

CHAPTER II

STRESS COPING MANAGEMENT

A. Definition of Stress Coping Management

In order to get a deep understand about stress management, there are some terms must be understood. They are stress, stressor, coping and management. According to the dictionary of psychology, the meaning of the stress is respect to psychological, physical¹ and social forces and pressures². It also can be interpreted as follows:

1. A stimulus that strains the power of psychological or physiological organism.
2. It is kind of frustrating where activity is focused on achieving the goal has been made difficult. These events are usually accompanied by anxious and worry in achieving goals.
3. Power that be applied to a system, the physical and psychological pressure that is placed in body and mental person.
4. A tension of physical or psychological condition is caused by the perception of fear and anxiety.³

In other word, stress is a non-specific body's response toward any loads. For example, how the body responds when person has over workload. If he or she is able to finish it, it means there is no disturbance with the function of an organ. It can be said that the man does not suffer stress. On the contrary, if one gets disturbance in one or more organs of the body, it means one is not able to perform job well. It is called distress.⁴

¹ Andrew M. Colman, *Dictionary of Psychology*, Oxford University Press, New york, 2003, p.711

² Arthur S. Reber and Emily Reber, *The Penguin Dictionary of Psychology*, Penguin Press, British, 1984, p.716

³ DR.Kartini Kartono and Dali Gulo, *Kamus Psikologi*, CV Pionir Jaya, Bandung, 1987, p.488

⁴ Dadang Hawari, *Manajemen Stres, Cemas dan Depresi*, Balai Penerbit FKUI, Jakarta, 2003, p.17-18

According to Panji Anorama, stress is a physical and mental response of man toward the changing in environment that is felt and can disturb and make danger himself. As we know that human beings are full of limitations to meet his needs. They often ignore the level of ability and disability.⁵

In this case, there is something that makes it appears. It is called stressor. The meaning of stressor is the emphasis or something that produces physical and mental emphasis⁶; and the meaning of the emphasis is pressure, coercion, oppression, crush⁷, and strong pressure⁸. In a short, stress can happen when we get something that we are not ready to accept it because it does not fit with our capabilities. And its effects are anxious, fearful, and depressed feeling.

In essence, not all of stresses are damage. It is because the stimulus and the challenge will provide benefits for someone to be success. However, if stress is over and the ability is limited to handle it, stress will damage and becomes a problem. It is depended on each individual how to manage it. In a short, one needs a good stress coping management to achieve it.

Coping is strategy to manage the behavior of the simplest and realistic problem solving, serves to liberate themselves from the problems of real or unreal and coping are all cognitive and behavioral efforts to overcome, reduce, and resistant to the demands.⁹

Terminologically, management comes from the Latin origin of the word “*manus*” that means hand and “*agree*” that means doing. The words were combined into word “*managere*” that mean is handling. “*Managere*” is translated into English in the form of the verb “*to manage*”, and the nouns “*management*”, and “*manager*” for person who performs management activities.¹⁰:

⁵ M. Sholikin, *Terapi Sufistik Penyembuhan Penyakit Jiwa Perspektif Tasawuf*, Pustaka Setia, Bandung, 200, p.157

⁶ *Ibid.*, p.489

⁷ *Ibid.*, p. 650

⁸ W.J.S. Poerwadarminta, *Kamus Umum Bahasa Indonesia*, Balai Pustaka, Jakarta, 2006, p.1229

⁹ Triantoro Safaria, Nofrans Eka Saputra, *Manajemen Emosi: Sebuah Panduan Cerdas Bagaimana Mengelola Emosi Positif dalam Hidup Anda*, PT Bumi Aksara, Jakarta, 2009, p.96

¹⁰ Husaini Usman, *Manajemen*, PT Bumi Aksara, Jakarta, 2008, p.4

According to *Kamus Besar Ilmu Pengetahuan*, there are some meanings of the management:

1. Based on the goals and objectives: subordinates and superiors set the clear goals together for each unit and individual. The managers and subordinates gather and start dialogue at the beginning of a period to approve to share goals to be achieved. And subordinates are given the opportunity to set the targets by themselves.
2. Based on the system, there are five basic management dimensions: optimal decision making, achieving flexibility, organizational, integrative attitudes development, achievement graciousness and introduction the fair values.
3. Based on science, science which obtains a deep understanding of handling organization issue, especially enterprise organization, using the resources effectively to achieve the target. The responsible leader toward the company and the organization.
4. Official management includes planning, organizing, implementing, controlling, and monitoring.¹¹

The function of management is for managing, planning, organizing, coordinating and controlling.¹² It must be owned by every company, organization, and person to manage their life in order to balance their body and soul.

Thus, the definition of stress coping management is the strategy to manage stress to be benefit and to avoid negative effects on human life.¹³ As for

¹¹ Save Dagon, *Kamus Besar Ilmu Pengetahuan*, Lembaga Pengkajian Kebudayaan Nusantara (LPKN), Jakarta, 2006, p.610-611.

¹² *Ibid.*, p.280. see Joan M. Reitz, *Dictionary for Library and Information Science*, Libraries Unlimited, London, 2004, p.437

¹³ Similar to the concept of self-regulation, where the system is working as an internal system that regulates behavioral continuity to move towards something and away from something, related to the various demands of the above. This behavior is raised by the movement of the control process of the feedback received from the individual performance results displayed. Self-regulation is the internal capacity of a person to be able to steer his behavior, affection and atensi to bring an appropriate response to the demands from within themselves and the environment, using a variety of strategies in order to achieve the goal. Efforts to achieve this goal is done continuously by individuals through the appraisal process repeated several. Lihat .Lisya Charirani,

stress management that required is depending on each step of stress experienced by a person. The steps of stress are described in the next point.

B. Types of Stress

According to Quick and Quick is quoted by Veithzal Rivai and, Deddy Mulyadi in their book " *Kepemimpinan dan Perilaku Organisasi* ", divided the stress into two kinds:

1. Eustress is the healthy, positive and constructive characteristic result of the response. This is also including the prosperity of individuals and organizations associated with the growth, flexibility, adaptability, and a high level of performance.
2. Distress is the unhealthy, negative and destructive characteristic result of the response to stress that. This is including individual and organizational consequences, such as cardiovascular disease and high absenteeism which is associated with sickness, decline and death.¹⁴

C. The Steps of Stress

Someone who experiences stress is not only when one got feelings of fear, panic, and anxiety directly, but also there were several steps that crossed before, and finally reached the stage of anxiety, fear, and panic. For more details, the writer will describe the steps of stress and their indications are as follows:

1) The First Step of Stress

This step is the lightest step of stress, the indications are as follows:

1. The spirit work is great and tends to excessive (over acting),
2. Uncommon sharp of eyesight,
3. To feel able to finish job more than as usual. Unaware of running out of energy and accompanied with unusual nervous,

Subandi, *Psikologi Santri Penghafal al-Qur'an: Peranan Regulasi diri*, Pustaka Pelajar, Yogyakarta, 2010, p.14-15.

¹⁴ Veithzal Rivai, Deddy Mulyadi, *Kepemimpinan dan Perilaku Organisasi*, Rajawali Pers, Jakarta, 2003, p.308

4. To feel happy with one's job and to get more and more spirit, but the supply energy is running out.¹⁵

2) The second step of stress

In this step, spirit to work is lost. Physical complaints appeared and energy ran out because of less of rest and food as reserve of energy. The indications in this step are as follows:

1. To feel fatigue when wake up in the morning, that should be fresh,
2. To feel easy exhausted after lunch,
3. So tired in the afternoon,
4. Uncomfortable side and stomach,
5. Heartbeat is more rapid,
6. Strained in the back muscles and the nape of neck,
7. Not relax.¹⁶

3) The Third Step of Stress

If one still force oneself to work and ignore the indications of step II, so the new indications will appear. The new indications are as follows:

1. Gastritis and diseased intestines,
2. Straining of muscles,
3. Insomnia,
4. Bad health.¹⁷

4) The Fourth Step of Stress

If one keeps forcing oneself to work and ignore the indications of step III, new indications will appear. The new indications are as follows:

1. Very difficult in holding out along day,
2. Fun and easy activities to be boring and more difficult,
3. Suffering from the ability to respond adequately,
4. Inability to carry out daily activities,
5. Disruption of sleep patterns accompanied by stressful dreams,

¹⁵ Dadang Hawari, *Manajemen Stres, Cemas dan Depresi*, Balai Penerbit FKUI, Jakarta, 2003, p.27-28

¹⁶ *Ibid.*, p.28-29

¹⁷ *Ibid.*, p.29-30

6. Refusal invitation (negativism) because there is no passion and excitement,
7. The power of concentration and remembrance are decreased,
8. Fear and anxiety without reason.¹⁸

5) The fifth Step of Stress

If one keeps forcing oneself to work and ignore the indications of step IV, new indications will appear. The new indications are as follows:

1. Physical and mental exhaustion,
2. Inability to finish light and simple daily activities,
3. Digestive system disorder,
4. High fear and anxiety; easily confused and panicked.¹⁹

6) The sixth step of Stress

This is the climax step; there will be a panic attack and fear of the death. Usually, people enter ICCU in many cases. The indications are as follows:

1. Palpitation is very hard,
2. Gasping for breath,
3. The body is shaking, cold and sweating buckets,
4. No power to lift something,
5. Collapse.²⁰

D. Stress Measuring Instrument

By stress measuring instrument, we can know the stress degree of person. One of the instruments is Holmes Scale. In this scale there are 36 (thirty six) points in one's life experiences. Each point is given a value (score). If the total value of a person's experiences more than 300 (three hundreds) during one year, so the person will show certainly the indication of stress. This measure can be

¹⁸ *Ibid.*, p.30-31

¹⁹ *Ibid.*, p.32

²⁰ *Ibid.*, p.32-33

done by oneself. There is not all of the 36 (thirty six) points are experienced by one's. The experiences are as follows:²¹

No.	The Experiences	Score
1.	The death of the husband / wife	100
2.	The death of a close family	63
3.	Marriage	50
4.	Losing work	47
5.	Retired or seclusion	45
6.	Wife's pregnancy	40
7.	Difficulty of sex	39
8.	New family member	39
9.	The death of closer friend	37
10.	Conflict of household	35
11.	Mortgage home	31
12.	Change in responsibility of work	29
13.	Conflict with parent in law, brother in law and son in law	29
14.	Bad Tempered	53
15.	Reconciliation	45
16.	Sick	44
17.	Change of economics condition	38
18.	Divorce	65
19.	Change in work	36
20.	Prevent to pawn and debt	30
21.	Son or girl is running away	29
22.	Great achievement	28

²¹ *Ibid.*, p.56-58.

23.	Wife stops work	29
24.	Can't be friend with director	23
25.	Exchange home	20
26.	Change in entertainment	19
27.	Pawning by home	17
28.	Change in amount of family	15
29.	Light violation	11
30.	Exchange private habit	24
31.	Change time of work	20
32.	Exchange school	20
33.	Exchange school activity	18
34.	Exchange habit of sleeping	16
35.	Change in eating habit	15
36.	Vacation	13

A person have experienced some events from all of that experiences if his score over 300 (three hundred) scores, so his stress level is so high.

E. Immunity Stress Measurements

To determine the level of immunity to stress a person has developed a kind of measuring instruments. One of which is known as Miller and Smith Scale. On this measure there are 20 (twenty) activities of daily living are performed by people. Each type of activity is rated (score) from 1(one) to 5 (five). Numerical value (score) 1 (one) means almost always carried out, while the number (score) 5 (five) would have never done. While the numerical value (score) 2 (two), 3 (three), 4 (four) are located between 1(one) and 5 (five). This immunity measurement can be carried out by the relevant self (self-assessment). The 20 (twenty) activities are as follows:

No	Daily Activities	Score 1-5				
		1	2	3	4	5
1	Every day I eat warm and balance nutrition food.	1	2	3	4	5
2	I sleep 7-8 hours, four nights a week	1	2	3	4	5
3	I give and accept love each other	1	2	3	4	5
4	I have close brother	1	2	3	4	5
5	Twice a week, I exercise in the morning	1	2	3	4	5
6	I don't smoke	1	2	3	4	5
7	I don't drink alcohol	1	2	3	4	5
8	I have balance weight	1	2	3	4	5
9	I have enough income	1	2	3	4	5
10	I accept energy from my religion	1	2	3	4	5
11	I have social activities	1	2	3	4	5
12	I have friend and networking	1	2	3	4	5
13	I have close friend	1	2	3	4	5
14	I am healthy	1	2	3	4	5
15	I am honest if I am angry	1	2	3	4	5
16	I always communicate with other person in everywhere	1	2	3	4	5
17	Once a week, I have holiday	1	2	3	4	5
18	I can handle my time effectively	1	2	3	4	5
19	I drink pure water everyday	1	2	3	4	5
20	I calm my mental everyday	1	2	3	4	5

To obtain the value of the extent to which the degree of a person's immunity to stress, then the numerical value (score) of the 20 (twenty) items are summed over the daily activities; then the sum is reduced by the number 20 (twenty). Number of numeric values (score) less than 30 (thirty), the person is

immune. Number of numeric values (score) between 30 (thirty) - 50 (fifty) points, that person is less resistant. While the number grades 50 (fifty) - 80 (eighty) points the figures above are not immune to stress.

F. The way to cope with the strain

The manner to cope with the strain of Stress by DR. Kartini Kartono and dr. Jenny Anda in his book "Kesehatan Mental dalam Islam" are:

1. To talk about your difficulty to someone whom you trust,
2. To avoid trouble for a while,
3. Channeling anger into positive things, such as: washing, gardening, and sports,
4. Willing to be a good winner,
5. Do good something for others and sociality,
6. Completing the tasks one by one, priority the most important in the near term,
7. Not to consider yourself too super,
8. Accept criticism wisely,
9. Give the victory to others,
10. Make yourself versatile,
11. Vacation.²²

The above solutions are still general, and not everyone is alike to overcome them. In addition to the above solutions, there is some other knowledge to keep our calming. These things are as follows:

1. Emotional awareness

We know about how the influence of emotions on our performance and the ability to use our values to guide our decision making.

²² DR. Kartini Kartono, dr. Jenny Andari, *op.cit.*, p.241-248

2. Accurate self-assessment

Use genuine feelings to value strength and weakness of our personality. A clear vision what we need to improve and the ability to learn from experiences.

3. Confidence

Confidence comes from certainty about the capabilities, values and purpose.²³

4. Recognizing Emotions

The manner to recognize our emotions and its influence is known the cause and solution of emotional condition.

5. Encouragement to achievement, the manner are as follows:

1. Oriented to results, by high spirit to achieve goals,
2. Set challenging goals and take calculated its risks,
3. Looking for information as much as possible in order to reduce uncertainty and find a better way,
4. Keep learning to improve performances.²⁴

G. Stress Reduction Food

Based on research by health experts that there are certain foods can reduce stress. These foods are as follows:

1. Complex carbohydrates

Carbohydrates trigger the brain to release more serotonin. To get a supply of these brain chemicals in sufficient quantities, you should consume complex carbohydrates that are digested more slowly. Cereals, bread and pasta, as well as food from havernot flour could be a good choice. Complex carbohydrates can also help you to feel more balance by stabilizing blood sugar level.

²³ Daniel Goleman, *Kecerdasan Emosi untuk Mencapai Puncak Prestasi*, Gramedia, Jakarta, 2003, p.83

²⁴ *Ibid.*, p.181-182

2. Simple carbohydrates

Foods such as candy and soda can restore stress for a brief period.

3. Orange

Vitamin C in oranges can lower levels of stress hormones and strengthen the immune system.

4. Spinach

Magnesium contained in it can cope with headache and fatigue due to workload or other tasks.

5. Fatty fish

Omega 3 fatty acids contained in tuna and salmon may prevent an increase in stress hormones and protect against heart disease. So, we can consume it least three ounces twice a week.

6. Black tea

Researchers showed that black tea can quickly restore your stress. Drink four glasses can make us feel calmer and lower levels of cortisol after experiencing stressful situations.

7. Green walnut

Pistachios can weaken the body's stress hormones. Adrenaline increases blood pressure and boost heartbeat when you are stressed. Eating a handful of walnuts every day can lower blood pressure.

8. Avocado

The best way to lower blood pressure is to consume enough potassium. A half avocado contains more potassium than a medium-sized banana.

9. Almond

Almonds are rich in vitamins. There is vitamin E which boost the immune system, as well a number of vitamin B, which makes the body stronger during stress. In order to obtain these benefits, eat a quarter cup of almonds a day.

10. Raw vegetables

Raw vegetables can resist the effects of mechanical stress. Eating celeries or carrots can relax the jaw and relieve headaches.

11. Milk

Drink a glass of warm milk before bedtime can reduce stress, because the calcium content in milk can reduce tension and relieve anxiety.

12. Marine fish

The experts from Harvard University suggest that consume sea fish can keep us be fresh. The reason is the sea fish are rich in omega 3 fatty acids can increase the anti-depressant substances.

13. Bananas

Bananas contain alkaloid substances, vitamin B6 and tryptophan substances that help the body to produce more blood serum.

14. Grape

The grapes are rich in vitamin C. Vitamin C can stimulate produces adrenaline, which can help to release tension in our body.

15. Oat bread

In addition, to good diet eat whole grain breads, it contains complex carbohydrates can increase blood serum in our body and improve the anti-depressant substances contained in blood serum. So, we feel more relaxed.

16. Cherry fruit

Cherry contain anthocyanin which can balance the mood and produces happiness.

17. Garlic

According to scientists from Germany, eat garlic will feel relax and calm nervous or stressed.

18. Pumpkins

The reason is because the pumpkin will produce vitamin B6 and iron. The content changes blood sugar into dextrose that can stimulate pleasure and enjoy in your brain.

19. Low-fat milk

Low-fat milk is very high calcium. This milk is perfect for changing panic be calm.

20. Chicken

According to the Psychologist from British, selenium was found mainly in chicken meat is a substance that can help to set our mood.²⁵

These foods can improve mood for the better, but over consuming more will harm health and increase weight.

H. Models of Therapies

The ways to calm the strain of stress is healing therapy. Models of therapies are as follows:

1. Client centered therapy

This therapy is client centered therapy by trust and ask for a greater responsibility to the client in overcoming problems.

2. Reality therapy

Reality therapy is a short-term therapy that focuses on the present moment, emphasizing personal strengths and basically a way for the clients to behave more realistic to be able to achieve success.

3. Relaxation therapy

Relaxation therapy is treatment given to clients who easily suggestible. Usually therapists use hypnosis. By this therapy, clients are trained to do the relaxation.

4. Behavioral therapy

Behavioral therapy is a therapy intended to change client attitudes or behaviors to the object or situation that is scary. Working principle is desensitization in order that the patient is no longer sensitive and reactive to certain objects or situations before. Patient gradually guided and trained to face to a variety of objects or situations that cause panic or phobic. The exercise is repeated step by step until the patient can handle it without the help of other persons.

²⁵ Teguh Wangsa, *Menghadapi Stres dan Depresi*, ORYZA, Jagakarsa, 2010, p.81-88

5. Religious therapy

Religious therapy is therapy by a religious approach. This type of therapy is applied by using the approach of the verses of the Qur'an, ḥadīṣ, and Islamic ideas which implicitly containing therapy. However, this therapy is very vulnerable to the debate. This therapy is usually intended that a person is free from anxiety, tension, depression, and others. Many people use this type of therapy by prayer and ḥikmah, remembrance that essentially ask God Almighty to grant peace of mind. In the perspective of the Sufis, equanimity obtained through ḥikmah.

6. Holistic therapy

Holistic therapy is therapy that is not only using drugs in psychological treatment, but also covers other aspects of the client. So, the client treated as a whole, both in terms of organ biological, psychological, psychosocial, and spiritual. In other words, this holistic therapy views clients in overall aspect.²⁶

I. General Stress Coping Management

After the writer described the meaning of stress coping management and stress steps above, then the writer gives an overview of stress coping management at every step in the table as follow:

No.	The Indications	General Management
Stress Coping Management Step I²⁷		
1.	The spirit-work is great and over acting.	In the early step, a person get a task or job, must able to relax, take a break in time to rest, do not push himself,
2.	Uncommon sharp of eyesight.	
3.	To feel able to finish job more than as usual.	

²⁶ M. Sholihin, *op.cit.*, p.84-85

²⁷ Dadang Hawari, *op.cit.*, p.27-28

	Unaware of running out of energy and accompanied with unusual nervous.	and keep eating pattern in order that energy is stable.
4.	To feel happy with her/his job and get more and more spirit, but the supply energy is running out.	
Stress Coping Management Step II²⁸		
1.	To feel fatigue when wake up in the morning, that should be fresh	At this step appears some indications that are caused by energy in the body begin to decrease. So, he needs rest and nutrition enough to keep the energy.
2.	To feel easy exhausted after lunch	
3.	So tired in the afternoon	
4.	Uncomfortable side and stomach	
5.	Palpitation is more rapid.	
6.	Strained in the back muscles and the nape of neck	
7.	Not relax	
Stress Coping Management Step III²⁹		
1.	Gastritis and diseased intestines	This step occurs because of the energy that has been lost not immediately get a new
2.	Straining of muscles	
3.	Unsteadiness feeling and	

²⁸ *Ibid.*, p.28-29

²⁹ *Ibid.*, p.29-30

	emotional	supply. Finally
4.	Insomnia	increasingly unhealthy
5.	Bad health	body. Should immediately consult a doctor to get treatment, or reduce obligation, get time to rest.
Stress Coping Management Step IV³⁰		
1.	Very difficult holding out along day	At this step, a person should see a doctor to obtain medical treatment. Doctor usually gives drugs to calm him, and advises for taking a rest and food for keeping his health.
2.	Fun and easy activities to be boring and more difficult.	
3.	Suffering from the ability to respond adequately	
4.	Inability to carry out daily activities	
5.	Disruption of sleep patterns accompanied by stressful dreams	
6.	Often refuse an invitation (negativism) because there is no passion and excitement	
7.	The power of concentration and remembrance are decreased	
8.	Fear and anxiety without	

³⁰ *Ibid.*, p.30-31

	reason	
Stress Coping Management Step V³¹		
1.	Physical and psychological exhaustion	In this step, person should enter right back on the pattern of rest, eat healthy food, use healthy mind in order to stay awake and not lose concentration and see a doctor to get anti-anxiety drug again in order to resume work again.
2.	Inability to finish light and simple daily activities	
3.	Disorder of digestive system	
4.	High fear and anxiety; easily confused and panicked.	
Stress Coping Management Step VI³²		
1.	Palpitation is very hard	At this step, a person should start to reduce the burden of tasks or jobs; avoid getting weaker physical and psychological; and recommend a few days to rest the body and mind energy recovery.
2.	Gaspings for breath	
3.	The body is shaking, cold and sweating profusely	
4.	There is no power to light something	
5.	Collapse	

Stress coping management in this section is stress coping management in general health. Meanwhile, stress coping management according to tradition of the Prophet Muḥammad will be discussed in the next chapter.

³¹ *Ibid.*, p.32

³² *Ibid.*, p.32-33