

# The Effect of Homesickness to Employee Performance with Work Stress as a Mediation Variable at Social Security Administrator for Employment (*BPJS Ketenagakerjaan*) Office Area in Central Java and Special Region of Yogyakarta

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## ABSTRACT

The purpose of this study was to analyze the effect of homesickness on employee performance with work stress as a mediating variable at Social Security Administrator for Employment in Central Java and Daerah Istimewa Yogyakarta Regional Offices. This study uses a quantitative method with a causal research type. Data used primary data collected through questionnaires and secondary data through literature. The population used was all permanent employees of Social Security Administrator for Employment (BPJS Ketenagakerjaan) in the regional offices of Central Java and Daerah Istimewa Yogyakarta Regional Offices, totaling 566 employees, were taken a sample of 200 employees with simple random sampling technique. The research instrument used a questionnaire with a Likert scale. The data analysis includes validity, reliability, normality, linearity, T test, R2 test, and mediation test (Sobel test). The results showed that homesickness has a negative and significant effect on employee performance, homesickness has a positive and significant effect on work stress, work stress has a negative and significant effect on employee performance, work stress can be used as an intervening variable in the relationship between homesickness and employee performance. The effect of work stress as an intervening variable between homesickness and employee performance is smaller than the direct effect between homesickness and

employee performance. Determining work placement, visiting homes regularly, and family gathering can be used as solutions to this research problem. Further research that can be done is the addition of other variables that can affect employee performance.

**Keywords:** *homesickness; employee performance; work stress; BPJS Ketenagakerjaan (Social Security Administrator for Employment)*

## INTRODUCTION

Homesickness is defined as a negative emotional state mainly due to separation from home and loved ones, which is characterized by homesickness and difficulty adjusting to a new place.<sup>[1]</sup> Homesickness is reported to have detrimental effects on a person's physical, social, emotional, behavioral and cognitive well-being.<sup>[2]</sup> In addition, homesickness also causes depression and anxiety. Constant feelings of sadness and loneliness lead to depression. According to (Robbins & Judge, 2017) high or low levels of stress that lasts continuously for long periods can reduce employee performance and thus require management action.<sup>[3]</sup>

The phenomenon of homesickness becomes an individual internal factor that can affect performance because it relates to the

individual's own emotions. Research conducted by Choudhury (2018) states that distance affects individual performance. [4] Performance will increase when the distance from hometown to workplace is closer. This is supported by Dahl and Sorenson (2012) who define home as a place where they have emotional closeness, where they have family and friends. In his research, it was stated that entrepreneurs tend to look for businesses in their area of origin and businesses that last longer and generate greater cash flow if they are close to home. [5]

Research conducted by Gede Riana, et al., (2020) entitled The Effect of Lamaholot Culture and Role Conflict on Performance of Weaving Craftspeople: Occupational Stress As Intervening Variable discusses the influence of culture and role conflict on performance with work stress as an intervening variable. The results of this study indicate that work stress mediates the influence of Lamaholot culture and role conflict on the performance of weaving craftsmen. Homesickness is an individual internal factor that can affect performance because it relates to the individual's own emotions. [6] The research can only provide an overview of the relationship between variables. Therefore, it is necessary to consider developing an integrated model using other variables to obtain solutions in improving employee performance. In this study it is more focused on the relationship between homesickness as a new variable on employee performance.

Performance is important in the organization, regardless of the form of the organization, performance is a key to success in achieving organizational goals. Muchinsky defines performance as "a systematic review of an individual employee's performance on the job which is used to evaluate the effectiveness of his or her work", which is a systematic review of the results of an individual employee's work in a job used to evaluate work effectiveness. This is aligned with social exchange theory, which is one of the most influential conceptual paradigms in

understanding employee work behavior in a company. [7]

BPJS Ketenagakerjaan (The Social Security Administrator for Employment) is a public legal entity engaged in the field of employment social security. The performance of Social Security Administrator for Employment Employees is something important to study in order to improve employee behavior in accordance with organizational values, goals and strategies as well as increase employee productivity. Social Security Administrator for Employment employees have a fairly high diversity because the employee recruitment process is carried out nationally. Social Security Administrator for Employment Employees The Yogyakarta Regional Office has a total of 566 employees with 185 employees coming from outside the provinces of Central Java and the Special Region of Yogyakarta. The data shows that 33% of employees have potential homesickness.

In this study an integrated model was developed by linking between variables to obtain efforts to improve employee performance. This study focuses more on the relationship between homesickness as a new variable on employee performance which is affected by work stress as a mediating variable. By analyzing the influence and role of homesickness and work stress on employee performance in the Social Security Administrator for Employment Offices for the Central Java Region and the Special Region of Yogyakarta.

## LITERATURE REVIEW

Social Exchange Theory (*Social Exchange Theory*)

Social Exchange Theory was developed by psychologists John Thibaut and Harold Kelley in 1959. [8] Social exchange theory or social exchange theory is one of the most influential conceptual paradigms in understanding the work behavior of employees in a company. [9] Proposes that workplace relations have elements of social

exchange theory. Social exchange theory sees a relationship between behavior and the environment. The environment generally consists of people, so these individuals and people are seen as having behaviors that influence each other in terms of rewards, sacrifices and benefits.<sup>[10]</sup> Positive and negative exchanges with individuals and organizations affect employee behavior and feelings of commitment in achieving goals.<sup>[11]</sup>

### **Homesickness**

*Homesickness* is defined as “a negative emotional state primarily due to separation from home and attached people, characterized by homesickness and preoccupation with home and often with difficulty adjusting to a new place.<sup>[12]</sup> Dimensions *Homesickness* Archer, Ireland, Amos, Broad, and Curid (1998) explain that *homesickness* consists of two dimensions, namely: attachment to home and difficulty adjusting.<sup>[13]</sup> Meanwhile, according to Stroebe (2016) explains dimensions *homesickness* namely: missing home, loneliness, missing friends, difficulty adapting and thinking about home.<sup>[12]</sup> Aspects *Homesickness* Tilburg (in Wenita, 2017) classifies aspects *homesickness* into three, namely: Cognitive aspects with the cognitive characteristics of individuals who experience *homesickness* are thoughts that arise continuously. Followed by behavioral aspects, namely the characteristics of individuals who experience homesickness tend to display apathy, lethargy, lack of initiative, and lack of interest. Finally, the emotional aspect with the emotional characteristics of individuals who tend to hate and feel dissatisfied with the new environment they live in.<sup>[14]</sup>

### **Work Stress**

Keenan and Newton stated that work stress is a manifestation of role ambiguity and excessive workload.<sup>[15]</sup> People who experience stress become nervous and feel chronic worry. They often become angry,

aggressive, unable to relax, or show an uncooperative attitude, while Wirawan (2012) in Worang, Lani S. (2017), states that work stress is an unexpected reaction that arises as a result of high environmental demands on employees. somebody.<sup>[16]</sup> According to Robbins (2003) and Beehr & Newman (in Ross & Altmaier, 1994) there are three categories of symptoms that occur under conditions of work stress, namely: Psychological Symptoms (*Psychological*) has indicators, namely, there is dissatisfaction with work relations, tension, anxiety, anxiety, irritability, boredom, and often delaying work.<sup>[17]</sup> Physical Symptoms (*Physiological*) has several indicators, namely, there are changes in the body's metabolism, increased heart rate and breathing, increased blood pressure, the onset of headaches and cause heart attacks.<sup>[17]</sup> And Behavioral Symptoms (*Behavior*), has several indicators, namely, there are changes in productivity, absenteeism from work, changes in appetite, increased consumption of cigarettes and alcohol, speaking with rapid intonation, easily agitated and difficulty sleeping.<sup>[17]</sup> Indicators of Job Stress according to Robbins (2017) are task demands, role demands, interpersonal demands, organizational structure and organizational leadership

### **Performance**

The definition of performance is the result of work in quality and quantity achieved by an employee in carrying out his duties with the responsibilities assigned to him. Lokbere (2017) argues that performance is a work result that is achieved by a person in carrying out the tasks assigned to him which are based on skills, experience, and sincerity, in most organizations. Performance is a measurement of the expected work results in the form of something optimal.<sup>[17]</sup> Performance indicators according to Robbins (2017) are indicators for measuring individual employee performance, namely: quality, quantity, timeliness, effectiveness, independence and work commitment.<sup>[17]</sup>

*Homesickness* being a reaction that often occurs when someone is separated from home, in his studies of migrant manufacturing workers and military trainees it was found that workers who experienced *homesickness* higher levels find it difficult to fully use job resources (*job resources*), which ultimately undermines their performance and safety behavior.

According to Jaffar Abbas, et al.,(2018) *homesickness* positively and significantly correlated with mood changes. The results of the same research also show that *homesickness* make a positive contribution to *perceived stress*.<sup>[18]</sup> *Homesickness* significantly correlated with *perceived stress*.<sup>[19]</sup> Research conducted by (Beck, et al. (2003) also mentioned that attachment to home (*homesickness*) mediates the influence of sociotropy in depression.<sup>[20]</sup> Research conducted by Ahmed and Ramzan (2013) states that there is a negative correlation between work stress and performance. Job stress significantly reduces individual performance in Pakistan's banking sector.<sup>[21]</sup> Azizollah, et al. (2013) revealed that job stress arises when people feel that they have difficulty coping with work-related demands and their sense of well-being is being threatened. There is a negative relationship between work stress and nurse performance.<sup>[22]</sup>

Stress triggers between employees may be different. Leaving a familiar environment and settling elsewhere can be a stressful event. Greenberg et al. (1993) mentioned that *homesickness* is an indicator of the psychological well-being of people who leave their homes and are known to be associated with or associated with various psychological and physical complaints that can lead to reduced capacity to use resources effectively. The results of Gede Riana's research, et al.,(2020) shows that Lamaholot culture has a negative effect on work stress.<sup>[23]</sup>

## MATERIALS & METHODS

This research method is quantitative, because the data is presented in the form of numbers. This type of research is causal research, because the data presented is used to determine whether there is an influence between these variables. The population in this study were all permanent employees of the Social Security Administrator for Employment in the regional offices of Central Java and the Special Region of Yogyakarta, with a total of 566 employees. The sample in this study were 200 permanent employees of the Social Security Administrator for Employment (BPJS Ketenagakerjaan). In this study, the sampling technique used is technique *Probability Sampling* by using the method *simple random sampling*. The researcher selected the sample by distributing questionnaires to 200 permanent employees of the Employment BPJS in the regional offices of Central Java and the Special Region of Yogyakarta. The primary data of this study were obtained and collected by researchers through questionnaires. Questionnaires were distributed using *google form*. The secondary data of this research were obtained through literature study.

In this study, to test the research instrument using the SPSS program as an analytical tool. Data analysis was performed using a computer aid, namely the SPSS program. After the data is processed, the data is used to test the existing hypotheses and then used to draw conclusions from the research. Research data using statistical analysis i.e. *Path Analysis*. This analysis is used to test the effect of variables *intervening* where the use of regression analysis to assess the causality relationship between variables. The test used is a partial test (t test), mediation test (*Sobel Test*), and analysis of the Coefficient of Determination ( $R^2$ )

## RESULT

This model means knowing the relationship between *homesickness* with work stress in the Social Security Administrator for

Employment for the Regional Offices of Yogyakarta as shown by the influence of the Central Java and the Special Region of individual t test (model I) as follows:

**Table 1**  
**Partial Influence (Model 1)**

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	90.847	2.162		42.010	.000
	Homesickness	-.285	.027	-.560	-10.682	.000
	Stress	-.229	.038	-.316	-6.032	.000

**a. Dependent Variable: Performance**

Based on the regression equation, it shows that the variable homesickness has a negative regression coefficient direction or is inversely related to employee performance, this indicates that the variable homesickness will have a negative influence on employee performance. t value<sub>table</sub> of -10,682. this shows that the value of t<sub>count</sub> > t<sub>table</sub> or -10,682 > 1,972 with a p-value smaller than the significant level  $\alpha = 5\%$  or (0,000 < 0.05),

which means that the lower homesickness it will improve employee performance.

The relationship between work stress and employee performance is also indicated by the t value<sub>count</sub> > t<sub>table</sub> or -6.032 > 1.972 with a p-value smaller than the significant level  $\alpha = 5\%$  or (0.000 < 0.05), work stress has a negative effect on employee performance which means that the lower the stress, the better the employee's performance.

**Table 2**  
**Partial Influence (Model 2)**

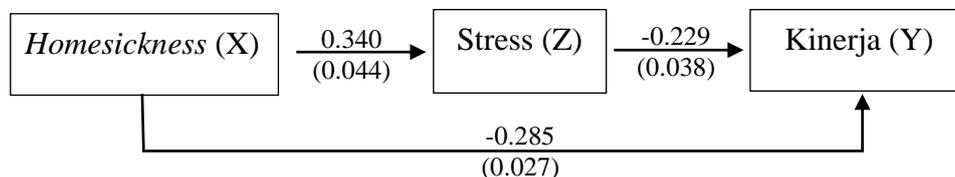
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	18.510	3.832		4.830	.000
	Homesickness	.340	.044	.484	7.774	.000

Homesickness has a positive regression coefficient direction or directly proportional to stress with t value<sub>table</sub> of 7,774, and obtained t<sub>count</sub> of 1,972. This shows that t<sub>count</sub> > t<sub>table</sub> or 7,774 > 1,972 with the p-value of the t-test results of the homesickness of 0.000. the p-value is smaller than the significant level  $\alpha = 5\%$  or (0.000 < 0.05),

which means that increasing homesickness will increase employee work stress.

**Total influence analysis**

Before carrying out the analysis, a model of the relationship between the variables in the diagram was previously prepared. as a whole the trajectory of influence can be arranged as follows:



**Figure 1. Results of path analysis between X, Z and Y.**

Based on Figure 1. it can be explained the direct and indirect effects of the variables from Homesickness (X), on performance (Y) through stress (Z).

1. Direct influence homesickness (X) to performance (Y) is 0.285 or 28.5 percent.

2. Indirect influence homesickness (X) to performance (Y) through stress is 0.340 X 0.229 = 0.078 or 7.8 percent.

3. Total impact homesickness (X) on performance (Y) through stress is 0.285 + 0.078 = 0.3629 or 36.29 percent.

Based on the path analysis test, the results of the direct and indirect effects of *homesickness* (X) on performance (Y) through stress (Z) the result is that the direct effect is greater than the indirect effect.

In order to know the significance of the variable *intervening* and *indirect effect*, then it can be tested using the Sobel test. Variable *intervening* said to be significant when the value of  $t_{count} > t_{table}$ . The results of the test show that the value of  $t_{count} > t_{table}$  namely  $-4,727 > 1,972$  with a significance level of 0.05 and a beta coefficient of 0.299. Because  $t_{count} > t_{table}$  namely  $-4,727 > 1,972$ . The results

of this study indicate that stress is a variable *intervening* in the relationship between *homesickness* on employee performance.

After going through the analysis, it is known that the influence of stress as a variable *intervening* between *homesickness* with employee performance is -0.0779 or the magnitude of the indirect relationship in this study is -0.0779. When compared with the direct relationship between work discipline and employee performance which is equal to -0.285, it can be concluded that the direct relationship has a greater positive influence.

**Table 3**  
**Determination Coefficient Test Results**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.484 <sup>a</sup>	.234	.230	12.04266
a. Predictors: (Constant), Homesickness				
b. Dependent Variable: Stress				

Based on the table above shows the value *Adjusted R Square* is 0.234 or 23.4%. So, the independent variable *homesickness* can explain 23.4% of the variation in the stress

variable and the remaining 76.6% is explained by other variables outside of this study.

**Table 4**  
**Determination Coefficient Test Results**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.765 <sup>a</sup>	.585	.581	6.42770
a. Predictors: (Constant), Homesickness				
b. Dependent Variable: Stress				

Based on the table above shows the value *Adjusted R Square* is 0.581 or 58.1%. So the independent variable *homesickness* and stress as a mediating variable can explain 58.1% of the variation in employee performance variables and the remaining 41.9% is explained by other variables outside the study.

in studies conducted on migrant manufacturing workers and military training participants it was found that workers who experienced *homesickness* higher levels find it difficult to fully use job resources (*job resources*), which ultimately decreases their performance and safety behavior. [4]

Effect analysis results *homesickness* to work stress obtained a sig value of 0.000 with a beta coefficient of 0.340. Sign value  $0.000 < 0.05$ . This result means that *homesickness* significant effect on work stress. The magnitude of the effect is equal to 0.340 which means that the higher *homesickness* it will increase work stress. The results of this study support the research of Jaffar Abbas, et al., (2018) that *homesickness* positively and significantly correlated with mood changes.

## DISCUSSION

The results of the tests carried out showed that there was an influence *homesickness* on employee performance obtained a sig value of 0.000. This result means that *homesickness* significant effect on employee performance. The results of this study support the research conducted by Choudhury (2018) and Duet et al., (2017) that

Rathakrishnan et al. (2021) that rate *homesickness* significantly correlated with perceived stress.<sup>[18],[19]</sup> This study underscores the importance of increasing socio-cultural adaptation and social sustainability by reducing *homesickness* among international students studying at State University in Sabah. Beck et al. (2003) stated that *homesickness* mediates the effect of sociotropy on depression.<sup>[20]</sup>

The results of the analysis of the influence of work stress on employee performance have a sig value of 0.000 with a beta coefficient of -0.229. Sign value  $0.000 < 0.05$ . This result means that work stress has a significant effect on employee performance. The magnitude of the influence is equal to -0.229 which means that the lower the work stress, the higher the performance employee. The results of this study support the research of Ahmed and Ramzan (2013) showing that significant results have a negative correlation between work stress and performance, in other words indicating that work stress significantly reduces individual performance.<sup>[21]</sup> Azizollah, et al. (2013) showed that there is a negative relationship between work stress and performance.<sup>[22]</sup> Khuong and Yen (2016) show that these work factors have a significant and positive effect on work stress and conversely, work stress has a negative effect on employee performance.<sup>[24]</sup>

The results of the test show that the value of  $t_{count} > t_{table}$  namely  $-4,727 > 1.972$  with a significance level of 0.05, because  $t_{count} > t_{table}$ . The results of this study indicate that work stress is a variable *intervening* in the relationship between *homesickness* on employee performance. Based on the calculation results above, it is known that the effect of stress as an intervening variable between *homesickness* and employee performance is -0.0779 or the magnitude of the indirect relationship in this study is -0.0779. When compared with the direct relationship between work discipline and employee performance, which is equal to -

0.285, it can be concluded that the direct relationship has a greater positive influence. These results support the research of Gede Riana, et al., (2020) that Lamaholot culture has a negative effect on work stress, whereas role conflict has a positive effect on work stress. The higher the Lamaholot culture and the lower the role conflict, the lower the stress of the weaving workers. The higher the Lamaholot culture, and the lower the role conflict and work stress will have an impact on increasing the performance of weaving craftsmen. Work stress mediates the influence of Lamaholot culture and role conflict on the performance of weaving craftsmen.<sup>[23]</sup> This study supports one of the relationships between variables in the research to be conducted, namely work stress as an intermediate mediating variable *homesickness* on employee performance. Thus work stress is said to be able to mediate the effect of *homesickness* on the performance of employees in the Social Security Administrator for Employment (BPJS Ketenagakerjaan) for Central Java Regional Offices and the Special Region of Yogyakarta.

## CONCLUSION

Based on the results of the analysis and discussion that has been carried out, the results of testing the effect of *homesickness* on employee performance indicate that there is a negative and significant effect of *homesickness* on employee performance. The lower the *homesickness* score, the higher the performance of employees in the Social Security Administrator for Employment in the Regional Offices of Central Java and the Special Region of Yogyakarta. Increasing *homesickness* will also increase employee work stress in the Social Security Administrator for Employment Social Security Administrator for Employment for the Central Java Regional Office and the Special Region of Yogyakarta. Work stress has a negative and significant effect on employee performance,

which means that the lower the work stress, the higher the employee performance in the Social Security Administrator for Employment Social Security Administrator for Employment Offices for the Central Java Region and the Special Region of Yogyakarta. Based on the results of the analysis of the effect of *homesickness* on employee performance through work stress as an intervening variable, it shows that work stress can be used as an intervening variable in the relationship between *homesickness* and employee performance. The effect of work stress as an intervening variable between *homesickness* and performance is smaller than the direct effect between *homesickness* and performance, so it can be concluded that the direct relationship has a greater influence. This means that *homesickness* can directly affect the performance of employees in the Social Security Administrator for Employment Social Security Administrator for Employment Offices for the Central Java Region and the Special Region of Yogyakarta.

#### **Declaration by Authors**

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