

## Abstract

This study, "Problem Coping Strategy and Hope in Workplace: A Case Study of an Import-Export Company" is a survey research. The purposes of the study are to understand personal information influencing problem coping strategy and hope in workplace and to find the correlation between problem coping strategy and hope in workplace.

The sample consists of 141 employees in an Import-Export company. The measurement tools include personal information questionnaires, problem coping strategy test (base on Lazarus, 1984), and hope in workplace test (base on Snyder, 2000). The results of this study are as follows:

1. It is shown that the employees have moderate to high level of problem-focused coping strategy, moderate level of social support seeking strategy, and moderate to low level of avoidance strategy. The findings also reveal sex differences in social support seeking strategy. Differences of age group and years of working show different avoidance coping strategy. It is discovered that differences in education level, marital status, and work position do not differ in coping strategy.

2. It is found that those who have high level of motivation (agency thought), moderate to high level of hope in emotional dimension and means to achieve goal (pathways thought). Hope in workplace does not differ according to differences in sex, age, education level, marital status, years of working, and work position.

3. Problem-focus coping strategy correlate positively and significantly with overall hope in workplace, means to achieve goal (pathways thought), motivation (agency thought), and hope in emotional dimension ( $r = .628, p < .001$ ;  $r = .566, p < .001$ ;  $r = .494, p < .001$ ;  $r = .615, p < .001$  respectively).



4. Social-support seeking strategy does not correlate significant with overall hope in workplace, means to achieve goal (pathways thought), and motivation (agency thought). However the social-support seeking strategy correlates positively and significantly with hope in emotional dimension ( $r = .213$ ,  $p < .05$ ).

5. Avoidance strategy correlates negatively and significantly with overall hope in work place ( $r = -.256$ ,  $p < .01$ ), means to achieve goal (pathways thought;  $r = -.241$ ,  $p < .01$ ), and motivation (agency thought;  $r = -.419$ ,  $p < .001$ ). But this strategy does not correlate significantly with hope in emotional dimension.

6. Problem-focus coping strategy and avoidance strategy can predict level of hope in workplace at 47.4 percentages.

Results of this study are applicable in planning and developing organization and personnel management. This is to increase ability in problem coping, in promoting employees to value goal achievement.