

Abstract

The study of The Relationships between Adversity Quotient, Stress Coping Behaviors and Job Stress: A Case Study of Krung Thai Bank Public Company Limited is a survey research. The purposes of this study are as follows: to study the relationships between adversity quotient, stress coping behaviors and job stress and to predict job stress from adversity quotient and stress coping behaviors.

The sample of this study was 274 Authorize Teller1 of Krung Thai Bank Public Company Limited. The instruments were questionnaires consisting of four parts: Part 1: 37 items measuring adversity quotient (reliability coefficient .849); Part 2: 43 items measuring stress coping behaviors (reliability coefficient .802); and Part 3: 21 items measuring job stress (reliability coefficient .837).

The analyzing statistics used in this study were frequency, percentage, mean, standard deviation, Pearson's Product Moment Correlation Coefficient and Stepwise Multiple Regression Analysis. The results were as follows:

1. There is a significant positive correlation between adversity quotient and problem-focused coping but there is no relationship between adversity quotient and social support, and no relationship between adversity quotient and avoidance coping.

2. There is a significant negative correlation between problem-focused coping and job stress, a significant positive correlation between avoidance coping and job stress but there is no relationship between social support and job stress.

3. There is a significant negative correlation between adversity quotient and job stress.

4. The stepwise multiple regression analysis reveals that avoidance coping and endurance, which is the component of adversity quotient, are the significant predictors of job stress with predictability of 18.4%

The results of this study served as guidelines for selecting and developing the employees' qualification to be match with the policy and the need of the organization. Including for the efficiency of preparing themselves to coping with the problem from working.