain	3.19	1.32
Migraine or unilateral headache	2.80	1.32
Anxious or worried	2.75	1.28
Feel tired easily	2.73	1.23
Fear of making mistakes	2.72	1.05
Feel the need to compete or compare	2.59	1.19
Feel angry or edgy	2.56	1.16
Sense of grievance or frustrated	2.54	1.20
Memory is not good	2.51	1.13
Family dispute about money or work at home	2.43	1.31
Worried about toxins or pollutants in the air, water, noise, soil	2.42	1.19
Confused	2.39	1.06
Appetite changes	2.35	1.16

	Mean	SD.
Difficulty concentrating	2.33	1.15
Frequent colds	2.28	1.19
Feel sad or depressed	2.23	1.12
Total	2.69	.78

Table 10 Average mean score of job stress

The summary in the Table 11 represents range, average mean score and the interpretation of result. Female employee in the study has ages range from 24 – 95, $\bar{X} = 53.9 \pm 15.6$.

In term of job control factors (range = 64–114, $\bar{X} = 88.1 \pm 9.3$), majority of respondents has skill discretion range from 32 – 60, $\bar{X} = 46.2 \pm 4.9$, while they also has high level of decision authority, range from 28 – 60, $\bar{X} = 41.8 \pm 6.7$.

When determine job demand factors (range = 31 – 65, $\bar{X} = 50 \pm 6$), most of respondents has psychological range from 23 – 56, $\bar{X} = 42.3 \pm 5.5$. However, majority of female employee has physical range from 2 – 10, $\bar{X} = 7.7 \pm 1.5$.

Moreover, there is social support (range = 8 – 40, $\bar{X} = 30.6 \pm 4.9$), most of respondents has co-worker support range from 4 – 20, $\bar{X} = 15.3 \pm 2.3$. In addition, majority of female employee has toward supervisor support range from 4 – 20, $\bar{X} = 15.4 \pm 3.3$.

n = 306	Minimum	Maximum	Mean	SD.
Job stress	24	95	53.9	15.6
Job control	64	114	88.1	9.3
Skill	32	60	46.2	4.9

n = 306	Minimum	Maximum	Mean	SD.
Decision authority	28	60	41.8	6.7
Job demand	31	65	50.0	6.0
Psychological	23	56	42.3	5.5
Physical	2	10	7.7	1.5
Social support	8	40	30.6	4.9
Coworker	4	20	15.3	2.3
Supervisor	4	20	15.4	3.3

Table 11 Descriptive summary of job and organization factors and job stress

4.3 The relationship between job stress and individual factors

To analyze the relationship between job stress and individual factors, Chi-square test is use to determine the significant relationship between them. Source of stress level is determine from interpretation of SPST-20 in previous chapter. According to Table 12, the relationship between job stress and individual factors were described below

Age

The age group of employee who aged 41 – 50 has highest percentage of job stress (41.7%). However, there was not significantly difference between job stress and age (p-value = .062)

Knowledge

Respondents who has no knowledge has higher stress than employee who has a knowledge (47%). However, there was not significantly difference between job stress and knowledge (p-value = .553).

Marital status

The result from the Table 14 shows respondents who is divorced has highest percentage of job stress (58.3%). However, there was not significantly difference between job stress and marital status (p-value = .239).

Number of working hour

When consider by working hours, there is not significantly difference between job stress and working hour (p-value = .116, .495).

Position and responsibility

Most of female co-worker in the study has highest percentage of job stress (41.5%), while employee who has job responsibility in management has highest percentage of job stress (43.6%). However, there was not significantly difference between job stress and position and job responsibility (p-value = .602, .542).

Sufficient income

The result in the study shows most of employee who has not sufficient and in debt has highest stress in sever level (50.9%), while respondents who has sufficient and enough for saving has least stress when compare to other groups (51.7%). These result show job stress and income sufficient has significantly difference at 0.05 significant level (p-value = .000).

	Job Stress			χ^2 (df)	P-value
	Moderate stress	High stress	Sever stress		
Age					
21 - 30	37 (28.7)	51 (39.5)	41 (31.8)	12.008 (6)	.062
31 - 40	18 (16.7)	45 (41.7)	45 (41.7)		
41 - 50	19 (31.1)	26 (42.6)	16 (26.2)		
51 - 60	3 (37.5)	5 (62.5)	-		
Knowledge about the job adequate					
Yes	63 (26.3)	96 (40)	81 (33.8)	1.186 (2)	.553

	Job Stress			χ^2 (df)	P-value
	Moderate stress	High stress	Sever stress		
No	14 (21.2)	31 (47)	21 (31.8)		
Marital status					
Single	39 (27.1)	53 (36.8)	52 (36.1)	10.392 (8)	.239
Married	25 (20.2)	58 (46.8)	41 (33.1)		
Widowed	5 (38.5)	6 (46.2)	2 (15.4)		
Divorced	2 (16.7)	7 (58.3)	3 (25)		
Separated	6 (46.2)	3 (23.1)	4 (30.8)		
Number of hours per day					
8 and below	50 (26.7)	83 (44.4)	54 (28.9)	4.301 (2)	.116
more than 8 hour	27 (22.7)	44 (37)	48 (40.3)		
Number of days per week					
5 days or less	5 (18.5)	14 (51.9)	8 (29.6)	1.406 (2)	.495
6 days	72 (25.8)	113 (40.5)	94 (33.7)		
Position					
Co-worker	63 (24.2)	108 (41.5)	89 (34.2)	1.016 (2)	.602
Manager	14 (30.4)	19 (41.3)	13 (28.3)		
Responsibility					
Service	61 (24.3)	103 (41)	87 (34.7)	1.223 (2)	.542
Management	16 (29.1)	24 (43.6)	15 (27.3)		

	Job Stress			χ^2 (df)	P-value
	Moderate stress	High stress	Sever stress		
Income sufficient					
Not sufficient and in debt	12 (10.5)	44 (38.6)	58 (50.9)	43.370 (6)	.000*
Not sufficient not in debt	17 (29.8)	20 (35.1)	20 (35.1)		
Sufficient but not for saving	33 (31.1)	53 (50)	20 (18.9)		
Sufficient and enough for saving	15 (51.7)	10 (34.5)	4 (13.8)		
Classification of Job stress	77 (25.2)	127 (41.5)	102 (33.3)		

Table 12 The relationship between job stress and individual factors

4.4 The relationship between job stress and job and organization factors

To analyze the relationship between job stress and job and organization factors, Chi-square test is use to determine the significant relationship between them. Source of stress level is determine from interpretation of SPST-20 in previous chapter, while attribute from job and organization is segmented into two group. From the result in Table 13, the relationship between job stress and individual factors were described below

Job control

When measure by skill level, female employee who has high skill discretion is has highest level of job stress (42.5%), In case of decision authority, respondents who has low decision authority will has highest stress percentage of job stress (43.6%). However, there is not significantly difference between job stress and job control (p-value = .813, .086).

Job demand

In term of job demand, female employee who has high percentage of psychological also has high level of job stress (41.7%). Moreover, respondents who perceived high physical also has highest job stress (44.1%). However, there is not significantly difference between job stress and job demand (p-value = .511, .455).

Social support

According to result in the Table 15, there was significantly difference between supervisor and job stress at 0.05 significant level (p-value = .014). The employee perceived low of helpful social interaction from supervisor has highest percentage of stress level. However, there is not significantly difference between job stress and co-worker (p-value = .186).

	Job Stress			χ^2 (df)	P-value
	Moderate stress n (%)	High stress n (%)	Sever stress n (%)		
Job control					
<u>Skill</u>					
Low	21 (26.9)	30 (38.5)	27 (34.6)	.414 (2)	.813
High	56 (24.6)	97 (42.5)	75 (32.9)		
<u>Decision authority</u>					
Low	35 (20.3)	75 (43.6)	62 (36)	4.903 (2)	.086
High	42 (31.3)	52 (38.8)	40 (29.9)		
Job demands					
<u>Psychological</u>					
Low	2 (50)	1 (25)	1 (25)	1.344 (2)	.511

	Job Stress			χ^2 (df)	P-value	
	Moderate stress n (%)	High stress n (%)	Sever stress n (%)			
<u>Physical</u>	High	75 (24.8)	126 (41.7)	101 (33.4)	1.574 (2)	.455
	Low	31 (27.9)	41 (36.9)	39 (35.1)		
	High	46 (23.6)	86 (44.1)	63 (32.3)		
Social support Coworker	Low	20 (20.6)	38 (39.2)	39 (40.2)	3.364 (2)	.186
	High	57 (27.3)	89 (42.6)	63 (30.1)		
Supervisor	Low	18 (20)	31 (34.4)	41 (45.6)	8.595 (2)	.014*
	High	59 (27.3)	96 (44.4)	61 (28.2)		
Classification of Job stress	77 (25.2)	127 (41.5)	102 (33.3)			

Table 13 The relationship between job stress and job and organization factors

4.4.1 Pearson's correlation coefficient analysis among job stress and job and organization factors

This part applies Pearson's correlation coefficient to find the relationship of the factors associated job stress among women employees in the private skin care company. The researcher divided sub-categories of job and organization into six variable to compare with job stress level. The result in the Table 14 indicates that there is a positively significant relationship with between job stress and psychological

at significant level less than 0.05 (2-tailed) (p-value = .002, r-value = .177). Moreover, there is a significantly negative relationship between decision authority, co-worker, and supervisor towards job stress among women employees in the private skin care company at 0.05 significant level (r-value = -.114, -.142, -.129), respectively.

	Job stress	Skill discretion	Decision authority	Psychological	Physical	Co-worker	Supervisor
Job stress		.096	-.114*	.177**	.003	-.142*	-.129*
Skill discretion			.288**	.200**	.264**	.071	.102
Decision authority				-.031	.287**	.069	.088
Psychological					.215**	.029	.018
Physical						.385**	.346**
Co-worker							.506**
Supervisor							

* (sig < .05)

** (sig < .01)

Table 14 Test of Pearson's correlation between job stress and job and organization

4.4.2 Multiple regression analysis among job stress and job and organization factors

The researcher applied multiple regression analysis to examine how the job and organization factors associated job stress among women employees in the private skin care company. Six variables of job and organization was adopted in the multiple regression model in the Table 15.

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.450	.579		4.230	.000
Skill discretion	.211	.115	.110	1.830	.068
Authority decision	-.200	.084	-.143	-2.378	.018*
Psychological	.243	.099	.142	2.447	.015*
Physical	.064	.067	.063	.955	.340
Co-worker	-.168	.091	-.124	-1.853	.065
Supervisor	-.085	.062	-.089	-1.362	.174

$R = .285$, $R^2 = .081$, Adjust $R^2 = .063$, $F = 4.415^*(\text{sig} < .05)$

Table 15 Analysis of multiple regression among job stress and job and organization factors

According to the table 17, the adjusted R-square explains that 8.1% of job stress can be explained by job and organization factors. Secondly, F-test is equal to 4.415 and it has significantly difference at 0.05, this examine that at least one factors of job and organization has significantly associated with job stress.

In order to analysis the regression model, the result found authority decision has significantly negative impacted job stress of female employees in the private skin care company (p-value = .018, $\beta = -.200$), while psychological factors has significantly positive predict job stress of women employees in the private skin care company at 0.05 significant level (p-value = .015, $\beta = -.243$). However, skill discretion (p-value = .068, $\beta = -.211$), physical (p-value = .340, $\beta = -.064$), co-worker (p-value = .065, $\beta = -.168$), and supervisor (p-value = .174, $\beta = -.085$) has no impact toward job stress of women employees in the private skin care company.

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	2.191	.441		4.973	.000
Authority decision	-.152	.079	-.109	-1.931	.054
Psychological	.296	.096	.174	3.090	.002*

$R = .208$, $R^2 = .043$, Adjust $R^2 = .037$, $F = 6.835^*(\text{sig} < .05)$

Table 16 Analysis of multiple regression among authority decision, psychological job demand and organization factors

From the result in the table 16, the adjusted R-square explains that 4.3% of job stress can be explained by authority decision and psychological job demand. Secondly, F-test is equal to 6.835 and it has significantly difference at 0.05, this examine that at least one factors of job and organization has significantly associated with job stress.

In order to analysis the regression model, the result found psychological job demand has significantly positive impacted job stress of female employees in the private skin care company (p-value = .002, $\beta = .296$), while authority decision has no impact toward job stress of women employees in the private skin care company when compare with psychological job demand.

CHAPTER 5

CONCLUSIONS, DISCUSSIONS AND RECOMMENDATIONS

5.1 Conclusions

The majority population of the study was female co-workers in the private skin care company (85%), work in service duty (82%), has clients less than 10 (81.7%), have number of working hour about 8.6 hours per day, and six days per week (91.2%). They aged between 21 and 30 years (42.2%), single (47.1%), and married (40.5%). More than half of them have adequate knowledge related to their job assignment (78.4%). In term of income sufficient, 37.3% of employee has not sufficient and in debt, income sufficient but not for saving (34.6%), while only 9.5% of employee has income sufficient and enough for saving.

The researcher applied Karasek's job content questionnaire (JCQ) for using as measurement for organization and work related factors. The findings revealed that their job content need high skill discretion ($\bar{X} = 4.9$), especially in learning a new thing ($\bar{X} = 4.34$), and developing opportunity ($\bar{X} = 4.08$), and high decision authority ($\bar{X} = 6.7$). In term of job demand, their job is require high psychological job demand scale ($\bar{X} = 5.5$) which is include working very fast ($\bar{X} = 4.36$) but has low requirement of physical job demand ($\bar{X} = 1.5$). They also received high support from co-workers ($\bar{X} = 15.3$), and supervisors ($\bar{X} = 15.4$) especially in term of friendly ($\bar{X} = 4.03$) and helpful ($\bar{X} = 3.94$), respectively.

To explore the prevalence of job stress among women employees in the private skin care company, The SPST-20 was using to measure level of stress. Prevalence of stress among female employees in the private skin care company in the study was high stress (41.5%, $\bar{X} = 53.9$). In addition, top five of stress that they concerned was income insufficiency, responsibility of job, and physiological stress. They have strongest opinion toward income insufficient ($\bar{X} = 3.31$), and followed by muscle tension or pain ($\bar{X} = 3.26$), cannot reach the job target ($\bar{X} = 3.25$), tension headaches ($\bar{X} = 3.23$), and back pain ($\bar{X} = 3.19$), respectively.

In bivariate analysis by using Chi-square test, this study found that there were significant differences between job stress and income sufficient. Female employees who have insufficient income and are in debt have stress under a severe level (50.9%). However, female employees who have sufficient income and enough for saving have moderate stress when compared to other groups (51.7%). In addition, there were significant differences between job stress and supportive from supervisor and job stress, where low supportive from supervisor causes severe stress (45.6%). This implies workers who have debt, insufficient income, and lack of supportive from supervisor will have the highest stress level.

In case of relationship between job stress and job and organization factors by using Pearson's correlation coefficient, there is a positive relationship of psychological factors at 0.05 significant level (p -value = $.002 < 0.05$), while there is a significant negative relationship between job stress, decision authority, supportive from co-worker and supervisor, respectively (p -value = $.046, .013, .024 < 0.05$).

According to multivariate analysis, six variables of job and organization were adopted in the multiple regression model. The result found psychological factors is the most significantly impacted job stress among women employees in the private skin care company, which is significantly positive toward job stress of women employees (p -value = $.015$, $\beta = .243$). Authority decision also ranked as second most impacted toward job stress also has significantly negative impacted job stress (p -value = $.018$, $\beta = -.200$).

5.2 Discussions

The result was collected and summarized from 306 respondents. This research aims to assess the job stress among women employees in the private skin care company. The overall result explains income insufficient, social support from colleague or supervisor, psychological job demand, and decision authority of job control is significantly affected stress of woman employee. Woman employees in this study have types of stressors such as overload working but their income cannot cover their living cost and physiological stress such as muscle pain and tension headache. This result is also supported by information from the National Statistical Office (2012) which explained that 90.99% of women employees complain from low payment and

welfare, as also mentioned by Tonguthai et al (2011) studied about woman in Thailand and found their stress from financial problem and work stress is increasing. The result may affect from positioning of female employee in the study, who has role to make customer satisfied individually, also involved in giving a problem solution to customer directly, and their working hours is quite high and rapidity. This may cause they are lack of rest due to few sleep hours and day off.

To explore the prevalence of job stress among women employees in the private skin care company. The result found that job stress has no difference with individual factors such as age, knowledge, marital status, number of working hour, and job responsibility. This is except for income sufficient which is found there is a difference between groups of female employee who has income sufficient and insufficient. Female employee in the study who has income insufficient and debt will has level of stress higher than female employee who has sufficient income without debt. This is supported by McDaniel et al (2006) stated that income or wage affects level of satisfaction and stress level, employees who has enough or sufficient income will resulted to increase in production and performance. The study of job stress among nurse from the research done by Wattanakitkrailej et al. (2010) also found that respondents who has insufficient income will also increasing in stress level. The result of stress measurement by the SPST-20 showed most of respondents in the study has stress on income insufficiency, such as has not enough money or salary to cover their expense. Due to uncertainly of economic and political instability, it will affects living cost which is increasing apparently. Debt is the result from uncontrollable expense, which is directly affect to stress level of employee. Low income employees will had more chance to develop higher stress than employees who had sufficient income because of the high cost of living and daily expense is not suitable with their income.

Social supports is also factor which is influences job stress. From the result, there were significantly difference between job stress and supportive from supervisor, where low supportive from supervisor cause severe stress. In addition, supportive from co-worker and supervisor have negative relationship with job stresses but not enough to impact toward job stress among women employees in the private skin care company when compare with others factors. The result is associated with Payne (1980) stated that social support received from colleagues or supervisor have

associated with job stress. While low social support at workplace is associated with fatigue or stress (Bultmann U et al, 2002). Caplan (1975) also found that higher social support from colleague or supervisors, its came out of job stress relief. Support from subordinate or supervisor such as giving assistance in completing a task or sharing information and resource, or emotional concerned such as giving reassurance can reduce stress level and make them has productivity on working (Pinneau, 1976). Irritable supervisors or boss who has lack of enthusiasm in employee may influence their stress on the person under them, which can create the stress to co-worker and make them dissatisfied toward their supervisors (Cooper, 1987). Ignorance from supervisor such as lack of recognition and attention in term of guidance on performance and comments also lead employee to depress and generate their stress level. Friendly and helpful supervisor may make employee had feeling free to contact with them and give their opportunity to ask, which can make them develop stress level slower than supervisor who is strict and create the gap between them.

To determine the factors associated job stress among women employees in the private skin care company. The result from multiple regression analysis shows psychological demand is positively impacted toward job stress. The psychological demand such as work overload or pressure from works such as working fast, working hard, and time limited of working has significantly impacted job stresses. When considered from five psychological components of Karasek's job content questionnaire (JCQ), most of female employee in the private skin care company agreed with their job responsibility is require working very fast. This is supported by the study of Sittikan (2008) found that psychological job demand has associated with job stress of drivers. According to the result of stress measurement by using The SPST-20, employee concerned that cannot reach the job target is one of the of top most stress they perceived. Levi (1981) also stated that hard working is linking to the stress which can occur to be disease. Physiological stress such as muscle tension, back pain, unilateral headache can happened when employee has under strain stress or fatigue. When employee had overloaded job and is under stress condition, their behavior may change such as less concentration on working, which is directly affect to their productivity (Bainbridge, 1974; Cooper et al. 1987). Stress from rapidity work and hardworking can occur when they has limited time to meet their objective or goal or tired from physical response such as fatigue.

In addition, authority decision also has significantly negative impacted job stress. This result is supported by the study of Juljerm (2008) found that anything which is related to the decision making authority of careers such as time pressure, lack of freedom in their own, or controlled by working schedules from their supervisor, lack of participation in decision making is resulting in stress. Cooper et al. (1987) stated that freedom to complete a task, authority to take job responsibility, and handle the task by themselves has positively influence workers satisfied with their job, which is can affect less in their stress. Worker who has freedom choice to choose tasks is likely to perceive their job as being meaningful (Cooper et al, 1987). Working without decision authority is cause employee limited to improve their skill and ability.

5.3 Recommendation

From the study, frontline employee of skin care business will always face the problem of stress. According to characteristic of their job to provide service face-to-face to customers, with difference in problem solving and mostly them often dealing with many customers at the same time. Some customer may difficult to deal and interact with. Female employee need to continuously serve this type of job for whole day. This may come up with the pressure from workplace along with lack of social interaction from colleague or supervisor support. Uncertainty in work schedule, time limited, responsibility to achieve target or goal, unpredictable in job issue or customer, rapidity of working, and lack of relief may cause them response in physical interact such as fatigue and this can rise the stress level. Having better social support from friends or colleague in the workplace may causing them share the feeling, experience, and job knowledge, which can affect them feel more better relief and reduce the pressure in workplace. Supportive from supervisor such as guidance for problem solution, helpful comment, and pay attention to their subordinate can improve environment in workplace, which is reduce a gap between supervisor and their subordinate. This may cause less pressure between supervisor and frontline employees.

Due to economic uncertainty, most of female employee in the study has insufficiency income due to high living cost of Bangkok. Location of their workplace is

mainly located in department store or shopping arcade, which is offer expensive meals, luxurious product such as clothing or technology gadget, and other entertainment attributes. These may effect on their spending. They need to spend money on beauty treatment for make them looking good for serving customer. Beauty oriented is be important in the skin care business, as is also concerned to female employees who have to provide the service and product for treatment skin problems such as acne, melasma, wrinkle and to promote the healthy skin and skin cosmetics. If they cannot maintain their healthy skin or beauty oriented, this might be effect on the trustworthiness towards brand of skin care company. As an over spending on living cost, it cause them owned debt or less money on saving which lead to suffer from insufficient income that their salary cannot covered monthly expense.

Policy recommendation:

The researcher might recommend the organization in term of policy. Organization's policies which benefits employee health can improve productivity .That are perceived as healthy tend to have clear policies. Following are 3 recommendations:

1. Social support; the organization develops the social support, producing more effective team supportive, strengthen relationship building by
 - Interpersonal and communication skills training to both management and front line employees.
 - Find out the best ways to open and clear communicates; speaking in groups, face-to-face or web board.
 - Recognition of performance and regular feedback; the lack of control cause factor determining how stressful worker.
 - Respect and authenticity for the dignity of each employee and fair management actions.
 - Help employees to improve emotional support system, will reduce source of emotional fear and tear.
2. Authority decision -The organization redesign to enrich jobs with more authority decision can lower employee stress levels by

- Give employees as much control over their jobs as possible, the sense of control are much less to be negatively affect
- Give employees opportunities to lead projects and input into decision-making
- Creating a work environment where employees think like their business owners.
- Supporting employees build self-efficacy; Challenge employees stretch goals and coach employees to solve problems.

3. Offering special rate for beauty products: To offer a special price of product or treatment to their employee

Recommend the organization in this study to offer a special price of beauty product or treatment to their employee. Relieve of expense on beauty oriented product or service can let them have some money for saving. Without or less level of stress, female employee can work more effectively and gain more productivity. This effect also reduce a chance occur of physiological stress that cause them have an illness. In outcome, the healthier employee can serving customer with more productively, make a better organization such an improving atmosphere of workplace, maintaining good relationship of customer along with employees and gain trust from them, and also reduce labor turnover of skin care company.

Further study recommendation

1. The study should be conducted in combination with quantitative study to explore the perception of responding with stress, causes association with stress. Regarding quantitative study, longitudinal study should be carried out to determine consequences of hassles events that related stress.

2. Perspective study in job stress related to health should be conducted to find out the employee health problems in order to initiate program activities for health promotion.

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APPENDIX

Individual questionnaire

Please answer each of following questions by filling in the blank with the correct answer or by circling the single best answer.

The Individual questionnaire has 7 question. The time to answer for this part is 5 minutes.

1. How old are you?
.....Years
2. Is your knowledge about the job adequate?
 - a. Yes
 - b. No
3. What is your marital status?
 - a. Single
 - b. Married
 - c. Widowed
 - d. Divorced
 - e. Separated
4. How many hours do you work in a day, many days per week?
Number of hours per day.....
Number of days per week.....
5. What is your position and responsibility?
Position.....
Responsibility.....
6. Is your income sufficient?
 - a. Not sufficient and in dept
 - b. Not sufficient not in dept
 - c. Sufficient but not for saving
 - d. Sufficient and enough for saving
7. How many clients per day in your responsibility?
.....Person

แบบสอบถามข้อมูลส่วนบุคคล

กรุณาตอบคำถามต่อไปนี้โดยเติมคำในช่องว่างด้วยคำตอบที่ถูกต้องหรือวงกลมคำตอบที่ถูกต้องที่สุด
แบบสอบถามข้อมูลส่วนบุคคลมีทั้งหมด 7 ข้อ เวลาในการตอบแบบสอบถาม 5 นาที

1. อายุ?
.....ปี
2. ความรู้เกี่ยวกับงานของท่านมีเพียงพอ หรือไม่?
ก. เพียงพอ
ข. ไม่เพียงพอ
3. สถานภาพการแต่งงาน
ก. โสด
ข. แต่งงาน
ค. หม้าย
ง. หย่า
จ. แยกกันอยู่
4. ท่านทำงานวันละกี่ชั่วโมง, สัปดาห์ละกี่วัน?
วันละ.....ชั่วโมง
สัปดาห์.....กัวัน
5. ตำแหน่งงานและความรับผิดชอบ
ตำแหน่งงาน.....
ความรับผิดชอบ.....
6. รายได้ของท่านเพียงพอหรือไม่?
ก. ไม่เพียงพอและเป็นหนี้
ข. ไม่เพียงพอ แต่ไม่เป็นหนี้
ค. เพียงพอแต่ไม่พอเก็บ
ง. เพียงพอและพอเก็บ
7. จำนวนลูกค้าที่ท่านรับผิดชอบต่อวัน?
.....คน

Job and Organization factors; Job content Questionnaire

Please answer whether you strongly disagree, disagree, fair, agree or strongly agree with each of the following statements. The next set of questions asks you to think about different aspects of your job.

Job content questionnaire has 24 question. The time to answer for this part is 15 minutes.

	Strongly disagree	disagree	fair	agree	Strongly agree
1. My job requires that I learn new things	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. My job involves a lot of repetitive work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. My job requires me to be creative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. My job allows me to make a lot of decisions on my own	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. My job requires a high level of skill	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. On my job, I am not of freedom to decide how I do my work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. I get to do a variety of things on my job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. I have a lot to say about what happens on my job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. I have an opportunity to develop my own special abilities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10. My job requires working very fast	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. My job requires working very hard	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12. My job requires lots of physical effort	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13. I am not asked to do an excessive amount of work	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
14. I have enough time to get the job	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
15. I am free from conflicting demands others make	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

16. My job security is good 1 2 3 4 5
17. People I work with are competent in doing their jobs 1 2 3 4 5
18. People I work with take a personal interest in me 1 2 3 4 5
19. People I work with are friendly 1 2 3 4 5
20. People I work with are helpful in getting the job done 1 2 3 4 5
21. My supervisor is concerned about the welfare of those under him 1 2 3 4 5
22. My supervisor pays attention to what you are saying 1 2 3 4 5
23. My supervisor is helpful in getting the job done 1 2 3 4 5
24. My supervisor is successful in getting people to work together 1 2 3 4 5

แบบสอบถามปัจจัยลักษณะงาน และองค์กร

คำชี้แจง แบบสอบถามนี้มีวัตถุประสงค์เพื่อศึกษาปัจจัยลักษณะงาน และองค์กรในส่วนงานการบริการ
ดูแลผิวพรรณลูกค้าที่ท่านปฏิบัติงานอยู่

ให้ท่านอ่านหัวข้อข้างล่างนี้ แล้วประเมิน ทำเครื่องหมาย ให้ตรงช่อง ตามความคิดเห็นที่ท่าน
เห็นว่าเหมาะสมที่สุดเพียงข้อเดียวเกี่ยวกับงานและองค์กรที่ท่านทำทุกวันนี้ โดย

- 1 หมายถึง ไม่เห็นด้วยอย่างยิ่ง
- 2 หมายถึง ไม่เห็นด้วย
- 3 หมายถึง ไม่แน่ใจ
- 4 หมายถึง เห็นด้วย
- 5 หมายถึง เห็นด้วยอย่างยิ่ง

แบบสอบถามปัจจัยลักษณะงาน และองค์กรมีทั้งหมด 24 ข้อ เวลาในการตอบแบบสอบถาม 15 นาที

ข้อความ	ความคิดเห็น				
	ไม่เห็นด้วย อย่างยิ่ง	ไม่เห็น ด้วย	ไม่แน่ใจ	เห็นด้วย	ไม่เห็นด้วย อย่างยิ่ง
1. ท่านจำเป็นต้องเรียนรู้สิ่งใหม่ๆในการทำงาน	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. งานที่ท่านทำเป็นงานที่ซ้ำซาก จำเจ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. งานที่ท่านทำต้องการความคิดริเริ่มสร้างสรรค์	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. ในการทำงานท่านสามารถตัดสินใจได้ด้วยตัวเอง	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. งานที่ท่านทำต้องการความชำนาญระดับสูง	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. ท่านมีอิสระในการตัดสินใจเกี่ยวกับงานน้อย	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. ท่านทำงานที่มีความหลากหลายในการปฏิบัติ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. ท่านสามารถแสดงความเห็นได้เต็มที่ในสิ่งที่ เกิดขึ้นในงาน	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. ท่านมีโอกาสที่จะพัฒนาความสามารถของตนเอง	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10. งานของท่านต้องการความกระฉับกระเฉง ว่องไว	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. งานของท่านเป็นงานหนัก	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
12. งานของท่านเป็นงานที่ใช้แรงกายมาก	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
13. ปริมาณงานที่ท่านทำไม่มากเกินไป	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

14. ท่านมีเวลาเพียงพอในการทำงานที่ได้รับมอบหมาย 1 2 3 4 5
15. ท่านไม่มีความขัดแย้งกับเพื่อนร่วมงาน 1 2 3 4 5
16. หน้าที่การงานที่ท่านทำมีความมั่นคง 1 2 3 4 5
17. เพื่อนร่วมงานของท่านเป็นผู้ที่มีความสามารถรอบรู้ในงาน 1 2 3 4 5
18. เพื่อนร่วมงานของท่านเอาใจใส่ในตัวท่าน 1 2 3 4 5
19. เพื่อนร่วมงานเป็นมิตรกับท่าน 1 2 3 4 5
20. เพื่อนร่วมงานของท่านช่วยเหลือเพื่อช่วยให้งานเสร็จ 1 2 3 4 5
21. หัวหน้าท่านเอาใจใส่ทุกข์สุขของลูกน้อง 1 2 3 4 5
22. หัวหน้าท่านให้ความสนใจต่อสิ่งที่ท่านนำเสนอ 1 2 3 4 5
23. หัวหน้าท่านช่วยเหลือเพื่อให้งานสำเร็จลุล่วง 1 2 3 4 5
24. หัวหน้าท่านมีความสามารถในการจูงใจให้คนทำงานร่วมกัน 1 2 3 4 5

Job Stress questionnaire; Suanprung StressTest-20,(SPST-20)

Please read the items below about what has been happened with you over the past six months about different aspect of your job and workplace and mark only the event which has been happened with you and evaluate how you are feeling to the event. Then mark the corresponding box to your rating.

Scoring the level of stress as followed

Stress score 1 point. Means not stress.

Stress score 2 points. Means Mild stress.

Stress score 3 points. Means Moderate stress.

Stress score 4 points. Means High stress.

Stress score 5 points. Means severe stress.

Job Stress questionnaire has 20 question. The time to answer for this part is 10 minutes
over the past six months.

Item.	Stress Score				
	1	2	3	4	5
1. Fear of making mistakes.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Not reach the target of job.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Family dispute about money or work at home.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Worried about toxins or pollutants in the air, water, noise, soil	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. Feel the need to compete or compare.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. Not enough money to pay.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. Muscle tension or pain.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. Tension headaches.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. Back pain.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10. Appetite changes.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. Migraine or unilateral headache.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- | | | | | | |
|---------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 12. Anxious or worried. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 13. Sense of grievance or frustrated. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 14. Feel angry or edgy. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 15. Feel sad or depressed. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 16. Memory is not good. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 17. Confused. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 18. Difficulty concentrating. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 19. Feel tired easily. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 20. Frequent colds. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

แบบสอบถามความเครียดในการทำงาน

คำชี้แจง แบบสอบถามนี้มีวัตถุประสงค์เพื่อศึกษาระดับความเครียดในการปฏิบัติงานของพนักงานหญิงในส่วนการบริการดูแลผิวพรรณลูกค้าที่ท่านปฏิบัติงานอยู่

ให้ท่านอ่านหัวข้อข้างล่างนี้ แล้วสำรวจดูว่าในระยะ 6 เดือนที่ผ่านมา มีเหตุการณ์ในข้อใดเกิดขึ้นกับตัวท่านบ้าง ประเมินว่าท่านมีความรู้สึกอย่างไรต่อเหตุการณ์นั้น แล้วทำเครื่องหมายให้ ตรงช่องตามที่ท่านประเมิน โดย

คะแนนความเครียด 1	คะแนน หมายถึง	ไม่รู้สึกเครียด
คะแนนความเครียด 2	คะแนน หมายถึง	รู้สึกเครียดเล็กน้อย
คะแนนความเครียด 3	คะแนน หมายถึง	รู้สึกเครียดปานกลาง
คะแนนความเครียด 4	คะแนน หมายถึง	รู้สึกเครียดมาก
คะแนนความเครียด 5	คะแนน หมายถึง	รู้สึกเครียดมากที่สุด

แบบสอบถามความเครียดในการทำงาน มีทั้งหมด 20 ข้อ เวลาในการตอบแบบสอบถาม 10 นาที

ข้อความ	ระดับความเห็น				
	ไม่รู้สึก เครียด	รู้สึก เครียด เล็กน้อย	รู้สึก เครียด ปาน กลาง	รู้สึก เครียด มาก	รู้สึก เครียด มากที่สุด
1. กลัวทำงานผิดพลาด	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. ไปไม่ถึงเป้าหมายที่วางไว้	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. ครอบครัวมีความขัดแย้งกันในเรื่องเงินหรือเรื่องงานในบ้าน	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. เป็นกังวลกับเรื่องสารพิษ หรือมลภาวะ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
5. รู้สึกว่าต้องแข่งขันหรือเปรียบเทียบ	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
6. เงินไม่พอใช้จ่าย	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
7. กล้ามเนื้อตึงหรือปวด	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
8. ปวดหัวจากความตึงเครียด	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
9. ปวดหลัง	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
10. ความอยากอาหารเปลี่ยนแปลง	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
11. ปวดศีรษะข้างเดียว	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

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|-----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| 12. รู้สึกวิตกกังวล | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 13. รู้สึกคับข้องใจ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 14. รู้สึกโกรธ หรือหงุดหงิด | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 15. รู้สึกเศร้า | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 16. ความจำไม่ดี | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 17. รู้สึกสับสน | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 18. ขาดสมาธิ | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 19. อ่อนเพลียง่าย | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| 20. เป็นหวัดบ่อย | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |



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