

## Abstract

The purpose of this study, “The relationship between Emotion Quotient , Stress Coping Behaviors on Quality of Service As Perceived by Supervisors: A case study of True Move Co., Ltd (Call Center Representative)” is as follows : to study the level of emotion quotient, stress coping behaviors and quality of service as perceived by supervisors of call center representative ; to identify emotion quotient and stress coping behaviors which have correlation with quality of service as perceived by supervisors ; and to predict quality of service as perceived by supervisors from emotion quotient and stress coping behaviors. The sample included 179 call center representatives from True Move Co., Ltd. Data collection tools utilized were the emotion quotient test, the stress coping behaviors test and the quality of service as perceived by supervisors sheet. Data analysis was done with the computer software program SPSS for windows. The study yields the following results :

1. The emotion quotient had a positive correlation with quality of service as perceived by supervisors.

2. The stress coping behaviors (social support) had a positive correlation with the quality of service as perceived by supervisors but the stress coping behaviors (problem solving) and the stress coping behaviors (avoidance) do not have a correlation with the quality of service as perceived by supervisors.

3. The stress coping behaviors (social support) had a positive correlation with the emotion quotient but the stress coping behaviors (problem solving) and the stress coping behaviors (avoidance) did not have a correlation with the emotion quotient.

4. The stepwise multiple regression analysis revealed that the emotion quotient was the significant predictor for the quality of service as perceived by supervisors with a total predictability of 3.1%.

