

**HUBUNGAN ANTARA *COMPUTER SELF-EFFICACY*
DAN *COMPUTER-RELATED TECHNOSTRESS***

SKRIPSI



WANDA NATASYA

14320119

**PROGRAM STUDI PSIKOLOGI
FAKULTAS PSIKOLOGI DAN ILMU SOSIAL BUDAYA
UNIVERSITAS ISLAM INDONESIA**

YOGYAKARTA

2018

DAFTAR PUSTAKA

- Ahmad, U. N. U., Amin, S. M., & Ismail, W. K. W. (2009). The impact of technostress on organizational commitment among malaysian academic librarians. *Singapore Journal of Library and Information Management*, 38, 103-123.
- Arnetz, B. B., & Wiholm, C. (1997). Technological stress: Psychophysiological symptoms in moderns offices. *Journal of Psychosomatic Research*, 43(1), 35-42.
- Ayyagari, R. (2007). *What and why of technostress: Technology antecedents and implications*. Diakses dari Proquest, <http://gradworks.umi.com/32/90/3290694.html>
- Azwar, A. (1998). *Sikap Manusia Teori dan Pengukurannya*. Yogyakarta: Pustaka Pelajar
- Azwar, S. (2009). *Reliabilitas dan Validitas*. Yogyakarta: Pustaka Pelajar.
- Azwar, S. (2014). *Metode Penelitian*. Yogyakarta: Pustaka Pelajar
- Bandura, A. (1977). Self-efficacy: toward a unifying theory of behavioral change. *Psychological Review*, 84, 191-215.
- Bandura, A. (1982). Self-efficacy mechanism in human agency. *American Psychologist*, 37, 122-147.
- Bandura, A. (1986). *Social foundations of thought and action: A social cognitive theory*. Englewood Cliffs, NJ: Prentice-Hall.
- Bandura, A. (1997). *Self-Efficacy The Exercise of Control*. New York: W.H. Freeman and Company.
- Bichteler, J. (1986). Human aspects of high tech in special libraries. *Special Libraries Association*, 77(3), 121-128.
- Brillhart, P. E. (2004). Technostress in the workplace managing stress in the electronic workplace. *Journal of American Academy of Business*, 5, 302-307.
- Brod, C. (1982). Managing technostress: Optimizing the use of computer technology. *Personal Journal*, 61(10), 753-757.

- Brod, C. (1984). *Technostress: The human cost of the computer revolution*. Reading, MA: Addison Wesley.
- Brown, I. & Inouye, D. K. (1978). Learned helplessness through modeling: The role of perceived similarity in competence. *Journal of Personality and Social Psychology*, 36(8), 900-908.
- Cassidy, S. & Eachus, P. (2002). Developing the coputer user self-efficacy (CUSE) scale: Investigating the relationship between computer self-efficacy, gender, and experience with computers. *Journal Educational Computing Research*, 26(2), 133-153.
- Champion, S. (1988). Technostress: Technology toll. *School Library Journal*, 3(3), 48-51.
- Chen, L. (2015). Validating the technostress instrument using a sample of Chinese knowledge workers. *Journal of International Technology and Information Management*, 24(1), 65-82.
- Coklar, A. N., & Sahin, Y. L. (2011). Technostress levels of social network users based on ICTs in turkey. *European Journal of Social Sciences*, 23(2), 171-182.
- Compeau, D. R., & Higgins, C. A. (1995). Computer self-efficacy: Development of a measure and initial test. *MIS Quarterly*, 19, 189.
- Compeau, D. R., Higgins, C. A., & Huff, S. (1999). Social cognitive theory and individual reactions to computing technology: A longitudinal study. *MIS Quarterly*, 23, 145.
- Djaali & Pudji. (2008). *Pengukuran dalam Bidang Pendidikan*. Jakarta: Grasindo.
- DeLoughry, T. J. (1993). Two researchers say 'technophobia' may afflict millions of students. *Chronicle of Higher Education*, A25-A26.
- Dosen IT (2015, Oktober 28). *Dampak positif dan negatif pengguna teknologi informasi dan komunikasi*. Diakses dari DosenIT.com: <http://dosenit.com/kuliah-it/teknologi-informasi/dampak-positif-dan-negatif-penggunaan-teknologi-informasi-dan-komunikasi>
- Downey, J. (2006). Measuring general computer self-efficacy: The surprising comparison of three instruments I predicting performance, attitudes, and usage. *Proceedings of the 39th Hawaii International Conference on System Sciences*, 1-10.

- Elder, V. B., Gardner, E. P., & Ruth, S. R. (1987). Gender and age in technostress: Effects on white collar productivity. *Government Finance Review*, 3(6), 17-21.
- Ellen, P. S., Bearden, W. O., & Sharma, S. (1991). Resistance to technological innovations: An examination of the role of self-efficacy and performance satisfaction. *Journal of the Academy of Marketing Science*, 19, 297-307.
- Folkman, S., Lazarus, R., Gruen, R., & DeLongis, A. (1986). Appraisal, coping, health status, and psychological symptoms. *Journal of Personality and Social Psychology*, 50, 571-579.
- Frone, M., Russell, M., & Cooper, C. (1992). Prevalence of work-family conflict: Are work and family boundaries asymmetrically permeable? *Journal of Organizational Behavior*, 13(7), 723-729.
- Hair, J.E., Black, W.C., Babin B.J., & Anderson. (2010). *Multivariate Data Analysis: A Global Perspective* (7th ed.). New Jersey: Pearson
- Harper, S. (2000, December 21). Managing technostress in UK Libraries: A realistic guide. *Ariadne*. diakses dari <http://www.ariadne.ac.uk/issue25/technostress/intro.html>.
- Hart, P. M., & Cooper, C. L. (2001). Occupational stress : toward a more integrated framework. *Handbook of Industrial, Work and Organizational Psychology*, 2, 94-114.
- He, J. & Freeman, L. A. (2010). Understanding the formation of general computer self-efficacy. *Comunnications of the Association for Information Systems*, 26(12), 225-244.
- Info Komputer (2014, Mei 28). *Kuncoro Wibowo : habis-habisan garap ticketing PT. KAI untuk raih kepercayaan manajemen*. Diakses dari Infokomputer.com: <https://www.infokomputer.com/tag/kuncoro-wibowo/>
- Ivancevich, J. M., Konopaske, R., & Matteson, M. T. (2008). *Perilaku dan Manajemen Organisasi (Jilid 1) Edisi 7*. Jakarta: Erlangga.
- Ken, S. T. T., Habaradas, R., Ting, I. W. K., & Kweh, Q. L. (2016). Technostress in a call center in Philippines. *International Journal of Business Management (IJBM)*, 1(2), 1-22.
- Kudielka, B. M. & Krischbaum, C. (2005). Sex differences in HPA axis responses to stress: a review. *Biological Psychology*, 69, 113-132.

- Matud, M. P. (2004). Gender differences in stress and coping styles. *Personality and Individual Differences*, 37, 1401-1415.
- Mruk, C. J. (1987). Teaching adult learners basic computer skills: A new look at age, sex and motivational factors. *Collegiate Microcomputer*, 5(3), 294-300.
- Okonoda, K. M., Tagurum, Y. O., Imo, C. O., Nwachukwu, V. A., Okoli, E. S., & James, B. O. (2017). Prevalence and correlates of technostress among academic staff at the University of Jos, Nigeria. *Journal Of Medical Science and Clinical Research*, 5(3), 18616-18624.
- Parasara, A. A. P. (2014). Pengaruh computer anxiety pada computer self-efficacy. *E-Jurnal Akuntansi Universitas Udayana*, 7(2), 289-298.
- Pawirosumarto, S., Katidjan, P. S., & Mulyanto, A. D. (2015). Pengaruh *computer self-efficacy* terhadap kualitas system, kualitas informasi, kualitas ayanan, penggunaan, kepuasan pengguna, dan dampak individu. *Jurnal MIX*, 6(2), 310-327.
- Ragu-Nathan, T. S., Tarafdar, M., Ragu-Nathan, B. S., & Tu, Q. (2008). The consequences of technostress for end users in organizations: Conceptual development and empirical validation. *Information Systems Research*, 19(4), 417-433.
- Robbins, S. P., & Judge, T. A. (2008). *Perilaku organisasi*. Jakarta: Salemba Empat.
- Saunders, L. M. (1999). The human element in the virtual library. *Library Trends*, 47(4), 771-789.
- Seppala, P. (2001). Experience of stress, musculoskeletal discomfort, and eyestrain in computer-based office work: A study in municipal workplaces. *International Journal of Human-Computer Interaction*, 13, 279-304.
- Shu, Q., Tu, Q., & Wang, K. (2011). The impact of computer self-efficacy and technology dependence on computer-related technostress: A social cognitive theory perspective. *Intl Journal of Human-Computer Interaction*, 27(10), 923-939. <http://dx.doi.org/10.1080/10447318.2011.555313>
- Sugiyono. (2004). *Statistik Non Parametris*. Bandung: Alfabeta.
- Tarafdar, M., Ragu-Nathan, T. S., Ragu-Nathan, B., & Tu, Q. (2007). The impact of technostress on role stress and productivity. *Journal of Management Information System*, 24, 307-334.

- Tarafdar, M., Tu, Q., & Ragu-Nathan, T. S. (2010). Impact of technostress on end-user satisfaction and performance. *Journal of Management Information System*, 27, 303-334.
- Thatcher, J. B., & Perrewe, P. (2002). An empirical examination of individual traits as antecedents to computer anxiety and computer self-efficacy. *MIS Quarterly*, 26(4), 381-396.
- Tu, Q., Wang, K. L., & Shu, Q. (2005). Computer-related technostress in China. *Communications of the ACM*, 48(4), 77-81.
- William, C. (2003). Sources of workplace stress. *Perspectives on Labor and Income the One Edition*, 4(6). Diakses dari www.statcan.gc.ca: http://www.statcan.gc.ca/pub/75-001-x/00603/6533-eng.html
- Wood, R., & Bandura, A. (1989). Impact of conceptions of ability on self-regulatory mechanisms and complex decision making. *Journal of Personality and Social Psychology*, 56(3), 407-415.
- Yin, P., Davison, R. M., Bian, Y., Wu, Ji., & Liang, L. (2014). The sources and consequence mobile technostress in the workplace. *PACIS 2014 Proceedings*. Diakses dari https://www.researchgate.net/publication/286152457_The_sources_and_consequences_of_mobile_technostress_in_the_workplace
- Yuvaraj, M., & Singh, A. K. (2015). Effect and measures of technostress among librarians in selected university libraries of Delhi. *Library Philosophy and Practice (e-journal)*, 1293.
- Zhang, Y., & Espinoza, S. (1998). Relationships among computer self-efficacy, attitudes toward computers, and desirability of learning computing skills. *Journal of Research on Technology in Education*, 30(4), 420-436.