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SURAT KETERANGAN KLARIFIKASI TINGKAT SIMILARITAS ARTIKEL SKET/ 014 /XII/2018/UBJ

Rektor Universitas Bhayangkara Jakarta Raya dengan ini menerangkan bahwa:

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Dosen sebagaimana di atas, telah melakukan publikasi karya ilmiahnya, sebagai berikut:

Nama artikel : Managing Stress to Improve the Human Resources Performance
Penulis : Delila Rambe, Irma Setyawati
Nama jurnal : International Journal of Scientific and Technology Research
Volume : Volume 6, Issue 01
Tahun : Januari, 2016
Penerbit : IJSTR

Hasil *scan plagiarism* dengan menggunakan dengan menggunakan *software Turnitin*, pada tanggal 5 November 2018, ditemukan tingkat similitas sebesar 90%. Adapun klarifikasi yang kami berikan adalah:

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INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH. VOL 6, ISSUE 01, JANUARY 2017 ISSN 2277-8616

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INTERNATIONAL JOURNAL OF SCIENTIFIC & TECHNOLOGY RESEARCH VOLUME 6, ISSUE 01, JANUARY 2017 ISSN 2277-8616 Managing Stress To Improve The Human Resources Performance Delila Rambe, Irma Setyawati Abstract: The purpose of this study was to analyze a few good ways to manage stress so that it can improve the performance of human resources. This study used a descriptive design, by exploring some of the literature that

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IJSTR >> Volume 6 - Issue 1, January 2017 Edition


International Journal of Scientific & Technology Research
Website: <http://www.ijstr.org>
ISSN 2277-8616

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KEYWORDS
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The purpose of this study was to analyze a few good ways to manage stress so that it can improve the performance of human resources. This study used a descriptive design, by exploring some of the literature that discusses how to manage stress so that it can improve the performance of human resources. The results of the research that the key settlement of all the problems being faced, actually there yourself and not on others. It can be used for stress treatment method through self therapy, namely positive thinking, recipient of the best, lifelong learning, persevering and steadfast, do it now, do not delay, extend the association multiply friend, exercise and cultivate breath.

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Managing Stress to Improve the Human Resources Performance

Delila Rambe, Irma Setyawati

Abstract— The purpose of this study was to analyze a few good ways to manage stress so that it can improve the performance of human resources. This study used a descriptive design, by exploring some of the literature that discusses how to manage stress so that it can improve the performance of human resources. The results of the research that the key settlement of all the problems being faced, actually there yourself and not on others. It can be used for stress treatment method through self therapy, namely positive thinking, recipient of the best, lifelong learning, persevering and steadfast, do it now, do not delay, extend the association multiply friend, exercise and cultivate breath.

Index Terms— Managing stress, human resources, performance, .

1 INTRODUCTION

Stress is a simple word, which commonly spoken everyday by every nation around the world. Stress is known so far, always describe the situation you want to avoid everyone. For when people exposed to stress, meaning that the person is in shock, down, colaps, panic, fainting, weak memory, thought dead end, dizziness, or even stoned. Stress also as a term which encapsulates pressure, load, conflict, fatigue, tension, panic, feeling the rumble, melancholy and lost power. Stress is a state of tension that creates an imbalance that affects the physical and psychological emotions, thought processes and condition of the individual [1]. Whereas stress, is actually a state of mind and body, a person's physical and psychological, which does not function normally. This, as a result of experiencing sudden disaster, or the difficulties that had never occurred before. Forms disasters cause disruption to the body and soul, it is relatively diverse. Could be a traffic accident, arbitrary termination, of sickness, left behind a girlfriend, a wife ask for a divorce, divorced husband, left behind a wife, husband left, widowed son, daughter became pregnant by the economic recession, inflation, devaluation, businesses go bankrupt, revolution, muggings, robbery, rape, murder, robbery, and so forth. Clearly, the causes of stress are all events that cause harm to human [2]. In general, there are 7 disruption of the lives of people in this world, which can be a cause of stress, namely (1) the economic and financial problems, (2) health problems, (3) the workplace problems, (4) family problems, (5) association problems, (6) the country problems or crises, and (7) war world [2]. The above situation is a mirror of a panic that led to the emergence of stress. Very few people who are facing this reality, by trying to act and think calmly or a head cold. Only a small fraction of their face these opportunities with a smile, and try to find the golden opportunities of the existing crisis. People facing difficulties, crisis, issues of competition, even war with a smile and thought, are the ones who will almost certainly come out as winners. Successful people, can counteract stress. No panic, no dead ends, no frantic and shock. Stay calm, like water lake in the middle of the valley. Quiet but washed away. The purpose of this study was to analyze a good

way to manage stress so as to improve the human resources performance. Many studies that discuss how the effect of stress on performance, but the results of these studies are less explores how an employee can come out of stress.

2 LITERATURE REVIEW

Stress is a response to something that happens in human beings. Stress is a normal reaction to the threat that would happen. When the threat is perceived, the human body releases the hormone that activates for fight or flight response [3]. Stress is one of the serious problems that affect people's lives, the impact can be seen on social issues, performance, and mental health [4]. Chen and Wong [5] found that stress can cause performance degradation, poor relationships with peers and family and dissatisfaction with life. Staal [6] defines stress is condition, situation, or a matter that affects the normal functioning of the individual and also be seen as disruptive effect-yourself. Although some studies talk about stress, but it is often not clear who called the stress. Many people consider stress to be something that happened to them, events like injury or loss of a job. Others think that stress is what happens to our body, mind, and behavior in response to an event (eg palpitations, anxiety, or nail biting). Though stress does not involve the events and responses like that, because it is not the most important factor. Thoughts about the situation in which a person can find themselves is an important factor [7]. Research conducted by Nordin, et al [8], using a student at the University Putra Malaysia as respondents, it was found that in order to avoid the stress necessary personnel development of students and academics in improving their understanding of the mental health status as students and demographic factors, such as age, gender, ethnicity, religion, field of study and year of study. Thus, stress affects student achievement. In their study, Chen and Wong [5] has shown that psychological well-being has a negative correlation with stress in college and strategies to cope with stress is a significant positive buffering effect on psychological health problems. Male students have higher stress levels, the worse the level of psychological well-being, and has the unfortunate tendency to use a positive control strategy. Students studying in pure science subjects, have higher scores in personal complexity. Students from the college have the highest levels of academic complexity while a student in

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the second year, has the highest level of stress and the lowest levels of psychological well-being compared with students studying in other years. Stress experienced by a human source who was at work. Stress happens in the workplace is a phenomenon everywhere and can affect **1**y activity in the workplace, some of the theoretical framework predicts that stress can affect the attitudes and behaviors of employees [9]. Inzana [10] expressed in the research, that the stressful effect on the performance of human resources. The **1** results of these studies showed that human resources who receive information and prepare for work, have lower levels of stress, less anxiety, more confident in performing tasks, making fewer mistakes performance, than those who did not receive the information and prepare a previous job.

3 METHOD

This study used a descriptive design, by exploring some of the literature that discusses how to manage stress so that it can improve the performance of human resources.

4 DISCUSSION

4.1. Counteracting Stress, Achieving Success

There are many ways to handle stress. Many roads, many methods, many systems, many habits and plenty of exercise. Everything can be done, to get peace of mind and attitude when facing adversity. One way is to use your brain. Every human being has 5,000,000,000 (five billion) brain cell in her head. Only a small part is used, then the brain should be used properly, by sharpening the brain. The brain is trained by diligent, disciplined and continuous. Undoubtedly lives will never be exposed to stress. On the contrary, life will always be in success. Another way is to self-reliance, not dependent on others, not to prejudge the negative, do not hold grudges, jealousy and envy, do not keep anger. Anger will only be a waste of energy. Forget the mistakes of the past. Feelings of guilt and remorse prolonged will only complicate yourself, because it will drain your mind and energy. Calm, confident and unhurried will bring a lot mamfaat, by reason of the panic busy and rush - rush. Measures haste - haste will only bring guilt and remorse which is one of the seeds for the emergence of stress [2].

4.2. Stress Experienced

When someone is tense and tired, there is a natural tendency that problems in work and life experienced seemed greater. Dissatisfaction looked like a catastrophe, sting helpful suggestions such as criticism, everyday strife, looks like a personal curse and there are great opportunities as a result of incurring the wrath of trivial matters. Genesis and the same problems, will be more manageable when you're feeling relaxed, strong and vigorous. Actually, a lot of energy is wasted when it reacts strongly to stress that befall a person. Someone often troubled with thoughts like "there is never enough time" and what else is a mistake that happened today? If you notice feelings of lack of time, would be frustrating day by day. That's the early warning signs of load stress and the tension has entered a level of potential strong and dangerous. Many things can trigger stress, such as anxiety, feeling annoyed, tired, frustrated, depressed persaan, sadness, excessive work, too focused on one thing, feelings of confusion, mourning and fear. Usually this can be resolved in consultation to the psychiatrist or rested. Sources of stress are personal and vary

for each individual, what affects a person would probably not disturb others. However, depending on one's ability to remain calm in response to daily life such as anger, denial, traffic congestion, tanggat time and others often show psychological stress and physical [3] [11].

4.3. Infected Symptoms of Stress

Aswi [11] have thought about the stress that contrary to popular thinking, stress itself is not a misfortune or illness **1**. Stress is a strength, a very strong pressure that can be identified and channeled to useful, if forgotten, stress undermine the efforts that have been implemented and detrimental to health. Therefore, it is important to sharpen the knowledge and skills in recognizing signs of body / mind and enable alerting certain to know that it was time to retreat. Signs of trouble include the following:

1. Urgency of time; trying to do more things in a short time; constantly glanced watches, become angry when others seem to be too slow.
2. Tension; pay attention to the tightened muscles or body posture becomes sluggish or feel the need to stretch, move or change your daily habits.
3. Fatigue; increased feeling of fatigue in the mind, body and emotions.
4. Error; noticed a decrease in performance, such as making a mistake, reckless, or pay attention to reduced coordination in conversation, writing, or movement.
5. Disorders; the mind should not be left wandering, difficulty concentrating, memory loss, or delay.
6. Sadness; an emotional response of anger, despair, pessimism or easily injured increased.
7. Aggression and hostility, Felt a wave of anger to others, accompanied by the urge to harm them, or with the desire to give a lesson.

4.4. Stress approach

For someone important approach, because stress can affect the life, health, productivity and income. The approach needs to be done for people suffering from stress, include [12]:

1. Increasing faith;
2. Meditation and breathing;
3. Sporting activities;
4. Relaxation;
5. Social support from friends and family;
6. Avoid the boring routine.

4.5. How to Overcome Stress and Success

All the problems that cause a person experiences stress can actually be overcome, because the man would not know the meaning of success, if not faced any problems. A person can achieve success requires struggle and sacrifice. The key to solve all the problems being faced, actually there yourself and not on others [2]. Dependence on others, will add to the burden. Moreover involving a third person, instead will only widen the problem. So, to be able to ward off stress - successful, depending on yourself. Someone wants the success or stress, depending on oneself. Only what is needed is a guide that fast, accurate and true. How exactly is stress treatment method through self therapy. There are seven options can be someone that is:

1. Positive Thinking

Positive thinking is looking at every issue at hand is easy. Think positive, meaning that facilitate all the problems, not to think about the little things, do not think of things for granted, do not think about

things before they happen, not thinking about the uncertain, not thinking, not necessarily, no daydreaming, imagining, daydreaming, fantasizing means a waste of time. Daydreaming and fantasizing only a waste of energy. There are many directors to think and act as porters. They are good workers, but poor leadership. They are always struggling and trying to hold all the duties, responsibilities and jobs into tasks, responsibilities and personal work. They are greedy and always reject the transfer of duties, responsibilities and work to others. Successful entrepreneurs always think positively, which is always thought to transfer the duties, responsibilities and job easily-accessible to others. While the hard-to hold job duties, responsibilities and, for himself. Difficulties, problems, failures, responsibilities, duties, and obligations of work should be best friends. Should be a close friend. Because actual practice and makes the person stronger and survive is the difficulty of life itself. The lives of those who have always avoided the difficulty of tasks and responsibilities will always end with a sad state. Positive thinking is to think about a big hand. Problem there would not be a problem, question later does not matter. In short problem in recent dealings. Positive thinking means looking at things from the positive side. From the vantage point, from the side to be the cause of pleasure. For example, how to make a pile of trash into cash? How the waste company into new product quality? How old car in a garage into a new? Think positively, it also means always thought there was never a problem. Never felt busy, never felt did not have time, never felt there was no time. Every human being has the same allotted time. No matter, whether he held the rank of general, major, captain, or soldier. Whether rich, poor, officials or commoners. Definitely, all have no more than 24 hours a day and a night. The problem is just how to capitalize upon a time, by always thinking positive. When you have found the key to positive thinking, then the big three jobs at once treated, will make quieter than holding a job. If the time were forced to deal with a job or task nine big ones, were forced to let go of all thoughts about various things trivial yan-trivial. Concentrate on issues that are important, because in the end it will look great when it's affairs would look smaller than ever before. Do it immediately, what can be done today, to spearhead and support the positive mindset that has been held.

2. Recipients of the best.

Have an awareness as the best receiver that will greatly assist in the formation of mental confidence. It is always dangerous and can be fatal if a company, a factory, a store or a business is entitled by someone who is not confident. Confident because unconsciously become the best receiver, is one of the basic capital and key in warding off stress at the same time to achieve success. Aware become the best receiver, will boost performance. Motivate yourself to work and try harder, faster, more accurate and better. More perfect, to be able to match and even, in turn, will be able to surpass the achievements of others. Being the best receiver, also means always proud of the duties, responsibilities and the work at hand. Having pride in the duties, responsibilities and work no matter how small, in itself creates a good working climate and healthy, which in turn will result in something good anyway. Instead, work with grouchy, restless, and with the way in a hurry, it will only create a bad working environment, drab, inflicting boredom on the job itself. And it will be a direct impact on the work that is almost certainly bad. Work with diligence, quiet, but full of passion. Work, whistling and humming to certain types of employment can change the working hours were long, tiring and tedious, into what seemed a short and very pleasant.

3. Lifelong learning

The third way of counteracting the stress at the same key for success is to learn. The ability of a person, an individual's expertise, one's habits, strengths and skills that a person has, the success achieved by someone that does not come by itself. Success is not a cat in a sack, success can be learned, it can be observed, can be analyzed. One way of many ways to achieve success is to learn a lifetime! As long as there is life, man must learn. Human death is not need to learn. While life should be studied. Death does not need to be studied, because nothing in human history during this time, the dead can live again. Nothing resurrection. If death comes, man must close the book, the screen was closed, the story was finished. Learning from the experience of others, learning from the failures of others, learning from books is a deposit that is priceless. Deposits will never devour time. If today someone has the money in bank deposits 1 (one) billion rupiah, later if there is inflation, revolution or even a world war, then the money will vanish without a trace. How many examples of people who own property before war, became destitute after the war, because of the money and property owned deprived or dispossessed any time. While the science of knowledge, there will never be anyone could grab it. Learning from books is the egg yolk and the egg white on personal experience. While the membranes and egg shell encasing a practical knowledge. This integrated three elements that constitute quality seeds to success.

4. Persistent and Steadfast

Each persistence will always be attempted by fear and hardship. But perseverance and fortitude are also capable of killing fear and trouble. Many people believe in the old saying, which states "the man who has not been successful at the age of forty, do not expect to succeed in life". The old saying is nonsense and very misleading, this maxim is only suitable for those weak will, feeble-minded and anemic. Success knows no age limit. Many entrepreneurs who succeed, after seventy years. There are many world famous authors who scored a best seller, just a few months before the death fetch him. Japanese people who have never known the term retirement, are role models for those who want to joy and achieve success. Perseverance must be accompanied with fortitude, because someone more diligent, more and more challenges. The more difficult, the more failure that requires fortitude, to be able to continue to deal with it. In general, successful human being, has been tested with a variety of failures, difficulties and defeat. With so many bitter experiences, bitter and tasteless that ever happened, did not make it collapsed. Even the more mature soul. If there is a question: "At what age a person is allowed to consider his career fails?", Then the answer is "at an age when he gave up". The word surrender to vanish, the dictionary people antidote to stress and successful pursuer. Because there is always a hundred ways better solution rather than surrender. Surrender means weaker. Surrender means lazy, surrendered together with a crybaby. There will be no soft place in the world for people who are weak, lazy and whiny. Do not get used up too soon. If the time is in trouble, still survive. Thinking hard, trying to find loopholes and weaknesses that can be penetrated. Trust me: "always there is hope for people who are diligent and resilient".

5. Do it now do not delay.

What can be done today to do today, do not wait for tomorrow. Make the decision now, take the attitude now, sell now, buy now, earn it now, not later. Tomorrow the story will change. Tomorrow the situation will change, because it will become stale, because one

day the weather was changing. The fifth way to counteract stress once success is the courage to do something now, do not put it off. Dare to take a decision now, not later, dare to do today, not tomorrow. Delaying and waiting basically arises from fear. Arising from anxiety, due to lack of experience, lack of knowledge, can not or have never tried. Delaying decisions, employment, duties and responsibilities, will only invite failure and difficulty. People say: "Take the decision now, because of a decision that turned out to be wrong is better than no decision at all." People - successful people, always take decisions quickly, precise, decisive and drastic. Successful people always have the intuition and take the initiative to attack or invade when the other guard and always, always come out as the winner.

6. Extend the association multiply friend.

Receiving two difficulties at once, or receive two disasters simultaneously, in the household and in the workplace, is a heavy burden. Not a trivial problem. Rarely are they able to solve the problem alone, need friends, need friends, need friends, need pal suave, full of attention and can at least give positive suggestions. Imagine if one time something bad happens, for example, been laid off at the office, at home his wife asked for a divorce. What is being done? search first job? or find a wife? or both. How to sixth in counteracting the stress and success is at the same time expand relationships multiply friends. But one thing to remember, do not mistakenly choose a friend! Be selective in choosing pal, people also ward off stress and success are true comrades. Comrade-in-arms, comrades in the same boat, my friend along and in line. If it is able to have a thousand friends, why only two? If you were able to hang out at every level of society, why not? Note attitudes and socially successful people. Their activities are amazing. They hold five top management positions at once. In this company as Managing Director, at the company's Director of Production, in company of the Commissioner, in other places marketing manager, and in the other company serves as an advisor. Mingle, make friends, make friends with people who have little or a lot of the excess would be very helpful. Can learn from each other, that's true friendship, giving and receiving.

7. Exercise and cultivate breath

Health is precious. Healthy is valuable. However, health is a personal responsibility. Health is not the responsibility of doctors, nurses and paramedics. Health as well as success, depends entirely on yourself. Medical neglect is the beginning of a suicide. Many people sacrifice health for success. Nor is it a little at the expense of success, to achieve health. But who obtained and then only of death. Success is expensive. Health is more expensive. Successful and healthy always side by side and go hand in hand, lifelong still contained entity. Needless to succeed if it is not healthy. Not to sound if you do not succeed. Getting seven to counteract stress once success is exercise and olahnafas. Human life, it is in God's hands. But health, absolute in the human hand. Want healthy, long breaths, short breaths want to be sick. How might counteract stress once successful if short-lived.

5. CONCLUSION AND SUGGESTION

Key to the settlement of a problems being faced, actually there yourself and not on others. Dependence on others, will add to the burden. Moreover involving a third person, instead will only widen the problem. So, to be able to counteract the stress of success in fact die on yourself. Want to succeed or stress, depend on yourself! Need driving directions, fast, accurate and true. At its

core is able to whether someone in counteracting stress once success was dependent on his mental and physical endurance themselves should be prepared early. Many people have strong mentally, but physically weak. Or otherwise not least the owner's physical strength but mentally weak. Few people have the mental and physical strength as well. The combination of mental and physical strength is the basis to ward off stress at the same time to achieve success. So, do not expect to counteract stress once successful, if one of them does not work properly. Physical strength can be trained. So also mental strength. If someone talking about stress once successful, then that will appear in the initial talks are mental and physical strength. From the descriptions above, suggestions to be able to cope with stress, namely:

1. Maintain your health as possible, try a variety of ways that you do not fall ill.
2. Accept yourself what it is, all the shortcomings and strengths, failures and successes as a part of your life.
3. Keep a lovely maintains a friendly relationship with someone who you think is the most can be invited to vent.
4. Perform a positive and constructive action in dealing with the source of your stress on the job, for example, immediately find a solution to the problems faced in the job.
5. Keep maintain social relationships with people outside of your work environment, for example with neighbors or close relatives.
6. Engaging in jobs that are useful, for example, social and religious activities.

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