

# The Relationship Between Social Support and Psychological Well-Being of Nurses at Bhayangkara Hospital Bondowoso

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## Abstract

**Background:** Social support is recognized as an important factor in maintaining nurses' psychological well-being, particularly in demanding clinical environments. However, empirical evidence describing how social support relates to nurses' psychological well-being within specific hospital settings is still needed to support context-based managerial interventions.

**Aims:** This study aims to evaluate the relationship between social support and the psychological well-being of nurses at Bhayangkara Hospital in Bondowoso.

**Methods:** This study uses a quantitative research design. The sampling technique employed is random sampling, with a sample size of 82 respondents calculated using the Slovin formula. Data were collected through questionnaires on social support and psychological well-being. This study used the Spearman rank statistical test.

**Results:** It was found that nurses had social support categorized as high and moderate (50%), while most had moderate psychological well-being (63.4%). A p-value of 0.000 and a correlation coefficient of 0.456 were obtained. This result indicates that the p-value of 0.000 is less than  $\alpha$  0.05 ( $p < 0.05$ ). This result shows that there is a moderate relationship between social support and psychological well-being among nurses at Bhayangkara Hospital Bondowoso.

**Conclusion:** From this study, it can be concluded that there is a moderate relationship between social support and the psychological well-being of nurses at Bhayangkara Hospital Bondowoso. The findings provide practical evidence to support the development of peer-support mechanisms and workplace stress-management programs as part of hospital strategies to enhance nurses' well-being and maintain quality of care.

**Keywords:** nurses, social support, psychological well-being

## INTRODUCTION

Nurses play a vital role in the healthcare system. Nurses are required to provide comprehensive care with professionalism, attentiveness, and emotional involvement. In carrying out their roles, nurses assist individuals, families, and communities in maintaining health, recovering from illness, and coping with end-of-life situations (Lingga, 2023). However, nurses are frequently exposed to high workloads, rotating shifts, and intense emotional demands. These work-related pressures place nurses at increased risk of psychological distress, including stress, emotional exhaustion, and burnout, which may negatively affect their psychological

well-being and work performance (Timothy & Edward, 2018).

Psychological well-being is a fundamental aspect of nurses' professional functioning and plays a critical role in determining the quality and safety of health care services. Nurses with low psychological well-being are more vulnerable to emotional exhaustion, burnout, and decreased work effectiveness (Hussein et al., 2024). From a theoretical perspective, psychological well-being in the workplace is closely influenced by psychosocial resources, particularly social support. The stress-buffering model explains that social support can reduce the negative impact of work-related stress by providing emotional reassurance, practical assistance, and a sense of belonging

(Bowen et al., 2014). In nursing practice, support from colleagues, supervisors, and family may serve as a protective factor that helps nurses manage job demands, cope with emotional strain, and maintain psychological well-being.

The psychological well-being of nurses is a crucial aspect that affects the quality of health services. Globally, data shows that around 90% of nurses experience stress and anxiety due to high work pressure. In Spain, for example, a survey by the Consejo General de la Enfermería revealed that 84% of nurses in the Region of Murcia felt psychologically depressed due to the heavy workload, and 49% of them were considering leaving their profession (Paqui Pérez Peregrín, 2024). In Indonesia, especially in East Java, research on the psychological well-being of nurses is still limited. However, a study at Graha Medika hospital in Banyuwangi found that 66% of nurses had a sufficient level of psychological well-being, while 46.8% experienced anxiety levels (Al Amin et al., 2022). In addition, a survey involving 146 health workers in East Java showed that the COVID-19 pandemic had a significant impact on their poor psychological well-being which could affect their professional performance and the quality of care provided by them, leading to performance impairments, errors in care, and even workplace accidents (Myrtati Dyah Artaria, 2021). Despite these findings, studies that specifically examine the role of social support in relation to nurses' psychological well-being within hospital-based settings are still scarce, indicating the need for further empirical investigation.

The results of a preliminary study by interviewing 7 nurses at Bhayangkara Bondowoso Hospital found that 5 of them experienced low psychological well-being, while 2 others reported relatively good conditions. Nurses who experience low psychological well-being reveal that high

workloads, long working hours, and lack of social support from the work environment are the main factors that affect their condition. One nurse stated that the constant pressure of work made her often feel exhausted and lose motivation. Another nurse revealed that she often experienced sleep disturbances and anxiety due to the demands of the heavy job. In addition, lack of recognition for performance and lack of time to rest are also factors that worsen their psychological condition. Meanwhile, 2 nurses who reported good psychological well-being mentioned that support from colleagues, effective stress management, and work-life balance helped them cope with stress in the work environment.

Social support is a form of pleasure that is felt, appreciated for care, or helps individuals receive from other individuals or groups. Social support can be in the form of presence, attention, or willingness given by the people around us, especially by people who are reliable, trusted, and have a significant influence (Janice & Duriana Wijaya, 2017). In the context of occupational stress, social support functions not only as emotional comfort but also as a psychosocial resource that helps individuals cope with work-related demands. Support from colleagues, supervisors, and family can enhance adaptive coping, reduce perceived stress, and strengthen individuals' ability to manage emotional and physical strain. For nurses, adequate social support may contribute to maintaining psychological well-being by fostering a sense of belonging, increasing self-esteem, and buffering the negative effects of high workload and emotional exhaustion. Based on the theoretical perspective and empirical gaps identified, this study aims to examine the

relationship between social support and psychological well-being among nurses at Bhayangkara Hospital Bondowoso.

## **METHOD**

### ***Design***

This study is a quantitative research with a cross-sectional approach conducted at Bhayangkara Bondowoso Hospital for 1 month in March 2025.

### ***Sample***

The research population is all nurses who perform services at Bhayangkara Bondowoso hospital with a total of 103 people. The sampling technique used was simple random sampling conducted using a random number generator, resulting in a sample of 82 respondents calculated using the Slovin formula with a 5% margin of error. The inclusion criteria in this study are nurses in the Bhayangkara Bondowoso hospital service unit, able to communicate well, and willing to sign an informed consent sheet. The exclusion criteria in this study were nurses who were not present during the study.

### ***Research Instrument***

The research instrument used social support and psychological well-being questionnaires adopted from previous research. The social support variable was measured using the Peer Social Support Scale (PSSS) developed by Nahrudin et al. (2024). This instrument was designed to assess perceived social support obtained from peers based on five aspects proposed by Sarafino, namely emotional support, appraisal support, instrumental support, informational support, and companionship support. In this study, peer social support refers to support received by nurses from their colleagues or fellow nurses in the workplace. Although the PSSS was initially developed for student populations, the

concept of peer social support is relevant to nursing professionals, particularly in the context of workplace relationships among nurses.

Psychological well-being was measured using the adapted Ryff Psychological Well-Being Short Scale developed by Humaidah and Mulyono (2025). The scale consists of 18 items representing six dimensions of psychological well-being, namely self-acceptance, autonomy, positive relations with others, environmental mastery, purpose in life, and personal growth.

### ***Validity and Reliability***

The Peer Social Support Scale (PSSS) has demonstrated good psychometric properties, with content validity index (CVI) values ranging from 0.71 to 0.96 and a high internal consistency reliability coefficient (Cronbach's alpha = 0.956).

The Psychological Well-Being Short Scale has been validated through Confirmatory Factor Analysis (CFA), showing a good model fit (RMSEA = 0.06). All items were found to be valid with t-values greater than 1.96, indicating that the instrument is appropriate for measuring psychological well-being. Therefore, both instruments were considered valid and reliable for use in this study. Both questionnaires used a 4-point Likert scale ranging from strongly disagree (1) to strongly agree (4).

### ***Data Collection and Data Analysis***

Data were collected using an online Google Form distributed to eligible respondents. This study used Spearman rank correlation analysis.

## **RESULTS**

The results of the study on the relationship between social support and the psychological well-being of nurses at Bhayangkara Bondowoso hospital include general data and specific data below.

### General Data

General data on respondent characteristics include gender and age as shown in the table below.

**Table 1** Respondent Characteristics

Variable	Category	f	%
Gender	Man	33	40.2
	Woman	49	59.8
Age	20-29 y.o.	11	13.4
	30-39 y.o.	65	79.3
	40-49 y.o.	6	7.3
Unit	Operating room	10	12.2
	Inpatient unit	33	40.2
	Outpatient unit	16	19.5
	Intensive care unit	9	11
	Emergency unit	7	8.5
	Perinatology	7	8.5

According to table 1, it was found that most of the respondents were female (59.8%), while based on age most of the respondents were 30-39 years old (79.3%) and by room most of the respondents worked in inpatient rooms (40.2%).

### Specific Data

In the specific data, the relationship between social support and the psychological well-being of nurses at Bhayangkara Bondowoso hospital is conveyed, as in table 2 below.

**Table 2** Social Support with Psychological Well-Being

Variable	f	%
Social support		
High	41	50
Moderate	41	50
Total	82	100
Psychological well-being		
Moderate	52	63.4
Low	30	36.5
Total	82	100

Based on table 2, the results of the study show that the level of social support for nurses at Bhayangkara Bondowoso Hospital has two categories, namely high and medium (respectively 50%), while for psychological well-being, most of them

have a moderate level of psychological well-being (63.4%).

**Table 3** Cross-Tabulation Of Social Support With Psychological Well-Being

Variable	Psychological well-being	
	Low f (%)	Moderate f (%)
Social support		
Moderate	24 (58.5%)	17 (41.5%)
High	6 (14.6%)	35 (85.4%)
Total	30 (36.6%)	52 (63.4%)

p-value 0.000 < 0.05

Correlation coefficient 0.456

From table 3, it was found that respondents who received moderate social support had low psychological well-being (58.5%), while respondents who received high social support had moderate psychological well-being (85.4%). Based on the results of the analysis of the Spearman-Rank test, a p-value of 0.000 with a correlation coefficient of 0.456 was obtained, this result showed that the p-value was 0.000 < 0.05. These results show that there is a moderate relationship between social support and the psychological well-being of nurses at Bhayangkara Bondowoso hospital.

## DISCUSSION

### *Dukungan Sosial Perawat di RS Bhayangkara Bondowoso*

The results showed that the level of social support for nurses at Bhayangkara Bondowoso Hospital was in two categories, namely high and moderate (respectively 50%), indicating that half of the respondents felt optimal social support, while the other half were at a level of support that was still not optimal. It was found that nurses who have a high level of social support receive maximum support from their families and friends in the form of giving opinions, praise and care.

This research is in line with a study conducted by Allo et al., (2024) that as many as 59.8% of respondents have high social support. This is because there is positive support such as care and attention from the closest people. In line with research conducted by Chrissang et al., (2020b) which found that as many as 63.4% had good social support, and most of the respondents said that they received social support from parents, partners and close friends.

On the other hand, respondents who had a moderate level of support felt that they rarely received praise from family or friends, their families rarely took the time to just talk and also felt less appreciated for their abilities by those closest to them. A study conducted by Athifahsari et al. (2022) with a sample of 126 nurses working in infectious disease units found that social support was in the moderate category. The results of the study illustrate that nurses receive support from family, peers, and superiors, but not consistently.

Smith et al. (2020) in their research show that the social and cultural context in the workplace greatly influences the variation in the level of social support, both moderate and high. Social support is an individual's perception of the quality of care, reward, and help he or she receives from others, which can come from the family. According to Labrague & Santos (2020), social support serves as a protection for health workers, reducing stress and work fatigue, especially in difficult work situations such as emergency departments or pandemics. High social support has been shown to increase resilience and job satisfaction, while moderate social support may only be enough to cope with light to moderate work pressure.

The researchers concluded that the majority of nurses were in the high and medium social support category. This shows that

most nurses already feel the support of those around them, such as family, colleagues, and superiors. Nurses in the high social support category are more likely to receive full and ongoing attention, encouragement, and assistance in the form of emotional support, such as being listened to and understood, and practical support in completing tasks or facing work challenges. Meanwhile, nurses with social support are still receiving support, but not fully optimal. It could be that support is present only at certain times, or it is not evenly distributed from all parties. This condition certainly affects the mental resilience of nurses in carrying out their duties which are quite heavy. Therefore, it is very important to continue to strengthen social support in the work and family environment, so that nurses feel more valued, not alone, and able to carry out their profession more calmly and psychologically balanced.

### ***Psychological Well-Being of Nurses at Bhayangkara Bondowoso Hospital***

Based on the results of the study, psychological well-being mostly has a moderate level of psychological well-being (63.4%). Nurses who have psychological well-being in the moderate category are generally still able to carry out their duties and responsibilities well, but sometimes experience emotional pressure that cannot be completely overcome. They may still be able to feel happy and satisfied in some aspects of life, but on the other hand, they also often feel mental fatigue, stress, or anxiety, especially when facing heavy workloads and demanding situations. This can also be influenced by the large number of female nurses where women usually need more support, attention and more sensitive feelings, so they feel more that they still feel less psychological well-being. Meanwhile, with an age that can be said to be vulnerable to mature age, nurses should be able to suppress their emotional feelings more, but perhaps in this case because

nurses feel that the social support they get is still not optimal, nurses still cannot control their emotions and also control their mentality. Nurses who are in rooms that feel a heavier workload and more pressure can also affect the feeling of a boss who does not give enough attention, nurses also feel physical and mental fatigue, this will also result in nurses feeling that the psychological well-being they get is still not optimal. Nurses in this condition often appear to remain professional on the outside, but emotionally need space to be heard, understood, and cared for.

Nurses who have moderate welfare tend to gain more trust from their families but are still not optimal, also feel that they have done good care to patients and also feel a little difficulty in adapting due to the demands of work. Various components, both from within themselves and from the environment around the nurse, affect their psychological well-being. Research mentions that internal components, such as the ability to manage emotions, strengths, and life goals, greatly affect a person's psychological well-being. Instead, things that come from the outside, such as excessive workload, lack of social support, a stressful work atmosphere, and a lack of communication with coworkers and superiors, are very important (Pu et al., 2024).

A study conducted by Hussein et al. (2024) shows that most nurses still struggle to maintain their mental health amid the overwhelming demands of work, It shows that interventions that target not only the individual but also the work environment and systemic support in health organizations are essential. The results of a study conducted by de Vargas et al. (2024) confirm that there are many nurses who experience moderate psychological well-being conditions with (56.3%) nurses experiencing psychological welfare problems.

Psychological well-being is a positive psychological condition characterized by a person's ability to accept himself as he is, form relationships with others, be autonomous, have a purpose in life, and control the outside environment (Allo et al., 2024). When these elements are not properly managed, nurses can experience a decline in psychological well-being, which can lead to stress, fatigue, and even burnout. As a result, it is important for companies to create a supportive work environment where nurses can thrive and feel valued (Labrague & Santos, 2020).

Researchers argue that the high percentage of nurses who are at the level of psychological well-being is reflecting that there are still many health workers who have not fully felt peace and inner satisfaction in carrying out their profession. Even though they outwardly look professional and capable of carrying out their duties, nurses in this category are actually struggling to maintain emotional stability in the midst of heavy work pressure and high demands. They still have a strong sense of responsibility, and social support, but are not strong enough to form a truly prosperous psychological state. Hospitals and all parties need to pay attention to this condition. For nurses to feel valued, heard, and given the opportunity to grow personally, they need support from organizations, colleagues, and family. The psychological well-being of nurses can be improved in a psychosocially healthy and mutually supportive work environment. In the end, this will have a positive impact on the quality of service and patient safety, This emphasizes the urgency of presenting psychological recovery programs, social support, as well as the development of a work culture that cares about employee welfare.

### ***The Relationship of Social Support with the Psychological Well-Being of Nurses at Bhayangkara Bondowoso Hospital***

Based on the results of the analysis of the Spearman-Rank test, a p-value of 0.000 with a correlation coefficient of 0.456 was obtained, this result showed that the p-value was  $0.000 < \alpha = 0.05$ . These results show that there is a moderate relationship between social support and the psychological well-being of nurses at Bhayangkara Bondowoso Hospital. In the cross-tabulation above, there is something that is highlighted by the researcher why there are nurses who have high social support, but still feel that their psychological well-being is low. Researchers argue there are several factors that may affect nurses' psychological well-being and are not proven in this study. Although nurses already have high social support, there may be other factors that affect such as having debts, arrears, being entangled in online loans, not being married even though they are mature.

In line with research conducted by Lathifah Yusronuddin (2022), there is a significant positive relationship between social support and psychological well-being. Contrary to the research conducted by Rahmadhani et al., (2025) there was no relationship between social support and psychological well-being with a p-value analysis test value of 0.886. These findings are also supported by recent research. For example, research conducted by Tomaszewska et al. (2024) in Poland found that nurses who received more social support had better levels of well-being. They also emphasized the importance of improving the support elements of the work environment to maintain and improve the psychological health of nurses. In addition, a study in Iran by Ebrahimi et al. (2025) found that moderate social support helped lower distress, with a moderately negative

correlation between levels of psychological well-being and social support ( $r \approx -0.48$ ).

Social support includes not only physical or material assistance, but also the care, empathy, and sense of value provided by the people around the nurse, such as friends, co-workers, and family (Hussein et al., 2024). Support can help nurses feel not alone when facing heavy workloads, which can reduce psychological stress, increase confidence, and foster morale at work. A sense of security, comfort, and confidence that they are able to overcome challenges in the workplace increase the likelihood that nurses will have better psychological well-being (Pellikka et al., 2024).

The results of this study show that social support has an important role in shaping the psychological well-being of nurses. The finding that most nurses in the psychological well-being category are indicating that they are still able to perform their duties, but are not yet fully in optimal mental condition. The social support received from family, colleagues, and superiors has had a positive impact, but has not fully met the emotional and psychological needs of nurses.

Social support is not only related to physical assistance, but also concerns the feeling of being accepted, heard, appreciated, and understood. When nurses feel not alone in the face of work pressure, their psychological resilience tends to increase. The psychological well-being of nurses is not only determined by the individual's ability to manage stress, but it is also strongly influenced by a supportive work environment. Therefore, it is important for healthcare institutions to create a more open, empathetic, and caring work environment for nursing staff. With continuous attention to this psychological aspect, nurses will be better prepared to face work pressure and be able to provide maximum service to patients.

## CONCLUSION

Half of the respondents had high social support and the other half had moderate social support. Most respondents had moderate psychological well-being. The results in this study show that social support has a moderate relationship with the psychological well-being of nurses at Bhayangkara Bondowoso Hospital. Hospitals are advised to establish structured social support systems, such as mentoring programs between nurses and stress management training, to improve the psychological well-being of nurses on an ongoing basis. Nurses are also expected to actively build positive communication and social networks in the work environment as a form of adaptation to work pressure.

### *Ethics Approval (if any)*

This research has been declared ethically feasible by the health research ethics committee of the University dr. Soebandi with letter number 1033/KEPK/UDS/V/2025.

### *Conflict of Interest*

The authors declare that there is no significant competing financial, professional, or personal interests that might have affected the performance.

### *Authors' Contribution*

First and second author conceptualized and created the methodology of the study. First author also collecting and analyzing data. Second author wrote, reviewed and edited the manuscript.

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