



Factors Associated with Work Stress in Nurses in the Inpatient Room at Sylvani General Hospital, Binjai City in 2023

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ABSTRACT

Work stress is a common problem that often occurs or is complained about by workers in various countries. Therefore, this research was conducted with the aim of finding out what factors are related to the incidence of work stress among nurses in the inpatient ward at Sylvani General Hospital, Binjai City in 2023. This research is a quantitative type of research, with a research design using a cross-sectional approach. This research was carried out at the Sylvani General Hospital, Binjai City, with the research time being carried out from February to July 2023. The population in this study was 136 nurses in the inpatient room at Sylvani General Hospital, Binjai City using the Total Sampling technique. Data collection was carried out using a simplified Hurrell work stress questionnaire. Data analysis used the chi square test. The research results found were that there was a relationship between the workload variable and work stress with a p-value of 0.026, there was a relationship between the age variable and work stress with a p-value of 0.008, there was a relationship between the work period variable and work stress with a p-value 0.002. The conclusion from this research is that there is a relationship between workload, age and years of work with work stress. Researchers suggest that hospitals implement effective communication regularly before work to clarify roles and responsibilities, carry out analyzes and audits of nursing workforce needs and improve nurses' skills to adapt to developments in the work environment.

Keywords:

Work stress, nurses, workload, age, length of service.

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INTRODUCTION

A hospital is a health service institution that provides complete individual health services, providing inpatient, outpatient and emergency services. Hospitals can be established by the Central Government, Regional Government, or private sector. Hospitals established by the Central Government and Regional Governments must be in the form of Technical Implementation Units from Agencies tasked with the health sector, or certain Agencies with the management of a Public Service Agency or Regional Public Service Agency in accordance with the provisions of statutory regulations. (Indonesian Ministry of Health, 2020).

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In carrying out its functions, hospitals are expected to always pay attention to social aspects when providing health services to the community. A hospital's achievement of success in carrying out its functions is marked by the quality of the hospital's extra services. The quality of a hospital's services is influenced by several factors, one of which dominates the most is human resources. Almost every agency or workplace has potential dangers that greatly affect the health of workers and can also cause work-related diseases. Several disturbances can occur in agencies and workplaces, such as physical and psychological disorders which are factors.

important thing to pay attention to because it relates to workers' mental health. The occurrence of conflict within the workforce as a result of psychological disorders, if not immediately resolved, will have an impact on the emergence of work stress. According to the World Health Organization (WHO), work stress is a response that arises when the pressure and demands of work do not match the knowledge and skills a person has, making them feel challenged in overcoming work problems.

Uncomfortable working environment conditions are an important factor in the occurrence of work stress, work stress can also affect the safety and health of workers according to the International Labor Organization (ILO, 2016). Work stress becomes a risk to the safety and health of workers when work that exceeds the capacity, resources and abilities of workers is carried out for a long time (Nurazizah, 2017).

The same thing applies to workers in hospitals, namely nurses. The nursing profession has a very high risk of being exposed to stress, because nurses have very high duties and responsibilities for the safety of human life. Working conditions in the form of work situations that include facilities, regulations applied, cooperative social relations between officers which can result in discomfort for workers.

Workload both in quantity where the tasks that have to be done are too many/little and in terms of quality where the tasks that have to be done require expertise. If the number of tasks is not commensurate with physical abilities, skills and available time, it will become a source of stress.

Stress is any problem or demand for self-adjustment. Work stress that occurs can have a direct or indirect impact on physical, psychological and behavioral aspects. Each person's ability to withstand stress or stress threshold is different. The job of a nurse is a job that has high stress, because in working, nurses are in direct contact with various kinds of patients with different disease diagnoses and responses.

Data from the Health and Safety Executive (HSE) in 2020 shows that as many as 828,000 workers were affected by work-related stress, depression or anxiety in 2019 to 2020. And the average prevalence of work-related stress, depression and anxiety in industry was 1,579 cases per 100,000 workers.

According to Basic Health Research (RISKESDAS 2018) the prevalence of work stress for the Indonesian population is 11.6%, stress experienced by people who work in Indonesia is 10% of the total population in Indonesia. In the city of Makassar, according to data compiled by the Indonesian National Nurses Association (PPNI 2018) shows that 51% of nurses experience stress in carrying out their duties. (Amelia, et al, 2019)

If left unchecked, high work stress will have a negative impact on individuals and organizations (Afra & Putra, 2017). According to Hurrell in Munandar (2008) work stress can be caused by five factors, these factors are intrinsic factors in work, roles in the organization, career development, relationships at work, and organizational structure and

climate. Apart from intrinsic work factors, according to Cooper and Davidson (1987) in Miller (2000) work stress can also occur due to relationship factors or social support that a person receives from colleagues, superiors or subordinates. Apart from that, another factor that can influence job stress is job satisfaction, where one way to consider potential job stress is to consider job satisfaction, because job dissatisfaction can cause job stress. Cooper and Davidson's theory in Munandar (2008) states that satisfaction with pay or salary is a factor related to work stress. Apart from organizational structure and climate factors based on the modification of Cooper's (1989) work stress model by Munandar (2008), there are individual factors such as age and length of service.

Work stress research was conducted at the Sylvani General Hospital, Binjai City, a health service institution owned by the private government in the city of Binjai. Sylvani General Hospital in Binjai City is a class C hospital that receives referral services from community health centers and clinics. Based on a preliminary survey conducted at the Sylvani General Hospital, Binjai City, it is known that the number of nurses working at the hospital is 136 nurses divided into 12 rooms.

Based on the results of a questionnaire created by researchers, which was given to 10 nurses for the initial survey at Sylvani General Hospital, Binjai City, it was found that 6 out of 10 total nurse respondents experienced symptoms of stress which were characterized by easy emotions, frequent dizziness, decreased morale, difficulty concentrating, easily panic and restless, feeling excessively tired, these are symptoms of stress according to Vanchapo (2020). This symptom is supported by the opinion of Mrs. Fitri (Head of Administration at Sylvani General Hospital) who said that several nurses experienced work stress, due to the lack of experience of younger nurses as well as the workload and responsibility for patients and the patient's family.

Based on research by Sheila Intan Mahendra in 2021 at TK II Putri Hijau Kesdam I/BB Hospital, especially in the inpatient ward, it was stated that workload, age and work mass were related to work stress among nurses in the inpatient ward. Basically, stress can be viewed in two ways, namely Eustress which is stress that causes stimulus and excitement, so that it has a beneficial effect on the individual who experiences it. Meanwhile, distress is stress that has harmful effects on the individual who experiences it.

METHOD

This type of research was carried out using a quantitative approach with a cross-sectional research design, which aims to determine the factors related to work stress among nurses in the inpatient ward at Sylvani General Hospital, Binjai City in 2023. The population in this study was all 136 nurses in the Sylvani General Hospital, Binjai City. Complete data can be seen in table 1 as follows:

Table 1 Number of Inpatient Room Nurses at Sylvani General Hospital, Binjai City.

Room	Class	Number of nurses
Rose 1	I	11
Rose 2	I	11
Jasmine 1	II	10
Jasmine 2	II	10
Tulips 1	III	12
Tulips 2	III	12
Orchid	III	13

Room	Class	Number of nurses
VIP	-	8
ICU/NICU	-	18
Install watnap	-	10
Isolation	-	13
ER/ED	-	8
TOTAL		136

The sample in this study was the entire population as a sample of 136 nurses. The sampling technique in this research was total sampling.

Data collection

Primary data is data obtained directly from nurses who work at the Sylvani General Hospital in Binjai City in 2023 by distributing questionnaires to respondents, interviews and direct observation at the research location. Primary data includes information about workload, work stress on nurses. The workload measurement questionnaire used comes from the Indonesian Ministry of Health, 1999. And for work stress comes from research by Sheila Intan Mahendra, 2021.

Table 2 Definition of Operational Research

NO	Variable Variable Independenten	Operational Definition	How to Measure	Measuring instrument	Measure Results	Scale
1	Workload	There are many tasks and various types of work that must be done by nurses inpatient room	Interview & Questionnaire	Filling out the questionnaire by (respondents)	1. Light workload (0-5) 2. Medium workload (6-11) 3. Heavy workload (12-17)	Ordinal
2	Age	The respondent's life span was calculated from birth until the time of the study taking place.	Interview & Questionnaire	Filling out the questionnaire by (respondents)	1. < 30 Years 2. ≥ 30 Years	Ratio
3	Years of service	The period of time or duration of the respondent's status as a nurse at Sylvani General Hospital, Binjai City was calculated from the first time they worked until the	Interview & Questionnaire	Filling out the questionnaire by (respondents)	1. New If < 10 years 2. Long If the work period is ≥ 10 years	Ordinal

Bivariate analysis was carried out to determine the relationship between dependent and independent variables. This is done using statistical tests for all variables. Bivariate analysis in this study used the Chi Square test, the confidence level in this study was 95% with an α value of 0.05. If P value > 0.05 then Ho is accepted and Ha is rejected, which means there is no relationship between the two variables. Conversely, if the P value <0.05 then Ho is rejected and Ha is accepted, which means there is a relationship between the two variables.

RESULTS AND DISCUSSION

Research result

After data collection is carried out, the data is then processed and analyzed. The results of this research regarding factors related to work stress among nurses in the inpatient ward at Sylvani General Hospital, Binjai City in 2023 are as follows:

Respondent Characteristics

The characteristics of respondents in this study are limited to discussing only gender, age and length of service. The characteristics of the respondents in this study are as follows:

Table 3 Frequency Distribution of Nurse Characteristics in the Sylvani RSU Inpatient Room, Binjai City in 2023

No	Characteristics	Frequency (f)	Percentage (%)
Gender			
1	Man	26	19.1
2	Woman	110	80.9
Total		136	100
Age			
1	< 30 Years	74	54.4
2	≥ 30 Years	62	45.6
Total		136	100
Years of service			
1	< 10 Years	125	91.9
2	≥ 10 Years	11	8.1
Total		136	100

Based on Table 3, it can be seen that the 136 respondents studied in terms of the characteristics of the respondents, the majority of respondents were female, 110 people (80.9%) and 26 men (19.1%), respondents aged <30 years were 74 people (54.4%) and age ≥ 30 years as many as 62 people (45.6%), and had a working period of <10 years as many as 125 people (91.9%) and ≥10 years as many as 11 people (8.1%).

Univariate Analysis

1. Workload

Table 4 Frequency Distribution Based on Nurse Workload in the Sylvani RSU inpatient room, Binjai City in 2023

No	Workload	Frequency (f)	Percentage (%)
1	Light	28	20.6
2	Currently	5	3.7
3	Heavy	103	75.7

No	Workload	Frequency (f)	Percentage (%)
	Total	136	100

Based on Table 4, it is known that the majority of nurses in the inpatient room at Sylvani Hospital, Binjai City experienced a heavy workload, 103 people (75.7%), medium workload of 5 people (3.7%) and light workload as much 28 person (20.6%).

2. Age

Table 5 Frequency Distribution Based on Age of Nurses in the Sylvani RSU inpatient room, Binjai City in 2023

No	Age	Frequency (f)	Percentage (%)
1	< 30 Years	74	54.4
2	≥ 30 Years	62	45.6
	Total	136	100

Based on Table 5, it is known that the majority of nurses in the inpatient room at RSU Sylvani, Binjai City are older <30 Years as many as 74 people (54.4%) and age ≥ 30 years as many as 62 people (45.6%).

3. Years of service

Table 6 Frequency Distribution Based on Work Period of Nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

No	Years of service	Frequency (f)	Percentage (%)
1	New	125	91.9
2	Long	11	8.1
	Total	136	100

Based on Table 6, it is known that the majority of nurses work in the inpatient room at Sylvani Hospital, Binjai City new work period of 125 people (91.9%), while the long service period was 11 people (8.1).

Bivariate Analysis

1. The Relationship between Workload and Work Stress in Nurses in the Inpatient Room at Sylvani Hospital, Binjai City in 2023

Table 7 The Relationship between Workload and Job Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

Workload	Job Stress						Total		P
	Light		Currently		Heavy		F	%	
	F	%	F	%	F	%			
Light	28	100	0	0	0	0	28	100	p = 0.026
Currently	5	100	0	0	0	0	5	100	
Heavy	75	72.8	24	23.3	4	3.9	103	100	

Based on table 7 above, the majority of nurses have a workload of as much as 103 respondents with heavy work load, 75 light work stress, 24 moderate work stress and 4 heavy work stress. In the moderate work load results there were 5 people, and all of them had light work stress. And with light loads, there were 28 people, with all of them having light work stress.

Based on the results of the chi square test of the relationship between workload and work fatigue, it was found that the value of p = 0.026 so p < 0.05, which means there is a significant relationship between workload and work stress among nurses in the inpatient ward of Sylvani Hospital, Binjai City in 2023.

2. The Relationship between Age and Work Stress in Nurses in Inpatient Rooms at Sylvani Hospital, Binjai City in 2023

Table 8 The Relationship between Age and Work Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

Age	Job Stress						Total		P
	Light		Currently		Heavy		F	%	
	F	%	F	%	F	%			
< 30 Years	65	87.8	9	12.2	0	0	74	100	p = 0.008
≥30 Years	43	69.4	15	24.2	4	6.5	62	100	

Based on table 8 above, it can be seen that the majority of nurses were 74 people aged < 30 years, 65 of them had mild work stress, and 9 had moderate work stress. At the age of ≥ 30 years there were 62 people, 43 of whom had mild work stress, 15 had moderate work stress, and 4 had heavy work stress.

Based on the chi square test results of the relationship between workload and work fatigue, it was found that the value of p = 0.008 so p < 0.05, which means there is a significant relationship between age and work stress among nurses in the inpatient ward of Sylvani Hospital, Binjai City in 2023.

3. The Relationship between Working Period and Work Stress in Nurses in the Inpatient Room at Sylvani Hospital, Binjai City in 2023

Table 9 The Relationship between Work Period and Work Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

Years of service	Job Stress						Total		P
	Light		Currently		Heavy		F	%	
	F	%	F	%	F	%			
New	105	84	18	14.4	2	1.6	125	100	p = 0.002
Long	3	27.3	6	54.5	2	18.2	11	100	

Based on table 9, it can be seen that the majority of nurses with new work periods are 125 people, 105 of whom have light work stress, 18 with moderate work stress, and 2 with heavy work stress. There were 11 nurses with long service periods, 3 of whom had light work stress, 6 had moderate work stress, and 2 had heavy work stress.

Based on the chi square test results of the relationship between workload and work fatigue, it was found that the value of p = 0.002 so that p < 0.05, which means there is a significant relationship between Work Period and Work Stress in Nurses in the inpatient ward of Sylvani Hospital, Binjai City in 2023.

Discussion

Relationship between Workload and Job Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

The research results showed that of the 136 respondents who had a heavy workload, there were 103 people, of whom 75 people experienced light work stress, 24 people had moderate work stress and 4 people had heavy work stress. In the moderate workload results there were 5 people, and all of them had light work stress. And with light loads, there were 28 people, with all of them having light work stress.

So respondents with heavy burdens experienced more stress with 103 respondents. Based on the results of the Chi-Square test, the p-value is 0.026, so p < 0.05 which means there is a relationship between workload and work stress among inpatient nurses at Sylvani General Hospital, Binjai City in 2023.

The results of this research are in accordance with Sheila Intan Mahendra (2021) based on the results of a bivariate test of workload and work stress, obtaining a p-value of 0.015 (<0.05), which means there is a relationship between workload and work stress. Other appropriate research, namely research conducted by Manabung et al (2018), obtained a p-value of 0.004 ($p < 0.05$), which means there is a relationship between workload and work stress.

Workload is an activity load that is too much, causing tension within a person and causing stress, this is because the level of skill required is too high, the work speed is high, the work volume may be too much and so on (Muhith, 2017). From an ergonomic point of view, every workload received by a person must be appropriate and balanced with the physical and psychological abilities of those receiving the workload (Vanchapo, 2020). Based on the researcher's assumption, there is a relationship between workload and work stress in nurses, due to the high number of patients compared to the number of nurses on duty which results in nurses not focusing on carrying out one task, so that nurse concentration will be poor. One fact seen by researchers was that the nurse took the patient to the lab for examination. However, due to the long queue for laboratory examinations, the nurse left the patient to do other work. This makes patients and their families angry with the service and performance of nurses.

The higher the workload, the perceived work stress will also increase, and vice versa, if the workload level is low, the work stress will also be low. The negative consequence of increasing workload is the possibility that nurses' emotions will arise which are not in line with what patients and their families expect. Excessive workload also greatly affects the productivity of nurses, because all visiting patients indirectly demand effective and efficient service so that the problems faced by patients are immediately resolved (Muhith, 2017). The current workload makes some people feel frustrated and stressed because the burden and responsibility are too big. This kind of feeling often comes to our minds that how cruel this world is makes us always feel tired and helpless in facing the current global competition.

Age Relationship with Job Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

The research results showed that of the 136 nurses aged <30 years, there were 74 people, 65 of whom had mild work stress, and 9 people experienced moderate work stress. There were 62 nurses aged ≥ 30 years, 43 of whom experienced mild work stress, 15 experienced moderate work stress and 4 experienced severe work stress.

So the age of the respondents who experienced the most work stress was <30 years, namely 74 people, while the age of ≥ 30 years was the age of the respondents who experienced the least work stress, namely 62 people. Based on the Chi-Square test, a p-value was obtained of 0.008 (<0.05), which means there is a relationship between age and work stress among inpatient nurses at Sylvani General Hospital, Binjai City in 2023.

The results of this research are in accordance with research conducted by Aprianti (2018) based on the results of a bivariate test between age and work stress which obtained a value of $p = 0.001$ ($p < 0.05$) which means there is a statistically significant relationship between age and work stress. Other appropriate research, namely research conducted by Mualim et al (2020), obtained a p-value of 0.04 ($p < 0.05$), which means there is a relationship between age and work stress.

Age is the length of time a person has lived since birth (Kemdikbud, 2013). Researchers assume that age is closely related to work aspects and psychological maturity, which shows maturity in the sense of individuals being wise in making decisions and working professionally. Therefore, senior nurses are expected to be able to provide guidance to younger nurses so that the hospital service process can run well.

Relationship between Years of Service with Job Stress among nurses in the inpatient wards at Sylvani Hospital, Binjai City in 2023

The research results showed that of the 136 nurses who had worked <10 years, there were 125 people, 105 of whom had mild stress, 18 people experienced moderate stress and 2 people experienced severe stress. Furthermore, there were 11 nurses with ≥ 10 years of work experience, 3 of whom had light work stress, 6 people with moderate work stress, and 2 people with heavy work stress.

So respondents with a working period of <10 years experienced more stress, namely 125 people. Based on the results of the Chi-Square test, a p-value was obtained of 0.002 (<0.05), which means there is a relationship between work experience and work stress for inpatient nurses at the Sylvani General Hospital, Binjai City in 2023.

The results of this research are in accordance with Mualim et al (2020), which showed a p-value of 0.014 ($p < 0.05$), which means there is a relationship between work experience and work stress. Another appropriate study, namely Sheila Intan Mahendra (2021), based on the results of a bivariate test of work period and work stress, obtained a p-value of 0.029 (<0.05), which means there is a relationship between work period and work stress.

According to Robbins (2002) one of the causes of stress is the individual's working period. It is necessary to know a person's work period in an organization because work period is an indicator of the worker's tendency to carry out their work activities. For example, the longer someone works, the higher their work productivity and experience and skill in completing their work. According to Sinungan (in Sari, 2016), work period or length of work is generally the length of time a person works in the same or different fields of activity, which is usually measured in time. Years of service also influence employee proficiency levels. Therefore, the period of work that a person undergoes definitely provides work experience, which then influences a person's level of professionalism (Candra, 2018). According to researchers' assumptions, nurses who have a low work experience have not been able to adapt to their workplace environment, while nurses who have a high work experience have adjusted and adapted to their work environment and are more experienced in completing their work so that they are better able to control their stress at work. . And also the gap in senior and junior status needs to be paid attention to because if this status gap is created it will have a negative impact on the psychology of junior nurses.

CONCLUSION

Based on the results of research conducted on factors related to work stress among nurses in the inpatient ward at Sylvani General Hospital, Binjai City in 2023, they are as follows: There is a relationship between workload and work stress for 136 nurses in the inpatient ward at Sylvani City General Hospital. The majority of Binjai experienced the workload category with 103 respondents with heavy workload, 75 light work stress, 24 moderate work stress and 4 heavy work stress. In the moderate workload results there were 5 people, and all of them had light work stress. And with light loads, there were 28

people, with all of them having light work stress. There is a relationship between age and work stress. Of the 136 nurses in the inpatient room at Sylvani Hospital, Binjai City, the majority there are 74 people aged < 30 years, 65 of them have mild work stress, and 9 have moderate work stress. At the age of ≥ 30 years there were 62 people, 43 of whom had mild work stress, 15 had moderate work stress, and 4 had heavy work stress. There is a relationship between length of service and work stress for 136 nurses in the inpatient wards at Sylvani Hospital, Binjai City. The majority of nurses with new work periods are 125, 105 of whom have light work stress, 18 with moderate work stress, and 2 with heavy work stress. There were 11 nurses with long service periods, 3 of whom had light work stress, 6 had moderate work stress, and 2 had heavy work stress.

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