

## **Analysis of Nurses' Job Stress in the Neonatal Intensive Care Unit (NICU) Room Bhakti Dharma Husada Regional Hospital, Surabaya**

**Tatiana Meiraning Trianika<sup>2</sup>, Ratna Wardani<sup>2</sup>**

Institut Ilmu Kesehatan Strada Indonesia

Corresponding Author : [tatianameiraning1983@gmail.com](mailto:tatianameiraning1983@gmail.com)

### **ABSTRACT**

Work stress is a symptom felt by workers when the source of stress interacts with individual characteristics either alone or together with other factors which have an impact on physiological and psychological balance disorders. Work stress can cause physical health problems, mental health problems, and increase the risk of work accidents. The aim of this research is to determine work stress among nurses in the NICU Room at Bhakti Dharma Husada Hospital Surabaya using standard psychological factors from Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health. The research design is descriptive qualitative using purposive sampling technique. The main informants numbered 11 people and 2 triangulations, namely the person in charge, clinical supervisor and head of the NICU room at Bhakti Dharma Husada Hospital, Surabaya. The research results show that the factors that cause work stress in nurses are role ambiguity, role conflict, quantitative overload, qualitative overload, career development and responsibility towards others. The stress experienced by nurses is mild stress and moderate stress, with symptoms of fatigue, dizziness, increased pulse, palpitations, restlessness, stomach ache, decreased appetite, inability to sleep and restless thoughts. It is hoped that the division of duties is clear so that the implementing nurse is more aware of their duties and responsibilities. Hospitals are expected to be able to analyze and manage work stress and, if necessary, can increase the number of employees according to needs to reduce excessive workload so that it does not trigger stress in nurses.

**Keywords :** NICU Nurse, Stress, Work Stress

### **INTRODUCTION**

Work stress is a symptom felt by workers when the source of stress interacts with individual characteristics either alone or together with other factors which have an impact on physiological and psychological balance disorders. Stress that lasts for a long time can cause problems with the cardiovascular system, mental, musculoskeletal and other health problems. Work stress can also lead to violence and accidents in the workplace, causing tension in the organization such as absenteeism, decreased productivity.

Work-related stress is a physical and emotional disturbance as a result of a mismatch between the capacity, resources or needs of workers originating from the work environment. This condition can trigger stress due to inappropriate workload, poor social environment, conflicts that occur, and an uncomfortable work environment. Uncomfortable workplace conditions play an important role in causing work stress. In fact, work stress can directly affect worker safety and health. This is because work stress can trigger health problems and even work accidents. International Labor Organization (ILO) data for 2015 states that every 15 seconds 1 worker in the world dies due to work accidents and 2.3 million workers die every year due to accidents and work-related diseases (PAK) ([www.safetysign.co.id](http://www.safetysign.co.id), 2015 ).

Work stress is a health problem. This condition not only affects productivity, but also a person's physical and mental health condition. Data from the World Health Organization (WHO) states that more than 300 million people in the world suffer from depression and 260 million people experience anxiety disorders due to work stress. The general causes are workloads that are too heavy, long working hours, and a work environment that is less than conducive. Work stress can be a burden on a person's mind which without realizing it has a negative impact on health. Symptoms of excessive stress that need to be watched out for are heart rhythm disturbances, nausea, vomiting, shaking, sweating, dry mouth, chest pain, headaches, stomach aches, and muscle aches. These physical symptoms arise due to increased activity of nerve impulses from the brain to various other parts of the body, as well as due to the release of the hormone adrenaline into the blood as the body's response to stress. If left to continue, work stress can cause physical health problems (such as thinning hair, mouth ulcers, acne, asthma, diabetes, stomach ache, and cardiovascular disease), mental health problems (such as sleep disorders, personality disorders, anxiety disorders, and depression), as well as increasing the risk of work accidents ([www.halodoc.com](http://www.halodoc.com), 2018).

As long as the workload given is sufficient, most people can deal with pressure at work well. For example, using workload as motivation to study and work more productively. However, when the workload is excessive, this condition triggers work stress which can have a negative impact on workers' lives, including affecting their health and relationships with their families. Workers who have excessive workloads tend to have high blood pressure compared to those who have normal workloads. If it persists, high blood pressure can increase the risk of cardiovascular disease (such as heart attack, diabetes, and stroke). Another problem that may arise is a strained relationship with family because excessive workload makes emotions unstable. Apart from excessive workload, work stress can be caused by gaps between abilities and skills, poor work culture and environment, lack of support, role conflicts, changes in management and organization, as well as poor relationships between staff and leadership. ([www.halodoc.com](http://www.halodoc.com), 2018).

The impact of work stress on individuals is the emergence of problems related to health, psychology and interpersonal interactions. The emergence of changes in behavior is one of the effects of stress. Changes in behavior at work include being late for work, absenteeism, difficulty making decisions, errors and omissions at work, difficulty relating to other people, worry about mistakes made, and showing physical symptoms such as digestive disorders, high blood pressure, skin inflammation. and respiratory inflammation (Margiati in Almasitoh, 2011).

Nursing is a profession with exposure to a variety of potentially stressful situations in the workplace. Nursing services can be provided optimally, when there is a balance between several aspects such as suitability between workload, number of patients, and number of staff, in this case nurses providing care/services. The workload that nurses must carry out is influenced by the facilities and number of personnel available. According to Douglas in Nursalam (2014), the number of nursing staff in a hospital depends on the patient's level of dependency. The level of patient dependence is classified based on Dorothea Orem's theory. According to Orem, nursing care is carried out with the belief that each person learns the ability to care for themselves so that it helps individuals meet life's needs, maintain health and well-being. This theory is known as self-care theory. Classification of patient dependency levels based on Dorothea Orem's theory, namely minimal care, partial care and total care. Minimal care is where the patient is still able to move or walk, eat, bathe or eliminate without assistance. Assistance is only provided for specific actions. Partial care is where the patient still has partial abilities but to carry out full movements such as walking, getting up, eating, bathing and eliminating needs to be assisted by a nurse. Total care is where the patient

requires full assistance, or the patient's level of dependence on nurses is very high, such as babies, patients who are unconscious, or who are very weak and unable to move, bathing and elimination need assistance and generally require two nurses.

Sources of stress in the nursing profession relate to interactions with patients and other health professions. The results of FKUI research in 2019 with medical personnel respondents in all provinces in Indonesia showed that 82% of Indonesian health workers experienced moderate levels of work stress and 1% severe levels. Moderate level work stress is most often experienced by nurses, doctors, midwives, pharmacists and laboratory workers with symptoms of emotional exhaustion (which is characterized by reduced energy and enthusiasm for work, emotional and cognitive distance from work), loss of empathy, reduced self-confidence ([www.nasional.kompas.com](http://www.nasional.kompas.com), 2019 ).

Research conducted by Haryanti et al at Semarang District Hospital (in the 2013 PPNI journal article) showed that 82.8% of nurses experienced moderate stress with symptoms of headache, chest pain and abdominal pain ([www.neliti.com](http://www.neliti.com)).

By looking at the potential for work stress in nurses, it is necessary to assess work stress in nurses. There are many instruments to measure work stress, one of which is standard psychological factors from Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health.

The results of a preliminary study conducted on 6 nurses in the Neonatal Intensive Care Unit (NICU) Bhakti Dharma Husada Hospital, Surabaya using the interview method, found that 4 people experienced symptoms of stress such as disturbed sleep patterns., fatigue and changes in appetite. Stressors related to these stress symptoms include lack of training to carry out tasks and increased workload due to the increase in care space for babies of PDP mothers or confirmed Covid-19.

The aim of this research is to determine work stress among nurses in the NICU Room at Bhakti Dharma Husada Hospital Surabaya using standard psychological factors from Minister of Manpower Regulation No. 5 of 2018 concerning Occupational Safety and Health.

## METHODS

The population used in this research were 17 nurses who worked in the NICU (Neonatal Intensive Care Unit) RSUD Bhakti Dharma Husada Surabaya. The sampling technique used in this research is purposive sampling. The inclusion criteria in this study were nurses who had worked in the NICU room at Bhakti Dharma Husada Hospital for more than 2 years. Meanwhile, the exclusion criteria in this study were nurses who had worked in the NICU room at Bhakti Dharma Husada Hospital for less than 2 years. In this study, triangulation of sources was used, namely the head of the room and the nurse in charge, the clinical supervisor in the NICU room at Bhakti Dharma Husada Hospital, Surabaya.

The research design is qualitative descriptive. The data obtained came from interviews with nurses in the Neonatal Intensive Care Unit (NICU) at Bhakti Dharma Husada Hospital, Surabaya.

## RESULTS

### A. Description of Research Location

Hospital as a means of providing service efforts health service activities. RSUD Bhakti Dharma Husada is a Regional General Hospital owned by the Government and is one of the type B hospitals located in the Surabaya City area, East Java. This hospital provides services in the health sector which are supported by specialist doctor services and supported by other medical facilities. Apart from that, Bhakti Dharma Husada

Regional Hospital is also a referral hospital from level 1 health facilities, such as community health centers or clinics and referrals from type C hospitals.

In its operational activities, the Bhakti Dharma Husada Regional General Hospital provides services to community in the health sector which was founded in 2010. Bhakti Dharma Husada Hospital is located on Jalan Raya Kendung no. 115 – 117, Sememi Village, Benowo District, Surabaya, East Java. The land area of Bhakti Dharma Husada Hospital is 25,690.30 m<sup>2</sup> and the building area is 15,733.53 m<sup>2</sup> with the ownership status of the Surabaya city government.

## B. Informant Characteristics

The respondents in this study were 13 people, consisting of from 11 main informants and 2 triangulation people. Deep triangulation this research is HeadThe room in the Neonatal Intensive Care Unit (NICU) room at Bhakti Dharma Husada Hospital Surabaya and the Person in Charge, Clinical Supervisor of the Neonatal Intensive Care Unit (NICU) room at Bhakti Dharma Husada Hospital Surabaya.

Table 4.1 Characteristics of Informants

No	Name	Age ( year )	Years of service
1	Alvia Dyah	28	3 years
2	Nadlifatul Aini	29	2.5 years
3	Ermawati	32	3 years
4	Nur Fita	31	3 years
5	Reliable Qori	36	4 years
6	Peace	40	4 years
7	Endang Praise	35	3 years
8	Beautiful Praise	36	2.5 years
9	Ninik Faizah	38	4 years
10	Wiwit Praise	33	4 years
11	Sania Megawati	30	2.5 years

Table 4.2 Triangulation Characteristics

No	Name	Age ( year )	Years of service
1	Ana Rahmawati	36	4 years
2	Little Nurma	35	4 years

## C. Research result

### 1. Role Ambiguity

Work procedures are a series of work procedures that are interconnected so that they show a sequence of stages that must be carried out in order to complete a job ([www.ilmueconomicid.com](http://www.ilmueconomicid.com)). All main informants stated that there were work procedures and written authority to carry out each job and job responsibility.

All main informants stated that the division of tasks within the team was clear, divided by PJ shifts during service operations. However, informant 1, informant 2, informant 4, informant 5, informant 8 and informant 9 stated that there was no division of tasks for going to the isolation room.

Informant 1, informant 2, informant 4, informant 7 and informant 8 stated that the division of tasks caused stress because even though the division of tasks was clear, the implementation was not in accordance with that division and there was no division of tasks for those going to the isolation room.

## **2. Role Conflict**

Role conflict arises when an individual has two or more roles that must be carried out at the same time.

Based on information obtained from interviews with informant 1, informant 3, informant 4, informant 5, informant 6, informant 8, informant 9, informant 10, and informant 11, it was stated that the task in the team was not only to act as a nurse, but there were other tasks besides as a nurse.

Informant 1, informant 4, informant 5, informant 6, informant 9, informant 10, and informant 11 stated that tasks in teams cause stress at work.

## **3. Quantitative Overload**

Quantitative overload is physical or mental overload, that is, an individual has to do too many things in their work and can become a source of work stress.

Based on information obtained from interviews, informant 1, informant 3, informant 6, informant 7, informant 9, and informant 10 stated that work tasks could not be completed on time.

All main informants stated that they could complete tasks accurately and carefully.

All main informants stated that quantitative work load causes work stress.

## **4. Qualitative Overload**

Qualitative workload is on individuals due to job demands that are higher than the limits of the individual's cognitive and technical abilities.

Based on information obtained from interviews with informant 5, informant 7, informant 9, informant 10, informant 11 stated that the work tasks carried out were not in accordance with the abilities and skills possessed.

Informant 5, informant 7, informant 9, informant 10, informant 11 stated that the work tasks carried out were not in accordance with the abilities and skills possessed, thus causing work stress.

## **5. Career Development**

Career development is a series (sequence) of positions or positions occupied by a person during a certain period of life.

All key informants stated that employees have the opportunity to develop and learn knowledge and skills, however there is no position development while working in the NICU room. Informant 8 stated that there was career development while working in the NICU room.

In general, the professional career path system for nurses consists of 4 (four) fields, including: 1) Clinical Nurse (PK), namely a nurse who provides direct nursing care to patients/clients; 2) Nurse Manager (PM), namely a nurse who manages nursing services in health facilities, either as a lower level manager (front line

manager), middle level (middle management) or upper level (top manager); 3) Nurse Educator (PP), namely a nurse who provides education to students in nursing educational institutions and 4) Nurse Researcher/Researcher (PR), namely a nurse who works in the field of nursing/health research ([www.ppnijjateng.org](http://www.ppnijjateng.org)).

Based on information obtained from interviews, informant 2, informant 7 and informant 8 stated that the absence of career and position development causes work stress.

## 6. Responsibility Towards Others

All main informants stated that they had a responsibility towards their colleagues in a team. Informant 5, informant 6, informant 9 stated that they felt stressed by their responsibilities towards their co-workers.

## DISCUSSION

### A. Role Ambiguity

Role ambiguity is role ambiguity. Role ambiguity is felt when someone does not have enough information to be able to carry out their duties or does not understand or realize the expectations related to a particular role.

Work procedures are a series of work procedures that are interconnected so that they show a sequence of stages that must be carried out in order to complete a job. Based on the research conducted, there is an SOP (Standard Operating Procedure), which is a document that contains work procedures and must be carried out chronologically and systematically in completing a particular job with the aim of obtaining the most effective work results. The main aim of this SOP is so that the work implementation process is carried out neatly, orderly and systematically from start to finish. With the SOP, it is hoped that work performance will be better.

The job description is a summary of an employee's primary duties and responsibilities for a job. Based on research, it was found that there is a job description that regulates the authority to carry out the job responsibilities of nurses in the NICU room.

The research results obtained from interviews with nurses in the NICU room showed that there was no division of tasks for nurses who entered the isolation room. This causes some nurses to experience mild stress, the symptoms of which are fatigue and dizziness. Mild stress is stress that does not damage a person's physiological aspects. Mild stress usually ends in a few minutes or hours and usually will not cause illness unless faced continuously.

Each worker works according to his role in the organization, meaning that each worker has a group of tasks that he must carry out in accordance with existing rules. Lack of good role functioning, which is a stress generator, what is discussed here is role conflict and role ambiguity. This can be a major source of work stress (Munandar, 2014). Suwanto and Priansa (2011) stated that one source of work stress originating from the individual level is ambiguous and unclear roles. A person's lack of clarity regarding the role he must carry out, both in relation to the tasks he must carry out and the responsibilities related to his position.

From the results of interviews with NICU room nurses, it was found that the absence of division of work for nurses entering the isolation room caused mild stress with symptoms of dizziness (informant 8). Informant 2 said that the absence of division of work to go to the isolation room caused work stress with symptoms of fatigue.

A team can achieve its targets and goals if each member can work effectively. Effective work can be determined by several things, one of which is clarity in the division of tasks and responsibilities within the team. With a clear division of tasks, each team member has direction or instructions about what they must do. Role ambiguity occurs when there is no clear information regarding the procedures that a person must carry out, including unclear job objectives and the scope of a person's responsibilities. Role ambiguity can result in individuals becoming restless, dissatisfied, reducing performance and causing conflict when individuals do not know their duties and responsibilities. Unclear division of tasks can be a factor that can give rise to ambiguity. Stress arises from the lack of clarity itself or the individual's inability to put themselves in the right position.

## **B. Role Conflict**

Role conflict is a condition of difficulty felt in carrying out the obligations or demands of different roles simultaneously. Role conflict is a simultaneous condition of two or more forms of pressure in the workplace, where the fulfillment of one role makes the fulfillment of another role more difficult.

Based on research, it was found that several nurses carry out multiple roles when carrying out work duties. This gives rise to symptoms of stress in nurses, including fatigue, increased pulse, palpitations.

Ivancevich and Matteson (in Caponetti, 2012) reveal six aspects of work stress, one of which is role conflict. Role conflict occurs when an employee has to work on more than one role at a time so that these roles are not carried out properly. Role conflict is a psychological symptom that can cause discomfort and can potentially reduce work motivation so that it can result in a decrease in overall performance ([www. library review.com](http://www.libraryreview.com), 2018 ).

Suwanto and Priansa (2011) stated that one source of work stress originating from the individual level is role conflict, which occurs due to a combination of expectations and demands placed on employees or other members in the organization.

One of the factors that creates work stress in the work environment is the individual's role in the organization, which includes role conflict. This happened because of a conflict between the tasks carried out and the tasks carried out which in his view were not part of his job (Munandar, 2014).

From the results of interviews with NICU nurses, it was found that several nurses experienced work stress caused by role conflict. Informant 6 said that role conflict causes moderate stress with symptoms of increased pulse and pounding.

Conflict can occur if someone has several roles at once but does not have the ability to fulfill both, so that the individual experiences stress. The higher the double load, the higher the dual role conflict, because people who devote their time to working in two roles at once will find it more difficult to work fully well, which can cause conflict for themselves. The consequence that arises from this conflict is that he cannot produce good performance at work.

## **C. Quantitative Overload**

Quantitative overload is physical or mental overload, that is, an individual has to do too many things at work.

Based on the research results, it was found that all nurses were able to carry out their work duties precisely and carefully because there was a cross-check system with the work team, but to carry out their duties on time, some nurses were unable to complete their work duties on time due to the large workload.

Based on the research results, it was found that several nurses experienced work stress resulting from a large workload. The stress experienced is mild and moderate stress with symptoms including anxiety, fatigue, palpitations, stomach ache, decreased appetite, increased pulse.

Mild stress is stress that does not damage a person's physiological aspects. This situation will not cause disease unless it is faced continuously. Moderate stress lasts longer, from a few hours to a few days. Examples of stressors that cause moderate stress are unfinished agreements, excessive workload, expecting a new job, and family members who are away for a long time (Fitri Eka Wulandari, 2016).

Ivancevich and Matteson (in Caponetti, 2012) reveal six aspects of work stress, one of which is work overload. Overload is divided into two, namely quantitative overload and qualitative overload. Quantitative overload occurs when employees feel they have a lot of work to do, many different things to do, or not enough time to complete work tasks. And also a theory that states the same opinion, namely that one of the factors that causes work stress in employees is difficult and excessive workload (Hasibuan, 2012).

The results of interviews conducted with several nurses in the NICU room at Bhakti Dharma Husada Hospital, Surabaya, excessive work load causes moderate work stress with symptoms of restlessness/anxiety and fatigue due to the large number of emergency patients and also if there are SC patients, their time is divided (informant 2).

Quantitative overload occurs when an individual has to do too many things in their job and can be a possible source of job stress. Another element that causes this quantitative overload is time pressure. At certain times or conditions the final time (dead line) can be a stimulus to produce good work performance, however if the time pressure causes many errors in work or causes health problems for individuals then this reflects quantitative excessive workload.

#### **D. Qualitative Overload**

Qualitative workload occurs in individuals due to job demands that are higher than the limits of the individual's cognitive and technical abilities.

Based on research, it was found that some nurses carry out tasks that do not match their abilities and skills, causing mild stress with symptoms of palpitations, decreased appetite, increased pulse and dizziness.

According to Lazarus (2012), the factors that influence work stress are excessive work load, both quantitatively and qualitatively. Qualitatively excessive tasks when job demands are higher than the worker's knowledge and skills.

To a certain extent, this workload causes work to become unproductive and destructive for individual workers. If it continues, mental fatigue will arise and can appear in the form of pathological emotional and psychomotor reactions (Nur Fatin, 2018).

One of the causes of work stress is the workload that workers feel is too heavy, both in terms of quantity and level of difficulty or what is usually called quantity and quality (Hasibuan, 2012).

According to the results of interviews conducted with NICU nurses, workloads that did not match their abilities caused mild stress with symptoms of increased pulse, palpitations (informant 7).

Qualitatively excessive load is work carried out by humans whose emphasis is on brain work. Qualitative overload occurs when individuals feel they do not have the skills needed to complete their work or that the standards required are too high. Jobs are increasingly becoming more complex. The multiplicity of what a person has to do can easily develop into qualitative overload if the multiplicity requires higher abilities than



those currently possessed. At a certain point the plurality of jobs is no longer productive, but becomes destructive. At that point the nurse has outlived her ability to solve problems. Mental fatigue and emotional and physical reactions arise.

### **E. Career Development**

Career is the entire position / job / position that a person can occupy during his working life in an organization or in several organizations. From an employee's point of view, position is a very important thing because everyone wants a position that suits their wishes and wants the highest possible position according to their abilities.

Based on the research results, it was found that nurses have the opportunity to develop and learn knowledge and skills through training, In House Training, seminars and webinars facilitated by the Hospital. However, while working in the NICU room there is no position/career development. This causes several nurses to experience moderate stress with symptoms of not being able to sleep and restlessness.

According to Munandar (2014), career development is a potential stress generator which includes job uncertainty, over-promotion and under-promotion. According to Suwanto and Priansa (2011), one source of work stress at the individual level is the opportunity to develop a career. This source of stress is the result of interactions between individuals and the organizational environment which influences a person's perception of the quality of their career development.

The results of interviews with NICU nurses stated that the absence of career development caused moderate stress with symptoms of not being able to sleep (informant 2).

To produce job satisfaction and prevent frustration among workers, it is necessary to pay attention to the important elements of career development, namely opportunities to use job skills fully, opportunities to develop new skills and career counseling. Career development is one of the functions of career management which is the process of identifying the career potential of employees and materials and implementing appropriate methods to develop this potential. Career development is a condition that shows an increase in a person's status in an organization along the career path that has been determined in the organization concerned. Increasing a person's status in an organization should be carried out fairly, in the sense that in a career there is a clear career pattern that can be used as a guide in providing opportunities for employees to pursue careers without differentiating between each other. Individuals can use existing opportunities to achieve career success. This career information will motivate employees to plan their respective careers, meaning that those who have potential and are able to develop themselves can prepare themselves for a career up to the top position in the organization.

### **F. Responsibility Towards Others**

A work team is a group with complementary skills and is committed to achieving common goals effectively and efficiently.

Based on research, it was found that all nurses have a responsibility towards their colleagues in the team, namely communicating and reminding each other. With this responsibility, several nurses experience mild stress and moderate stress with symptoms of restlessness, restless thoughts, palpitations and increased pulse.

According to Sarafino (in Psychologymania, 2012) factors that influence work stress include work responsibilities. From the results of the interviews conducted, informant 5 stated that responsibility for other people caused mild stress with symptoms of thinking and anxiety. Informant 6 stated that responsibility for other people causes moderate work stress with symptoms of palpitations.

According to Suwanto and Priansa (2011), one source of work stress originating from the individual level is responsibility towards other people. Responsibility here can include responsibility for other people or other things. In many cases responsibility for others is a potential source of stress.

*Teamwork* is a set of values, attitudes and behavior in a team. To achieve good team collaboration, positive attitudes need to be developed among team members. These include the habit of listening to each other to create good communication, providing support to team members who need it, and appreciating the contributions and achievements obtained by each team member. Team work will determine whether the organization's journey will be smooth or not. Because of this, it is very necessary to have good cooperation in carrying out organizational responsibilities. Through collaboration and sharing knowledge and skills, a team is often able to complete tasks effectively, rather than being carried out by an individual.

## CONCLUSION

1. Based on the research, it was concluded that the absence of a clear division of tasks for going to the isolation room caused role ambiguity, thus causing work stress in nurses. The stress experienced is mild stress with symptoms of fatigue and dizziness.
2. From the research results, it was concluded that role conflict causes mild and moderate work stress with symptoms of fatigue, increased pulse and palpitations.
3. Quantitative excessive workload causes some nurses to experience work stress. The stress experienced is mild and moderate stress with symptoms including anxiety, fatigue, palpitations, stomach ache, decreased appetite, increased pulse.
4. Qualitative overload causes stress in some nurses because carrying out tasks does not match their abilities and skills, causing mild stress with symptoms of palpitations, decreased appetite, increased pulse and dizziness.
5. There are opportunities to develop knowledge and skills through training, In House Training, seminars and webinars. But there is no position/career development while working in the NICU room. This causes several nurses to experience mild and moderate stress with symptoms of not being able to sleep and restlessness.
6. It is very necessary to have good cooperation in carrying out organizational responsibilities. From the research results, it was found that responsibility for colleagues in the team made several nurses experience mild stress and moderate stress with symptoms of restlessness, restless thoughts, palpitations and increased pulse.

## REFERENCE

Almasitoh, UH (2011). Job Stress Viewed from Dual Role Conflict and Social Support in Nurses. *Journal of Islamic Psychology*. Vol. 8(1).

Amelia, R., Andayanie, E., Alifia, AN (2019). *Description of Job Stress in Nurses in the Mental Inpatient Room at the Regional Special Hospital of South Sulawesi Province*. Proceedings of the National Seminar.

Anggari, LPA (2019). The Effect of Pursed Lip Breathing Exercise on Peak Expiratory Flow in Asthma Patients in the Emergency Room at Klungkung Regional Hospital, 2019. *Research Journal*.

Biru, Mega, et al. ( 2016 ). Analysis of Job Stress Factors That Influence Employee Performance. *Journal of Business Administration*, 39(2).

Bisen, Vikram & Priya. (2010). *Industrial Psychology*. New Delhi : New Age International Publishers.

Dosenpendidikan.co.id. (2020, September 21). Job Stress Is. Retrieved November 12, 2020, from <http://dosenpendidikan.co.id/stres-kerja/>.

Fatin, Nur. ( 2018 ). Understanding Workload and Its Types and Factors. Retrieved July 6, 2021, from <https://seputarunderstanding./2018/07/pengertian-beban-kerja-ert-jen-dan-besarnya.html>.

Halodoc.com. (2018, December 21). Work Stress Affects Overall Health. Retrieved November 23, 2020, from <https://www.halodoc.com/article/stres-kerja-influence-kesehatan-sebuah-seluruh>.

Haryanti, Aini, F., Purwaningsih, P. (2013). The Relationship Between Workload and Work Stress of Nurses in the Emergency Installation of Semarang Regency Regional Hospital. *Journal of Nursing Management*. Vol 1 (1).

Hasibuan, Malay. (2012). *Human Resources Management Seventeenth Edition*. Jakarta : Earth of Letters.

Health.kompas.com. (2020, October 12). Recognize the Signs and Ways to Overcome Work Stress. Retrieved November 26, 2020, from <https://health.kompas.com/read/2020/10/12/090900268/kenali-tanda-tanda-dan-cara-mengatasi-kerja-stress?page=all>.

Herqutanto, et al. (2017). Job Stress in Nurses in Hospitals and Service Facilities Primary Health. *Research Journal*, 13 – 17.

Ilmueconomics id.com (2019). Work Procedures, Work Procedures and Work Systems in the Office. Retrieved June 11, 2021, from <https://www.ilmu-Ekonomi-id.com/2019/09/tata-kerja-prosedur-kerja-dan-sistem-kerja-dalam-kantor.html>.

Jundillah, ZN, et al (2017). *Analysis of Occupational Stress in Nurses in Konawe Islands Regency in 2017*. *Public Health Student Scientific Journal*, 2 (6), 1 – 9.

Studipustaka.com. (2018, January 10). Definition, Dimensions and Measurement of Workload. Retrieved November 26, 2020, from <https://www.kajianpustaka.com/2018/01/pengertian-dimensi-dan-pengukuran-beban-kerja.html>.

Studipustaka.com. (2018, January 20). Definition, Types and Causes of Role Conflict. Retrieved November 12, 2020, from <http://kajianpustaka.com/2018/01/understand-jen-dan-pembebab-konflik-peran.html>.

Koesomowidjojo, SRM (2017). *Practical Guide to Preparing Workload Analysis*. Jakarta: Achieve the Hope of Success.

Lazarus, and Folkman's. (2012). *Stress and Conitive Appraisal*. New York: Springer Publishing Company.

Liputan6.com. ( 2019, July 12 ). 3 Stages of Stress You Should Know. Retrieved November 12, 2020, from <https://www.liputan6.com/health/read/4011057/3-phase-stres-yang-besar-anda-ketahui>.

Munandar, USA (2014). Industrial and Organizational Psychology. Jakarta: University of Indonesia.

Nasional.kompas.com. (2020, September 4). FKUI Research: 83 Percent of Health Workers Experience Burnout. Retrieved November 25, 2020, from <https://nasional.kompas.com/read/2020/09/04/22453271/bisnis-fkui-83-persen-tenaga-kesehatan-alami-burnout>.

Nugroho, MA (2010). Psychological Phenomenon of Menopausal Women in Blerong Village, District. Guntur District Demak. Research journal.

Nursalam. ( 2014 ). Nursing Management. Jakarta: Salemba Medika.

Nursalam. ( 2016 ). Practical Approach Nursing Research Methods 4th edition. Jakarta: Salemba Medika.

Pahlevi.net. ( 2019, July 12 ). Understanding Responsibilities, Benefits and Miscellaneous. Accessed November 12, 2020. From <http://pahlevi.net/pengertian-respons-respons/>.

Richard. (2010). Coping with Stress in a Changing World. New York: McGraw Hill.  
Safetysign.co.id. ( 2015 ). Every 15 Seconds, 1 Worker in the World Dies Due to Work Accidents. Retrieved November 23, 2020, from <https://www.safetysign.co.id/news/154/Every-15-Detik-1-Perkerja-di-Dunia-Meninggal-Akibat-Kerelakalan-Kerja>.

Bacheloreconomics.com. (2020, September 19). Purposive Sampling. Retrieved November 30, 2020, from <https://sarjana Ekonomi.co.id/purposive-sampling/>.

Slideplayer.com. ( 2015 ). Psychology of the World of Work Stress at Work. Retrieved November 26, 2020, from <https://slideplayer.info/slide/3062300/>.

Sugiyono. (2017). Quantitative, Qualitative, and R&D Research Methods. Bandung: Alfabeta, CV.

Suma'mur PK (2009). Work Safety and Accident Prevention: CV Haji Masagung, Jakarta.  
Tantra, Sultan and Larasati. ( 2015 ). Social Factors Influence Job Stress. Work Journal. Lampung: Faculty of Medicine, University of Lampung, 4 (9), 1 – 4. Taylor, S.E. (2019). Social Psychology. Jakarta : Kencana.

Wulandari, FE (2016). The Relationship Between Stress Levels and Insomnia Levels of 2012/2013 Class I Students of the Medical Education Study Program, Faculty of Medicine, Diponegoro University. Report on the Results of Scientific Writing.