

# WORK STRESS: A NEGATIVE CAUSE AND IMPACT ANALYSIS

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## WORK STRESS: A NEGATIVE CAUSE AND IMPACT ANALYSIS

### <sup>1</sup> ABSTRACT

This study aims to determine the causes of work stress, work stress levels, and the negative impact of work stress on employees at the Puskesmas. This research is a descriptive research with a qualitative approach. The results of this study indicate that the factors causing work stress that most often occur are the demands of tasks from superiors to complete the work, health problems, and uncertainty in technology, while the level of work stress that is felt is quite heavy and the impact of work stress is the most dominant. headaches, decreased productivity, and decreased levels of job satisfaction.

Keywords : Job Stress; Causes of Work Stress; Impact of Work Stress

### PRELIMINARY

Community Health Centers (Puskesmas) in Indonesia have developed rapidly in developing health in districts/cities. In its service, the Puskesmas provides counseling, prevention, and treatment of disease cases in the Regency/City area. Puskesmas is a community health center, a polyclinic at the sub-district level, where people receive health services, and counseling about family planning. Based on data from the Ministry of Health in 2018, the number of Puskesmas in Indonesia was 9,993 units and as many as 3,623 units (36 percent) (%) had hospitalization. With the increase in population and high cases of disease that occur at a certain time in an area, the demand for health services also increases. This results in a decrease in the quality of work because employees experience fatigue resulting in stress. Stress can be said to be a dynamic condition (always changing) in individuals who are expected to be in a constraint opportunity with demands associated with the desired and the results are perceived as uncertain and important (Robbins, 2008).

Some symptoms of stress can be seen from three changes, namely, physiological, psychological, and attitude factors. <sup>5</sup>Physiological changes are characterized by symptoms such as feeling tired, exhausted, dizzy, while psychological changes are characterized by symptoms in the form of protracted anxiety, difficulty sleeping, and changes in attitude such as stubbornness, irritability, and feeling dissatisfied (Wijono, 2010).

<sup>11</sup> Research conducted by Kusuma and Budiono (2017) on the Analysis of the Effect of Work Motivation and Stress on Job Satisfaction at the Kedung Adem Health Center showed that motivation and work stress <sup>10</sup>had a significant effect on job

satisfaction. The results of research conducted by Ihsan (2017) on the Relationship between Strategy and the Attendance Level of Health Workers at the Kota Bangun Health Center. The purpose of Ihsan's research (2017) is to analyze the relationship between work stress and the level of attendance of health workers. Based on the results of the study, information was obtained that there was a relationship between work stress and the level of attendance. This shows that stress can affect a person's work and the company. While this study focuses on identifying the causes and negative effects of work stress. This is the author's attraction to conduct research at the Puskesmas because the number of respondents at the Puskesmas is in accordance with what the author wants to achieve by using a sampling technique, namely the saturation sampling technique.

In this study, it was conducted at the Puskesmas which is one of the Puskesmas in West Java whose ownership is the Regional Government of Bandung Regency. This health center is located in Bandung Regency which serves to serve public health. The total number of employees at the Puskesmas is 40 people. This research was conducted on all employees because of the high level of work stress. In addition to the considerable program of responsibilities, the employee gets additional assignments outside of his job. According to the results of a previous interview with one of the Puskesmas employees, it was stated that there were several employees who complained of headaches with too much work and piled up tasks so that they could not complete the work on time. In addition, there are leaders who do not appreciate the work of employees who have worked hard so that they do not get appropriate rewards and leaders who provide different workloads, causing envy with other employees.

## **LITERATURE REVIEW**

### **Work Stress and Stress**

Stress is an individual condition that is internal caused by physical demands, the environment, and social situations that have an impact that can be destructive and uncontrolled (Widyasari, 2008). According to Siagian (2009) stress is a condition that is tense and affects a person's emotions, thoughts and physique. From some of the definitions above, it can be explained that stress is a response from someone who has pressure from within a person and from a social environment that can be destructive.

Ekawarna (2018) suggests that work stress is stress that has a relationship with work. According to Siagian (in Fatikhin, et al, 2017) states that work stress is a condition in which tension occurs which results in changes in one's physical, way of thinking, and emotions. From the explanation above, it can be explained that work stress is stress that has a relationship with work and results in changes in a person.

### **Causes of Work Stress**

Many conditions can cause stress naturally from self-motivation and from outside the environment. According to Robbins and Judge (2013) there are three categories of stressors, namely: (1) Individual factors, namely factors originating from the individual himself, such as family problems, economic problems, and personality problems; (2) Organizational factors can be in the form of task demands, role demands, interpersonal demands; (3) Environmental factors can be in the form of an uncertain economy, changing political conditions, and technological conditions that continue to change, such as the use of computers, robots, and automated tools.

The causes of work stress, among others, the perceived workload is too heavy, urgent work time, low quality of supervision, unhealthy work climate, inadequate work authority related to responsibilities, work conflicts, differences in values between employees and leaders who frustration at work (Zulkarnaen, et al. 2018:159). According to Hasibuan (2012) there are six factors that cause work stress, namely: (1) excessive workload; (2) Get pressure from the leadership; (3) Inadequate work tools; (4) There is a personal conflict with the leader or co-workers; (5) There is no reward from the company; (6) There are family problems.

Bisen & Priya (2010) argue that there are several different perspectives on the causes of work stress as follows: (1) Biological, namely the interaction between the body and food and the environment at work, such as an unhealthy body, lack of vitamins, allergies to food because there are chemical substance content; (2) Social/Culture, namely stress caused by social and cultural pressures; (3) Psychodynamic, namely this term focuses on the subconscious mind and feelings of a person, such as, the existence of inner conflicts, dealing with stressful situations experienced as children, and lack of self-awareness; (4) Rational, namely the rational process in the individual's mind continuously to evaluate the world around, in the form of having inaccurate self-perceptions, having too high expectations, and not having

skills in solving problems that arise; (5) Experiential, namely the individual experience of each problem in similar situations such as many of the same demands from different people and pressure from the environment; (6) Spiritual, namely the existence of personal moral violations, violations of the law, not having a good relationship with God, and lack of forgiveness.

Based on the explanation above, it can be stated that the factors causing work stress consist of three causes, namely: individual factors such as health problems, problems in the family that interfere with work, inner conflicts, and inaccurate self-perceptions. Organizational factors, such as task demands from superiors, excessive workload, lack of support from superiors and coworkers, and having poor relationships with superiors and coworkers. Environmental factors such as technological uncertainty, social pressure, and cultural pressure (Robbins and Judge, 2013). Based on the explanation above, the authors choose the theory of Robbins and Judge (2013) because employees at the Puskesmas have the causative factors described above.

#### **Work Stress Level**

According to Robbins (2006) the level of stress experienced by each individual has a different impact and has a determining factor that affects the level of stress. Stress levels can appear in various aspects. The level of stress that each individual has varies according to their adjustment in dealing with stress. Research conducted by Hendarwati (2015) states that the level of work stress experienced by nurses at the Marga Husada Hospital Wonogiri is high due to a busy work schedule and there are still nurses who change working hours and the number of patients is overloaded. Furthermore, research conducted by Susanti, et al (2017) proves that almost 50 percent of nurses experience work stress levels due to poor sleep quality.

Selye introduced a stress model, namely General Adaptation Syndrome or GAS (Rice, 2011) into three stages of stress, namely (1) Alarm (danger sign) is an unwanted state and results in the body, such as increased heart rate, headaches, and cramps. ; (2) Resistance will occur if the alarm in the body does not end and occurs continuously causing the body to cause disease, such as increased blood pressure, joint inflammation, and even cancer; (3) Exhaustion (fatigue) is a state of the body that is no longer able to fight stress and results in decreased body functions and even stops and causes death.

According to Mardiana and Zelfino (2014) the level of work stress is divided into four, namely: (1) Normal stress, occurs regularly and is part of life, such as fatigue after doing tasks; (2) mild stress, namely stress that is faced regularly and will disappear in a few minutes or a few hours and does not cause harm, such as sleeping too long, traffic jams, too much work; (3) Moderate stress, namely stress that lasts longer than a few hours or even days, such as disputes that cannot be resolved; (4) Severe stress, namely stress that lasts for several weeks or even years, such as prolonged economic difficulties, disputes with coworkers or leaders and even family for a long time, and illness with a long period of time.

According to Hawari (2011) there are six stages in work stress, namely: (1) The first stage of stress is the mildest stress stage with feelings such as high spirits, unusual sharp eyesight, and the ability to complete work more than usual; (2) The second stage of stress is stress that was originally pleasant but begins to disappear and complaints often appear, such as feeling tired after lunch, having indigestion, and feeling tense in the back muscles; (3) Stage three stress is the stage where there are real and disturbing complaints caused by digestive problems, irregular sleep patterns, and feelings of tension that continue to increase; (4) Stage four stress is stress that appears with feelings such as, it is difficult to endure throughout the day, the ability to concentrate sharply decreases, and feelings of fear that cannot be explained; (5) The fifth stage of stress is a stress stage characterized by physical and mental fatigue due to not being able to complete work, increasing feelings of anxiety, and severe digestive disorders; (6) The sixth stage of stress is a stage where there is an emergency situation and this stage is usually taken to the hospital because the symptoms of this stage are quite terrible, such as very strong heart palpitations, shortness of breath, body shaking, cold body, and fainting.

Based on the description above, it can be explained that a person's work stress level consists of four levels, namely normal stress, mild stress, moderate stress, and severe stress (Mardiana and Zelfiro, 2014). The above theory is the author's choice because a person's stress level is in accordance with this explanation.

### **Negative Impact of Work Stress**

According to Robbin (2008) the impact and consequences of stress are grouped into three symptoms, namely: (1) **Physiological Symptoms**, including headaches, high

blood pressure, and heart disease; (2) Psychological symptoms, including anxiety, depression, and decreased levels of job satisfaction; (3) Behavioral Symptoms, including changes in productivity, absenteeism, and employee turnover.

According to Luthans (in Setiyana, VY, 2013: 385) there are three symptoms that include three aspects, namely: (1) Psychology, in the form of boredom, tension, anxiety, anxiety, irritability, depression, dissatisfaction at work, and having negative actions. dangerous; (2) Physiology, in the form of high blood pressure, heart disease, headaches, backaches, and digestive system problems; (3) Behavior, such as changes in productivity, absenteeism, changes in diet, insomnia, increased consumption of cigarettes, alcohol, and illegal drugs.

Cox in Retyaningyas (in Fauji, H 2013: 19) suggests that the impact of work stress is divided into five parts, namely: (1) Subjective, such as boredom, fatigue, loss of patience, emotion, loneliness, depression/frustration; (2) Behaviors, such as emotional, alcoholism, drug use, excessive eating and smoking; (3) Cognitive, such as unable to make healthy decisions, decreased concentration, lack of attention, very sensitive to criticism, has mental disorders; (4) Physiological, such as increased blood pressure, increased heart rate, dry mouth, sweating, and wide eyeballs; (5) Organizations, such as absenteeism, low productivity, alienation at work, reduced commitment and loyalty to the company.

Based on the explanation above, it is stated that the impact of work stress consists of psychological effects in the form of anxiety, boredom, fatigue, loss of patience, decreased concentration power, and is very sensitive to criticism. Physiological impacts in the form of headaches, increased blood pressure, dry mouth, increased heart rate, and wide eyeballs. Behavioral impacts in the form of decreased levels of job satisfaction, decreased productivity, alienation from work partners, absenteeism, and the inability to make healthy decisions (Robbins, 2008). This is the author's choice because the theory of the impact of work stress that has been stated above occurs in employees at the Puskesmas.

## RESEARCH METHODS

The research method used in this research is using a qualitative descriptive approach. Descriptive research focuses on solving actual problems as they were at the time the research was carried out. The researcher tries to photograph the events and



events that are the center of his attention, then describe or describe them as they are, so that the use of the findings of this study applies at that time which is not necessarily relevant when used for the future.

## **RESEARCH RESULTS AND DISCUSSION**

### **Factors That Cause Work Stress**

The theory put forward on the factors that cause work stress are classified based on the theory expressed by Robbins and Judge (2013) which includes three factors, namely: individual factors, organizational factors and environmental factors.

It can be explained that the most prominent factors that cause job stress are the demands of tasks from superiors to complete work, meaning that task demands have a great influence on employees because they can cause work stress. While health problems, meaning that health problems have a great influence on work if experiencing health problems will interfere with work so that work is not optimal. And there is uncertainty in technology, meaning that technology is a factor that can affect work if the technology provided by the company is not adequate, it will interfere with the work process.

Based on the three factors above that have been explained to be factors that cause work stress which is very influential in the Puskesmas. In addition, the authors classify individual work stress factors that occur in the Puskesmas:

#### **Family problem**

It can be explained that problematic family relationships can cause a person's stress and then carried over to the workplace so that when working is less than optimal.

#### **Health problems**

It can be explained that health problems are a factor in one's work stress, if you have problems in health it can negatively affect one's performance so that it interferes with concentration at work and work is not optimal.

#### **Inner conflict**

It can be explained that the existence of a person's personal conflict resulting from a conflict of choices or different desires with other employees or leaders causes disputes at work.

#### **Inaccurate Self Perception**



Inaccurate self-perception is a factor causing work stress because someone who expects his wishes to happen but is opposed by other employees or leaders causes stress so that it has an impact on work.

#### **Economy problem**

It can be explained that employees who have a lifestyle that is greater than their income are personal obstacles that can create stress for someone to meet their needs and can interfere with concentration at work.

Based on the explanation above, the five individual factors that are very influential in the Puskesmas regarding organizational factors are:

#### **Task Demand**

It can be explained that the demands given by the leadership provide responsibilities, obligations, and pressure to complete tasks on time. For workers who cannot keep up with this, they experience work stress.

#### **Having Excessive Workload**

It can be explained that the leadership provides an excessive workload that is not in accordance with the workload of each employee, causing work stress and jealousy with other employees.

#### **Getting Pressure From Bosses**

It can be explained that some employees feel that pressure from their superiors makes them uncomfortable at work so that employees do not focus on their work and feel disturbed.

#### **No Support From Bosses**

It can be explained that the relationship between superiors and employees who have been well established can work well, but if there are employees who feel they do not have support from their superiors, it can affect their work and work not optimally.

#### **No Support From Coworkers**

It can be explained that relationships with fellow employees that have been well established and already have an open nature with other employees can work well, but if some employees feel that they do not have poor support with other employees, it can affect their enthusiasm and comfort at work and feel isolated from others. other employees.

#### **Having a Poor Relationship With Your Boss**

It can be explained that the relationship with superiors greatly affects the comfort of employees at work. Convenience in communicating and working together every day can determine the employee's work performance.

Based on the explanation above, the six organizational factors are the most prominent factors in the Puskesmas. The following is an explanation of the most dominant environmental factors in the Puskesmas:

#### **There is Uncertainty in Technology**

It can be explained that the rapid development of technology can cause a person's stress. If a person's skills and experience are not good with technological advances, it can lead to lagging behind in understanding something new so that work is less focused.

#### **Getting Socially Pressured**

It can be explained that a person's pressure to adapt and behavior with an unfavorable social environment can cause a person's situation to become less comfortable with his environment.

#### **Culturally Pressured**

It can be explained that a person's pressure to adjust to a new culture can cause discomfort.

#### **Politically Pressured**

It can be explained that an unfavorable political situation can cause a person to feel insecure about the state. And the explanation above shows that the most dominant environmental factors occur in employees at the Puskesmas that have an influence on work. The following is an explanation of the level of stress that occurs in the Puskesmas.

#### **Impact of Work Stress**

After the data is collected and processed, <sup>4</sup> the results of this study support the theory expressed by Robbins (2008), which consists of physiological impacts, psychological impacts, and behavioral impacts. By looking at this theory, based on the classification which consists of physiological impacts, psychological impacts, and behavioral factors. The following are the results of research from answers to the negative impact of work stress:

It can be explained that the most dominant impact of work stress occurs in the Puskesmas, namely headaches. Meanwhile, decreased concentration at work and decreased productivity and decreased levels of job satisfaction. The following are the results of research from respondents' answers to the physiological impacts that occur at the Puskesmas:

#### **Headache**

Employees who have severe stress can have an impact on headaches because of factors that cause a person to become stressed. Stress that occurs can be caused by work, environment, and yourself. As a result of this headache a person will find it difficult to concentrate at work.

#### **Increased Blood Pressure**

A person's blood pressure increases due to stress that is felt heavy enough to make a person experience changes in his body. Increased blood pressure experienced by a person due to workload, economic problems, and family problems that can have an even more terrible impact on changes in body functions.

#### **Dry Mouth**

Changes in a person's body caused by job stress have an impact on a person's bodily functions.

#### **Wide Eyeball**

Eyeballs widen as a result of changes from within a person's body due to severe stress. This is an impact that can harm a person.

#### **Heart Rate Increase**

Heart rate is the impact that many respondents choose, heart rate will increase if the stress felt by someone is heavy enough. This can be dangerous for a person and should be treated in a hospital. From the explanation above, the five physiological impacts are the most dominant in the Puskesmas. Furthermore, the authors classify the psychological impact as follows:

#### **Decreased Concentration at Work**

Someone who experiences stress as a result of factors that cause work stress can reduce concentration at work, this can have a bad influence on themselves and the company.

#### **Losing Patience**

Someone who loses patience at work has bad consequences because at work he becomes less patient and causes fights with leaders and co-workers and even family.

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#### **Very Sensitive To Criticism**

Someone who experiences stress will easily get angry with criticism from others.

#### **Explosion of Emotions**

This is caused because the stress felt by a person is already great so that it can no longer be controlled to hold back anger. From the explanation above, the four most dominant psychological impacts occur. The following are the results of research from respondents' answers regarding the impact of behavior that occurs at the Puskesmas:

#### **Productivity Decrease**

This is caused by stress at work which causes a decrease in productivity at work.

#### **Isolated at Work**

Employees who feel uncomfortable with the work environment due to pressure or do not get support from superiors or coworkers will feel alienated at work.

#### **Unable to Make Healthy Decisions**

Someone who experiences severe stress will find it difficult to make healthy decisions because someone is not able to think healthily.

#### **Decreasing Level of Job Satisfaction**

The decrease in the level of job satisfaction is due to the stress experienced by someone because they do not get support from superiors or coworkers, besides that they do not get good rewards from superiors. Someone who experiences stress will easily get angry with criticism from others.

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**Decreasing Level of Job Satisfaction**

The decrease in the level of job satisfaction is due to the stress experienced by someone because they do not get support from superiors or coworkers, besides that they do not get good rewards from superiors.

**CONCLUSION**

<sup>1</sup> Based on the discussion of the research results regarding the factors that cause work stress and the negative impact of employee work stress, it can be concluded:

1. In this study determine three factors that cause work stress and consist of: (1) individual factors, namely, problems in the family, health problems, personality problems; (2) Organizational factors consist of task demands, having an excessive workload, getting pressure from superiors, getting pressure from coworkers, no support from superiors at work, no support from coworkers at work, having poor relationships good with superiors, have a good relationship with coworkers; (3) Environmental factors in the form of uncertainty in technology, social pressure, cultural pressure, and political pressure.
2. The work stress level of employees at the Puskesmas is categorized as severe.
3. And the impact of work stress includes: (1) The physiological effects of work stress are as follows, headaches, anxiety, lethargy, increased blood pressure, heart disease, dry mouth, sweating, wide eyeballs, tiredness, digestive disorders, blurred vision, and boredom, increased heart rate; (2) Psychological impacts consist of, anxiety, decreased concentration at work, sadness, loss of patience, very sensitive to criticism, emotional outbursts, feelings of isolation, and depression. (3) Behavioral impacts consist of changes in productivity, absenteeism, employee turnover, decreased productivity, inability to make healthy decisions, decreased level of job satisfaction, and reduced loyalty to the agency.

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