

CORRELATION BETWEEN ORGANIZATIONAL FACTORS AND PERSONAL CHARACTERISTICS WITH OCCUPATIONAL STRESS AMONG ADMINISTRATION EMPLOYEES OF X HOSPITAL

Hubungan Faktor Organisasional dan Karakteristik Individu Terhadap Stres Kerja pada Karyawan Administrasi Rumah Sakit X

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ABSTRACT

Occupational stress occurs to anyone, including hospital workers who are at high risk of depression, commit suicide, and experience excessive anxiety. The stress was one of the long-standing problems that occur among them. This study aimed to determine the risk of occupational stress among administration employees at X Hospital. This research used a quantitative with cross-sectional approach. The sample for this research was all 58 of the office employees in X Hospital. The method used in this research was the total sampling method. This research was undertaken from March to June 2020. The research instrument was a questionnaire that includes personal characteristics (age, sex, and working period), occupational stress, and organizational factors (mental workload, working hours, and income). The result showed that 77.6% of employees deal with heavy occupational stress. The statistical analysis result showed that working mental workload (p -value = 0.009) had a significant correlation with occupational stress. Meanwhile, age (p -value = 0.404), sex (p -value = 0.094), working period (p -value = 0.480), working hours (p -value = 0.073), and income (p -value = 0.862) did not have significant correlation with occupational stress. Therefore, the hospital should pay more attention to employees, their mental health, and their occupational stress.

Keywords: *mental workload, income, age*

ABSTRAK

Stres kerja dapat terjadi pada siapa saja, termasuk pada pekerja rumah sakit. Stres kerja menjadi salah satu permasalahan yang terjadi pada pekerja yang bekerja di fasilitas pelayanan kesehatan dan berisiko tinggi untuk melakukan bunuh diri, depresi, dan mengalami kecemasan yang berlebihan. Tujuan penelitian ini untuk mengetahui risiko stres kerja pada karyawan administrasi di Rumah Sakit X. Metode penelitian ini adalah kuantitatif dengan pendekatan *cross-sectional*. Sampel penelitian ini adalah seluruh karyawan yang bekerja di bagian administrasi pada Rumah Sakit X sebanyak 58 orang. Penelitian dilakukan pada bulan Maret-Juni 2020. Instrumen penelitian yang digunakan adalah kuesioner yang mencakup karakteristik individu (usia, jenis kelamin, dan masa kerja), stres kerja, dan faktor organisasional (beban kerja mental, jam kerja, dan pendapatan). Hasil penelitian menunjukkan sebanyak 77,6% karyawan mengalami stres berat. Hasil analisis statistik beban kerja mental (p -value = 0,009) memiliki hubungan yang signifikan dengan stres kerja. Sedangkan, usia (p -value = 0,404), jenis kelamin (p -value = 0,094), masa kerja (p -value = 0,480), jam kerja (p -value = 0,073), dan pendapatan (p -value = 0,862) tidak memiliki hubungan yang signifikan dengan stres kerja. Oleh karena itu, rumah sakit diharapkan untuk memberikan perhatian lebih terhadap kesehatan mental dan stres kerja karyawan.

Kata kunci: faktor organisasional, karakteristik individu, stres kerja

INTRODUCTION

Occupational stress is a condition that emerges from the interaction between workers and their work. It is influenced by people who force workers to perform tasks that they are not used to do (Jerome, 2017).

According to the Health and Safety Executive, the total cases of work-related stress, depression, or anxiety in Great Britain was 602,000 cases in 2018-2019, with the prevalence of 1,800 per 100,000 workers (Health and Safety Executive, 2019). In Indonesia, there was an escalation in the percentage of work-related stress by 9%, from 64% to 73% in 2012 (Habibi and Jefri, 2018).

Several factors can cause occupational stress: organizational factors, individual factors, and environmental factors. Organizational factors that influence work-related stress are workload, working hours, and income. Furthermore, individual factors contribute some influences on work-related stress as well. Some of which are age, sex, and working period (Vanchapo, 2020).

Occupational stress can take place anywhere, especially at the hospital. Globally, workers who work at healthcare facilities are the most stressful ones (Puteri and Syaebani, 2018). According to NIOSH, work-related stress has been a long-standing concern in the healthcare industry. Moreover, based on studies, workers in the healthcare industry have a higher risk of suicide, depression, and excessive anxiety (NIOSH, 2008). Work-related stress that occurs at the hospital is associated with excessive workload, monotonous tasks, undesirable organizational culture, ineffective organizational structure, dissatisfied career development, unpleasant work content, unfair evaluation system, and insufficient social support (Thian *et al.*, 2015).

X Hospital is a hospital located in East Jakarta that experiences an increasing number of patients each year. This condition raises the employee workload. Abundant patients do not only affect the medical officer workload but also affect the non-medical officer workload, especially the administrative employees. Excessive tasks workers need to be done affect the staff workload. Based on the explanation above, the researchers consider the imperative of examining the correlation between organizational factors and individual characteristics toward the occupational stress

among administrative employees at X Hospital.

Based on the explanation above, workers in the hospital are prone to occupational stress caused by a high workload. The interview result with X Hospital's ten employees stated that their workload was high as they have excessive works beyond the normal limit. Sometimes, they have to do overtime beyond a limit. This research aims to determine the correlation between organizational factors and individual characteristics with occupational stress among administrative employees at X Hospital.

METHOD

This research was quantitative analysis research with a cross-sectional study design. The design was determined based on the data of dependent and independent variables. Data were collected at the same time using a questionnaire. This research was undertaken from March to June 2020 at X Hospital located in East Jakarta. A total of 58 administrative employees (HR Unit, EDP Unit, PPBJ Unit, and General Affair Unit) were enrolled as the research population. The sampling technique used in this study was the total sampling technique since the population was limited. This study used two data sources: primary data and secondary data. Primary data was obtained from an interview with the respondents using the questionnaire. Meanwhile, the secondary data was supporting data in the form of data owned by the hospital and data from previous studies.

The instruments used in this research were questionnaires from several parts that include all research variables, such as individual characteristics (age, sex, and working period), occupational stress, and organizational factors (mental workload, working hours, and income). This research used occupational stress questionnaire contained in the Ministry of Manpower Regulation Number 5 of 2018 consisting of 30 questions with seven answer choices. There are six scores including in the total scores, such as Role Ambiguity (TP) score, Role Conflict (KP) score, Quantitative Excessive Workload (BBKuan) score, Qualitative Excessive Workload (BBKual) score, Career Development (PK) score, and Responsibility towards Others (PJO) score. The final score result was taken from the conclusion of the six

scores. Meanwhile, the occupational stress questionnaire was taken from the NASA-TLX (Task Load Index) questionnaire, which was divided into two steps: the weighting stage and the rating stage. There are six subcategories in the NASA-TLX questionnaire: Mental Demand (MD), Physical Demand (PD), Temporal Demand (TD), Own Performance (OP), Frustration Level (FR), and Effort (EF). The weighting stage was undertaken by calculating all six subcategories then multiplied them by the rating (0-100) of each

subcategory. The next step was rating, which calculated the results and was divided by 15. The results of division were the result to determine the level of mental workload.

RESULT

The normality test was undertaken to obtain the *p-value* to determine whether the data were normally distributed or not. The normality test used in this study was the Kolmogorov-Smirnoff test as there were 58 samples.

Table 1. Result of Normality Test

Variable	P-value	Mean	Median	Result
Independent				
Income	0.029	9,120,689.66	10,000,000	Non-normal data distribution

Based on the Kolmogorov-Smirnoff test as shown in Table 1, the *p-value* for the independent variable was 0.029 where the *p-value* <0.05, which was indicated that it was non-normal data distribution. Therefore, the median is used as the cut-off point.

Univariate analysis was conducted to describe the characteristics of each variable in the research. The result of this analysis were

Table 2. Frequency Distribution of Organizational Factors, Individual Characteristics, and Occupational Stress among Administrative Employees at the X Hospital

Variable	Frequency	Percentage (%)
Organizational Factors		
Mental Workload		
a. Mild Workload	14	24.1
b. Severe Workload	44	75.9
Working Hours		
a. ≤ 8 hours	32	55.2
b. > 8 hours	26	44.8
Income		
a. < 10,000,000.00 IDR	28	48.3
b. ≥ 10,000,000.00 IDR	30	51.7
Individual Characteristics		
Age		
a. ≤ 30 Years	9	15.5
b. > 30 Years	49	84.5
Sex		
a. Male	34	58.6
b. Female	24	41.4
Working Period		
a. ≤ 5 years of working period	15	25.9
b. > 5 years of working period	43	74.1
Occupational Stress		
a. Mild Occupational Stress	13	22.4
b. Severe Occupational Stress	45	77.6
Total	58	100

Table 2 showed that the majority of the administrative employees suffer from severe workloads as much as 75.9%. The majority of the administrative employees work for ≤ 8 hours with a percentage of 55.2%, and 51.7% of the administrative employees had a monthly income of \geq Rp10,000,000.00.

According to a study carried out by Sutarto (2009) quoted by Asih, Widhiastuti, and Dewi (2018), respondents whose age were 30 years were more vulnerable to suffer from severe occupational stress, it was because younger workers were prone to stress due to lack of experience in dealing with work. More than half of the administrative employees (84.5%) were > 30 years. As many as 34 of the administrative employees were recorded as male (58.6%). The data showed that 74.1% of

the employees had > 5 years of working period. About 77.6% of the employees experienced severe occupational stress.

Bivariate analysis was carried out to determine how the independent variables affect the dependent variable using the Chi-Square test. Chi-Square test analysis with $\alpha = 0.05$ and 95% confidence interval had the assumption that if the *p-value* ≤ 0.05 , we reject H_0 and accept H_a , or there is a relationship between independent variables (age, sex, working period, mental workload, working hours, and income) with the dependent variable (occupational stress). However, if the *p-value* > 0.05 , we accept H_0 and reject H_a , or both variables did not correlate. Cross tabulation can be seen in Table 3.

Table 3. The Risk of Organizational Factors and Individual Characteristics towards Occupational Stress among Administrative Employees at the X Hospital

Variable	Occupational Stress (n= 58)				Total		p-value
	Mild Stress		Severe Stress		N	%	
	N	%	N	%			
Organizational Factors							
Mental Workload							
a. Mild Workload	7	50	7	50	14	100	0.009
b. Severe Workload	6	13.6	38	86.4	44	100	
Working Hours							
a. < 8 Hours	10	31.3	22	68.8	32	100	0.073
b. ≤ 8 Hours	3	11.5	23	88.5	26	100	
Income							
a. $< 10,000,000.00$ IDR	6	21.4	22	78.6	28	100	0.862
b. $\geq 10,000,000.00$ IDR	7	23.3	23	76.7	30	100	
Individual Characteristics							
Age							
a. ≤ 30 Years	3	33.3	6	66.7	9	100	0.404
b. > 30 Years	10	20.4	39	79.6	49	100	
Sex							
a. Male	5	14.7	29	85.3	34	100	0.094
b. Female	8	33.3	16	66.7	24	100	
Working Period							
a. ≤ 5 Years Working Period	2	13.3	13	86.7	15	100	0.480
b. > 5 Years Working Period	11	25.6	32	74.4	43	100	

Table 3 showed the relationship between organizational factors and individual characteristics with occupational stress. The result of the statistic test stated that there was a correlation between mental workload and occupational stress with the *p-value* = 0.009. According to the result of the statistic test, it was known that there was no relationship between working hours with occupational

stress with the *p-value* = 0.073. The statistical test showed that the income variable had no relationship with occupational stress with the *p-value* = 0.862.

Statistic test results proved that there was no correlation between age and occupational stress with the *p-value* = 0.404. The result of the statistic test stated that sex had no relationship with occupational stress

with the p -value = 0.094. According to the result of the statistic test, it was known that there was no relationship between working period with occupational stress with the p -value = 0.480.

DISCUSSION

Relationship between Age and Occupational Stress among Administrative Employees at the X Hospital

The age variable is the respondent's age which is calculated based on their year of birth. The study result in Table 3 stated that there was no correlation between age and occupational stress. This result was in line with a study by Purnama which reported that the age variable had no relationship with occupational stress (Purnama, Wahyuni and Ekawati, 2019).

The result of this research was differ from a study by Fitri which stated that there was a correlation between age and occupational stress with the p -value = 0.031 (Fitri, 2013). A different result was also reported by Suci, the result showed that the prevalence of occupational stress was low among workers with older age (Suci, 2018).

Workers whose age was older experienced a high level of occupational stress in terms of physical capacity. This finding can occur due to the limitation of physical capacity among the older workers compared to the younger workers.

Relationship between Sex and Occupational Stress among Administrative Employees at the X Hospital

Sex refers to the division of humans into two types, namely male and female. According to the study result as shown in Table 3, there was no correlation between sex and occupational stress. It indicated that sex variable were not significantly correlated with occupational stress. The same result was also stated by Fitri that there was no correlation between sex and occupational stress with the p -value = 0.805 (Fitri, 2013). This finding was in contrast to a study conducted by Ansori and Martiana ($r= 0.557$) (Ansori and Martiana, 2017).

Based on Table 3, as much as 85.3% of the male employees at the X Hospital experienced severe occupational stress. Sex did not significantly contribute to occupational stress compared to gender variable. Employees who had feminine personalities were more

likely to suffer from occupational stress as they had higher emotional and anxiety levels than those with masculine personalities (Fitri, 2013).

Relationship between Working Period and Occupational Stress among Administrative Employees at the X Hospital

Working period means the period of an employee to work in a certain place for a certain period of time (Jati, 2018). The result of the study in Table 3 showed that the respondents with ≤ 5 years of working period experienced severe occupational stress and working period had no correlation with occupational stress.

Other similar findings have also been reported by Maydinar and Samura. Maydinar stated that there was no correlation between the working period variable and occupational stress (p -value = 0.549) (Maydinar, Fernalia and Robiansyah, 2020). Meanwhile, Samura reported the p -value = 0.979 (Samura and Sitompul, 2020).

The working period that the workers have been through had an impact on the incidence of occupational stress. The working period was found to have a positive and negative correlation. The positive correlation is when the workers who have worked for a long period of time are being able to adapt to the environment and tasks so that they have a lower chance of experiencing work-related stress. Meanwhile, the working period can be said to have a negative effect when employees are bored and exhausted with the tasks that they become vulnerable to work-related stress (Purnama, Wahyuni and Ekawati, 2019). Occupational stress can occur as employees with long working periods experience a decline in physical abilities and functions due to fatigue from the tasks and workloads that they receive (Fahamsyah, 2017).

The X Hospital employees who had ≤ 5 years of working period experienced severe occupational stress compared to those who have worked for more than 5 years as they had more skills and knowledge regarding the tasks and workload, they also had already well adapted to the work environment hence being able to minimize the occurrence of occupational stress.

Relationship between Mental Workload and Occupational Stress among Administrative Employees at the X Hospital

Workload is the amount of work to be done by someone to achieve a certain level of performance (Longo, 2018). Mental workload is a condition where there is an imbalance between the worker's psyche and the workload received (Restuputri, Pangesti and Garside, 2019).

The result of this study shown in Table 3 stated that employees with heavy workloads were also experienced severe stress and it was known that there was a correlation between mental workload and occupational stress among administrative employees at the X Hospital.

This result was in agreement with a study by Budiyo which stated that there was a relationship between workload with occupational stress with the p -value = 0.009 which indicated that occupational stress was determined by workload (Budiyo, Rattu and Umboh, 2019). This finding was also in line with a study by Fahamsyah with CSSD employees of Haji Public Hospital Surabaya as the research subject, reported that the p -value = 0.002 (Fahamsyah, 2017).

Heavy mental workload that the employees received tends to cause higher occupational stress. Other determinant factors of heavy workload are the number of tasks, the time given to complete the tasks, the type of work, and the level of exhaustion experienced by the employees. Administrative employees bear a heavy workload such as the deadlines to complete the work, a lot of work that needs to be done hence sometimes the employees bring their work home, the tasks are too complex, and limited time to take a rest.

Relationship between Working Hours and Occupational Stress among Administrative Employees at the X Hospital

Working hours is any of the hours of a day during which work is done. Employees have to work eight hours a day or 40 hours per week. Based on the study result in Table 3, it showed that there was no relationship between working hours with occupational stress. Another study by Zainiyah supported the result of this research which reported that working hours was not correlated with occupational stress among employees (p -value = 0.321) (Zainiyah, 2012). However, this result was in contrast to a study by Hsu (Hsu *et al.*, 2019).

Working hours have a significant influence on the incidence of occupational stress. According to Sutarto, an employee with

more than 40 hours of working per week are more likely to suffer from occupational stress (Asih, Widhiastuti and Dewi, 2018). Occupational stress is prevalent among employees with excessive working hours as they have fairly little time to rest hence it leads to occupational stress. This affirmation was not in line with a study which stated that the majority of the respondents who work for ≤ 8 hours per day were likely to experience occupational stress.

Relationship between Income and Occupational Stress among Administrative Employees at the X Hospital

Income is money or goods that an individual receives within a certain time frame (Pertiwi, 2015). Based on the result of this study in Table 3, it was stated that there was no relationship between employee income with occupational stress. The obtained p -value was 0.728.

A similar finding has been also reported by Safitri (Safitri and Fahir, 2013). The study showed that 51% of the employees tend to be satisfied with the income provided by the company and 49% of the employees were dissatisfied with their income, occupational stress was more prevalent among the ones who were dissatisfied with their income. Another study conducted by Sari in Sulawesi Tenggara Psychiatric Hospital stated that there was no relationship between income with occupational stress (p -value = 0.555) (Sari, Yusran and Ardiansyah, 2017). The result of this study as shown in Table 3 was differ from a research by Astuti which reported that the p -value from the Chi-Square test result was 0.038, which indicated that there was a significant relationship between income and occupational stress (Astuti, 2015).

According to a research by Jum'ati, it was known that employees whose income is below the minimum wage feel pressured by the economic struggle which leads to stress (Jum'ati and Wuswa, 2013). Meanwhile, this study found that the median income of X Hospital employees was 10,000,000.00 IDR. The minimum wage for hospital officers was 4,490,168 IDR per month (Special Capital Region of Jakarta, 2020). It can be concluded that the income of X Hospital employees was above the minimum wage set by the government law. Therefore, the employees found that they obtained a good amount of salary and it did not influence too much on

their economic aspect that it did not cause occupational stress.

CONCLUSION

Based on the research output carried out on administrative employees of the X Hospital, it is obtained that the majority of the employees suffered from severe occupational stress, majority of them were > 30 years, were recorded as male, and receive \geq 10,000,000.00 IDR as their income. In addition, the majority of the employees had a heavy workload, worked for \leq 8 hours a day, and have been working for > 5 years.

Statistically, there was a significant relationship between mental workload and occupational stress. Meanwhile, there was no correlation between several independent variables (age, sex, working period, working hours, and income) and occupational stress.

SUGGESTION

The X Hospital is expected to pay more attention to the employee's mental health and occupational stress. The X Hospital is also expected to conduct a workload analysis thus each employee has the right amount of workload.

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