

Abstract

The Objectives of this study, titled “The relationship between Work Factors, Adversity Quotient and Stress of Call Center : Case Study of True Move Co., Ltd.” are to investigate (1) the stress level of call center, (2) the adversity quotient level of call center and (3) the relationship between Work Factors AQ and Stress of call center. The population of this study is four hundred and ten of True Move Co., Ltd. The questionnaire used in this study consists of four main parts: Personal Factors, Work Factors Test, AQ Test and Stress Test. The results are as follow :

1. The most sample group have stress level at midium level and have mean of stress at 1.425
2. The mean of Adversity quotient (Average AQ) is high level. The mean of all factors of AQ are control, origin and ownership, reach and endurance at high level.
3. Work factors have affect on stress. By factor intrinsic to the job, role in the organization, relationship at work, career development and organization structrue and climate have negative correlation
4. There aren't negative correlation between AQ factor with Stress of call center.

The result of this study can apply for AQ development, reduce stress problem and increase performance in work of call center.