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THE RELATIONSHIP OF ADVERSITY QUOTIENT WITH WORK STRESS IN EMPLOYEES OF PT. X SURABAYA

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Abstract. Adversity Quotient is an intelligence possessed by an individual to overcome difficulties and to survive. Work Stress is a feeling of pressure felt by employees when facing work. This research aims to examine whether there is a relationship between Adversity Quotient and Work Stress among Salesmen in PT. X Surabaya. In addition, a quantitative correlational approach was used for gathering data from 120 salesmen at PT. X Surabaya. The data were collected by utilizing the random sampling technique. To analyze the data, SPSS was implemented. Results show that the higher the Adversity Quotient score obtained by a salesman, the lower the work stress he or she experiences working as a salesman at PT. X Surabaya. Conversely, the lower the Adversity Quotient score, the higher the work stress encountered by a salesman working at PT. X Surabaya.

Keywords: Adversity Quotient, Work Stress, Salesmen

I. INTRODUCTION

Stress that cannot be overcome properly usually results in a person's inability to interact with his environment, both work environment and outside work. Humans will tend to experience stress if they are less able to adjust between desires and existing reality, both inside and outside themselves. Work stress experienced by employees will certainly harm the organization concerned because the resulting performance decreases, high absenteeism rates and high turnover, which ultimately causes increased costs (Utama &; Surya, 2019).

The Adversity Quotient is to measure the standard of people's responses to adversity, and to predict which people can overcome adversity and who cannot survive the test. Adversity quotients can also be used to understand whether people can fulfill their potential and achieve goals. Adversity quotient can also be used to predict which people will give up halfway and who will persist until the end for their goals (Utama &; Surya, 2019). Adversity quotient (AQ) is the ability of an individual to overcome difficulties and obstacles in his life There are 4 dimensions that make up fighting power, namely Control, Origin, Ownership, Reach, and Endurance which is commonly abbreviated as CO2RE.

This profession is a *salesman* is not an easy job, because in addition to having to compete with fellow colleagues in meeting the targets set by the company, it also has to compete with salesmen from other companies that sell similar products. To be able to fulfill their duties, salesmen must have the ability to communicate and have an understanding of the products offered well, as well as have a commitment to achieve the targets set by the company. In an effort to meet these targets, salesmen are not always able to achieve them. Working with such a target system, and the demands of work and the company wanting a change in work, is not something easy so it is not surprising that *salesmen* interpret it as work stress.

The hypothesis proposed is that there is a negative relationship between *the Adversity Quotient* and work stress. This means that the higher *the adversity quotient*, the lower the work stress. Conversely, the lower the *adversity quotient*, the higher the perceived work stress.

II. RESEARCH METHOD

Quantitative research is used in examining the sample and population of research, sampling techniques are generally carried out by random or random sampling, while data collection is carried out by utilizing the research instruments used, data analysis used is quantitative can be measured with the aim of testing hypotheses previously set. (Sugiyono in Nurul, 2020)

In this study, researchers used a correlational quantitative approach, namely research to determine the relationship and level of relationship between two or more variables without any attempt to influence these variables so that there is no data manipulation. The research design must have clear and detailed objectives, approaches, samples, data sources, and have everything planned until mature when the research is compiled.

The population in this study is male who are placed in the Surabaya location who work as *salesmen*. A good sample is a sample whose members reflect the traits and characteristics found in the population. The sampling technique used for sampling in this study is to use saturated sampling techniques, where all populations have the opportunity to become respondents. Data collection is done online via a link via GoogleForm. The number of samples in this study used the entire population to be sampled, which amounted to 120 *salesmen*.

The data collection technique used is a psychological scale, a psychological scale is used to collect data on *adversity quotient* and Work Stress variables. The psychological scale model used for item creation is the Likert scale. The Likert scale item asks respondents to answer favorable and unfavorable items with 4 categories of

answers provided, namely Strongly Agree (SS), Agree (S), Disagree (TS) and Strongly Disagree (STS) and 4,3,2,1 for favorable statements and 1,2,3,4 for unfavorable statements. The scale of data collection *of adversity quotient* and work stress was developed with a total of 64 items.

The validity results of the *adversity quotient* scale show 25 valid items, while as many as 7 items are lost from 32 items that have been compiled by researchers representing each item. Validity on the *adversity quotient* scale has a value moving from 0.301 to 0.562. The validity results of the work stress scale showed 23 valid items and as many as 9 items that fell out of 32 items compiled by researchers representing each item. The work stress scale has a validity value that moves from 0.346 to 0.531.

The *Adversity quotient* scale using a scale compiled by researchers shows *Alpha Cronbach's* coefficient of 0.862 The scale used is a scale that is considered valid. Aitem on this scale amounts to 25 items with a total of 120 salesmen. Reliability of 0.862. So that items on this scale are reliable for use in research. The value of the coefficient obtained shows that the *adversity quotient* scale has high reliability.

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The result of *the Alpha reliability coefficient* for the work stress scale with the number of subjects was obtained and *Cronbach's Alpha* = 0.874 The scale used was a scale that was considered valid. The items used amounted to 23 items with a total of 120 *salesmen*. Reliability of 0.874 So that items on this scale are reliable for use in research. The value of the coefficient obtained indicates that the work stress scale has high reliability.

Data analysis techniques on research data are adjusted to the purpose of the study, which is to test the relationship between two variables. The two variables studied have a relationship respectively as an independent variable (*Adversity Quotient*) and a dependent variable (Work Stress).

Before testing the hypothesis, researchers first test assumptions which are requirements to get a correlation value between adversity quotient and work stress. There are several assumptions that must be met in statistical calculations. The hypothesis of two research variables can be analyzed using two techniques, namely parametric statistical techniques and non-parametric statistical techniques. Researchers use parametric statistical techniques if from the results of the normality test the results of the distribution of normal data are obtained and from the linearity test obtained data that is classified as linear.

The relationship test is obtained using *Pearson's Product Moment correlation analysis technique*, if all of them meet the assumption test. However, if the results of the normality test and linearity test do not meet the criteria, then the researcher uses non-parametric statistics using the Spearman correlation analysis technique. The assumption

test in this study uses a normality test and a linearity test calculated using the help of the *SPSS* program version 26.0 *for windows*.

There are several assumptions that are satisfied in statistical calculations. The requirements for *parametric a non-paramatric statistical testing* are as follows: 1) Normality Test, The purpose of conducting a normality test is to determine whether the distribution data is normal or not normally distributed, which has an impact on the use of parametric or non-parametric statistical tests. The normality test is carried out using the *Kolmogorov-smirn* test with the help of the *SPSS for windows program*. The data is normally distributed if the probability value said to be normal if the significance is more than 0.05 (p=0.05) and not normally distributed if the probability value is s than 0.05 (p=0.05). 2) The linearity test is performed to determine whether there is a relationship between the independent variable (X) and the dependent variable (Y). The criterion in testing linearity if *the linearity* value has a significant value less than p = 0.05 is said to be linear, while if the significant value is more than p > 0.05 it said to be non-linear. All calculations of this study use the help of *SPSS* program version 26.0 *for windows*.

III.   RESULTS AND DISCUSSION

Before conducting data analysis, researchers must test assumptions which are a requirement for testing the correlation between *Adversity Quotient* and work stress. Test the assumptions needed for statistical analysis of normality test and linearity test using Spearman correlation which previously performed the normality distribution test of the two variables and the linearity test of the relationship between the research variables using *the SPSS* program version 26.0 *for windows*. The normality test in this study is by using two variables, namely *Adversity Quotient* and work stress. The normality test is performed with the *Kolmogorov-Smirnov test*. Calculations using the *SPSS program*. The provisions in the normality test are as follows: *1)* If the significance value is > 0.05, the data can be said to be normal. *2)* If the significance value is < 0.05 then the data is not normally distributed.

TABLE 1.
NORMALITY TEST RESULTS
One-Sample Kolmogorov-Smirnov Test

		AdversityQuotient	StresKerja
N		120	120
Normal Parameters a,b	Mean	59,5333	54,9667
	Std. Deviation	13,97593	13,79376
Most Extreme Differences	Absolute	,075	,084
	Positive	,059	,058
	Negative	-,075	-,084
Test Statistic		,075	,084
Asymp. Sig. (2-tailed)		,091c	,039c

a. Test distribution is Normal.
b. Calculated from data.
c. Lilliefors Significance Correction.

Based on the table above, it is known that the normality test results of *the adversity quotient* variable are 0.091 and the work stress variable is 0.039, so it can be concluded that the research data of the *Advesity Quotient* variable is normally distributed because the significance data > 0.05, while the work stress variable research data is not distributed normally because the significance data is < 0.05. So, the hypothesis test used in this study uses correlation analysis using the *Spearman correlation test.*

The linearity test was performed on the independent variable (X) with the bound variable (Y), namely *the adversity quotient* with work stress using *SPSS program.* The guideline for making decisions from the results of the linearity test is to look at the significance results in the linearity column, as follows: 1) If the significance value is greater Sig > 0.05 then the data is said to be non-linear. 2) If the significance value is smaller Sig < 0.05 then the data is said to be linear.

TABLE 2.
LIENERITY TEST RESULTS
ANOVA Table

			Sum of Squares	Df	Mean Square	F	It se lf.
StresKerja * AdversityQuotient	Between Groups	(Combined)	15 31 2,8 60	5 1	30 0,2 52	2, 7 8 6	, 0 0 0
		Linearity	10 32 5,2 16	1	10 32 5,2 16	9 5, 7 9 9	, 0 0 0
		Deviation from Linearity	49 87, 64 4	5 0	99, 75 3	,9 2 6	, 6 1 0
	Within Groups		73 29, 00 7	6 8	10 7,7 80		
	Total		22 64 1,8 67	1 1 9			

Based on the table above, it can be seen that the results of the linearity test have a significance value of 0.000 < 0.05. These results explain that there is a linear

relationship between *adversity quotient* and work stress. Because it has a significance value of *Linearity* < 0.05. *The* hypothesis proposed in this study uses statistical techniques to determine the relationship between *adversity quotient* and work stress in compiling a thesis using the Spearman correlation technique and calculated using the *SPSS program.* The results of the correlation test between variables can be seen in table 3 as follows:

TABLE 3.
HYPOTHESIS TEST RESULTS
Correlations

			Adversity Quotient	Stres Kerja
Spearman's rho	Adversity Quotient	Correlation Coefficient	1,000	-,755* *
		Sig. (2-tailed)	.	,000
		N	120	120
	StresKerja	Correlation Coefficient	-,755**	1,000
		Sig. (2-tailed)	,000	.
		N	120	120

**. Correlation is significant at the 0.01 level (2-tailed).

Based on table 3.5 above, it can be seen from the calculation results of the analysis obtained the result of the correlation coefficient (rxy) = -0.755 with a significance level p = 0.000 < 0.05. It can be concluded that there is a negative relationship between *adversity quotient* and work stress in PT *salesmen*. X in Surabaya, so the hypothesis proposed in this study can be accepted. This means that the higher the adversity quotient in salesmen, the lower the level of work stress in salesmen, *and vice versa if the lower the* adversity quotient *in* salesmen, the higher the work stress in salesmen. The results obtained in the table above get the results that *salesmen* who have a medium *adversity quotient* have the highest percentage rate, which is 70%. Likewise, the same *salesman* condition has a dominant level of work stress at a moderate level with a percentage of 70%.

Discussion

The test results with regression analysis stated that there was a significant relationship between *adversity quotient* and work stress. The first hypothesis of the study reads "there is an association between adversity quotient and work stress". This shows that it supports the concept and results of previous research as revealed by (Tengku Nuranasmita, 2022) entitled "The Relationship between *Adversity Quotient* and Work Stress in PT. Pertamina Patra Niaga", using *the product moment correlation* obtained the

coefficient (Rxy) = 0.632 and the determinant coefficient (R2) = 0.387 with p = 0.000 < 0.050. That is, *the Adversity Quotient* contributes as much as 46.2% in controlling work stress. In addition, judging from the calculation of the hypothetical mean of 80 and empirical mean of 98.7 is known that the *adversity quotient* is high, as well as work stress in the medium category with a hypothetical mean of 62.5 and an empirical mean of 74.67.

Research conducted by (Imam Kurniawan dan Ema Krisnawati, 2019) "*Adversity Quotient* (AQ) and Work Stress of Jambi Provincial Government Protocol Section Employees". The technique used is pearson *product moment* obtained coefficient (r = -0.426, p = 0.019). This study shows that the higher the *adversity quotient* of protocol section employees, the lower the work stress of Jambi Provincial Government protocol employees.

Research from (Listari, 2018) "The relationship *between Adversity Quotient* and work stress in employees of Pt. Pelabuhan Indonesia 1 (Persero) Dumai Branch in Dumai Municipality" which states the Carl *Person product moment* analysis results from correlation (r = -0.494 and p = 0.000 with p ≤ 0.05). This shows that by having an adversity quotient a person can develop the ability to overcome any problems that occur in reducing work stress levels.

A *salesman* has problems at work several other conditions that can cause work stress, namely: downsizing the company, changes in company regulations, termination of employment (layoffs), and can occur *marger* and bankruptcy of the company as a result of never achieving the desired target of the company which results in very large losses, because the targeted work is never achieved, they do not know How much longer he is still needed by the company, they also have to face close scrutiny, think about welfare benefits and work even harder to maintain the social status of the family. Such a thing becomes the cause of the onset of work stress experienced. Work stress experienced by individuals is different, so it is a challenge for a leader how to manage work stress experienced by his employees, so that this work stress does not interfere with performance or make this work stress into an *adversity quotient* to improve performance.

The results of the categorization analysis were determined that the level of *adversity quotient* in *PT*. X in Surabaya tends to be at a moderate level, meaning many salesmen still have *an adversity quotient* that can be developed and trained to be part of reducing work stress while working. While the results of work stress in salesmen *tend to be in the medium category*, *it means that there are still many* salesmen *who have work stress in work activities that must be overcome by the existence of* an adversity quotient *in handling work stress so that it is not high.*

CONCLUSION

Based on the results of this study, researchers use *Spearman correlation analysis that* it can be concluded that the hypothesis proposed by the researcher is a negative relationship between *adversity quotient* and work stress in PT *salesmen*. X in Surabaya. With the value of the correlation coefficient = -0.755 with significance value = 0.000 < 0.05. This means that the higher the *adveristy quotient* received by the salesman, *the lower the work stress*

in the PT salesman. X in Surabaya. Conversely, the lower the *adversity quotient* received, the higher the work stress on PT *salesmen*. X in Surabaya.

In this research that has been carried out and carried out, the researcher provides suggestions as future input in the research as follows: 1). For *salesmen, these results are expected to provide information and can be used as input and add insight into what is* adversity quotient *and work stress for* salesmen and other employees. 2). For companies, these results are expected to provide information, be used as input and add insight into thinking for the management or management of PT. X, in an effort to understand and review how *adversity quotient* can reduce the work stress conditions of *salesmen*.

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