

Abstract

The research entitled “Relationships between Adversity Quotient, Coping Behavior and Work Performance: A Case Study of Hire-Purchase Motorcycle” was a survey research designed to examine the influences of adversity quotient and coping behavior on work performance. This study divided adversity quotient into 4 dimensions: control, ownership, reach and endurance. Coping behavior was divided into 3 styles of action: problem-focused, emotion-focused and emotion-focused avoidance coping. Work performance was measured by performance appraisal scores of 2007.

The sample size was 160 employees of loan officers and lending officers. The adversity quotient questionnaire was developed by the researcher. It consisted of 37 items with coefficient alpha of .868. Coping behavior questionnaire (Carver, Scheier & Weintraub, 1989) was translated and modified by Supapan Khotjarus. It consisted of 30 items with coefficient alpha of .719.

Statistical Methods used for this study were : t-test, Pearson product moment correlation and One-way ANOVA.

Results of the study were as follows:

1. Age, years of working, marital status and educational background had no significant influence on adversity quotient.
2. Age had significant influence on coping behavior.
3. Adversity quotient related positively with problem-focused coping strategy. Adversity quotient related negatively with emotional-focused avoidance coping strategy.
4. Reach related positively with work performance.
5. Problem-focused coping strategy related positively with work performance.

According to these results, the organization could apply knowledge of demographic, adversity quotient and coping behavior to recruitment, duty assignment and training to increase employee's efficiency.