CONTENTS

Page

Acknowled	lgement	iii
Abstract in	English	V
Abstract in	Thai	vii
List of Tab		xii
Chapter 1	Introduction	1
	Background and Significance of the Research Problem	1
	Research Objectives	8
	Research Questions	8
	Definition of Terms	8
Chapter 2	Literature Review	10
	Job Stress	11
	Presenteeism	21
	Relationship Between Job Stress and Presenteeism	28
	Situation of Health Care Delivery System in Pakistan	30
	Conceptual Framework	35
Chapter 3	Methodology	36
	Research Design Chiang Mai University	36
	Population and Sample	36
/	Research Setting	38
	Research Instruments	38
	Protection of Human Subjects	41
	Data Collection Procedures	41
	Data Analysis Procedure	43

CONTENTS (continued)

Chapter	4 F	Findings	and Discussion	44	
	F	Findings			
	Γ	Discussion			
Chapter	5 0	Conclusion, Implications, and Recommendations			
	C	Conclusi	on ons of Research Findings endations for Further Research	67	
	I	mplicati	ons of Research Findings	69	
	R	Recomm	endations for Further Research	69	
Reference	ces	6	1 2 9 2121	70	
Appendi	ces	-36	A LAN	91	
	Appe	endix A	Number and Percentage of Sample Size in Each Nursing		
		1 S	Department of Three Tertiary Care Hospitals	92	
	Appe	endix B	Study Participant Information Sheet	93	
	Appe	endix C	Study Participant Informed Consent	97	
	Appe	endix D	Research Instruments	98	
	Appe	endix E	Certificate of Ethical Clearance	101	
	Appe	ndix F	Permission Letter to Use the SPS-6 Instrument	103	
	Appe	endix G	Permission Letter to Use the ENSS Instrument	104	
	Appe	endix H	Permission of Data Collection Letter	105	
	Appe	endix I	Mean, Standard Deviation, Frequency and Percentage of		
	1		Each Items of Work Load Scale; Uncertainty Concerning		
			Treatment Scale; Patients and Their Families Scale; Death		
			and Dying Scale; Problems Relating to Supervisors Scale;		
			Problems Relating to Peers Scale; Conflict with Physicians		
			Scale; Inadequate Emotional Preparation Scale; and		
			Discrimination Scale	109	

CONTENTS (continued)

Page

Appendix J Mean, Standard Deviation, Frequency and Percentage of	
Presenteeism	119
Curriculum Vitae	121
CHILL MAI UNIVERSITY	
ลิขสิทธิ์มหาวิทยาลัยเชียงใหม่	
Copyright [©] by Chiang Mai University All rights reserved	

LIST OF TABLES

Page

Table 1	Number of Population and Sample from Each Hospital and				
	Department	37			
Table 2	Categorization of Level of Overall Job Stress with Dimensions	39			
Table 3	Categorization of Level of Overall Presenteeism with Dimensions	40			
Table 4	Frequency and Percentage of the Demographic Data of the Nurses	45			
Table 5	Mean, Standard Deviation and Level of Each Dimension of Job Stress				
	as Perceived by the Nurses	47			
Table 6	Mean, Standard Deviation and the Level of Overall and Each				
	Dimension of Presenteeism as Perceived by the Nurses	48			
Table 7	Relationship between Overall Level of Job Stress and Overall				
	Presenteeism as Perceived by Study Participants	49			
	STRU STRU				

