

Depression, Anxiety, Stress among Fulltime Workers

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The purpose of this study is to describe depression, anxiety, and stress in fulltime workers who were studying at private universities in Bandar Lampung and to analyse the effects of depression, anxiety, and stress to citizenship organizational behaviour for fulltime workers. Era 4.0 is requiring employees to improve their skills and knowledge. Earning a degree is one way to work towards a more satisfying career. However, it presents a dilemma for those who need to maintain fulltime employment whilst studying. Maintaining a job is necessary to live, but school demands the time that would usually be spent at work, therefore balancing fulltime work and study can be a problem. The research method used is mixed method explanatory design by collecting quantitative data first then collecting qualitative data to help explain the quantitative data. The sampling technique that is used is probability sampling. Respondents were 100 fulltime workers who registered as a bachelor student at private university in Bandar Lampung (61 women and 39 men). The instrument used in this study includes adapting previous research, namely DASS 42 by Lovibond & Lovibond (1995) and OCB by Podsakoff (1990). Data analysis used PLS 3.0 software. The results revealed 2 major findings: (1) Women fulltime workers have higher levels of depression, anxiety, and stress than men. (2) Depression, anxiety, stress has negative and significant effects on OCB fulltime worker. (T-Statistics > 1,64 (5,279) and P-Values < 0,05 (0,000). Workload, poor management behaviour, fear of replaced work positions, work fatigue, difficulty balancing time, making female workers experience sleep disorders, weight loss, depression, anxiety, and stress. Unlike male workers, unsupported co-workers, new challenges, compensation, career development, make them depressed, anxiety, and stressed. Time management is necessary provided by organization in order to anticipate depression, anxiety, stress among fulltime workers and also prevention job performance decline among fulltime workers, because job performance is very important and contributes to the success of the organization.

Key words: *Depression, anxiety, stress, fulltime workers.*

Introduction

The industrial revolution 4.0 presents many new challenges in industries. Competition is increasing rapidly and becomes a big risk for some organizations. Industrial 4.0 also is bringing technological advancements, changing the nature of work and increasing demand for a skilled workforce. Therefore, organizations must set up a plan for achieving organizational goals, which is called a strategy. Strategies have a major impact on what the organization does and how it does it, strategies can be short-term or long-term. To be effective, strategies must be designed to support the organization's mission and its organizational goals.

Generally, there are some strategies that an organization can choose and implement. The importance is how an organization can do management – *planning, organizing, actuating, controlling*. One of the most vital elements of management is human, because employees are the ones who make the plans and they are also who will implement them until the goal can be achieved. Therefore, human resources departments have responsibilities for searching, finding and providing a quality human resource to prepare adequately for industry 4.0.

The importance of quality human resources in the organization is undeniable. The employee is the most important and valuable assets of an organization. Becker (1964) and Schultz (1971) argued that an employee is a human capital in an organization. This thought came from economic theories when the notion of capital investments was discussed, not only in material capital but also in human capital (Haslinda, 2009). The success or failure of the organization is largely dependent on the people who work in it. Without positive and creative contributions from employees, activities in an organization cannot be completed and the organization would find it difficult to achieve their goals. Therefore, the existence of employees in the organization must be managed properly by implementing human capital management. Human capital management can be defined as a comprehensive set of organizational practices to develop and retain the existing knowledge, skills, abilities, and competencies of employees to maximize business value.

By implementing human capital management in organizations, it is expected that employees will have high competitiveness. Self-development through education is believed to play an important role in human life to prepare qualified and competences as human resources. Schuler and Jackson's study (1987) argued the core of human capital is skills, knowledge and competence. Higher education is considered to play a vital role in building human capabilities (Haslinda, 2009) Schultz (1961) said human capital theory is based on the assumption that formal education is very important and needed to increase the production capacity of the organization.



Earning a degree is one way to get a path toward a more satisfying career and compete with other employees. However, it presents a dilemma for a fulltime worker who needs to maintain fulltime employment. Working in multiple roles at one time is not as easy as we think. As a college-student, studying and joining an on-campus organization are two important things and difficult to separate. By joining an on-campus organization, students can learn skills like leadership (soft skills) and build relationships by networking with others. Networking with someone who shares similar interests is important for a student's social life. It gives a college-student the chance to explore possible career opportunities and learn what it takes to reach their goals. However, working also is a necessity to live and balancing time amongst being a fulltime worker can be a problem. This problem can arise when fulltime workers have difficulty managing time and carrying out their duties. This results in fulltime workers experiencing stress in their daily routine. This pressure can invest in the form of depression, pressure and anxiety.

Ministry of Health Republic Indonesia (2017), reported in 2017 that 60,63% of Indonesian were suffering from depression and 57,6% were suffering from insomnia. The disorder is related to mental emotional disorders and career development stressors. The cause of stress in the workplace among employees was caused by a large workload, ambiguity roles, and interpersonal relationships.

According to the National Institute for Occupational Safety and Health (NIOSH), research revealed some data about workers and work-related stress, including: 40% of workers reported that workloads could stress them out. Furthermore, 25% of workers recognized that work is the main factor causing stress. 3/4 of the workers believe that the current work-related stress is more than in previous years. 29% of workers feel mild stress during the first year of work. 26% of workers have emotional instability or irritability due to work pressure.

Stress issues, job stress or academic stress, has been a concern for the past few years and it is important to continue to examine, because various studies show that there is a high prevalence of employees experiencing stress. The objective of this study is to describe depressions, anxiety, and stress fulltime workers who were studying at private universities in Bandar Lampung and analysis the effect of depression, anxiety, and stress to citizenship organizational behaviour fulltime workers.

Literature Review

Depression and Anxiety

In academic stress, Rahardjo (2013) found male students have higher academic stress than female students. It means that the tendency to delay the completing of coursework is higher on male students than female students. Furthermore, in operating a computer, anxiety among

male students is higher than female students. These results are interesting because usually research shows that women have higher anxiety, but this study indicates the opposite.

Stress

According to Anxiety and Depression Association of America (ADAA) (2018), stress is a response to a threat in a situation, while anxiety is a reaction to the stress. Handoko (2010) said stress is a condition of tension that affect emotions, thought processes and one's condition. Harjan (2002) explained there are several sources of stress, including pressure, conflict, frustration. Based on gender, Nisar and Rasheed (2019), said occupational stress is negatively related to career satisfaction, in role performance, and extra-role performance.

According to Bernstein, et al. (2008) defined stress as a negative emotional, cognitive, behavioural and physiological process that occurs as a person tries to adjust to or deal with stressors. Furthermore, Auerbach and Grambling (1998) noted stress is an unpleasant condition experienced by individuals which can affect their emotional and physiological arousal and is considered dangerous or threatens their well-being.

In addition, Gould, et al. (1993) revealed some sources of stress, including: (1) The Environment (weather, noise, crowding, pollution, traffic, unsafe and substandard housing, and crime); (2) The Social (time limit, loss of loved one, divorcement, and co-parenting. (3) Physiological (consist of rapid growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances); (4) Thoughts (Human brain interprets and perceives situations as stressful, difficult, painful or pleasant, in such situation our brain determines whether they are problems to us or not).

Job Stress

World Health Organization (WHO) defines job stress as the people response due to work-demands and pressures that are not matched between knowledge and abilities. It can be caused by poor work organization, poor work design, poor management, unsatisfactory working conditions, and lack of support from colleagues and supervisors.

According to Chandraiah, et al. (2003) defined occupational stress is affect to job satisfaction. Meanwhile, Pflan (2006) said job stress can decrease productivity, employee morale, whilst increasing workplace errors and absenteeism. Furthermore, Bashir and Ramay (2010) noted that work stress may affect worker performance, and Qureshi, et al. (2013) said employee turnover intentions were positively related with job stressors and work load. Jain and Batra (2015) said when employees were unhappy, their work became ineffective and inefficient.

According to National Safety Council, categorise stress into two categories, such as: (1) Eustress: These are also known as Positive Stress, which makes someone to feel good and exerts a healthy effect. Eustress only occurs for a short period of time. In such situation person may feel thrilled or excited while watching horror movie, excited when winning a prize, purchasing their first house, or happiness from becoming a champion, etc. (2) Distress: This is opposite to Eustress, these are called Negative or Bad Stress. In such situation a person may develop stress due to an illness, death of someone you love, or financial crisis.

Academic stress

Taufik and Ifdil (2013) argued academic stress is a condition of individuals experiencing pressure as a result of student's academic stressors and reactions to stressors when facing academic demands related to higher education. Baseli and Ifdil (2018) said academic stress is a subjective perception of an academic condition or response experienced by students in the form of a physical reaction, behaviour, thoughts, and negative emotions that arise due to academic demands. Gadzella (2011) classifies reactions to stressor into four, namely Physiological (sweating, stuttering, trembling); Emotion (fear, anxiety, worry); Behaviour (crying); and Cognitive (ability to analyse stressful situation). Kohn and Frazer (2011) revealed there are many factors that can contribute to academic stress, such as final tests, excessive assignments, papers etc.

Organization Citizenship Behaviour

Organizational citizenship behaviour (OCB) concept was first identified by Dennis Organ in 1988. OCB are the explicit behaviour exhibited by employees that shows their sacrifices, commitment, and prosperity of the organization.

A few studies have examined the relationship between job stress and OCB and provided different findings. Paille (2011) argued there was no significant association between a nurse's stress at work and OCB. Jain and Cooper (2012) found an operator at a call centre had a significant negative impact of job stress on OCBs. Soo and Ali (2016) showed that bank managers had a significant negative impact of emotional stress on OCB.

Organ (1988) has categorically identified five types of OCB. They are 1) altruism, 2) conscientiousness, 3) sportsmanship, 4) courtesy and 5) civic virtue. Altruism is behaviour of helping others. In the workplace can be associated with behaviour like helping a co-worker with issues relating to work. Example: mentoring co-worker in completing work. Moreover, altruism also can be applied to external parties which will lead to a good work partner. The benefits are building a good relationship, and mutual respect between internal and external organizations. Conscientiousness is a various behaviour which organization members

demonstrate certain role behaviours well beyond the minimum required level. In the workplace it can be applied as the willingness to work overtime, willingness to start earlier, and the willingness to attend meetings without having to be forced by supervisor. Sportsmanship is behaviour managing complains from employees itself. Courtesy is an act of informing the non-routine to relevant people to minimise surprise thus mitigate a potential problem that may arise. Civic Virtue is about responsible participant in the political life of the organization.

Method

Sample Size

The population of the study included 100 fulltime workers who registered as a bachelor student completing higher education. The sample was made up of male and female students, semester four (2018/2019), extension program, and joined on-campus organization in private universities at Bandar Lampung.

Research Instrument

The instrument on this study is adapting previous research, namely DASS 42 by Lovibond & Lovibond (1995) and OCB by Podsakoff (1990).

Table 1: Showing items of the measuring instrument

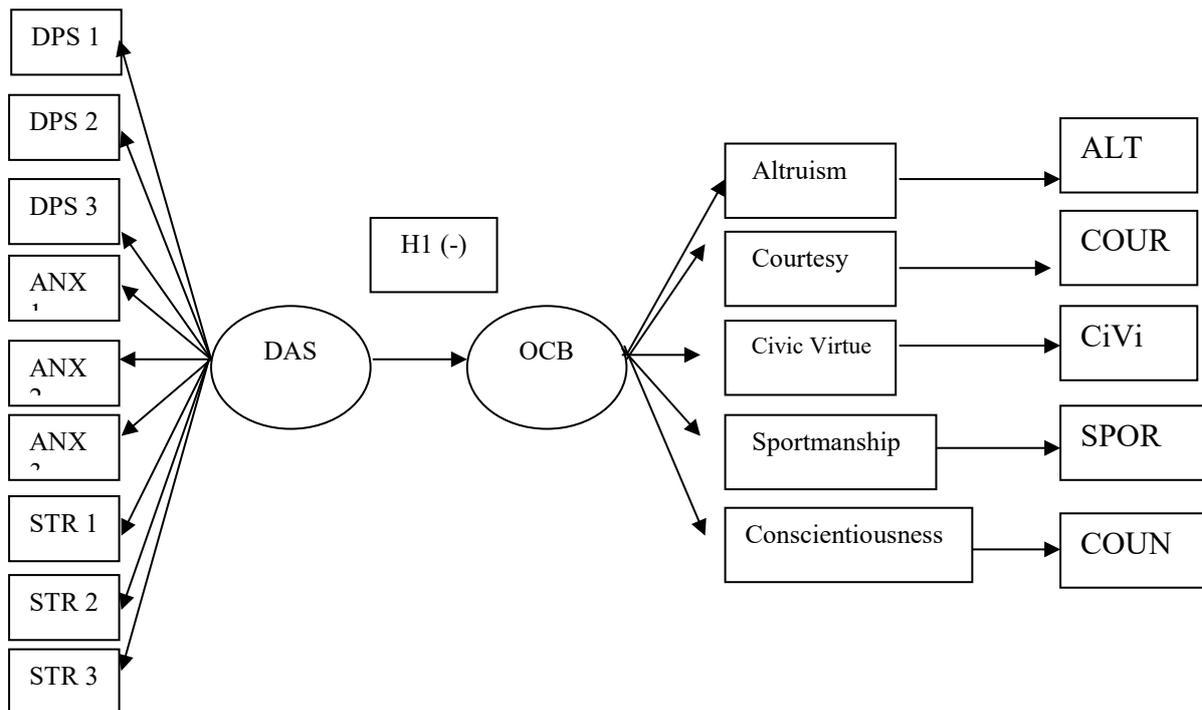
DASS items	
Depression	I tended to over react to situations I found it difficult to relax I found myself getting upset rather easily
Anxiety	I found myself in a situation that made me so stressed I was relieved when it ended I felt I was close to panicking I was worried about situations in which I might panic and make a fool of myself
Stress	I felt down and blue I was unable to become enthusiastic about anything I found it difficult to work up the initiative to do things

OCB Items	
Altruism	I willingly help fellow professionals when they have work related problems
Courtesy	I always try to avoid creating problem for co-workers.
Civic Virtue	I keep myself updated with the organizational announcements & memos.
Sportsmanship	I always require frequent doses of motivation to get the work done.
Conscientiousness	I obey organizational rules even when no one is watching

Data Analysis

Data was analyzed by SmartPLS. 3.0. software using analysis outer model (validity test and reliability test) and hypothesis test.

Model



Hypotheses

H1: DAS is the negative and significant effect on OCB fulltime worker

Result

Description of Sample Group

Table 2 shows the demographic profile of the participants, both male and female fulltime workers who registered as a bachelor student in private university in Bandar Lampung (n=100).

Table 2: Description of Sample Group

Gender	Male	61
	Female	39
Age	<18	10
	18-21	76
	22-25	10
	>25	4
Marital Status	Married	100
	Unmarried	0
	Divorce	0
Salary	Up to 1 billion rupiah	4
	1billion – 2.5 billion rupiah	83
	More than 2.5 billion rupiah	13

Data Analysis

Data was analysed in two ways. Firstly, data was analysed by a validity test and a reliability test. The validity test is completed for looking at the values of the Average Variance Extracted (AVE) of each construct and outer loading of each items. Moreover, the reliability test is done by looking at composite reliability and Cronbach's alphas value for each construct.

Validity test

AVE values indicate that the instrument used in this study is valid. This is proven by the results of running the AVE test using SmartPLS 3.0. It showed the AVE for each construct is more than 0.5. According to Ghazali and Hengky (2014), in the research scale development stage, loading 0.5 - 0.6 is acceptable.

Table 3: Average Variance Extracted (AVE) results

Constructs	AVE
DAS	0,561
OCB	0,565

Resource: PLS Algorithm SmartPLS3.0.

Table 4: Outer Loading result

Items	Outer Loading	Outer Loading
DAS1	0,871	
DAS2	0,746	
DAS3	0,643	
ANX1	0,770	
ANX2	0,765	
ANX3	0,626	
STR1	0,736	
STR2	0,882	
STR3	0,658	
Altruism		0,826
Courtesy		0,716
Civic Virtue		0,745
Sportsmanship		0,747
Conscientiousness		0,720

Resource: PLS Algorithm SmartPLS3.0.

Reliability test

Based on the Composite reliability and Cronbach alpha values, it is indicated that the instruments used in this study are reliable and have good reliability. This is shown by the results of running the AVE test using smartPLS 3.0 that composite reliability value is more than 0,70. According to Ghozali and Hengky (2014), the construct declared reliable if the composite reliable is more than 0,70.

Table 5: Construct Reliability results

Constructs	Composite Reliability
DAS	0,919
OCB	0,866

Resource: PLS Algorithm SmartPLS3.0.

Table 6: Cronbach's Alpha results

Constructs	Cronbach's Alpha
DAS	0,901
OCB	0,807

Resource: PLS Algorithm SmartPLS3.0.

Hypotheses Test

A hypotheses test was conducted to determine the significance of the influence each construct. Path coefficient value showed T-Statistics > 1,64 (5,279) and P-Values < 0,05 (0,000). This data showed that depression, anxiety, stress all have negative and significant effects on OCB fulltime workers.

Table 7: Hypotheses and Path Coefficient results

Path Coefficient						
Hypotheses		Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistic (O/STDEV)	PValues
H1	DAS à OCB	-0,469	-0,498	0,089	5,279	0,000

Resource: Booth strapping SmartPLS3.0.

Depression, Anxiety, and Stress Fulltime Worker

Table 8: Percentages DAS Among Male and Female Fulltime Worker

Items	Male	Female
Depression	37%	63%
Anxiety	27%	73%
Stress	35%	65%

Table 8 shows percentages DAS among male and female fulltime workers. These findings align with Gardiner and Tiggemann (2010), Antoniuou, *et al.* (2003), Shors, *et al.* (2001)'s studies that argued females report more pressure from their jobs compared to their male counterparts. Yunita and Saputra (2019), said men and women have different ways of facing their work stress. Male employees are found to be calmer and not stressed in facing the work mutation, which work mutation have a negative impact on work stress. ADAA (2018) reported that women are more likely to experience depression than men. However, Collins and Frankenhaeuse (1978) have different opinion, where sex differences were not reflected in actual performance.

Discussion

After processing data, in-depth interviews were conducted with several respondents to find out more about the factors that caused depression, anxiety and pressure among fulltime workers. Based on the data processing, it is known that female's depression, anxiety, and stress is greater when compared to males. In addition, the depression, anxiety and stress had a negative and significant effect on employee's behaviour in the workplace.

Analysis Depression, Anxiety, and Stress among Fulltime Workers

Respondents revealed some of the factors that make them feel depression, anxiety, and stress among female fulltime workers. **Workload.** Respondents reported the workload at their workplace was quite heavy. Bank tellers who work full time do overtime at the end of almost every month because they have to do closing duties. Furthermore, a fulltime worker who is a salesperson in retail, do the same things on a monthly basis due to stock in the warehouse. The amount of workload taken on by a fulltime worker in workplace makes it difficult for fulltime workers to concentrate in the learning process and can lead to them neglecting to do assignments from the lecturer. Three consecutive activities (work, study, joining college organisation) can sometimes make full time workers feel bored, tired, and depressed. To overcome fatigue, boredom, and pressure on fulltime workers, the organization need to carry out workload analysis. This is a management technique that is carried out systematically to obtain information about the level of effectiveness and work efficiency of an organization based on work volume. In addition, as fulltime worker, time management skills are needed to help fulltime workers easily balance between work, life, relationships, friends, and study. **Lack of leadership.** Leadership is one of the important factors determining the success of the organization. Poor leadership can seriously affect employee morale. Bad leadership leads to poor employee retention and demotivates the remaining employees. Based on the interview to respondents, it revealed that some workers had a bad leader in their workplace. Unclear vision makes fulltime employees feel dissatisfied and lose their career path. In addition, there is no bond between non-managerial worker and managerial worker. No chemistry between team members make them less communication each other and supervisor. **Fear of replacement or change.** Fear in the workplace is insidious. Fulltime workers are afraid that their position will be replaced by someone else. Base on the interviews, it is known that the main reason a fulltime worker continues their education is to get a degree and have high competitiveness in the workforce. They hope that it will increase their skills, knowledge, and competence, so they are able to compete with other workers. Obviously, to get the opportunity to rise in their career in the future. **Work fatigue.** Fatigue is more than feeling tired and drowsy. In a work context, fatigue is a state of mental and/or physical exhaustion which reduce a person's ability to perform work safely and effectively. Some respondents work as a mechanic. Lifting heavy tools makes them feel work fatigue. Physically they

feel tired. **Poor time management.** It was revealed, the difficulty balancing time between work and study makes female fulltime workers experience sleep disorders, loss of weight, depression, anxiety, and stress.

Furthermore, the following is an explanation of causes of depression, anxiety, and stress among male fulltime worker. **Unsupported co-workers.** Co-workers who are difficult to work with are commonplace. Afraid of being rivalled and lazy are the main reasons why co-workers do not support each other. A co-worker is someone who can boost our mood to stay longer in the workplace. Uncooperative co-workers can make fulltime workers lose their motivation to perform in the workplace. **New challenges.** Being a college-student is a new challenge for male fulltime workers. Balancing the time between work activities and college activities is quite difficult for the male respondents. Struggling in completing assignments, preparing to take college exams sometime makes the male fulltime worker stressed. Lecturing at night time after work also make impacts their social life. **Compensation.** Amount of salary is one factor of job satisfaction for fulltime workers to work and become a good citizen in the workplace. However, delay in receiving salary is one reason male full workers are reluctant to sacrifice time in the company. **Career development.** The prerequisites for promotion at the workplace are one of the male fulltime workers concerns. Especially those who still have high school education. Going to college is one way to get a promotion at workplace.

Analysis Organization Citizenship Behaviour among Fulltime Workers

According to data analysis, it was found depression, anxiety, and stress had a negative and significant effect on OCB. Figure out the reasons from respondent. **Altruism.** Respondents said fulltime workers were reluctant to provide assistance to their co-workers. Heavy workloads made them unwilling to give help to their co-workers. **Conscientiousness.** Respondents said fulltime workers are unwilling to do a job that exceeds what has been required.

Conclusion

The results of this study indicate that respondents had medium (moderate) levels of depression (63%), very high anxiety (73%), and medium (moderate) levels of stress (35%). Overall, women have higher levels of depression, anxiety, and stress than men. Workload, negative boss behaviour, fear of replaced work positions, work fatigue, difficulty balancing time, making female workers experience sleep disorders, loss of weight, depression, anxiety, and stress. Unlike male workers, unsupported co-workers, new challenges, compensation, career development, make them depressed, anxiety, and stressed.



Time management is necessary provided by organization in order to anticipate depression, anxiety, stress among fulltime workers and also prevention job performance decline among fulltime workers, because job performance is very important and contribute to the success of the organization.

This research is inseparable from limitations. The number of samples is so limited, so the results have not been able to generalize the population. Subsequent research is expected to expand the research sample and compare two region or more.



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