

# THE INFLUENCE OF SOCIAL SUPPORT TOWARDS WORK STRESS OF NURSES IN INPATIENT WARD (A STUDY ON DR. SOEHARTO HEERDJAN MENTAL HOSPITAL)

<sup>1</sup> Yeny Duriana Wijaya, <sup>2</sup> Janice, <sup>3</sup> Arbania Fitriani, <sup>4</sup> Andhi Sukma

## Abstract

The number of job demands and various problems experienced by inpatient wards nurses in undergoing her / his work as schizophrenia patients nurses, resulting a number of nurses experiencing work stress. One of the factors affected work stress is social support. **Purpose:** the study aimed to explain the effect of social support toward work stress, and categorization on the inpatient nurses in Dr. Suharto Heerdjan psychiatric hospitals. **Methods:** the study design was causal quantitative with a purposive sampling technique, with a sample size of 75 people. Social support was measured used social support scale with the amount of reliability ( $\alpha$ ) = .942 with 39 items valid. Work stress was measured used work stress scale with the amount of reliability ( $\alpha$ ) = .881 with 26 items valid. Based on linear regression, the effect of social support toward the work stress is  $Y = 139.385 - .445X$ , sig (p) = .000;  $p < .05$ , which means the hypothesis is accepted. Also known more inpatient wards nurses had high social support and work stress levels compared to those with low social support and work stress levels.

**Keywords:** inpatient wards nurses, social support, work stress.

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## Preliminary

Mental hospital is a health care institution that conducts complete individual health services that provide inpatient, outpatient and emergency services ([www.libertymr.com](http://www.libertymr.com)). One of the mental hospitals in West Jakarta that provides inpatient, outpatient and emergency services, and provides both psychiatric and non-psychiatric treatment services is Dr. Mental Hospital. Suharto Heerdjan. Inpatient services of RSJ Dr. Suharto Heerdjan treated patients including schizophrenia, autism, and *down syndrome* patients who could not be handled by his family at home or were considered dangerous for their environment (source: interview results 30 November 2016). Whereas outpatient and emergency services at RSJ Dr. Suharto Heerdjan is specifically for patients who need treatment both psychiatric and non-psychiatric ([www.rsjh.com](http://www.rsjh.com)).

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<sup>1</sup> Universitas Esa Unggul, Jakarta. [duriana@esaunggul.ac.id](mailto:duriana@esaunggul.ac.id)

<sup>2</sup> Universitas Esa Unggul, Jakarta. [janice.janice@esaunggul.ac.id](mailto:janice.janice@esaunggul.ac.id)

<sup>3</sup> Universitas Esa Unggul, Jakarta. [arbania@esaunggul.ac.id](mailto:arbania@esaunggul.ac.id)

<sup>4</sup> Universitas Esa Unggul, Jakarta.

Mental Hospital Dr. Suharto Heerdjan himself has five inpatient ward class rooms (www.rsjh.com). The inpatient ward is divided into pediatric and adolescent inpatient wards, and adult inpatient wards have 11 inpatient wards, which are divided into 1 male adult isolation ward and 1 adult female isolation ward and 9 inpatient wards for quiet patients. Patients treated in pediatric and adolescent inpatient wards at Dr. Mental Hospital Suharto Heerdjan is a pediatric and adolescent patient who has autism and *down syndrome*, whereas in the adult inpatient ward only treats patients with schizophrenia only (source: interview results 30 November 2016).

In the inpatient ward Dr.J. Suharto Heerdjan has a total of 93 nurses. Inpatient ward nurses in the RSJ Dr. Soeharto Heerdjan worked with the shift system which was divided into 3 shifts namely morning, afternoon, and night shifts, where each inpatient ward nurse would be carried out rolling shifting the place of duty to work every year or two years. Each inpatient ward nurse has a responsibility of about 2-5 patients per ward, the division of responsibilities of inpatient ward nurses depends on the number of nurses in the ward, for example in one ward there are 10 nurses so each nurse will have the responsibility of about 2 patients.

Every day the inpatient ward nurses at Dr. Mental Hospital Soeharto Heerdjan, the inpatient ward nurse who first came to make *shifts* with the previous *shift* nurse. At the turn of this *shift* usually inpatient ward nurses will ask the patient's condition whether there are patients who should be given special attention or additional therapy, then the next routine task of inpatient ward nurses is to make the patient's bed, pray with the patient, conduct patient rehabilitation activities, prepare patient lunches, give medicines to patients, and do documentation or write what the inpatient ward nurses have done to the patient in the patient status book.

In carrying out their work, inpatient ward nurses also have several problems, such as inpatient ward nurses who have to deal with more than 3 patients who are raging or agitated and have to handle it alone, the patient refuses to respond to inpatient nurses when invited to communicate, patients do not show progress or demands for work that are not actually routine duties for nurses inpatient wards but are charged to them (such as: mopping and sweeping the patient's room, wiping the glass, bathing the patient and cleaning the patient's bathroom) (source: results of the interview 30 November 2016).

From the problems of job demands above, it is likely that it could potentially be a source of stress (*stressor*) for inpatient ward nurses, and this source of stress will be lived differently by each nurse (Mariyanti & Citrawati, 2011). Sarafino (in Smet, 1994) distinguishes sources of stress, namely in individuals, families, communities and communities in which it is explained that stress can be sourced from work. The main source of stress from work is excessive work. When nurses inpatient ward were asked to work a natural long time, meet the demands of a high standard, and do many tasks than can be handled by nurses inpatient ward, the nurse inpatient ward will feel the stress of work (Bootzin et al, 1991).

Work stress is the stress experienced in connection with the work (Smet, 1994). While the definition of stress itself is a condition that makes a person feel uncomfortable because of seeing a mismatch between the physical or psychological demands of the situation and the resources of biological, psychological, and social systems they have (Lazarus, Folkman, and Lovallo in Sarafino & Smith, 2011). Almost all people in life will experience stress related to their work, especially jobs that require responsibility for services for human life, such as the example of medical personnel (nurses) (Smet, 1994). An example is A (a two hawk ward nurse, who has worked for 2 years), A said that the demands of his work make him dizzy, feel tired, lazy, and prefer to "sleep" just when working hours.

It such a biological reaction, and psychosocial happens when a person experiences stress (Sarafino & Smith, 2011). But it is different from Nurse B, who has worked for 10 years at RSJ Dr. Suharto Heerdjan. I don't feel her work makes her stressful. B felt that his work was fun, instead he saw the patient's behavior could comfort him when he was having problems, and relieve the stress that B felt because of the problem.

Sarafino (in Smet, 1994) explains that work stress can also be caused by a lack of interpersonal relationships, namely the presence of other people who can provide support. When nurses are under stress, they need social support, be it support from superiors, coworkers, and families, in order to reduce work stress (Dodiansyah, 2014).

According to Uchino (in Sarafino & Smith, 2011) social support refers to giving a feeling of comfort, attention, feeling valued, or providing help from others or groups to someone. Some social support researchers state that a person's knowledge is part of a mutual relationship with other people who love and care for him can make someone experience lower levels of stress and more able to cope with the stress that is being faced (Cohen; Martin & Brantley; Bolger & Amarel in Feldman, 2012).

Previous research by Dodiansyah (2014) showed a very significant negative relationship between social support and work stress, the higher the social support, the lower the work stress on Solopos employees and vice versa. In addition, research conducted by Suryaningrum (2015) shows the negative influence between social support on work stress on nurses PKU Muhammadiyah Hospital Yogyakarta.

In previous studies of social support and work stress there were no studies on the subject of inpatient nurses in psychiatric hospitals, therefore researchers were interested in examining the effect of social support on occupational stress nurses inpatient wards at Dr. Mental Hospital Dr. Suharto Heerdjan.

### Job Stress

According to Lazarus, Folkman, and Lovallo (in Sarafino & Smith, 2011) stress is a condition which makes someone feel uncomfortable because they see a mismatch between the physical or psychological demands of the situation and resources of biological, psychological, and social systems that are it has. Almost everyone in their lives experiences stress related to their work (Smet, 1994), which is known as work stress. There are two aspects to stress, namely: biological aspects, and psychosocial aspects. There are five factors that affect work stress, namely: work demands, overly pressing physical environment, lack of perceived control, lack of interpersonal relationships, and lack of recognition of work progress.

### Social Support

Uchino (in Sarafino & Smith, 2011) defines social support as giving comfort, caring, feeling valued, or providing help from others or groups to someone. The dimensions of social support, there are four, namely: emotional support or awards, real support or instrumental, information support, and friendship support. There are two factors that influence social support, namely: of the actor of the recipient of the support (*recipient*) and the factor of the provider of the support *provider*.

### Population and Sample

The study population was all inpatient ward nurses at Dr. Mental Hospital. Soeharto Heerdjan as many as 93 nurses, based on data from nursing staff Dr. Soeharto Heerdjan 2016 (www.rsjsh.com). And the sample of 75 people determined based on the Slovin formula with an error rate of 5% or 0.05 (Krejcie and Morgan in Noor, 2011). The sampling technique uses the *nonprobability sampling* method, with a *purposive* technique.

### Research Instruments

This study uses a questionnaire measuring tool, where instrument support so unlucky consisted of 39 item while the instruments work stress consisted of 26 item that both in the form of Likert scale.

### Validity and Reliability

Testing the validity and reliability in this study using the Cronbach Alpha formula. From the test results obtained the value of the reliability of social support of ( $\alpha$ ) = 0,942 while for work stress of ( $\alpha$ ) = 0,881.

### Categorization

Job stress is categorized into two categories, namely: high work stress and low work stress. Categorization uses the rules of interpretation of subject criteria by Azwar (2012), with the category of subject being eliminated. From Table 1, it can be seen that nurses included in the category of high work stress are 25 nurses (57%), and low work stress there are 19 nurses (43%).

**Table 1**  
**Job stress categorization**

Score Limits	Score	Category	Qty	%
$X \geq \mu$	$X \geq 90$	High	25	57%

X < $\mu$	X < 82	Low	19	43 %
<b>Total</b>			44	100%

Whereas social support is categorized into two categories, namely: high social support and low social support. Categorization uses the rules of interpretation of subject criteria by Azwar (2012), with the category of subject being eliminated. D ari ta bell 2 can be seen that the nurse who me have high social support 21 nurses (55%) and low social support as many as 17 nurses (45 %).

**Table 2**  
**Social support categorization**

Score Limits	Score	Category	Qty	%
X $\geq$ $\mu$	X $\geq$ 125	High	21	55 %
X < $\mu$	X < 115	Low	17	45 %
<b>Total</b>			38	100%

### Analysis Method

The analysis in this study uses a simple linear regression analysis technique, which is to predict what the value of the work stress variable (Y) if the value of the social support variable (X) associated with it is known which is expressed by a straight-line equation (Qudratullah et al, 2012). Where the basis for decision making is if the sig value <0.05 then it means, there is a significant influence between the social support variable (X) on the work stress variable (Y). Conversely, if the value of sig > 0.05, it means that there is no significant effect between the variables of social support (X) on work stress variables (Y) (Uyanto, 2006).

## Results and Discussion

### Overview of Research Respondents

#### 1. Age

**Table 3**

#### Age description of inpatient wards

Age	Frequency	Percentage
Early Adulthood	71	95 %
Early Adult	4	5 %
<b>Total</b>	<b>75</b>	<b>100%</b>

From table 3 it can be concluded that the respondents in this study were mostly those of early adulthood as many as 71 (95 %).

#### 2. Latest Education Status

**Table 4**

#### Overview of the latest education status of inpatient ward nurses

Latest Education Status	Frequency	Percentage
D3	60	80 %
S1	15	20 %
<b>Total</b>	<b>75</b>	<b>100%</b>

From table 4 it can be concluded that the majority of inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan is a D3 graduate , as many as 60 (80%) .

#### 3. Working Duration

**Table 5**

**An overview of the status of the length of work of the inpatient ward nurse**

Working Duration	Frequency	Percentage
2-5 years	52	69 %
6-10 years	16	21 %
> 11 years	7	10%
<b>Total</b>	<b>75</b>	<b>100%</b>

From table 5 , it can be concluded that the majority of respondents in this study are those who have worked for 2 to 5 years. 52 (69%).

**Data analysis**

**The effect of social support on the work stress of inpatient ward nurses in psychiatric hospitals dr. Suharto Heerdjan**

From the analysis test results using simple regression analysis techniques obtained sig. (*p value*) = 0,000 (0,000 <0.05), with a constant value of 139,385, this constant value is the amount of work stress ( Y) for inpatient ward nurses at Dr. Mental Hospital Dr. Suharto Heerdjan if there is no increase in the value of the social support variable (X). The regression coefficient X of -0.445 states that each increase in the value of social support by one unit, it will provide a decrease in the value of work stress by -0.445. From these data obtained a regression equation between work stress and social support, namely  $Y = 139.338 - 0.445 X$ , with Y is work stress and X is social support. This means that social support has a significant negative effect on work stress or an acceptable hypothesis . The results of this calculation can be seen in table 6 below:

**Table 6**

Model	Analysis regression coefficients					
	Unstandardized Coefficients		Standardized Coefficients			
	B	Std.Error	Beta	T	Sig	
1	(Constant)	139,385	7,987		17,452	0,000
	Social support	-0,445	0,066	0,618	6,709	0,000

The data in the results of the test table the effect of social support on work stress obtained by the value of R Square = 0.381 This shows that social support contributes an influence of 38.1% to work stress, the remaining 61.9% is influenced by other factors. This is in line with the results of previous studies by Almasitoh (2011) who found social support contributed 40% to work stress, the remaining 60% was influenced by other variables that were not the focus of his research . The results of the test table the effect of social support on work stress can be seen in table 7 below:

**Table 7**

**Table of test results influence social support to work stress**

N	R	RSquare	Adjusted R. SquareR2	Std.Error of the Estime
75	0.618	.381	.373	6,122

**Discussion**

Based on the analysis of statistical tests with regression method is simple, gained significance 0 , 000 ( sig <0 , 05) , and the regression equation is  $Y = 139 , 385 - 0 , 445 X$ , Y is the stress of work and X is social support. This means that there is a significant negative effect between social support on the work stress of inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan . It can be concluded that the hypothesis in this study was accepted, namely that there was an influence between social support and the work stress of inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan .

These results indicate that the higher the social support held by inpatient ward nurses, the lower the work stress experienced by inpatient ward nurses. Vice versa, the lower the social support held by inpatient ward nurses, the higher the work stress experienced by inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan . This is in line with the results of research by Setiawan & Darminto (2013) on "The Effect of Social Support on Work Stress on Employees" which shows that, social support has a significant effect on work stress .

From the questionnaire data it is also known that inpatient ward nurses who care for schizophrenic patients receive social support from coworkers, superiors and friends, such as colleagues who are swiftly helping inpatient ward nurses when handling relapsing or raging patients, friends who are willing to accompany inpatient nurses who manages the night shift on their own, and superiors who encourage the ward nurses inpatient care when they are lethargic. The social supports obtained by the inpatient nurses make the inpatient nurses feel comfortable, feel cared for, feel valued, and the feelings of others are there to help them.

These feelings make the work demands of the inpatient ward nurse feel lighter, so that the inpatient ward nurses who care for schizophrenic patients at Dr. Mental Hospital Dr. Suharto Heerdjan experienced lower levels of work stress. This is supported by a statement from Dodiansyah (2014) that support from superiors, coworkers, and families can help reduce work stress than inpatient ward nurses.

While from family, inpatient ward nurses tend not to get social support. It is known from the inpatient ward nurses' answers to the questionnaire that the majority stated accordingly, that the family ordered inpatient ward nurses to move to a public hospital only . the lack of social support from the family for the work undertaken by inpatient ward nurses is felt to be a burden by inpatient ward nurses, so that inpatient ward nurses experience higher levels of work stress. This is supported by a statement from Adoe (2015) that for nurses family social support is considered an important personality "attribute" when carrying out a series of activities in the hospital, the lack of family social support will make nurses experience higher work stress.

Based on the results of the statistical test analysis with a simple regression method, it can also be seen the contribution of social support in the formation of work stress in the inpatient ward nurses at Dr. Mental Hospital Soeharto Heerdjan , The contribution value obtained is R Square of 0,381. This means that the contribution of social support to inpatient ward nurses in the formation of work stress is 38.1%, which means social support can represent the occurrence of work stress by 38,1% This result is in line with Sarafino's opinion (in Smet, 1994) which states that one of the factors that influence work stress is social support.

While the remaining 61,9% is influenced by other factors that can affect the level of work stress on inpatient ward nurses such as the physical environment of the respondent, namely: workplace facilities, noise, temperature or temperature. This result is supported by the results of Klaudia's research (2014) which states that both the physical and non-physical environment significantly affect work stress positively, and it is also found that temperature most influences work stress. So it can be concluded that physical environmental factors such as workplaces, noise, temperature or temperature are also important factors in the formation of work stress. In addition to the physical environment, Uchino (in Sarafino & Smith, 2011) states that superiors' recognition of work results and control over work are also factors in the formation of work stress.

If based on categorization of high and low social support of respondents, it can be seen that there are 21 inpatient ward nurses who have high social support (55%). Nurses inpatient ward that has a high social support stating that his colleagues are willing to pay attention to nursing inpatient ward, one with if nurses inpatient ward looks tired, then a co-worker of her would tell her to rest up first , k ethics of nurses the inpatient ward feels bored then her coworkers will motivate her . In addition, a friend outside of work colleagues also become a party to provide support, with k ethics of nurses feeling sad, then a friend of his to be comforting her , when nursing inpatient ward has many friends problems then it will show concern . In addition, the inpatient ward nurse superiors are also one of the parties who provide support, by providing inpatient ward nurses directives at work .

Co-workers and friends outside of work colleagues also considered to want to spend time with nurses inpatient ward, namely when nursing inpatient ward feel lonely, so he had a couple of people who could invite him to chat at work , nurses inpatient ward always invited travel / *hangout* by a friend . In other words, inpatient ward nurses who get high social support get many forms of support from various sources namely colleagues, friends, and superiors.

This means that high social support, serves to provide feelings of comfort, feelings of care, feelings of respect, and feelings of others are there to help him, so that inpatient ward nurses who care for schizophrenic patients are able to look positively at every problem and view the demands of heavy work becoming lighter, because there are people who

gave him support, and nurses inpatient wards were more satisfied with themselves, happier, and more comfortable in carrying out their work. This is supported by a statement from Setiawan & Darminto (2013) that nurses who have good social support in the world of work will be able to survive well from heavy workloads.

Meanwhile, there were 17 nurses (45%) of nurses inpatient ward with a level of social support low. Nurses inpatient wards belonging to the category of low social support stated that he was not ad a person who can make her feel comfortable to talk about personal problems of her , she did not have friends who want to spend time with her, thus making the inpatient ward nurse was always alone.

The inpatient ward nurse also stated that her family did not support her working in the mental hospital by saying that working in the mental hospital was dangerous , and told her to move to a public hospital . In addition any inpatient ward nurses never get praise from the boss of her when the work of his good , his boss was less concerned difficulties experienced by nurses in the inpatient ward shortly execute the job . This means that inpatient ward nurses who care for schizophrenic patients with low social support feel less support from their social environment, and make them feel they are not part of the social environment.

This means that low social support will make inpatient ward nurses feel disrespected and valued, ignored or ignored by the surrounding environment so that inpatient ward nurses feel always alone. This will trigger feelings of pessimism or lack of confidence in the inpatient ward nurses, so that inpatient ward nurses feel tired more quickly, have negative emotions, are less able to foster good relations with the surrounding environment and feel discomfort at work. This is supported by a statement from Setyaningrum (2014) that the lack of social support causes individuals to feel discomfort in carrying out their work and duties.

It also results from the categorization of work stress levels in inpatient ward nurses at Dr. Mental Hospital . Suharto Heerdjan , obtained data as many as 25 inpatient ward nurses (57%) categorized experiencing high levels of work stress.

Inpatient ward nurses who care for schizophrenic patients, who experience high work stresses state that they often feel dizzy when difficult patients are told to take a bath , or when inpatient nurses get complaints from the patient's family . Inpatient ward nurses also state that if the patient does not progress then he will feel depressed , complaints from superiors also make nurses inpatient wards difficult to concentrate in carrying out their work , work stress felt by inpatient nurses also makes it possible to take aggressive actions like hitting, and making a nurse in a hospital room to be more irritable .

This means that inpatient ward nurses who treat patients with schizophrenia, who experience high levels of work stress will exhibit psychological reactions such as, easier to feel sad , easy to feel depressed , and irritable because of the pressure arising from the demands of workers, these psychological reactions then lead to biological reactions in inpatient ward nurses, such as making inpatient ward nurses more often feel dizzy , or headaches, become lazy or feel tired quickly, increase aggressiveness and difficulty concentrating while at work (Sarafino & Smith, 2011). It can be said that inpatient ward nurses who experience high work stress, they are unable to see positively every job demand, and also they are not able to control all forms of duties and demands, which ultimately makes inpatient nurses feel depressed, burdened, and unable empowered with the demands of his job, so that it makes the inpatient ward nurse feel uncomfortable for himself, and his job. This is supported by a statement from Setiawan & Darminto (2013) that high work stress often occurs due to a person's inability to accept and manage their duties properly.

Meanwhile there were 19 inpatient ward nurses (43%) who experienced low levels of work stress, stating they were not easily upset with patients who were difficult to tell , always being patient in dealing with patients . In addition, inpatient ward nurses are also always patient in undergoing the demands of their work , always able to be calm in dealing with patients and also confident . This means that inpatient ward nurses who treat schizophrenic patients, who experience low levels of work stress are more able to see positively each of their work demands, and all job demands can be handled properly, so that inpatient nurses who experience inpatient stress levels are low show psychological reactions such as more confident, calmer, and more patient in dealing with schizophrenia patients.

This psychological reaction then causes a biological reaction in the inpatient ward nurses such as nurses rarely feel headaches or dizziness due to the demands of their work, and more thorough in carrying out their work, so that nurses inpatient wards feel more comfortable with themselves and their work. This is supported by the statement from Setyowati & Nuridayati (2012) that low to medium work stress allows individuals to do their jobs better.

## **Conclusion**

From the results of the study it can be concluded that there is a significant negative effect between social support on the work stress of inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan, so the hypothesis in this study was accepted. Where social support contributes an effect of 38.1% to work stress, the remaining 61.9% is influenced by other factors. And it can be concluded that the categorization of social support and work stress on inpatient ward nurses at Dr. Mental Hospital Suharto Heerdjan, tends to have high social support, and high levels of work stress, but if these two variables are juxtaposed it will have a negative or contradictory influence.

### **Suggestion**

Based on the results of data analysis and research conclusions, there are a number of suggestions that can be made into consideration in subsequent studies :

1. The next researcher is expected to be able to see differences in work stress experienced by inpatient ward nurses based on differences in work shifts.
2. For Mental Hospital Dr. Soeharto Heerdjan should add facilities for inpatient ward nurses, such as air conditioners in the inpatient ward nurses, so that inpatient ward nurses are more focused and comfortable in carrying out their work.
3. For nurses inpatient wards who experience high work stress are advised to apply stress management techniques such as doing relaxation techniques to calm down.

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