Oshada; Jurnal Kesehatan
https://nawalaeducation.com/index.php/O/index
Volume 2 Nomor 6, December 2025
e-ISSN : 3047-017X
DOI : https://doi.org/10.62872/sxxnth96

# Digital Fatigue and Its Impact on Mental Health in Work-From-Home Workers

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Input : November 12, 2025
Revised : November 23, 2025
Accepted : December 12, 2025
Published : December 31, 2025

## ABSTRACT

The transition toward Work From Home systems provides flexibility but also increases the risk of digital fatigue due to intensive technology use, heightened digital responsiveness, and blurred work–life boundaries. This study employed a Systematic Literature Review to examine the mechanisms of digital fatigue and its implications for the mental health of remote employees. The findings reveal that digital fatigue arises from psychological pressure, cognitive overload, hyperconnectivity, work–family role conflict, and emotional strain. These conditions contribute to decreased productivity, reduced workplace well-being, diminished motivation, and an increased risk of burnout and other mental health problems. Mitigating digital fatigue requires organizational-level interventions, including limits on digital working hours, psychologically aligned job design, a supportive psychosocial safety climate, self-regulation training, and mental health support systems. The effectiveness of remote working depends on positioning technology as a human-centered productivity tool that prioritizes employees' psychological well-being.

**Keyword**: *Digital Fatigue, Health at Work, Mental Health, Productivity, Work from Home*

## INTRODUCTION

The massive shift to a Work From Home (WFH) system since the COVID-19 pandemic to the current era of digital work has created new dynamics in the world of employment, particularly in relation to employee mental health. Easy digital access does allow for work flexibility, but the expansion of the workspace into the domestic sphere has blurred the boundaries between work and personal life, creating increasing psychological pressure. This phenomenon has given rise to the term "digital fatigue," which refers to mental and physical exhaustion due to intensive exposure to technology, virtual communication, and continuous productivity demands. Rodríguez-Modroño (2023) confirms that

high-intensity digital work has a direct impact on workers' mental health, including increased stress, anxiety, and chronic fatigue. Thus, digital technology is not merely an instrument of productivity, but also a source of psychological fatigue if it is not managed in a balanced manner in a remote work system.

This reality becomes even more apparent when the domestic space is transformed into the main workspace. Supriyadi et al. (2025) reveal that digital fatigue emerges as a multidimensional fatigue mechanism that impacts productivity and employee well-being, especially when the intensity of digital device use is not accompanied by psychological recovery strategies. In the context of WFH, workers face telepressure because they feel they must always be responsive to messages, virtual meetings, and work requests without regard for their need for recovery. This workflow triggers prolonged cognitive load, which ultimately erodes mental health.

In addition to digital work demands, the blurring of role boundaries between work tasks and family roles contributes significantly to psychological pressure. Dewi et al. (2025) show that work-family conflict is increasingly dominant among female workers who must perform professional and domestic tasks in the same physical space and at the same time. On a broader spectrum, Pradana and Putri (2025) emphasize that WFH requires organizations to be able to design strategies for work-life balance and mental health because digital flexibility does not automatically align with psychological well-being. Thus, digital fatigue is not only triggered by the volume of digital work, but also by the structural failure of organizations to establish boundaries and mental health support systems.

The generation of workers with a double social burden experiences greater pressure. Sari et al. (2025) explain that individuals from the sandwich generation who work digitally while bearing the economic responsibilities of two generations experience increased work pressure and digital fatigue, which leads to decreased productivity. Suryawijaya and Putri (2025) add that digital fatigue in the productive age group has long-term psychological effects because they become dependent on an intense virtual work rhythm. Therefore, digital fatigue not only affects short-term productivity but also has the potential to create chronic mental health risks if work patterns are not controlled.

The phenomenon of workers' mental health during WFH has become an academic concern in various fields. Rachmawati and Royani (2021) identified that psychological pressure during WFH significantly affects the productivity of librarians due to increased cognitive load and emotional exhaustion. Kitagawa et al. (2021) explained that WFH affects productivity and mental health through the mechanisms of digital stress and decreased direct social interaction. Meanwhile, Patimah and Yunita (2024) emphasize that the balance between distress and eustress determines whether WFH is a positive or negative experience for workers. Thus, mental health during WFH depends on employees' ability to navigate digital demands and psychological recovery processes.

The effects of digital fatigue are not only psychological but also have the potential to develop into clinical occupational health disorders. Musthofa (2020) noted a decline in the mental health index of employees in the digital sector due to sustained high cognitive workload, using the SDS and NASA-TLX measurement tools. These findings confirm that digital fatigue has an impact on emotional and physical fatigue, thus potentially triggering burnout and depression. Sarangi et al. (2022) also emphasized that the mental health of remote workers is a global issue that requires an organizational intervention approach, not just individual adjustments.

Digital stress in virtual work systems is also influenced by external factors such as misinformation and social uncertainty. Khan (2021) found that exposure to misinformation and the threat of COVID-19 during the WFH period worsened work engagement and increased worker anxiety. In addition, Gregersen et al. (2023) stated that digital dependence triggers online fatigue, causing individuals to experience avoidance coping to stay away from digital activities even though work demands continue. The mismatch between digital demands and workers' psychological capacity creates a cycle of digital fatigue that is difficult to recover from without structural support from the work organization. However, the literature also shows that digital working conditions are not entirely negative and can adaptively affect mental health when the work environment supports psychosocial balance.

Parkin et al. (2023) show that the psychosocial safety climate plays a role in protecting workers from the negative impacts of digital demands and work-life conflicts. Workplaces that provide limits on working hours, control digital workload, and provide access to psychosocial support can prevent a decline in workers' mental health. In this context, digital fatigue can be controlled and does not always lead to a decline in productivity or burnout if the organizational support system is adequate.

Although research on digital fatigue and the mental health of WFH workers is growing, there are important gaps that remain unanswered. Supriyadi et al.'s (2025) study, "The Impact of Digital Fatigue on Employee Productivity and Well-Being: A Scoping Literature Review," focuses on the relationship between digital fatigue and performance, but does not discuss psychological mechanisms and occupational health in depth. Rodríguez-Modroño's (2023) study, "Digital Stress: Effects of Different Intensities of Working From Home on Workers' Health," explains the effects of digital work intensity on health, but does not map the construction of role conflict and psychosocial stress in digital fatigue. Meanwhile, Krishnan et al.'s (2024) study, "Effect of Work From Home and Employee Mental Health Through Mediating Role of Workaholism and Work-Family Balance," highlights the mental health of WFH workers through the mediating role of workaholism, but does not link this phenomenon to the concept of digital fatigue as a core factor. These three studies have not offered a comprehensive synthesis of how digital fatigue works simultaneously through psychological and occupational health mechanisms in the context of WFH.

Despite the growing body of literature on remote work and employee mental health, existing studies remain fragmented in their analytical focus. Prior research often examines digital workload, work–family conflict, or burnout in isolation, without integrating these elements into a unified explanatory framework. Moreover, many studies emphasize productivity outcomes while under-theorizing the psychological and occupational health mechanisms through which digital fatigue emerges and affects mental well-being. Therefore, a clear gap exists in synthesizing digital fatigue as a multidimensional construct that simultaneously operates through cognitive overload, emotional strain, role conflict, and weakened psychosocial boundaries in Work From Home settings. This study addresses this gap by offering an integrated conceptual analysis of digital fatigue as a core mechanism linking digital work demands to mental health outcomes in remote employees.

Based on this gap, the novelty of this study lies in the development of an integrated analysis of digital fatigue as a multidimensional fatigue mechanism influenced by digital work demands, technology dependence, work-family conflict, and weak psychosocial boundaries in the WFH system. The purpose of this study is to analyze the relationship between digital fatigue and the mental health of Work From Home employees and to explain the triggering factors and processes of digital fatigue in the context of psychological well-being and occupational health.

## METHOD

This study uses a Systematic Literature Review (SLR) to comprehensively analyze the mechanisms of digital fatigue and its impact on the mental health of Work From Home employees. The SLR approach was chosen because the phenomenon of digital fatigue is multidimensional and empirical findings are scattered across various disciplines such as occupational psychology, human resource management, digital technology, and occupational health. SLR allows researchers to systematically synthesize previous research results so that they can identify patterns of findings, inconsistencies, and unanswered research gaps. The SLR methodology foundation in this study refers to the PRISMA guidelines, which require the literature review process to be transparent, structured, and replicable to produce a valid scientific synthesis (Creswell & Poth, 2018).

Articles were searched for in reputable academic sources such as Scopus, Web of Science, and Google Scholar using the keywords digital fatigue, work from home, remote working stress, employee mental health, and online working burnout in the publication range of 2020–2025. The articles included were scientific publications in the form of journals, proceedings, dissertations, and academic books that discussed the relationship between digital fatigue and the mental health of WFH workers. The inclusion criteria included studies that focused on professional workers who worked remotely, examined the impact of digital work exposure on mental health, and provided relevant empirical results or conceptual analysis. Exclusion criteria included non-academic

popular articles, studies that only examined digital performance without the mental health dimension, and publications with incomplete data access. The data extraction procedure was carried out by examining the core findings of each study, the variables analyzed, the population context, and the mechanisms of digital fatigue's impact.

The literature selection flow followed the PRISMA chart in the following text format: Identification (n = 247) → Screening (n = 131) → Eligibility (n = 54) → Included (n = 31). Articles that passed the selection process were analyzed using thematic content analysis, which resulted in the categorization of findings into digital fatigue constructs, triggers of digital fatigue, consequences for mental health, work-family role conflict, organizational support roles, and psychological recovery mechanisms. Synthesis was conducted narratively to produce an integrated understanding of how digital fatigue affects the mental health of WFH workers. Conceptual validity was maintained by comparing the suitability of finding patterns between sources, cross-referencing between themes, and the logical relationship between literature categories so that the analysis results could be scientifically justified in accordance with SLR guidelines (Creswell & Poth, 2018).

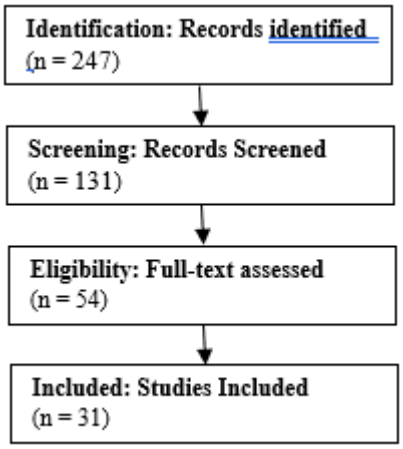


**Figure 1. PRISMA Flowchart**

## RESULT AND DISCUSSION

### The Construction of Digital Fatigue and Psychological Mechanisms in Work From Home Employees

Digital fatigue is not merely fatigue that arises from intensive use of digital devices, but rather a multidimensional phenomenon that affects workers' cognitive, emotional, and physiological resources. Rodríguez-Modroño (2023) defines digital fatigue as mental exhaustion resulting from the pressure of digital communication and the demands of high responsiveness in a WFH work environment, which has direct implications for mental health. In the framework of occupational psychology, digital fatigue occurs when digital demands exceed psychological recovery capacity, causing individuals to

experience resource depletion. This condition triggers increased cognitive load, emotional irritability, and prolonged stress symptoms.

The psychological mechanism of digital fatigue begins with telepressure, which is the internal urge to respond to digital messages and tasks continuously. Supriyadi et al. (2025) explain that workers who experience telepressure tend to maintain excessive digital connectivity, thereby reducing their mental rest time. This pattern leads to hyperconnectivity, a condition where workers are unable to disconnect from their virtual work environment even outside of working hours. At this stage, the workspace and personal space merge without clear boundaries, causing individuals to lose control over their work and rest rhythms. The absence of psychological detachment leads to a decline in emotional energy and work engagement, which ultimately exacerbates mental fatigue.

The psychological implications of digital fatigue become more intense when there is a *work-life boundary collapse*. Dewi et al. (2025) assert that WFH workers experience work-family conflict that peaks when professional tasks overlap with domestic activities. This situation increases anxiety because individuals feel they are failing to meet dual demands simultaneously. At this point, digital fatigue is no longer just a response to technological demands, but a response to constant role strain. Kitagawa et al. (2021) add that the higher the frequency of virtual meetings, digital communication, and task accumulation, the higher the risk of mental health decline due to psychological fatigue and feelings of loss of control.

At a certain intensity, digital fatigue becomes a clinical phenomenon that affects physical well-being. Musthofa (2020) reports that the mental health index of digital workers shows a significant decline when digital exposure lasts for a long time without a recovery strategy. These indicators include chronic fatigue, increased muscle tension, sleep disorders, and a tendency toward symptoms of depression. Sarangi et al. (2022) emphasized that the mental health of remote workers depends not only on objective workloads but also on the psychological burden resulting from the inability to disconnect from digital connectivity. Thus, digital fatigue creates a cycle of psychosomatic tension that worsens occupational health.

In addition, digital fatigue can worsen self-perception and personal efficacy. Schmitt et al. (2021) show that teleworking during the pandemic causes cognitive overload, making workers feel unable to meet productivity standards. In the long term, this perception of incompetence affects self-concept, professional self-confidence, and feelings of meaningfulness at work. This phenomenon shows that digital fatigue is closely related to workers' emotional experiences in assessing the quality of their contributions. Ultimately, digital fatigue is not only the result of digital work demands, but also a product of the psychological interaction between digital burdens and psychological needs to feel competent, valued, and able to control time and energy.

Thus, digital fatigue can be understood as a complex psychosocial phenomenon involving technological factors, organizational pressures, role

conflicts, and psychological recovery capacity. Workers who do not have the opportunity to restore their emotional and cognitive energy are prone to chronic mental health decline. Digital fatigue requires a holistic approach that considers work structures, psychosocial constraints, and workers' mental well-being needs.

**The Impact of Digital Fatigue on Productivity and Work Well-being: A Structured Analysis**

The impact of digital fatigue on productivity and work well-being has been proven to be significant through various psychosocial and organizational mechanisms. Supriyadi et al. (2025) show that digital fatigue reduces productivity through decreased concentration, decreased motivation, decreased decision-making ability, and loss of interest in work. When workers lack the mental energy to navigate tasks, they tend to work mechanically without creativity and emotional engagement, resulting in lower quality work output. Patimah and Yunita (2024) emphasize that work stress in a WFH environment can increase distress and decrease eustress, leading to reduced work motivation and poorer relationships with coworkers.

At the organizational level, digital fatigue creates performance instability, a condition in which productivity fluctuates unpredictably depending on the level of psychological fatigue. Hackney et al. (2022) prove that remote digital work can improve organizational performance, but only when the work rhythm is in line with the psychological capacity of workers. When digital demands exceed psychological capacity, productivity actually declines and a cycle of underperformance–overcompensation emerges, whereby workers try to catch up on performance by overworking, thereby exacerbating digital fatigue. To illustrate the relationship between digital fatigue, mental health, and productivity, the following table was compiled based on a synthesis of literature findings:

**Table 1. Digital Fatigue, Mental Health Outcomes, and Productivity Effects in WFH Employees**

| Dimension | Digital Fatigue Manifestation | Mental Health Impact | Productivity Impact |
|---|---|---|---|
| Cognitive | Concentration loss, cognitive overload | Stress, anxiety | Reduced task accuracy |
| Emotional | Irritability, emotional exhaustion | Low well-being, mood instability | Declining engagement |
| Behavioral | Avoidance coping, procrastination | Social withdrawal | Missed deadlines |
| Physical | Chronic tiredness, sleep disorders | Risk of burnout | Instability of performance |
| Social–role | Work–family role conflict | Mental imbalance | Loss of work motivation |

The table shows that digital fatigue is a multidimensional phenomenon that not only affects one domain of work, but spreads to cognitive, emotional, physical, behavioral, and role conflict aspects. Dewi et al. (2025) note that when role conflict is uncontrolled, workers experience role identity instability, which leads to a decrease in work engagement. This condition explains why some workers feel overwhelmed even though they are not quantitatively overburdened with tasks. Digital fatigue undermines workers' perception of self-control over their work.

In addition to reducing productivity, digital fatigue threatens employee well-being in the long term. Pradana and Putri (2025) reveal that organizations that do not design work-life balance strategies put employees at risk of recurring mental fatigue. This is reinforced by Gregersen et al. (2023), who state that digital fatigue can trigger avoidance coping towards digital activities outside of working hours, thereby disrupting team collaboration and communication. Parkin et al. (2023) emphasize that the psychosocial safety climate determines whether digital fatigue will turn into burnout or be adaptively controlled. When organizations provide limits on digital working hours, the right of workers to not be always online, and psychological support systems, the impact of digital fatigue can be reduced so that productivity is maintained.

Thus, digital fatigue not only curbs productivity but also creates long-term mental health risks. When workers lose the opportunity to recover their emotional and cognitive energy, productivity declines and work well-being is disrupted. Organizations with remote work policies need to design psychological balance-based work mechanisms so that digital technology becomes a tool for productivity, not a source of chronic fatigue.

**Organizational and Psychosocial Strategies for Mitigating Digital Fatigue in Work From Home Systems**

Mitigating digital fatigue in Work From Home employees requires an approach that focuses not only on individuals but also on organizational policy transformation, digital work design, and structured psychological support. Mitigation strategies that rely on individual adaptation without structural change have proven ineffective because the main sources of stress stem from the characteristics of digital work and organizational demands. Hackney et al. (2022) state that digital work can only improve performance if organizations reorganize work rhythms to align with workers' psychological capacities, rather than aggressively adding technology-based demands.

Thus, mitigating digital fatigue must be viewed as part of organizational intervention, not just individual-based stress management. One key strategy is to reorganize digital working hours. Rodríguez-Modroño (2023) asserts that the intensity of digital work has a direct correlation with mental health, so organizations need to set clear time intervals for offline recovery and ensure that workers are free from responsiveness demands outside of working hours.

The implementation of the *right to disconnect* is fundamental for workers to fully recover their emotional and cognitive energy. When companies fail to provide these boundaries, digital fatigue develops into *hyperconnectivity pathology*, which psychologically traps workers in a non-stop digital work rhythm. In addition to work time boundaries, psychological recovery requires a work environment that promotes emotional balance. Patimah and Yunita (2024) emphasize the need for managing the balance between distress and eustress to maintain mental well-being. Organizations need to provide space for collegial social connection, not just productivity meetings, because social bonds act as a buffer against stress when working virtually. When workers receive social recognition and emotional support, their psychological stamina increases so that digital fatigue can be managed adaptively.

Another factor is an organizational culture based on psychosocial safety. Parkin et al. (2023) show that a psychosocial safety climate reduces the negative impact of digital demands and work-life conflict through an organizational culture that guarantees mental health protection, transparency of workloads, and freedom to communicate obstacles. In such a climate, workers feel safe to communicate their digital fatigue without the stigma of reduced professionalism. This kind of work environment increases employees' psychological control over their work rhythm and reduces the risk of burnout due to prolonged digital demands.

The work design approach also plays an important role in mitigating digital fatigue. Supriyadi et al. (2025) emphasize the need for job design revitalization, which is the rearrangement of digital workloads so as not to trigger cognitive overload. The scheduling of virtual meetings, the allocation of cognitively demanding tasks, and recovery time must be designed according to the patterns of the human brain, not the speed of technology. The imbalance between attention capacity and digital demands has been proven to be a major trigger of psychological fatigue, so interventions must be directed at harmonizing work rhythms.

Mitigation strategies can also be implemented through strengthening digital self-control. Schmitt et al. (2021) state that self-regulation plays an important role in preventing cognitive fatigue during digital work. However, self-regulation skills cannot be developed without organizational support in the form of digital time management training, psychological recovery, and mental health literacy in the context of remote work. When organizations place the burden of regulation solely on individuals without providing a protection system, digital fatigue continues to develop because the source of stress is not reduced. The sandwich generation phenomenon provides an extreme illustration of the need for exosystemic intervention. Sari et al. (2025) show that workers who bear the financial burden of two generations experience digital stress as well as layered role conflicts.

This clarifies that digital fatigue requires a systemic approach, not just an intrapersonal one. WFH policies that do not consider family social dynamics have the potential to create mental well-being gaps between workers, so

mitigation strategies must be responsive to the diversity of workers' life contexts.

Strengthening occupational health and organization-based psychological support are the ultimate steps in mitigating digital fatigue. Sarangi et al. (2022) emphasize that the mental health of remote workers is a global issue, so organizations need to provide psychological counseling, mental health monitoring, and access to employee well-being services. When the digital workforce is systematically supported, WFH can be a healthy and productive work model. Conversely, without such support, the digital work system has the potential to become a burnout ecosystem that erodes long-term mental health and productivity.

Thus, digital fatigue mitigation strategies are only effective when organizations integrate digital working hour limits, emotional balance, psychosocial safety climate, responsive work design, self-regulation training, and mental health support. WFH is not inherently harmful to workers' mental health, but it has the potential to be damaging if not balanced with structural protections. Organizations play the biggest role in ensuring that digital technology functions as a tool for productivity, not a source of ongoing psychological stress.

## CONCLUSION

The discussion shows that digital fatigue is a multidimensional phenomenon that affects Work From Home employees through psychological, cognitive, emotional, physical, and social-role mechanisms. Digital fatigue arises when virtual work demands exceed psychological recovery capacity, especially in conditions of telepressure, hyperconnectivity, cognitive overload, and work-family conflict. The impact is not only a decline in productivity, but also a decline in mental health that can develop into burnout, chronic fatigue, and work well-being disorders. Thus, digital fatigue is a strategic issue in remote work systems that requires a scientific response and comprehensive work policies.

This research suggests that protecting the mental health of WFH workers cannot be left entirely to individual adaptability. Organizations need to implement structural support systems through digital working hour limits, work designs that are in line with psychological capacity, psychosocial safety climates, digital self-regulation training, and employee well-being service mechanisms. The success of remote working systems is determined by the ability of organizations to make mental health the foundation of productivity, not just an additional issue. Thus, the implementation of digital fatigue mitigation strategies has the potential to create a healthy, sustainable digital work environment that is adaptive to changes in the modern world of work.

This study is limited by its reliance on a Systematic Literature Review, which depends on the scope, quality, and methodological diversity of prior studies and therefore restricts causal interpretation. Most reviewed studies employ cross-sectional designs and focus primarily on formal-sector knowledge

workers, limiting insights into the longitudinal dynamics of digital fatigue and the experiences of more vulnerable worker groups such as gig or informal workers. Future research is encouraged to apply longitudinal and mixed-method approaches, incorporate cross-sectoral and cross-cultural contexts, and empirically test the proposed mechanisms using robust quantitative models to strengthen evidence on digital fatigue and mental health in remote work settings.

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