

DAFTAR PUSTAKA

- Anoraga, Pandji, S.E, M.M. Psikologi Kerja. 2005. Jakarta: Rineka Cipta
- Cooper, Gary L. & Payne, K. 1978. *Stress of Work*. New York: John Wiley & Sons. Ltd.
- Cox, Tom. 1978. *Stress*. London: Mac Milan Press, Ltd.
- Friedenberg, Lisa. 1995. *Psychological Testing: Design, Analysis, and Use*. USA: Allyn & Bacon.
- Goldberger, Leo & Breznitz, Shlomo. 1993. *Handbook of Stress : Theoretical & Clinical Aspects (2nd Ed.)*. New York: The Free Press.
- Guildford, J.P. 1956. *Fundamental Statistics in Psychology and Education*. (3rd Ed). Tokyo: Mc Graw-Hill Kogakusha Company. Ltd.
- Ivanchevich, John M & Matteson, Michael R. 2002. *Organizational Behavior and Management*. Sixth Edition. New York: The Mc Graw Hill Companies.
- Lazarus, Richard.S. 1976. *Patterns of Adjustment*. (3rd Ed). Tokyo: Mc Graw-Hill Kogakusha. Ltd.
- Lazarus, R.S & Folkman, S. 1984. *Stress, Appraisal, and Coping*. New York: Springer Publishing Company.
- Luthan, Fred. 2005. *Perilaku Organisasi*. Terjemahan Vivin Andhika Yuwono. 2006. Yogyakarta: Andi Offset.
- Santrock, John W.1995. *Perkembangan Masa Hidup*. Terjemahan Juda Damanik, M.S.W dan Ahmad Chusairi, S.Psi. 2002. Jakarta: Erlangga.
- Selye, Hans. 1980. *Guide to Stress Research*. New York: Van Nostrand Reinhold Company.

DAFTAR RUJUKAN

Gita Kartika, 2001. Hubungan Antara Kecerdasan Emosional Dan Stres Kerja Pada Karyawan Customer Service Representative PT 'X' KANDATEL Bandung. Skripsi. Bandung: Program Sarjana Fakultas Psikologi Universitas Kristen Maranatha
www.wikipedia.org