

Abstract

The study of “The Relationship between Adversity Quotient, Social Support and Job Stress: A Case Study of one Software House: the objective is to

1. Study the relationships between Adversity Quotient component and Job stress of IT staff.
2. Study of the relationships between Social Support component and Job stress of IT staff.
3. Study the relationship between Adversity Quotient component and IT staff's social support component.
4. Predict the job stress of IT staff from one software house.

The sample consists of one hundred and fifty of IT Staffs from one software house. The data gathering tools are as follows: Questionnaire of personal data, Adversity Quotient Test, Social Support Test and Job Stress Test. Data analyzed by using Statistical Package for the Social Science (SPSS) Program for descriptive statistics; frequency, percentage, mean, standard deviation, Pearson's Product Moment Correlation Coefficient Test and Stepwise Multiple Regression Analysis. The results are as follows

1. The mean of Adversity Quotient (Average AQ) is obviously high. The means of all four components (control, origin and ownership, reach and endurance) are also in a high level.
2. The mean of Social Support (Average Social Support) is obviously high. Out of three components, the means of cognitive and emotional are in a high level while the mean of resource is in a medium level.
3. The mean of Job Stress of IT staff is in a medium level.
4. There is a significant negative correlation between all Adversity Quotient components and the Job Stress of IT staff as follows: $r = -.417$ for overall AQ, $r = -.409$ for highest control, $r = -.401$ for origin and ownership, $r = -.256$ for endurance and $r = -.252$ for reach at $p < 0.1$.

5. There is a significant negative correlation between all Social Support components and the Job Stress of IT staff as follows: $r = -.569$ for overall social support, $r = -.567$ for emotional, $r = -.503$ for resource and $r = -.406$ for cognitive at $p < 0.1$.

6. There is a positive correlation among some Adversity Quotient components and Social Support: Adversity Quotient in control, origin and ownership components has a positive correlation with all Social Support components at $p < 0.1$. Adversity Quotient in reach component has a positive correlation with all Social Support component especially in emotional at $p < 0.1$. The Social Support in cognitive and resource component is at $p < 0.5$. The Adversity Quotient in endurance component has a positive correlation with some and overall social support component including emotional, resource at $p < 0.5$. There is no positive correlation between Adversity Quotient in endurance component and Social support in the cognitive component.

7. From Stepwise Multiple Regression Analysis, it indicates that overall Social Support, Adversity Quotient in control component and Social Support in cognitive component help to predict Job stress as 37.6 percent.

The research results indicate that adversity quotient development and social support for staff are important and necessary factors for all organizations. High adversity Quotient employees will always look at problems as a challenge, have ability to analyze the root of the problems, understand and eager to encounter with the problems and ready for any obstacles. These help to reduce the job stress. If staff gets the social support in emotional, cognitive and resource components from his/her supervisor and colleague, the job stress will reduce and finally the job efficiency will be higher.