

Conference Paper

The Effect of Emotional Quotient and Adversity Quotient Toward the Anxiety of Facing Corporate work on Final Year Students of Faculty of Psychology UM

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Abstract.

The purpose of this study is to determine the effect of emotional quotient and adversity quotient on the anxiety of facing corporate work in final-year students of FPsi UM. This research is conducted with a quantitative approach with the type of correlational description. The criteria of this research population included active students of FPsi UM and in the class of 2018 or above (262 people), and after calculating through the Slovin formula the number of people in this study were 158. This research was collected using a Likert scale (the emotional quotient scale, the adversity quotient scale, and the anxiety scale to face the corporate work), and all three tested validity using Pearson's product-moment technique. The reliability of this research scale was stated using the Alpha Cronbach technique with subjects that matched the population criteria of 30 respondents. This study was analyzed using descriptive analysis and categorized using absolute norms. Hypothesis testing using multiple linear regression with the result of the F-test ($p < .05$) showed that there was a significant effect of simulant emotional quotient and adversity on the anxiety of facing corporate work where R square is 46.2%. Suggestions for undergraduate students that they can do are to improve their emotional quotient (learn to control emotions and moods) and adversity quotient (learn to admit mistakes and control themselves in difficult situations).

Keywords: emotional quotient, adversity quotient, anxiety of facing the corporate work

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1. Introduction

Human resources (HR) is an important factor in the development of organizations, companies and other institutions. So that to increase the pace of existing development, it is necessary to improve the quality of human resources to be able to be in the Corporate work later. An interview conducted with a Human Resources (HR) at a bank company in the West Jakarta area, stated that currently professionals with experience helping a profession are the standard desired by companies to obtain quality human resources so that they can help achieve goals. One of the efforts that can improve the quality of human resources is to provide education and training.

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Universities play an important role in preparing their students to be ready to work. The low quality of higher education can result in low competitiveness of the output of higher education, namely the readiness of students to enter the Corporate work [2]. generate a large number of people in Indonesia because higher education is not able to provide preparation for the Corporate work. According to data from the Badan Pusat Statistik (2021) in 2018 to 2020 that movements from higher education which increase every year until February 2021, there is an increase of 26.3% from the previous period and obtained there are 999.543 (11.42%) open movements that is a university graduate. In addition, from Badan Pusat Statistik (2021) data in August 2021, from 34 provinces there are 5 regions on the island of Java as the 15 regions that contribute the highest level in Indonesia, one of which is East Java with a proportion of 5.74%.

Research conducted by McKinsey, UNESCO, and the ILO [5] derives the advantages of the existing education system with the needs of job users. Aragon-sanchez and Sanchez-marin [1] added that due to pressure and competition, students often experience frustration and anxiety when completing their studies. Final year students who are in the period of adult development will face the challenges of the world of work after graduation and cause negative feelings such as anxiety. Excessive anxiety can interfere and even have a bad impact on health. Previous research has shown that chronic anxiety can make it easier to fail in education and even find employment.

Anxiety is referred to as a negative emotion which includes feelings such as worry and fear of various things. Anxiety about the world of work is a form of negative emotion in the form of worry and fear of the incompatibility of one's potential with the demands of the workplace. Anxiety can be identified by problems with autonomic, muscle problems, feeling in the wrong position or uncomfortable. 4 aspects of anxiety facing the world of work including physical reactions (such as heart palpitations, dizziness and difficulty breathing), cognitive (thinking excessively and thinking badly), behavior (avoiding and leaving) and mood (nervous, irritated, and panicked) [4]. According to Berkovec [3] relaxation is often a method used in dealing with anxiety, but this method does not provide high effectiveness if it is not carried out with self-awareness, namely knowing and being aware of one's own condition and emotional state. Self-awareness is one of the components of emotional intelligence. Emotional intelligence is a form of self-ability in feeling emotions, providing access and obtaining emotions that ease the mind, being able to understand and regulate emotions according to individual needs and development of knowledge [7]. Thus, individuals who have emotional intelligence are more rational and critical in dealing with their anxiety. 4 aspects of emotional intelligence, namely self-awareness (recognizing self-emotions, self-confidence, recognizing

strengths and weaknesses), self-regulation (self-emotional control and mood control), motivation (pushing oneself to be better and optimistic), and interpersonal relationships (maintaining and maintaining relationships with other people)[3].

If final year students overcome their anxiety, they will be able to face challenges in facing the Corporate work. When a final year student overcomes anxiety, he will consider himself competent, able to overcome all obstacles and challenges. This ability is often referred to as Adversity Quotient [8]. Adversity quotient is a psychological concept related to intelligence in dealing with the difficulties of an obstructing problem [9]. In addition, The adversity quotient is a measure of a person's ability to survive in the face of adversity and how to use the potential that exists in overcoming the problem [9]. Adversity quotient can show an individual's ability to overcome existing challenges and problems. The adversity quotient is able to predict who is able to go through expectations and explore their potential in facing the challenges [9]. 4 aspects of the adversity quotient, namely control (control over difficult situations and problem solving), origin (guilt) and ownership (responsibility), Reach (don't mix up problems), and endurance (resistance in difficult situations)[9].

Several previous studies on anxiety were found that people who suffer from chronic anxiety can fail in education and even get a job. 126 studies on anxiety with academic performance found that the more anxious a person is, the worse their performance is in achieving their goals [3]. Emotional quotient according to Goleman includes self-control, perseverance, motivation, regulating moods, surviving in the face of emotional stress, to building good relationships with others [3]. So that someone with a high Emotional Quotient will be more rational and critical when dealing with the anxiety they experience. Emotional quotient will affect a person's behavior in overcoming problems that arise including anxiety in dealing with the world of work. Adversity quotient is a form of a person's actions in feeling up to overcoming existing challenges [9]. A person with a good level of adversity quotient will be able to overcome difficult situations or circumstances with persistence and a feeling of unyielding. On the other hand, someone with a low adversity quotient will more easily give up or avoid the existing situation. The explanation above shows that emotional quotient and adversity quotient can turn existing obstacles or challenges into opportunities to survive and overcome anxiety in facing the world of work with emotional abilities and survive in the face of difficulties faced. Previous research on emotional quotient and adversity quotient in dealing with anxiety in the world of work by Hanifa obtained a positive correlation between emotional quotient and adversity quotient on anxiety facing the working world of vocational students [6]. This study is expected to be able to find out how the influence

of emotional quotient and adversity quotient on anxiety facing the world of work in final year students of FPsi UM. The hypotheses in this study include:

H1: There is a simultaneous significant role between emotional quotient and adversity quotient on anxiety facing the Corporate work in UM psychology students

H2: There is a partial significant role between emotional quotient on anxiety facing the Corporate work in UM psychology students

H3: There is a partial significant role between adversity quotient on anxiety facing the Corporate work in psychology students

2. Literatur Review

2.1. Emotional quotient

Mayer and Salovey proposed the first time related to the concept of Emotional Quotient which was rooted in the study of social intelligence in 1920 [7]. They said that emotional quotient is the ability to control emotions, ease thinking in understanding emotions and regulate them as needed. Emotional quotient as an individual's capacity to recognize inner feelings, motivate himself, to manage his own emotions and when dealing with others [3]. Emotional quotient has 4 aspects, including self-awareness, managing emotions (self-regulation), self-motivation, and interpersonal relationships. In the aspect of self-awareness there are indicators measuring behavior to recognize self-emotions, be confident and know one's strengths and limitations. Aspects of self-control have indicators of the ability to control emotions and felt moods, as well as the ability to recover from emotional stress. Self-motivation has indicators measuring the desire to be better and optimistic in fighting for something. The Interpersonal Relationship aspect has indicators of the ability to understand other people as well as the ability to maintain relationships. In this study, the emotional quotient measuring instrument used was the Emotional quotient scale which was made based on the theory proposed by Goleman and distributed through questionnaires [3].

2.2. Adversity quotient

Adversity quotient is the ability to make obstacles as an opportunity or success in achieving goals [9]. In the adversity quotient there are important aspects commonly called CORE which consists of, including Control, Origin and Ownership, Reach, and Endurance. In the control aspect, there are indicators of the ability to influence the

situation in a positive way and the ability to control the response to the current situation. In the origin and ownership aspect, there are indicators of having the courage to bear the consequences of the existing situation and being responsible for difficult situations. Reach has limiting indicators and doesn't mix up the issues at hand and the ability to maximize the positives of difficult conditions. In the aspect of endurance, there are indicators for assessing difficulties or failures that are temporary and measuring optimism. In the research, the measuring instrument used is the adversity quotient scale which is based on the theory proposed by Stoltz [9] and will be distributed through a questionnaire.

2.3. Anxiety facing the corporate work

Anxiety facing the Corporate work is a form of negative response such as fear and concern about the availability of labor which becomes an obstacle to meeting the needs for a better life [10] . There are 4 aspects of anxiety facing the Corporate work [4] that need to be considered including physical, cognitive, behavioral, and mood reactions. Physical reactions have indicators of individuals experiencing sweaty palms, palpitations, flushed cheeks, dizziness and difficulty breathing. On the cognitive aspect, there are indicators of overthinking dangerous situations, assumptions about problem-solving abilities, considering the help that is not important, and always thinking bad things. The behavioral aspect has indicators of leaving difficult situations and carrying out activities perfectly. Mood has an indicator that individuals often experience feelings of nervousness, irritation, anxiety or panic. In this study, to measure anxiety facing the Corporate work, a scale will be used which is based on the theory proposed by Greenberger and Padesky [4] and will be distributed using a questionnaire.

3. Method

3.1. Research design

The design in this study uses a quantitative approach method that allows the recording of research data results through numbers so as to help facilitate interpretation and analysis using statistics. The type of research used is a correlational description. The variables in this study are the independent variables X1 (emotional quotient) and X2 (adversity quotient) and the dependent variable Y (anxiety facing the Corporate work).

3.2. Population and sample

The population in this study were final year students who had not graduated/completed the study period at FPsi UM, with the criteria, namely a) active undergraduate students from the Faculty of Psychology, State University of Malang; b) class of 2018 or above; c) live through thesis courses or will graduate. The sampling technique used in this study is a simple random sampling technique. Sampling will be done by giving different numbers to respondents who fit the population criteria and then choosing a random sample using lottery to be used as research samples. In this study, the population was 262 students and after calculating the Slovin formula, a sample of 158 people was needed.

$$\text{slovin's formula } (n = \frac{N}{1+N\alpha^2})$$

3.3. Instrument

The research instrument or measuring instrument in this study uses a Likert scale. The emotional quotient scale is based on aspects that exist in Goleman [3] theory, namely aspects of self-awareness, self-regulation, motivation, and aspects of interpersonal relationships. The adversity quotient scale is based on Stoltz [9] theory, namely control, origin and ownership, reach, and endurance. Anxiety scale to face the Corporate work is based on the theory of Greenberger and Padesky [4] that there are aspects of physical, cognitive, behavioral and mood reactions. The three research scales, namely the emotional quotient, adversity quotient, and anxiety scale to face the Corporate work, were tested for the feasibility of measuring instruments with validity tests and reliability tests using 30 respondents who did not use them according to the criteria of the research population. The validity test was carried out using item validity through the person product moment technique to see the correlation of the score of each item with the total score. The reliability test in this study was carried out using the Alpha Cronbach technique with the help of SPSS, the results of the feasibility test of the research scale can be seen from the following table.

TABLE 1: Scale reliability.

Scale	Item total	Fall item	Valid item	Reliability
Emotional Quotient	36	12	24	.609
Adversity Quotient	32	3	29	.884
Anxiety of Facing the Corporate work	35	7	28	.933

3.4. Data analyzed

The research data will be analyzed using descriptive analysis and categorized by absolute norm. Hypothesis testing will be carried out with multiple linear regression and normality test using the kalmogorov-smirnov technique and linearity testing using the test for linearity technique.

4. Result and Discussion

4.1. Prerequisite test

Research data obtained in the feasibility test using normality test and linearity test. The normality test was carried out using the kalmogorov-smirnov sampling technique and if the p value was significant $> .05$ then the data was normally distributed. The results of the normality test can be seen as follows:

TABLE 2: Normality test results.

Variable	Signifikansi (p)	Explanation	Description
Emotional quotient	.200	$p > .05$	Normal
Adversity quotient	.200	$p > .05$	Normal
anxiety of facing the corporate work	.200	$p > .05$	Normal

The table shows that the three data variables are declared normally distributed and the data will be analyzed using parametric statistics. The next prerequisite test is a linearity test with a test for linearity and if the significant value is $> .05$ then each variable has a linear relationship. The results of the linearity test can be seen in the following table.

TABLE 3: Linearity test results.

Variable	Sig	F	Description
Emotional Quotient with anxiety of facing the corporate work	.200	1.225	Linear
Adversity Quotient with anxiety of facing the corporate work	.329	1.106	Linear
Emotional Quotient and Adversity Quotient with anxiety of facing the corporate work	.303	1.327	Linear

The table above shows that the three variables have a linear relationship because the significant value is more than $.05$

4.2. Data analysis

Data that have been known to pass the normality and linearity tests were analyzed and the results of the study using 158 respondents obtained the results of the emotional quotient descriptive analysis as follows:

TABLE 4: Results of emotional quotient descriptive calculations.

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Emotional Quotient	158	52	110	84.71	10.159

It is known from the results of descriptive analysis, the maximum value is 110, so the categorization of the emotional quotient is as follows:

TABLE 5: Results of absolute norm emotional quotient category.

Variable	Absolute Norm	Score	Frequency	Percentage	Explanation
Emotional Quotient	90%-100%	107-120	1	0.6%	Very High
	80%-89%	95-106	28	17.7%	High
	65%-79%	78-94	94	59.5%	Medium
	55%-64%	65-77	32	20.3%	Low
	0%-54%	52-64	3	1,9%	Very Low
TOTAL			158	100%	

Based on the table, it is known that the level of emotional quotient in final year students of the Faculty of Psychology, State University of Malang is in the medium category with the average of each aspect being motivation 109, interpersonal relationship 99.42, self-awareness 91.75 and self-regulation 46.75. Therefore, the three aspects that have the greatest influence on emotional quotient are motivation, interpersonal relationships, and self-awareness compared to self-regulation aspects.

Furthermore, for the adversity quotient, the results of the emotional quotient descriptive analysis are as follows:

TABLE 6: Results of adversity quotient descriptive calculations.

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Adversity Quotient	158	60	134	102.06	12.056

It is known from the results of descriptive analysis, the maximum value is 134, so the categorization of the emotional quotient is as follows:

Based on the table, the results of the adversity quotient level for final year students of the Faculty of Psychology, State University of Malang are in the medium category with the average of each aspect is endurance 98.37, reach 97.14, origin and ownership 89.16

TABLE 7: Results of absolute norm adversity quotient category.

Variable	Absolute Norm	Score	Frequency	Percentage	Explanation
Adversity Quotient	90%-100%	130-145	2	1,3%	Very High
	80%-89%	115-129	15	9,5%	High
	65%-79%	94-114	99	62,7%	Medium
	55%-64%	80-93	34	21,5%	Low
	43%-48%	60-79	8	5,1%	Very Low
TOTAL			158	100%	

and control 86.12. So the two aspects that have the biggest influence on the adversity quotient are endurance and reach, while the other two aspects, namely control, origin and ownership, have a smaller influence on the level of adversity quotient.

The picture obtained from the results of the descriptive analysis of anxiety facing the world of work is as follows:

TABLE 8: Results of anxiety of facing the corporate work descriptive calculations.

Variable	N	Minimum	Maximum	Mean	Std. Deviation
Anxiety of facing the corporate work	158	52	94	75.58	8.562

It is known from the results of descriptive analysis, the maximum value is 94, so the categorization of the emotional quotient is as follows:

TABLE 9: Results of absolute norm anxiety of facing the corporate work category.

Variable	Absolute Norm	Score	Frequency	Percentage	Explanation
Anxiety of facing the corporate work	90%-100%	126-140	0	0%	Very High
	80%-89%	112-125	0	0%	High
	65%-79%	91-111	13	8,2%	Medium
	55%-64%	77-90	59	37,3%	Low
	43%-48%	52-76	86	54,4%	Very Low
TOTAL			158	100%	

Based on the table, the results of the level of anxiety facing the world of work in final year students of the Faculty of Psychology, State University of Malang are in the very low category with the average of each aspect being mood 55.75, physical reaction aspect 55.43, cognitive aspect 23.2, and behavioral aspect 32. So it can be seen that the aspects of mood and aspects of physical reactions have a major influence on the level

of anxiety facing the world of work for final year students of the Faculty of Psychology, State University of Malang compared to cognitive aspects and behavioral aspects.

4.3. Hypothesis testing

Further research data is managed for hypothesis testing using multiple linear regression techniques. The first hypothesis test was carried out using the f-test and the following results were obtained:

TABLE 10: Hypothesis test results 1.

R Square	F count	Sig.	Explanation
.462	66.623	.000	H1 accepted

The results of the F test, the value of the significance level is $.000 < .005$, it can be concluded that hypothesis 1 is acceptable and it is stated that the emotional quotient and adversity quotient have a simultaneous effect on the anxiety variable facing the world of work. R Square value of $.462$ which shows that the emotional quotient and adversity quotient simultaneously affect anxiety in facing the world of work by 46.2% while for 53.8% it is influenced by other factors. The second hypothesis test was carried out by conducting a t-test and the following results were obtained:

TABLE 11: Hypothesis test results 2.

t count	Sig.	Explanation
-2.296	.023	H2 accepted

The results of the t-test obtained a significance level value of $.023 < .05$ which indicates that in both variables there is a partial role so that H2 is accepted. In addition, it is known that the negative t value indicates that the role between emotional quotient and anxiety in facing the world of work is negative, which means that the lower the level of emotional quotient in final year students of the psychology faculty, State University of Malang, the higher the level of anxiety facing the world of work. The third hypothesis testing is also carried out by t-test and the results of hypothesis testing are as follows:

TABLE 12: Hypothesis test results 3.

t count	Sig.	Explanation
-5.234	.000	H3 accepted

The results of the t-test showed a significance level value of $.000 < .05$, which means that hypothesis 3 is accepted that there is a partial role in the adversity quotient and anxiety facing the world of work. The t-count value obtained is negative so that it is

also known that the role of the adversity quotient variable and anxiety facing the world of work is negative, so it is known that the lower the student's adversity quotient level, the higher the level of anxiety facing the world of work.

4.4. Discussion

The results of the analysis of the influence of emotional quotient on anxiety facing the world of work showed that there was a partially significant negative effect, it is known that the lower the level of a person's emotional quotient, the higher the level of anxiety facing the world of work and conversely, the higher the emotional quotient of a person, the lower anxiety level in the world of work. Cognitive and behavioral aspects of anxiety facing the world of work are at a low level with many of the respondents considering themselves capable of overcoming problems and avoiding bad thoughts and not trying to avoid or leave difficult situations. Someone with anxiety will have a bad view of himself, low self-esteem and low emotional quotient. This statement is in accordance with the results of research which shows that the lower a person's emotional quotient, the higher the anxiety in facing the world of work and vice versa. So this is in line with previous research conducted by Hanifa [6] which describes individuals with high emotional quotients having the ability to analyze situations and take effective actions so that they do not experience anxiety. The results of this study show that motivation and interpersonal relationships are the most important aspects, so that someone with a high emotional quotient is able to direct his thoughts and actions and work pleasantly with other people both to achieve success.

The results of further data analysis showed that the adversity quotient had a partially negative effect on anxiety facing the world of work for final year students of the Faculty of Psychology, State University of Malang. It is also known that the lower the adversity quotient level in final year students, the higher the anxiety level facing the world of work, and conversely the higher the adversity quotient level, the lower the anxiety level facing the final year student world of the Faculty of Psychology, State University of Malang. The results of this study are in line with the results of research conducted by Hanifa [6] which proves that people with a high adversity quotient think that finding a job today is not easy but it does not hinder it because the person will continue to struggle to improve his abilities, in contrast to people with a low adversity quotient who believe that there will be difficulties during the world of work. The aspect of endurance is the aspect that plays the most role in this research, so it is known that the ability to face obstacles is related to the achievements of a person. The results also show that the

aspects of endurance and reach provide a significant role compared to ownership and origin and control, so that the adversity quotient is believed to affect anxiety in facing the world of work by reducing negative thinking and surviving in difficult conditions.

The results of research testing that have been carried out show that in this study a significant simultaneous effect was obtained between emotional quotient and adversity quotient on anxiety facing the world of work. The calculation of R Square shows that the emotional quotient and adversity quotient have an influence on anxiety facing the world of work by 46.2%, while 53.8% comes from other factors. The results of this study are in line with research conducted by Hanifa [6] which reveals that anxiety can arise as a result of various factors such as cognitive, emotional and social demands due to feelings of worry but can be overcome if an individual has a high level of emotional quotient and adversity quotient. The results of this study indicate that if a person has a high level of anxiety in facing the world of work, then that person's emotional quotient and adversity quotient are at a low level. Stoltz [9] (2005) describes a person who has an adversity quotient will have persistence in life so that they do not give up easily and are able to face and overcome problems. And according to Goleman's [3] statement, someone with emotional quotient will be more persistent in thinking critically and rationally so they don't give up easily when faced with various situations. Thus, the high level of emotional quotient and adversity quotient simultaneously contributes to the low level of anxiety facing the world of work for final year students of the Faculty of Psychology, State University of Malang.

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