

Abstract

The research of “Relationships among Adversity Quotient, Stress Coping Behaviors and Absenteeism Rates: Study of airline customer service agents” is aimed at investigating the impact of personal factors on Adversity Quotient, Stress Coping Behaviors and Absenteeism Rates and studying relationships among Adversity Quotient, Stress Coping Behaviors and Absenteeism Rates.

The total amount of 264 airline customer service agents from 6 International Airports were the population of this study. There were 158 persons randomly selected according to the Proportion Stratified Random method. The measurement tools used in this study were the personal data questionnaires, Adversity Quotient and Stress Coping Behaviors test. Statistical analysis tools including frequency, percentage, mean, standard deviation, t-test, One-way ANOVA, Pearson’s Product Moment Correlation. The results of this study are as follows :

1. The airline customer service agents have Adversity Quotient score in high level. It is found that the Adversity Quotient level of the airline customer service agents who have different marital status as personal factor is significantly different. Married agents have the level of Adversity Quotient higher than those who are single.

2. The problem-focused stress coping behaviors level of the airline customer service agents is moderately. The social support stress coping behaviors level of the airline customer service agents is moderately and the airline customer service agents have the avoidance stress coping behaviors in low level.

3. The airline customer service agents have high absenteeism rates by exchange work schedule with their colleagues. The airline customer service agents who are different in personal factors have no difference in absenteeism rates.

4. The Adversity Quotient has positive relationship with the problem-focused stress coping behaviors. The Adversity Quotient has negative relationship with the avoidance stress coping behaviors . There is no significant correlation between the stress coping behaviors and absenteeism rates.