

Faktor yang Berhubungan dengan Stres Kerja pada Perawat Pasien Jiwa di Rumah Sakit Khusus Daerah Dadi Provinsi Sulawesi Selatan

Factors Associated with Work Stress in Nurses Caring for Psychiatric Patients at Dadi Hospital, South Sulawesi Province

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Abstract

Nurses caring for patients with mental disorders face complex challenges, particularly when treating individuals with cognitive disorders such as schizophrenia, depression, and bipolar disorder. They are at high risk of experiencing work stress due to direct responsibility for patient safety and health in high-pressure environments. This study aimed to identify factors associated with work stress among psychiatric nurses at Dadi Hospital, South Sulawesi Province. It was an observational analytic study with a cross-sectional approach, involving a population of 142 nurses. A sample of 104 nurses was obtained using proportionate stratified random sampling. Data analysis was conducted using univariate and bivariate methods with the chi-square test. The findings revealed significant relationships between age ($p=0.006$), gender ($p=0.004$), work shift ($p=0.003$), years of service ($p=0.018$), workload ($p=0.000$), and interpersonal conflict ($p=0.005$) with work stress, while marital status ($p=0.686$) was not significantly related. These results suggest that demographic and workplace factors contribute to work stress among psychiatric nurses. It is recommended that nurses adopt effective coping strategies to manage stress and that the hospital conduct regular reviews of workloads and schedules to prevent excessive burdens, thereby minimizing the risk of work-related stress.

Keywords: *Mentally disordered patients; Nurse; Work stress*

Abstrak

Perawat yang merawat pasien dengan gangguan jiwa menghadapi tantangan kompleks, terutama saat menangani individu dengan gangguan kognitif seperti skizofrenia, depresi, dan bipolar. Mereka berisiko tinggi mengalami stres kerja karena tanggung jawab langsung terhadap keselamatan dan kesehatan pasien di lingkungan kerja yang bertekanan tinggi. Penelitian ini bertujuan mengidentifikasi faktor-faktor yang berhubungan dengan stres kerja pada perawat jiwa di RS Dadi, Provinsi Sulawesi Selatan. Penelitian ini merupakan studi analitik observasional dengan pendekatan potong lintang, melibatkan populasi sebanyak 142 perawat. Sampel sebanyak 104 perawat diperoleh melalui proportionate stratified random sampling. Analisis data dilakukan secara univariat dan bivariat menggunakan uji chi-square. Hasil penelitian menunjukkan terdapat hubungan antara usia ($p=0,006$), jenis kelamin ($p=0,004$), shift kerja ($p=0,003$), masa kerja ($p=0,018$), beban kerja ($p=0,000$), dan konflik interpersonal ($p=0,005$) dengan stres kerja, sedangkan status pernikahan ($p=0,686$) tidak memiliki hubungan yang signifikan. Temuan ini menunjukkan bahwa faktor demografis dan lingkungan kerja berkontribusi terhadap stres kerja pada perawat jiwa. Disarankan perawat

menerapkan strategi koping yang efektif untuk mengelola stres, serta pihak rumah sakit melakukan evaluasi berkala terhadap beban kerja dan jadwal kerja guna mencegah beban berlebih yang dapat meningkatkan risiko stres kerja.

Kata kunci: *Pasien gangguan mental; Perawat; Stres kerja*

Introduction

According to Silverman (2010), stress is the reaction body to necessary changes in response, regulation, and/or adaptation physical, psychological, and emotional. A common cause of stress is working. People who work may encounter pressure from their jobs due to things like heavy workloads, looming deadlines, conflicts with coworkers, and a lack of social support (Hidayati, et al 2022). According to Vanchapo (2020) workplace stress can lead to emotional situations. Caused by the weight of nonconformity Work with the ability of each individual to handle the pressures they encounter.

According to the Health and Safety Executive (HSE) 2020–2021, 50% of all case disruption health-related work was caused by stress, despair, or concern. The HSE also reported that, at a level prevalence of 2,480 instances per 100,000 workers, there were 822,000 cases of stress during work in England. Figures increase compared period Previously, in 2018 and 2019 there were 595,000 cases of Work stress with a level prevalence of 1,800 per 100,000 workers. According to the 2018 Basic Health Research (RISKESDAS) data, 37,728 people (9.8%) out of the Indonesian population aged over 15 years old reported having experienced stress at the workplace. The provinces of Central Sulawesi (11.6%) and North Sulawesi (10.3%) have the greatest incidence of stress. This number already exceeds the 9.8% national average.⁶ Stress at work was an issue among nurses in Semarang in 2019 (82.8%), with the highest percentages in Manado, Kalimantan (60.9%), Banda Aceh (52.5%), Gorontalo (55.1%), Yogyakarta (80.3%), and Padang (55.6%) (Afriani and Agustina, 2022).

The National Institute for Occupational Safety and Health (NIOSH) discovered that potentially dangerous nurses work in

environments with high demands and high levels of pressure, which can lead to greater levels of stress. This may happen because assessments frequently fail to offer straightforward responses regarding the safety and health of patients (Ardiyany et al., 2020). In 2019 the American National Association for Occupational Health (ANAHO) stated that 40 cases of Work stress professional nurses occupy the ranking top. The Indonesian National Nurses (PPNI) revealed that 50.9% of Indonesian nurses experienced demanding jobs, which frequently left them exhausted, nauseated, and lacking in energy. It shows there is insufficient rest due to an excessive workload (Sholikhah et al., 2021).

The American Psychiatric Nurses Association (2014) states that nurses should possess specific characteristics when caring for patients with mental disorders. These include having specialized knowledge and skills for caring for patients with mental disorders, providing comprehensive care that addresses physical, emotional, and social aspects of mental health, and the ability to communicate effectively and empathetically with patients who are experiencing mental disorders. Nurses should also be able to work in multidisciplinary teams to provide coordinated care for the patient. The primary responsibilities of a nurse revolve around providing care to patients with various health conditions. This includes giving prescriptions, cleaning wounds, keeping an eye on patients' health, and working with other medical teams. Furthermore, nurses give patients and their families continuing support and information about the treatment they receive. According to research conducted by Husin (2022) at PKU Muhammadiyah Hospital Yogyakarta, the average stress level experienced by nurses is 47.82%, or in the middle range.

Another study conducted by Novianti et al. (2021) found that psychiatric nurses in the Aceh Mental Hospital who work in the inpatient rooms experience high levels of stress.

The Job Stress and Health Model by Hurrell and McLaney (1988) suggests that work stress can be influenced by several factors, including individual factors, work-related factors, outside work factors, and supportive factors. Individual factors can include age, gender, marital status, years of service, position, personality type, and self-esteem. Job factors can include physical environment, role conflicts, role ambiguity, personal conflicts, workload control, work burden, responsibilities, work shifts, cognitive demands, work opportunities, and other variables around the workplace. Work-related external variables include pressures from the household or family, as well as potential social support from coworkers, superiors, and relatives.

The medical reports of Dadi Hospital South Sulawesi Province during the period between 2019 to 2023 indicate that as many as 18101 patients in 2019, 12670 patients in 2020, 16003 patients in 2021, 18897 patients in 2022, and 18466 patients in 2023 received medical treatment and care, until the end of November. In 2023, there will be 142 nurses dealing with Mentally Disordered patients as a whole, as opposed to an average of 1956 Mentally Disordered patients per year for psychiatric inpatient services and 14872 Mentally Disordered patients per year for psychiatric outpatient services. This implies that the ratio of psychiatric inpatient services is 1:13 meanwhile, the ratio of psychiatric outpatient services is 1:104.

Based on observations made by researchers, nurses caring for patients with mental illnesses, such as schizophrenia, depression, bipolar disorder, or violent behavior, face significant challenges. Throughout the day, they are responsible for monitoring patients, administering medication, and interacting with patients' families during the recovery process. Patients may experience changes in their emotional states, including heightened

sensitivity and aggressive behavior. Consequently, the nurse filed a lawsuit for being diligent and supportive during a crisis. This research will investigate the factors contributing to work stress by examining the nurse-patient dynamic at Dadi Hospital in South Sulawesi province.

Methods

This study is an analytical observational research with a cross-sectional approach conducted at Dadi Hospital in the South Sulawesi Province. The population of the study consists of 142 nurses who provide care in the inpatient units and the Psychiatric Emergency Room/PHCU at Dadi Hospital. The sample size for the study is 104 individuals, determined using proportional stratified random sampling. Data collection involves both primary and secondary sources. Primary data is collected through questionnaires and interviews with the respondents, while secondary data is obtained from the profile information and nurse statistics provided by the hospital.

Data analysis using method univariate and bivariate with statistical tests chi-square to determine how one variable relates to another. Stress data work is one sort of variable data dependent, while other types of variables include age, gender, marital status, work shifts, years of service, workload, and interpersonal conflict. The data is presented in tables and described narratively.

Results and Discussions

In Table 1, the distribution of respondents based on their characteristics is outlined. It shows that the majority of respondents are elderly, comprising 66.3% (69 respondents). Additionally, 56.7% of the respondents are female (59 respondents),

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and 65.4% have a bachelor's degree (68 respondents). The data also indicates that the majority of respondents are married at 83.7% (87 respondents) and have worked for

over 5 years at 64.4% (67 respondents). A significant portion of respondents work morning shifts at 45.2% (47 respondents) in intermediate services at 82.7% (86 respondents) and mostly deal with adult male patients at 78.8% (83 respondents). Furthermore, 67.3% of the respondents experience a moderate workload, while 51.9% experience low interpersonal conflict. In terms of work stress, 66.3% of respondents experience moderate levels of stress.

Table 1. Frequency Distribution Based on Respondent Characteristics among Mental Nurses at Dadi Hospital South Sulawesi Province

Variable	Frequency	
	n	%
Age		
Old (> 35 years old)	69	66.3
Young (\leq 35 years old)	35	33.7
Gender		
Woman	59	43.3
Man	45	56.7
Education		
D3	31	29.8
S1	68	65.4
S2	5	4.8
Marital status		
Marry	87	83.7
Unmarried	17	16.3
Years of service		
Veteran	67	64.4
New	37	35.6
Work Shift		
Morning	47	45.2
Afternoon	27	26.0
Evening	30	28.8
Service Criteria (Severity Level)		
Acute	86	82.7
Intermediate		
Patient Characteristics (Age)		
Teenager	6	5.8
Mature	82	78.8
Elderly	16	15.4

Patient Characteristics (Gender)		
Man	71	68.3
Woman	33	31.7
Workload		
High	15	14.4
Medium	70	67.3
Low	19	18.3
Interpersonal Conflict		
High	50	48.1
Low	54	51.9
Work Stress		
Mild	35	33.7
Moderate	69	66.3
Total	104	100.0

Source: Primary Data, 2024

According to Table 2, out of a total of 69 respondents who experienced work-related stress, a larger percentage of older individuals (>35 years) reported stress at 75.4% (52 respondents) compared to the younger group (\leq 35 years old) at 48.6% (17 respondents), it was found that the p-value is 0.006 (<0.05), indicating that the age variable is related to work stress among nurses. Additionally, a higher percentage of women, at 78.0% (46 respondents), reported experiencing work-related stress compared to men, who reported it at 51.1% (23 respondents), it was found that the p-value is 0.004 (<0.05), indicating that the gender variable is related to work stress among nurses. Based on marital status, respondents experiencing work stress are more prevalent in the married group, with 65.5% (57 respondents) compared to the unmarried group with 70.6% (12 respondents), it was found that the p-value is 0.686 (>0.05), indicating that the marital status variable is not related to work stress among nurses. Regarding years of service, respondents with longer tenure have a higher incidence of work stress at 58.2% (39 respondents) compared to those with shorter tenure at 81.1% (30 respondents), it was found that the p-value is 0.018 (<0.05), indicating that the years of service variable is related to work stress among nurses. Considering

work shifts, work stress is more common among those working evening shifts at 80.0% (24 respondents) compared to those with morning shifts at 48.9% (23 respondents) and afternoon shifts at 81.5% (22 respondents), it was found that the p-value is 0.003 (<0.05), indicating that the work shifts variable is related to work stress among nurses. Concerning workload, those with a moderate workload reported work stress at 75.7% (53 respondents), compared to those with a heavy workload at 80.0% (12 respondents) and a light workload at 21.2% (4 respondents), it was found that the p-value is 0.000 (<0.05), indicating that the workload variable is related to work stress among nurses. Regarding interpersonal conflict, work stress is higher in the group with high interpersonal conflict at 80.0% (40 respondents) compared to the group with low interpersonal conflict at 53.7% (29 respondents), it was found that the p-value is 0.005 (<0.05), indicating that interpersonal conflict variable is related to work stress among nurses.

Table 2. Relationship between Research Variables and Work stress as a Psychiatric Nurse at Dadi Hospital South Sulawesi Province

Variable	Work stress				Total		p-value
	Moderate		Mild		N	%	
	n	%	n	%			
Age							
Old	52	75	17	25	69	100	0.006
Young	17	49	18	51	35	100	
Gender							
Woman	46	78	13	22	59	100	0.004
Man	23	51	22	49	45	100	
Marital status							
Marry	57	65	30	35	87	100	0.686
Unmarried	12	71	5	29	17	100	
Years of service							
Veteran	39	58	28	42	67	100	0.018
New	30	81	7	19	37	100	
Work Shift							
Evening	24	80	6	20	30	100	0.003

Morning	23	49	24	51	47	100	
Afternoon	22	81	5	19	27	100	
Workload							
High	12	80	3	20	15	100	0,000
Medium	53	76	17	24	70	100	
Low	4	21	15	79	19	100	
Interpersonal Conflict							
High	40	80	10	20	50	100	0.005
Low	29	54	25	46	54	100	

Source: Primary Data, 2024

The relationship between age and work stress

According to the results of data analysis using the chi-square test, indicated the age variable is related to work stress in Mentally Disordered Patients nurses at Dadi Hospital, South Sulawesi Province. Older nurses tend to experience a decline in health conditions compared to younger nurses. Additionally, the majority of nurses have been in the profession for a long time, as evidenced by their years of service. The workload given to them is increasingly complex, leading to more challenges in caring for patients with mental disorders. The aging factor contributes to physical and mental weakness in dealing with work routines. These factors can lead to symptoms of work stress such as feeling anxious, depressed, and a sense of lack of control in life, ultimately resulting in declining health. In contrast, young nurses are better able to control themselves in dealing with their work routines, which helps them manage the symptoms of work stress more effectively (Bapour et al., 2022).

The older a person gets, the more susceptible they become to work-related stress due to physiological factors such as decreased memory, strength, and other health issues. According to a study by Rengkung and Kairupan (2023) on nurses, the research found a p-value of 0.006 and concluded that older nurses are more likely to experience symptoms of work stress. This aligns with a study conducted by Indriani (2022) which also showed a relationship between age and work stress with a p-value

of 0.037. Both studies revealed that older nurses are more vulnerable to stress due to their declining physical condition compared to younger individuals.

The relationship between gender and work stress

According to the results of data analysis using the chi-square test, indicated a significant relationship between the gender variable and work stress among Mentally Disordered Patients nurses at Dadi Hospital, South Sulawesi Province. The analysis suggests that female nurses are more prone to work stress due to their dual responsibilities as both healthcare professionals and family caregivers. Balancing work and family duties can lead to higher stress levels, resulting in multiple role conflicts. Furthermore, women in the nursing profession may experience increased emotional distress as they tend to empathize more easily.

Nurses have stated that mental health patients have unique needs that require them to be more sympathetic and patient. This high emotional involvement can make female nurses more susceptible to experiencing stress, fatigue, and burnout in their daily duties. This is evident in the majority of psychiatric nurses working in inpatient units and mental health emergency rooms. On the other hand, male nurses also experience work-related stress as they are required to provide sympathetic and gentle care to patients. Additionally, male nurses often have to deal with aggressive patients and are sometimes injured while restraining such patients.

This aligns with a study conducted by Awalia et al. (2021) (p-value = 0.014) on nurses working in inpatient rooms. The study found that women are 0.039 times more likely than males to report feeling stressed at work. Additionally, according to Bijaem and Ghiasi (2020), males perceive their employment as covering all of their life and family expenditures, leading to less social and psychological stress compared to women. This is reasonable since women are generally more emotionally sensitive.

Furthermore, women's more submissive personality traits, which are also more significant in the nursing profession, may potentially contribute to this trend. Consequently, compared to males, younger women experience more stress.

The relationship between marital status and work stress

According to the results of data analysis using the chi-square test, indicated that the marital status variable is not related to work stress in Mentally Disordered Patients nurses at Dadi Hospital, South Sulawesi Province. This is because marital status does not always guarantee adequate social support. Married nurses may not get support from their partner or family, so it does not have a positive impact on work stress. On the other hand, unmarried nurses can get strong social support from friends, family, or community, thereby reducing work stress levels. Therefore, the marital status of both married and unmarried nurses can experience work stress. However, the results of this study show that married nurses have more work stress than unmarried nurses. This is because nurses have other responsibilities besides their work. Married nurses are required to continue working professionally regardless of family problems or problems outside of work that they face so that they do not affect their work.

According to a study by Darwis et al. (2021), women may experience decreased performance due to conflicts arising from their multiple roles. This can lead to stress, impacting their work productivity. The majority of female nurses are married and have additional responsibilities outside of work. Married nurses often find themselves dividing their time, energy, and attention among various tasks. Another study by Yanto and Rejeki (2017) found no relationship between marital status and work stress among new nurses in Semarang (p = 0.626). However, Devi et al. (2023) showed that work and family role conflicts influence nurses' work stress significantly (p = 0.000). This is attributed to family issues

affecting nurses' mental well-being at work. Married nurses face challenges in balancing family and work roles, leading to higher stress levels. Additionally, nurses whose families do not support them due to long distances to their workplace may also experience increased work-related stress.

The relationship between work shifts and work stress

According to the results of data analysis using the chi-square test, indicated a significant relationship between work shifts and work stress. Nurses working night shifts were found to be more susceptible to work stress due to the body's natural need for rest during the night. This can lead to decreased performance and an increased risk of errors at work, as supported by Fatigue Theory from William Dement (1972). On the other hand, nurses working morning shifts reported a high workload due to active patient consultations with doctors and the responsibility of providing meals and snacks. Additionally, they have long working hours. Afternoon shift nurses, on the other hand, encounter work stress from patients running out of medication, leading to disruptive behaviors that require nurses to manage and calm various patients.

The research aligns with the work of Divine et al. (2023), which demonstrates a correlation between work shifts and work-related stress in RSJ nurses, with a p-value of 0.000. Nurses working night shifts are required to perform the same tasks as those working morning and evening shifts, even though most patients are asleep during the evening. Nurses on night shifts must remain alert and prepared to assist patients at any time. Out of seventy-four articles, twenty-six identified shift work as a cause of work-related stress. Shift work refers to changes in working hours aimed at optimizing nurses' productivity. Multiple articles indicate that nurses on night shifts experience higher levels of work-related stress compared to those on morning or afternoon shifts (Ilahi et al, 2023).

The relationship between work experience and work stress

According to the results of data analysis using the chi-square test, indicate that the work period variable is significantly related to work stress in Mentally Disordered Patients nurses at Dadi Hospital, South Sulawesi Province. This relationship is attributed to the accumulation of duties and responsibilities over the years of work, as well as constant pressure from the work environment leading to physical and mental fatigue. Additionally, long working periods lead to feelings of being fed up and bored with the work, resulting in heavier workloads and exposure to stressful situations as nurses gain more experience. Consequently, long working periods can exacerbate work stress in nurses.

This statement is supported by the Job Stress theory of Richard Lazarus (1966), which states that a prolonged period of work results in a significant accumulation of stress-causing factors, including workload, demands, and social support. The moderate work stress experienced by nurses during the early stages of employment is attributed to the lack of work experience among mental health nurses. As a result, the skills of new nurses are still developing, making it challenging for them to cope with work demands. Psychiatric nurses also require time to adapt to the work environment, colleagues, patient pressure, and even pressure from the patient's family.

This result aligns with a study conducted by Allu & Handayani (2020), which indicates a correlation between the years of service and work-related stress among nurses working in the internal medicine inpatient room at Idaman Banjarbaru Hospital, with a p-value of 0.023. According to the research, newly employed nurses with minimal experience face various patient-related challenges, which leads to feelings of boredom with their work. 26 Another research study by Sudaryanti and Maulida (2022) discovered a p-value of 0.001 and similarly shows a relationship between the duration of employment and work-related stress among nurses who care for

COVID-19 patients. The research suggests that longer-tenured nurses are more likely to experience work-related boredom, which can trigger work-related stress.

The relationship between workload and work stress

According to the results of data analysis using the chi-square test, leading to the conclusion that the workload variable is related to work stress in Mentally Disordered Patients nurses at Dadi Hospital, South Sulawesi Province. The study shows a clear relationship between workload and work stress in Mentally Disordered Patient nurses, primarily due to a shortage of staff, especially in the inpatient room. The demands and pressures from superiors and patient families, along with the non-conducive work environment, contribute to increased workload. Furthermore, the nurses' education for Mentally Disordered patients has not yet reached the specialist level of psychiatric nursing; they receive only partial training appropriate to patient needs. Nurses working in psychiatric inpatient rooms and psychiatric emergency rooms face different workloads because Mentally Disordered patients are segregated by gender, age, and severity. Consequently, nurses deal with various types of task demands based on the characteristics of the mentally disordered patients they treat. The work stress experienced by nurses is exacerbated by the fact that nurses caring for Mentally Disordered patients do not receive specialized education as mental health care specialists. While the majority of nurses are undergraduate graduates around 65.4% (68 nurses), they still receive some training related to caring for mentally disordered patients based on their characteristics.

The research conducted by Melo et al. (2019) indicates a significant relationship between workload and work stress in nurses, with a p-value of 0.004. The study shows that nurses experience high levels of stress due to heavy workloads, leading to fatigue, neck stiffness, difficulty concentrating, and confusion. Additionally, nurses often experience headaches and

frustration from dealing with patient and family complaints. The demanding nature of nursing, including providing round-the-clock care and managing a wide range of emotions, contributes to their stress levels. It is important to recognize the significant responsibilities and skills required of nurses and the impact these have on their workload, stress levels, and emotional well-being (Madadzadeh et al., 2018).

The relationship between interpersonal conflict and work stress

According to the results of data analysis using the chi-square test, indicated a significant relationship regarding interpersonal conflicts among colleagues, superiors, patients, and patient's family members lead to feelings of discomfort in interaction. Nurses experiencing interpersonal conflict report feelings of depression, stress, and anxiety, impacting their daily tasks. The majority of nurses' questionnaire responses indicate differences of opinion and a lack of togetherness in their workplace, reflecting the stressful impact of interpersonal conflict on their performance and patient safety.

In a study conducted by Lim et al. (2022), the aim was to investigate research trends surrounding work stress among hospital nurses. They utilized articles about work stress among hospital nurses published in English from 2008 to 2018. The study found that insufficient job control, interpersonal conflict, and burnout were significantly positively correlated with job stress. Conversely, intention to stay, job satisfaction, and personal achievement were significantly negatively correlated with job stress. Insufficient job control and interpersonal conflict are work-related factors, and pressure, role conflict, and interpersonal conflict in the workplace can lead individuals to feel burdened in their work. These factors are perceived as job demands, which in turn increase work stress (Lim, et al., 2020)

This study aligns with research conducted by Tigrisi (2023), which indicates a correlation between interpersonal conflict

and work stress in nurses, with a p-value of 0.001. This occurred because the nurses involved came from different places or regions, each with its own set of goals, responsibilities, needs, and values. Additionally, issues among nurses include a lack of collaboration between different areas, as well as disputes within specific areas regarding the distribution of job responsibilities. This illustrates existing interpersonal conflict issues associated with work stress in nurses.

Conclusions

The findings of the research regarding the factors determining work stress in mental health nurses at Dadi Hospital in South Sulawesi Province include the ones that follow: age, gender, work period, shift work, workload, and interpersonal conflict are all related to work stress in mental health nurses. In the meantime, there is no relationship between mental health nurses' professional stress levels and their marital status. To minimize work-related stress, it is advised that nurses figure out coping mechanisms that complement their personalities. In addition, it is advised that hospitals – in this example, Dadi Hospital in South Sulawesi Province – review the workload and schedules of their nursing staff regularly to make sure they are not overworked, which can contribute to stress at work.

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