

Coping Strategies of Working Women Examined from Personality Types

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Abstract: *The emergence of the COVID-19 outbreak has increased the dynamics of the dual roles attached to women. This research was conducted to find out how different coping strategies are in dealing with the COVID-19 outbreak in terms of personality types among working women. This research was conducted with the help of a Google Form through a purposive sampling technique for collecting data with a total sample of 118 women who were required to actively work outside the home. The results showed that the chi-square analysis test resulted in significant differences in coping strategies in dealing with COVID-19 in terms of personality types in working women, which had a significance value of 0.000, which meant that there were significant differences.*

Keywords: Coping Strategies, Personality Types

1 INTRODUCTION

Currently, many women work outside their homes to fulfill their own and their family's needs. Women engage in socialization, self-actualization, and enter the workforce to develop their education and potential. Nelson states that many women experience depression when entering the workforce because, in addition to being required to work like men, female workers also face gender-related pressures. For married and family-oriented women, working outside the home means having an additional role, not only as a worker but also as a homemaker (Sharma, 2009). Married women who must continue to work are faced with two options: fully take care of household needs or work and pursue a career while performing their duties as homemakers. The dual role of women involves roles played by women at home as household managers, independent individuals, wives, and caregivers for their children, as well as their roles as members of society where they become workers and citizens (Ciptoningrum, 2009). Economic issues make working husbands and wives establish formal relationships such as division of labor, where husbands act as breadwinners and wives function as homemakers, but often wives also act as breadwinners. Fitzgerald and Weitzman (Lalande, Crozier, & Davey, 2000) note the complexity of women's careers because they combine home and family with work, and deal with issues such as role conflicts and managing the double roles of life. Research by Andajani, Hadiwirawan, and Sokang (2016) shows that women often struggle to balance their domestic (mother) and public (worker) role demands. If women cannot perform their domestic roles well, no matter how well they perform their public roles, they will be considered failures. This is what is meant by the double burden of women, that if they want to succeed, they must be able to successfully fulfill both of these dual roles.

Coping strategies are often influenced by various factors, such as internalization through cultural background, experience in dealing with problems, environmental factors, personality, self-concept, social factors, and more (Baga, 2021). One of the significant factors influencing an individual's problem-solving ability is personality type. According to Lazarus and Folkman (1984), how someone uses coping strategies depends on the resources they have, one of which is personality. Carl Gustav Jung, a German psychologist and pioneer of analytical psychology, categorized human personality types into two types: extravert and introvert (Asendorpf, 2002). Personality is formed from the influences and conditioning received from the environment since childhood (Filbeck et al., 2005). From these conditioning experiences, an individual's personality is shaped into either an extravert or an introvert. Personality plays a crucial role in determining an individual's

coping strategy. Larsen (Pervin, 1996) mentioned that individual differences in personality lead to different emotional responses. The fundamental characteristics of personality lie in the dimensions of extraversion-introversion (E dimension) and neuroticism-stability (N dimension). Eysenck believed that every individual falls somewhere on a continuum for both dimensions (Abidin & Suyasa, 2003). People are not purely extravert or introvert but tend to lean towards one end of the continuum of extraversion and introversion (Posella, 2006). Eysenck suggested that extraverted individuals are optimistic, open, sociable, active, cheerful, have many friends, tend to be aggressive, have a low patience threshold, struggle to control their emotions, and are impulsive. Introverts, on the other hand, are the opposite of extraverts. They are quiet, controlled, cautious, introspective, reflective, rarely behave aggressively, have a high patience threshold, dislike impulsive decision-making, and prefer a structured life over a challenging and risky one (Pervin & John, 1997). These differences in extravert and introvert personalities affect how people respond to their surroundings differently. Given the background information presented above, the researcher formulates the research question: Is there a difference in coping strategies for dealing with the COVID-19.

2 MATERIALS AND METHODS

This research is a quantitative study that employs a questionnaire. Quantitative research is an approach where the data collected are in the form of numbers and are analyzed using statistical methods (Sugiyono, 2015). The specific type of quantitative research method used in this study is comparative research, which aims to determine if there is a difference in coping strategies for dealing with the COVID-19 pandemic based on personality type, with personality type as the independent variable (X) and coping strategy as the dependent variable (Y). The data obtained from 118 working women participating in this study, who are actively employed outside the home, are numerical. The researcher analyzed this data using SPSS 22.0 for Windows.

Data collection in this research involved the use of a scale as an instrument. A scale is a psychological measurement tool, with its stimuli consisting of questions or statements that reveal behavioral indicators of the attributes being measured. The scale used in this study follows a summated ratings model, which is a method of attitude statement scale using the distribution of subject responses to determine scale values or the Likert model approach. A Likert scale is used to measure someone's or a group's attitudes, opinions, and perceptions about a social phenomenon predetermined by the researcher (Sugiyono, 2012). The scale contains both favorable and unfavorable questions. Favorable questions support the object being measured, while unfavorable questions do not. Each item in the instrument that uses a Likert scale has gradations from very positive to very negative, and there are four response choices for each item: Very Suitable (VS), Suitable (S), Not Suitable (NS), and Very Unsuitable (VUS). Each response choice is assigned a score as follows: Very Suitable (VS) is given a score of 4, Suitable (S) is given a score of 3, Not Suitable (NS) is given a score of 2, and Very Unsuitable (VUS) is given a score of 1. These four response choices are a modification of the Likert scale that eliminates the Neutral (N) response. The researcher made this modification because respondents tend to choose a neutral response when they are unsure of their answer, resulting in a central tendency effect and the use of a neutral response, especially among subjects who are uncertain. This change was made to prevent the loss of useful information.

In data analysis, the researcher employed the chi-square (χ^2) statistical technique because both variables being compared are categorical. This test is not limited by strict assumptions about the population type or population parameters; it only requires degrees of freedom. The chi-square test is a non-parametric statistical test, so it does not rely on the normal distribution of data (Sufren and Natanael, 2013). Chi-square can be used to test descriptive hypotheses for a single sample or variable consisting of two or more categories. Additionally, it can be used to test comparative hypotheses for two samples or two variables and to test associative hypotheses with nominal scale data (Sugiyono, 2013).

3 RESULTS

Overview of Research Subjects

Data collection was conducted from May 26th to June 6th, 2020. The data collection included 118 respondents. The subjects of this study are married working women who were required to continue working outside their homes (work from office). Their occupations involve being employees, and they have been working for more than 2 years. Due to the pandemic situation, data collection for this research was carried out online via Google Forms to avoid direct contact with the respondents. All participants involved in this data collection have provided informed consent and expressed their willingness to be research subjects. An overview of the research subjects is presented in the following charts and tables:

Table 1. Age Groups of Research Samples

Age Group	Total Subjects
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20 – 25 years old	19
26 – 30 years old	50
31 – 35 years old	27
36 – 40 years old	10
41 – 50 years old	8
51 – 60 years old	4

Table 2. Residence of Research Samples

Residence	Total Subjects
Surabaya	48
Sidoarjo	11
Gresik	9
Jakarta	5
Bogor	3
Lumajang	7
Madiun	10
Ponorogo	17
Lamongan	8

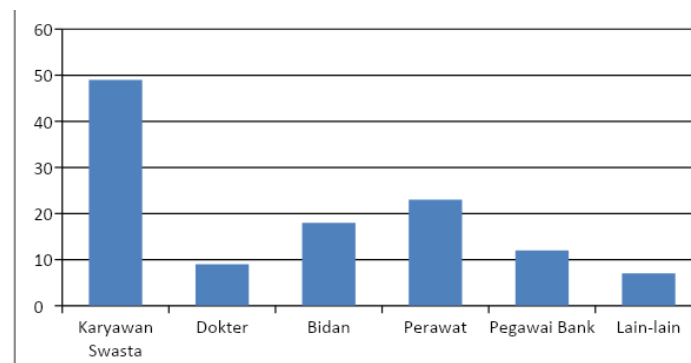


Figure 1. Job Type Diagram

Table 3. Residence of Research Samples

Category	Frequency	Percentage
Extroverted Personality	92	(78%)
Introverted Personality	26	(22%)
Total	118	(100%)

The researcher categorized the data to determine the tendency of personality types (extroverted or introverted) among the research subjects. The researcher established a norm for this categorization based on the mean value. The categorization was determined as follows:

Extroverted category if: score > mean

Introverted category if: score < mean

Table 4. Residence of Research Samples

Category	Frequency	Percentage
<i>Problem Focused Coping</i>	71	(60,2%)
<i>Emotion Focused Coping</i>	47	(39,8%)
Total	118	(100%)

The researcher also categorized the coping strategy variable, where each subject was determined to be more inclined toward Problem-Focused Coping or Emotion-Focused Coping.

Hyphothesis Testing Results

Results of Chi-Square Tests

The research results, in the form of chi-square statistical analysis to determine whether there is a difference in coping strategies based on personality type, can be seen in the following table:

Table 5. Chi-Square Results

	Value	d f	Asymptotic Significance (2-sided)
Pearson Chi-Square	27.909 ^a	1	.000
Continuity Correction	25.563	1	.000
Likelihood Ratio	28.706	1	.000
Fisher's Exact Test			
Linear-by-Linear Association	27.672	1	.000
N of Valid Cases	118		

0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.36.

Source: SPSS Output

Based on the table above, it can be interpreted that the significance value of the Pearson chi-square is 0.000, where $0.000 < 0.05$. This indicates that the hypothesis stating that there is a difference in coping strategies in facing the COVID-19 pandemic based on personality type in working women has been accepted. Furthermore, at the bottom of the chi-square test output table, there is a note that reads "0 cells (0.0%) have expected count less than 5. The minimum expected count is 10.36," which means that the assumption of using the chi-square test in this study has been met. This is because there are no cells with expected frequencies below 5, and the lowest expected frequency is 10.36.

A. Cross-Tabulation Results

Cross-tabulation is used to observe the percentage relationship between the personality variable and coping strategy.

Table 3. Cross-Tabulation Table Resluts

	<i>Problem Focused Coping</i>	<i>Emotion Focused Coping</i>	Total
Extrovert Personality	67 (94,4%)	25 (53,2%)	92 (78%)
Introvert Personality	4 (5,6%)	22 (46,8%)	26 (22%)
	71 (100%)	47 (100%)	118 (100%)

Source: SPSS Output

Based on the table above, it can be interpreted that out of a total of 118 research subjects, 78% had extroverted personality types, which is equivalent to 92 individuals, while individuals with introverted personality types accounted for 22% or 26 individuals. Then, in the first row, it can be interpreted that out of the total 118 research subjects, individuals with extroverted personality types tended to use problem-focused coping, accounting for 94.4% or 67 individuals, and those with extroverted personality types tended to use emotion-focused coping, accounting for 53.2% or 25 individuals. In the second row, it can be interpreted that individuals with introverted personality types tended to use problem-focused coping, accounting for 5.6% or 4 individuals, while those with introverted personality types tended to use emotion-focused coping, accounting for 46.8% or 22 individuals."

4 DISCUSSIONS

The acceptance of the hypothesis in this study, which states that there is a difference in coping strategies for dealing with the COVID-19 pandemic based on personality type among working women, indicates that there is a significant difference in coping strategies among women who must continue working outside their homes amidst the COVID-19 pandemic, depending on their personality types. This means that an individual's personality type influences their choice of coping strategy when facing challenges. In this study, the context is married women who continue to work during the pandemic, exposing themselves to significant risks as they need to leave their homes to earn a living. Not everyone possesses the courage required for this, so only specific individuals who can manage their thoughts and emotions are capable of doing so. Choosing the right coping strategy also significantly impacts their well-being. Lazarus and Folkman (1984) state that coping strategies are actions taken by individuals to deal with the stressors they experience, which can have unfavorable effects both physiologically and psychologically.

The research findings indicate that working women with extroverted personalities are more likely to use problem-focused coping when facing challenges. This aligns with the characteristics of extroverts who are active and willing to take risks. Thus, when confronted with a problem, they are more likely to take immediate action to find solutions, despite the risks involved. On the other hand, working women with introverted personalities are more likely to use emotion-focused coping when facing challenges. This aligns with the characteristics of introverts who tend to think more, dislike challenges, and avoid risky activities. Therefore, during the pandemic situation where they have to continue working outside their homes, individuals with introverted personalities are more likely to avoid what they perceive as risky conditions and focus more on thinking about how to avoid the risks they face, leading to emotion-focused coping. Personality is one of the factors that influence coping strategies. Each personality type determines how an individual responds to the stressors they encounter because personality is an organized system consisting of attitudes, motives, emotional values, and other interdependent responses. This uniqueness in behavior, thinking, and adaptation to the environment is shaped by observations and experiences encountered by each individual.

Based on the cross-tabulation analysis results, out of a total of 118 research subjects, there were extroverted individuals who tended to use problem-focused coping, accounting for 94.4% or 67 individuals, and extroverted individuals who tended to use emotion-focused coping, numbering 53.2% or 25 individuals. In the second row, it can be interpreted that introverted individuals who tended to use problem-focused coping accounted for 5.6% or 4 individuals, while introverted individuals who tended to use emotion-focused coping accounted for 46.8% or 22 individuals.

Based on the cross-tabulation analysis results, it can be seen that the majority of the respondents, who are working women in this study, prefer to use problem-focused coping when dealing with the COVID-19 pandemic. This does not mean that problem-focused coping is always better than emotion-focused coping. However, in a pandemic situation where women have to continue working with all the risks involved, they must actively seek concrete solutions and take calculated risks to ensure their survival and provide for their families. These characteristics lean towards problem-focused coping (Labrague et al., 2017).

In essence, when facing challenges, everyone tends to go through the emotion-focused coping process, such as trying to avoid problems, not believing they have to face them, and other emotional processes. However, amid the COVID-19 pandemic, workers must take immediate, tangible actions in the face of real risks as they continue to strive for their families. Therefore, they need to continue working while following government health protocols, remaining open to advice and input from professionals. These characteristics lean towards the extroverted personality type. Thus, the research findings indicating that the majority of individuals with extroverted personalities prefer problem-focused coping are consistent with the pandemic situation. This is supported by Atkinson's (1996) opinion, which states that personality is a crucial factor in shaping an individual's behavior, which tends to be stable and repetitive. Behavior is formed by elements within an individual and the environment to react to the surroundings. It can also be said that behavior is the result of interactions between personality characteristics, social conditions, and environmental conditions. Therefore, the coping strategy chosen by an individual is also the result of environmental influences since childhood, and coping behavior is one of the many behaviors resulting from the formation of personality, where coping is an individual's behavior in dealing with demanding pressures (Lazarus, 1976).

The results of this research are supported by Azizah's study (2016), which states that there is a relationship between Personality Type and Coping Strategy. The study concludes that the more extroverted individuals there are, the more people tend to use a Problem-focused form of coping. Conversely, the fewer introverted individuals there are, the fewer people tend to use an Emotion-focused form of coping. Each individual has their own tendencies when it comes to choosing a coping strategy to deal with problems. Some individuals choose Problem-focused coping, while others opt for Emotion-focused coping. However, there are also those who use a combination of both Problem-focused and Emotion-focused coping, though not simultaneously. This aligns with Taylor's theory (2009), which suggests that individuals can

sometimes use both strategies, but not all coping strategies are suitable for every individual. Coping success largely depends on using the appropriate coping strategy that matches the characteristics of the problem being faced.

According to Lazarus & Folkman (1984), personality type is indeed one factor that affects an individual's ability to cope with problems. However, there are other factors that also play a role, including perception, experience, maturity level, problem complexity, risk-taking courage, internal and external situations and conditions, as well as physical health. These factors are essentially characteristics inherent to coping strategies. For example, the willingness to take risks is associated with the characteristics of coping strategies, where those who choose Problem-focused coping are individuals with the courage to take risks, while those who choose Emotion-focused coping are less inclined to take risks.

The requirement to continue working in the midst of the COVID-19 pandemic is also quite risky, especially for married women. These women must work outside the home while facing the threat of the virus, and when they return home, they must also protect their children from the virus. However, when an individual can work calmly and relax amidst the COVID-19 threat, it is also a way to control stress. An individual who can manage their state of mind effectively will have an impact on the effectiveness of their work because job demands cannot be avoided. Therefore, the choice of coping strategy to navigate this situation must be carefully considered.

Excessive stress caused by the COVID-19 pandemic needs to be controlled through coping strategies (Emotion-focused coping and Problem-focused coping). Emotion-focused coping is a way to manage stress by managing emotions without directly focusing on problem resolution. In contrast, Problem-focused coping is an effort to control stress by directly addressing the problem. In managing stress during the COVID-19 pandemic, society needs to employ both coping strategies. For both extroverted and introverted individuals, it is hoped that they can use both coping strategies appropriately according to their needs. Failure to do so can result in excessive emotions due to stress, which can be more harmful than the stressor itself, especially when the stressor is the COVID-19 pandemic, which is not easily resolved in a short time. Therefore, everyone needs to manage their emotions effectively so that their lives continue to be productive and efficient. Atkinson (1996) also explains in his book that stress increases when someone fails to predict when an event will occur and cannot control when the event will end.

Expert in Health Promotion at the Faculty of Medicine, Public Health, and Nursing (FKKMK) UGM, Dr. Fatwa Sari Tetra Dewi, MPH., Ph.D., also mentions that anxiety, worry, and stress are often experienced by many people when facing crisis situations, including dealing with COVID-19, which is spreading in various countries. To reduce stress, various coping strategies can be employed, such as discussing one's feelings with close or trustworthy individuals to seek assistance. Avoiding the use of alcohol, cigarettes, or other substances as an escape is also essential. Another crucial step in reducing stress, confusion, and fear of COVID-19 is to filter information and gather accurate information to aid in preventive actions through credible and trustworthy sources such as the WHO, the Center for Disease Control (CDC), and the Ministry of Health of Indonesia.

The results of this research are further reinforced by another study by Juli Andriyani titled "Coping Stress in Married Career Women." The study found that women use various methods to cope with stress resulting from their dual roles, which depend greatly on personality, age, intelligence, social status, and occupation. Coping with stress is done by women to reduce the stress reactions they experience. Individuals who use Problem-focused coping usually take immediate action to solve problems or seek useful information to help solve them. On the other hand, Emotion-focused coping emphasizes efforts to reduce negative emotions felt when facing problems or pressure.

5 CONCLUSIONS

Based on the results of the research conducted, it can be concluded that there is a difference in coping strategies for dealing with the COVID-19 pandemic based on personality type among working women. Women with extroverted personalities tend to use problem-focused coping strategies more, while women with introverted personalities tend to use emotion-focused coping strategies more. This means that the hypothesis stating that there is a difference in coping strategies for dealing with the COVID-19 pandemic based on personality type among working women is accepted.

Based on the research findings and the conclusions drawn, the researcher offers several recommendations as follows:

1. **Married Women Balancing Work and Family During the Pandemic**
Women who are both working and managing households during the pandemic face exceptional challenges. They should employ appropriate coping strategies, such as problem-focused coping. This may involve giving their best efforts to support their families in the face of the COVID-19 threat while continuing to work. They should also adhere to government guidelines regarding health protocols, such as wearing masks, practicing physical

- distancing, and maintaining a healthy lifestyle. Additionally, they should be open to advice and input from professionals. If they feel overwhelmed, seeking assistance from professionals is essential.
2. Future Research
Practical advice for future researchers interested in conducting similar studies would be to use this research as a reference and expand on it by including other variables that influence coping strategies. Other factors that can affect coping strategies include gender, educational background, family background, socioeconomic status, social support, and more.
 3. Workplace Institutions
Practical advice for workplace institutions that require employees to work from the office during the pandemic is to provide standardized Personal Protective Equipment (PPE) for all employees. This ensures that employees who must work amid the risk of COVID-19 feel safe and comfortable. Strict adherence to health protocols should also be enforced to reduce the risk of COVID-19 transmission in the workplace. Consideration should be given to implementing shift work policies to safeguard the health and well-being of employees during the pandemic.

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