

**PENGARUH LINGKUNGAN KERJA DAN KARAKTERISTIK
INDIVIDU TERHADAP STRES KERJA PERAWAT
RUMAH SAKIT UMUM AVISENA DI CIMAHI**

SKRIPSI

**Diajukan Untuk Memenuhi Salah Satu Syarat Menempuh Ujian Sidang
Sarjana Pendidikan Program Studi Pendidikan Bisnis**



**Oleh:
Hendri Yuliadi
1406401**

**FAKULTAS PENDIDIKAN EKONOMI DAN BISNIS
UNIVERSITAS PENDIDIKAN INDONESIA
2018**

**PENGARUH LINGKUNGAN KERJA DAN KARAKTERISTIK
INDIVIDU TERHADAP STRES KERJA PERAWAT RUMAH
SAKIT UMUM AVISENA DI CIMAHI**

Oleh:
Hendri Yuliadi
1406401

Sebuah skripsi yang diajukan untuk memenuhi salah satu syarat memperoleh
gelar Sarjana pada Fakultas Pendidikan Ekonomi dan Bisnis

©Hendri Yuliadi
Universitas Pendidikan Indonesia
Agustus 2018

Hak Cipta dilindungi undang-undang.
Skripsi ini tidak boleh diperbanyak seluruhnya atau sebagian, dengan dicetak
ulang, difotokopi, atau cara lainnya tanpa ijin dari penulis

LEMBAR PENGESAHAN

PENGARUH LINGKUNGAN KERJA DAN KARAKTERISTIK INDIVIDU TERHADAP STRES KERJA PERAWAT RUMAH SAKIT UMUM AVISENA DI CIMAHI

Skripsi ini disetujui dan disahkan oleh :

Pembimbing I

Hj. Sumiyati, SE., M. Si
NIP. 19560504 198703 2 001

Pembimbing II

Dr. Ridwan Purnama, SH., M. Si
NIP. 19600915 198803 1 003

Mengetahui,

Dekan Fakultas
Pendidikan Ekonomi dan Bisnis
Universitas Pendidikan Indonesia

Prof. Dr. H. Agus Rahayu, M. P.
NIP. 19620607 198703 1 002

Ketua Program Studi
Pendidikan Bisnis

Dr. H. Hari Mulyadi, M. Si
NIP. 19590515 198601 1 001

Tanggung Jawab Yuridis
Ada Pada Penulis

Hendri Yuliadi
NIM. 1406401

ABSTRAK

Hendri Yuliadi (1406401), “**Pengaruh Lingkungan Kerja dan Karakteristik Individu terhadap Stres Kerja Perawat Rumah Sakit Umum Avisena di Cimahi**”. Di bawah bimbingan Hj. Sumiyati, SE., M.Si dan Ridwan Purnama, SH., M. Si

Stres kerja pada perawat merupakan salah satu permasalahan dalam manajemen sumber daya manusia di Rumah Sakit. Tingginya tingkat stres kerja perawat akan merugikan Rumah Sakit tersebut. Konsenkuensi yang timbul dan bersifat tidak langsung adalah meningkatnya tingkat absensi, menurunnya tingkat produktivitas, dan toleransi, hingga *turnover*. Lingkungan kerja dan karakteristik individu merupakan faktor yang dapat mengurangi tingkat stres kerja yang dialami oleh perawat di Rumah Sakit. Rumah Sakit tidak akan berjalan dengan baik apabila perawat yang bekerja mengalami stres kerja, seperti yang dialami oleh perawat Rumah Sakit Umum Avisena di Cimahi. Penelitian ini bertujuan untuk (1) mengetahui gambaran lingkungan kerja, (2) mengetahui gambaran karakteristik individu, (3) mengetahui tingkat stres kerja, (4) mengetahui pengaruh lingkungan kerja terhadap stres kerja, (5) mengetahui pengaruh karakteristik individu terhadap stres kerja dan (6) mengetahui pengaruh lingkungan kerja dan karakteristik individu terhadap stres kerja . Objek yang menjadi unit analisis dalam penelitian ini adalah perawat Rumah Sakit Umum Avisena di Cimahi. Variabel (X_1) dalam penelitian ini adalah lingkungan kerja, variabel (X_2) karakteristik individu, dan variabel (Y) adalah stres kerja. Jenis penelitian yang digunakan adalah deskriptif dan verifikatif. Metode yang digunakan adalah *exploratory survey* dengan jumlah sampel 73 responden. Teknik analisa data yang digunakan adalah regresi berganda dengan alat bantu *software* komputer *Statistical Product for Service Solutions (SPSS) 24.0 for windows*. Hasil temuan dalam penelitian ini menunjukkan bahwa gambaran lingkungan kerja dalam kategori cukup kondusif, gambaran karakteristik individu dalam kategori baik, gambaran stres kerja dalam kategori cukup tinggi. Berdasarkan hasil penelitian ini, disarankan lingkungan kerja Rumah Sakit Umum Avisena di Cimahi lebih dikondusifkan lagi dalam aspek lingkungan kerja fisik dengan penempatan dan penataan yang lebih strategis. Dalam segi karakteristik individu di Rumah Sakit Umum Avisena di Cimahi meningkatkan pengetahuan perawat mengenai pekerjaannya. Sehingga diharapkan lingkungan kerja dan karakteristik individu perlu diperhatikan lebih lanjut oleh Rumah Sakit Umum Avisena di Cimahi dalam menunjang penurunan tingkat stres kerja perawat.

Kata kunci: Lingkungan Kerja, Karakteristik Individu, Stres Kerja

ABSTRACT

Hendri Yuliadi (1406401), "The Effect of Work Environment and Individual Characteristics on Job Stress Among the Nurse at Avisena Public Hospital in Cimahi". This study is conducted under the guidance of Hj. Sumiyati, SE., M.Si and Ridwan Purnama, SH,. M. Si

Job stress on nurses is one of the problems in human resources management at the Hospital. The high level of job stress among nurses impacts any harm to the hospital. The consequences that arise and indirectly are such as the increase in absenteeism, the decreased levels of productivity, and tolerance even turnover. Work environment and individual characteristics are factors that can reduce the level of job stress experienced by nurses in the Hospital. The hospital will not run properly if the nurses experience job stress, as experienced by the Avisena Hospital nurse in Cimahi. The present study aims to (1) find out the description of work environment, (2) find out the description of the individual characteristics, (3) find out the description of job stress, (4) find out the effect of work environment on job stress, (5) find out the effect of individual characteristic of job stress and (6) find out the effect of work environment and individual characteristic of job stress. The object of the study is taken from the nurse of Avisena Public Hospital in Cimahi. Variable X1 in the study refers to a work environment, variable X2 refers to an individual characteristic, and variable Y refers to job stress. The type of study is using descriptive and verificative. Then, the method is using an explanatory survey of 73 respondents. Additionally, the data analysis technique is using multiple regressions with computer software tool Statistical Product for Service Solutions (SPSS) 24.0 for Windows. The findings of the study indicate that the picture of the working environment in the category is quite conducive, the description of individual characteristics is in either category, and the description of job stress in the category is quite high. Based on the results of the study, it is recommended that the work environment of Avisena Public Hospital in Cimahi can be more conducive in the aspect of physical work environment with a more strategic placement and arrangement. In terms of characteristics, individuals at Avisena Public Hospital in Cimahi increase the nurse's knowledge in the work field. Therefore, it is expected that the work environment and individual characteristics should be considered farther by Avisena General Hospital in Cimahi in supporting the decrease in nurses' job stress level.

Keywords: *Work Environment, Individual Characteristics, Job Stress*

DAFTAR ISI

ABSTRAK	i
ABSTRACT	ii
UCAPAN TERIMA KASIH	iii
KATA PENGANTAR.....	vi
DAFTAR ISI.....	vii
DAFTAR TABEL	ix
DAFTAR GAMBAR.....	xi
DAFTAR LAMPIRAN	xii
BAB I PENDAHULUAN.....	1
1.1 Latar Belakang Penelitian.....	1
1.2 Identifikasi Masalah	9
1.3 Rumusan Masalah	10
1.4 Tujuan Penelitian.....	10
1.5 Kegunaan Penelitian.....	11
BAB II KAJIAN PUSTAKA, KERANGKA PEMIKIRAN DAN HIPOTESIS	12
2.1 Kajian Pustaka	12
2.1.1 Perilaku Organisasi.....	12
2.1.2 Lingkungan Kerja	15
2.1.3 Karakteristik Individu	26
2.1.4 Stres Kerja	34
2.1.5 Penelitian Terdahulu	44
2.1.6 Pengaruh Lingkungan Kerja dan Karakteristik Individu Terhadap Stres Kerja	46
2.2 Kerangka Pemikiran	49
2.3 Hipotesis	53
BAB III OBJEK DAN METODE PENELITIAN	55
3.1 Objek Penelitian	55
3.2 Metode Penelitian.....	56
3.2.1 Jenis Penelitian dan Metode yang Digunakan	56
3.2.2 Operasionalisasi Variabel	57
3.2.3 Jenis dan Sumber Data.....	62
3.2.4 Populasi dan Sampel.....	64
3.2.5 Teknik Pengumpulan Data	65
3.2.6 Hasil Pengujian Validitas dan Reabilitas.....	66
3.2.7 Teknik Analisis Data	72
BAB IV HASIL PENELITIAN DAN PEMBAHASAN.....	86
4.1 Hasil Penelitian.....	86
4.1.1 Profil Perusahaan	86
4.1.2 Karakteristik Perawat Rumah Sakit Umum Avisena di Cimahi.....	88

4.1.3	Hasil Pengujian Deskriptif.....	94
4.1.4	Hasil Pengujian Verifikasi	119
4.1.5	Uji Hipotesis	132
4.2	Pembahasan Hasil Penelitian.....	134
4.2.1	Pembahasan Gambaran Lingkungan Kerja	134
4.2.2	Pembahasan Gambaran Karakteristik Individu	135
4.2.3	Pembahasan Gambaran Stres Kerja.....	137
4.2.4	Pengaruh Lingkungan Kerja Terhadap Stres Kerja.....	139
4.2.5	Pengaruh Karakteristik Individu Terhadap Stres Kerja...	140
4.2.6	Pengaruh Lingkungan Kerja dan Karakteristik Individu Terhadap Stres Kerja	141
4.2.7	Implikasi Hasil Penelitian.....	143
BAB V	KESIMPULAN DAN SARAN	150
5.1	Kesimpulan.....	150
5.2	Saran	151
DAFTAR PUSTAKA		154
LAMPIRAN		

DAFTAR PUSTAKA

Buku

- Abdul Rahman, A. (2013). *Psikologi Sosial: Integrasi Pengetahuan Wahyu dan Pengetahuan Empirik*. Jakarta: Rajawali Pers.
- Akhmad, S., & Jauhar, M. (2013). *Pengantar Teori dan Perilaku Organisasi*. Prestasi Pustaka.
- Ali, M. (1985). *Pendidikan Kependidikan Prosedur dan Strategi*. Bandung: Angkasa Bandung.
- Amirullah. (2013). *Metodologi Penelitian Manajemen*. Malang: Bayumedia.
- Ardana, Komang, D. (2008). *Perilaku Keorganisasian* (Pertama). Yogyakarta: Graha Ilmu.
- Arikunto, S. (2009). *Dasar-dasar Evaluasi Penelitian*. Jakarta: PT. Bumi Aksara.
- Arikunto, S. (2010). *Prosedur Penelitian: Suatu Pendekatan Praktik* (Edisi Revisi). Jakarta: Rineka Cipta.
- Bambang. (2000). *Stres dan Keselamatan Kerja*. Jakarta: Universitas Indonesia.
- Bauer, T., & Erdogan, B. (2012). *An Introduction to Organizational Behavior* (1.1). Creative Commons.
- Darmadi, H. (2013). *Metode Penelitian Pendidikan dan Sosial*. Bandung: Alfabeta.
- Dewi, I. C. (2011). *Pengantar Ilmu Administrasi*. Jakarta: Pustakaraya.
- George, J. M., & Jones, G. R. (2012). *Understanding and Managing Organizational Behavior*. (S. Yagan, Ed.) (6th Editio). New Jersey: PRENTICE HALL.
- Ghozali, I. (2011). *Aplikasi Analisis Multivariate dengan Program IBM SPSS19*. Semarang: Universitas Diponegoro.
- Gibson, J. L., Ivancevich, J. M., Donnelly, J. H., & Konopaske, R. (2012). *Organizations : Behavior, Structure, Processes* (14th ed.). New York: McGraw-Hill.
- Gillies, D. . (1994). *Nursing management: a systems approach* (3rd editio). Philadelphia: WB Saunders Company.
- Greenberg, J. (2011). *Comprehensive stress management* (13th ed.). McGraw-Hill Higher Education,.
- Handoko, H., Susanto, A., Prama, G., Hardjana, A., & Lako, A. S. (2004). *Strategi Organisasi* (Cetakan Pe). Yogyakarta: Amara Books.
- Herman, S., & Iwa, G. (2007). *Perilaku Organisasional*. Yogyakarta: Graha Ilmu.
- Hurriyati, R. (2005). *Bauran Pemasaran dan Loyalitas Konsumen*. Bandung: Alfabeta.
- Jihad, A. & A. H. (2013). *Evaluasi Pembelajaran*. Yogyakarta: Multi Presindo.
- Kahn, R. L., Wolfe, D. M., Quinn, R. P., Snoek, J. D., & Rosenthal, R. A. (1964). *Organizational stress: Studies in role conflict and ambiguity*. Oxford, England: John Wiley.
- Kerlinger, F. N. (2014). *Asas- Asas Penelitian Behavioral*. Yogyakarta: Gadjah Mada University Press.
- Kinicki, A., & Fugate, M. (2018a). *Organizational Behavior : A Practical, Problem-Solving Approach* (Second). New York: McGraw-Hill Education.
- Kinicki, A., & Fugate, M. (2018b). *Organizational Behavior: A Pratical, Problem-*

- Solving Approach. Social Service Review* (2nd ed., Vol. 64). New York: McGraw-Hill Education.
- Luthans, F. (2011). *Organizational Behavior: An Evidence-Based Approach* (12th ed.). New York: McGraw-Hill/Irwin.
- Mangkunegara, A. A. A. P. (2014). *Manajemen Sumber Daya Manusia Perusahaan*. Bandung: Remaja Rosdakarya.
- Marihot. (2009). *Manajemen Sumber Daya Manusia*. Jakarta: Grasindo.
- McShane, S. L., & Glinow, M. A. Von. (2018). *Organizational behavior : emerging knowledge, global reality* (Eight). New York: McGraw-Hill Education.
- Miftah, T. (2014). *Perilaku Organisasi, Konsep Dasar dan Aplikasinya*. Jakarta: Rajawali Pers.
- Mondy, R.W., A, Sharplin, S. R. P. (1990). *Managmen and Organizational Behavior*. USA: Allyn and Bacon.
- Mullins, L. J., & Christy, G. (2013). *Management & Organizational Behaviour* (Nine Editi). Financial Times Pitman.
- Mulyadi. (2013). *Sistem Akuntansi*. (M. Nurachmad, Ed.). Jakarta: Salemba Empat.
- Naresh K. Malhotra. (2015). *Essentials of Marketing Research* (Global Edi). England: Pearson.
- Nasahudin, T. dan G. N. (2012). *Metode Penelitian Kuantitatif*. Jakarta: Rajawali Pers.
- Nawawi, H. (2006). *Evaluasi dan manajemen kinerja di lingkungan perusahaan dan industri*. Yogyakarta: Gadjah Mada Univercity Press.
- Nitisemito, A. S. (1982). *Manajemen Personalia*. Jakarta: Ghalia Indonesia.
- Notoatmodjo, S. (2007). *Pendidikan dan Perilaku Kesehatan* (Kedua). Jakarta: PT. Rineka Cipta.
- Nursalam. (2008). *Konsep dan Penerapan Metodologi Penelitian Ilmu Keperawatan*. Jakarta: Salemba Medika.
- Riduwan. (2013). *Cara Menggunakan dan Memakai Analisis Jalur (Path Analysis)*. Bandung: Alfabeta.
- Robbins, S. P., & Judge, T. A. (2016). *Organizational Behavior* (17th ed.). United States: Pearson Education.
- Santosa, S. (2012). *Statistik Parametrik : Konsep dan Aplikasi dengan SPSS*. Jakarta: PT Elex Media Komputindo.
- Santoso, S. (2012). *Analisis SPSS pada Statistik Parametrik*. Jakarta: PT. Elex Media Komputindo.
- Schultz, D. P., & Schultz, S. E. (2010). *Psychology and Work Today* (10th ed.). USA: Routledge.
- Sedarmayanti. (2011). *Manajemen Sumber Daya Manusia, Reformasi Birokrasi dan Manajemen Pegawai Negeri Sipil* (Kelima). Bandung: PT Rafika Aditama.
- Sekaran, U. (2014). *Research For Business* (Terjemahan). Jakarta: Salemba Empat.
- Siagian, S. P. (2003). *Manajemen Sumber Daya Manusia*. Jakarta: Bumi Aksara.
- Sigit, S. (2003). *Esensi Perilaku Organisasi*. Yogyakarta: Lukman Offset.
- Singh, R. S. (1998). *Plant Diseases* (Seventh Ed). New Delhi: Oxford & IBH Publishing CO. PVT. LTD.
- Siregar, S. (2012). *Statistika Deskripstif untuk Penelitian Dilengkapi Perhitungan Manual dan Aplikasi SPSS Versi 17*. Jakarta: Rajawali Pers.

- Sitepu, N. S. (1994). *Analisis Regresi dan Korelasi*. Bandung.
- Sopiah. (2008). *Perilaku Organisasional*. (S. Suyantoro, Ed.). Yogyakarta: ANDI.
- Sudjana. (2005). *metoda statistika*. Tarsito.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif dan R & D*. Bandung: Alfabeta.
- Sukirno, S. (2006). *Mikro Ekonomi Teori Pengantar* (Edisi Ketiga). Jakarta: Rajagrafindo Persada.
- Sumarwan, U. et al. (2011). *Riset Pemasaran dan Konsumen: Panduan Riset dan Kajian Kepuasan, Perilaku, Pembelian, Gaya Hidup, Loyalitas dan Persepsi Risiko*. Bogor: IPB Press.
- Suwatno, & Priansa, D. J. (2011). *Manajemen SDM dalam Organisasi Publik dan Bisnis*. Bandung: Alfabeta.
- Usman, H. (2011). *Manajemen (Teori, Praktik, dan Riset Pendidikan)* (Edisi 3). Jakarta: Bumi Aksara.
- Wagiran. (2015). *Metodologi Penelitian Pendidikan (Teori dan Implementasi)*. Yogyakarta: Deepublish publisher.
- Wahjono, S. I. (2010). *Perilaku Organisasi*. Yogyakarta: Graha Ilmu.
- Wibowo. (2013). *Perilaku Dalam Organisasi*. Depok: PT. RajaGrafindo Persada.
- Widayatun. (2005). *Ilmu Perilaku* (Cetakan Pe). Jakarta: Rineka Cipta.
- Widyayana, R., & Senen, S. H. (2016). Pengaruh Lingkungan Dan Kemampuan Kerja Terhadap Kinerja Karyawan PT . Ronadamar Sejahtera Cabang Bandung. *Journal of Business Management Education*, 1(2), 47–55.
- Wignjosoebroto, S. (2009). *Tata Letak Pabrik dan Pemindahan Bahan*. Surabaya: Guna Widya.
- Wilkinson, A., Redman, T., & Dundon, T. (2017). *Contemporary Human Resource Management*. United Kingdom: Pearson.
- Winardi, J. (2009). *Manajemen Perilaku Organisasi* (Revisi). Jakarta: Kencana.
- Wursanto, I. (2009). *Dasar –Dasar Ilmu Organisasi* (Dua). Yogyakarta: ANDI.
- Zainal, V. R., Hadad, M. D., & Ramly, M. (2014). *Kepemimpinan dan Perilaku Organisasi*. Depok: PT. RajaGrafindo Persada.

Jurnal

- Abualrub, R. F., & Al-Zaru, I. M. (2008). Job stress, recognition, job performance and intention to stay at work among Jordanian hospital nurses. *Journal of Nursing Management*, 16(3), 227–236. <https://doi.org/10.1111/j.1365-2834.2007.00810.x>
- Adam, I. O., Effah, J., & Boateng, R. (2016). Virtualisation of Administrative Work Environment in Developing Country Higher Education Institutions: An Activity Theory Perspective. *European Conference on Information Systems*, 1987.
- Ahsan, N., & Alam, S. (2009). A Study of Job Stress on Job Satisfaction among University Staff in Malaysia : Empirical Study. *European Journal of Social Sciences*, 8(1), 121–131.
- Ajala, E. M. (2012). The Influence of Workplace Environment on Workers' Welfare, Performance and Productivity. *The African Symposium*, 12(1).
- Anisman-Razin, M., & Saguy, T. (2016). Reactions to tokenism: The role of individual characteristics in shaping responses to token decisions. *European Journal of*

- Social Psychology*, 46(6), 716–731. <https://doi.org/10.1002/ejsp.2215>
- Anomim. (2013, October 22). Tingkat Stress Karyawan Meningkat. *PORTALHR*. Retrieved from <http://portalhr.com/berita/tingkat-stress-karyawan-meningkat/>
- Azad-Marzabadi, E., & Gholami Fesharaki, M. (2016). Job Stress and Related Factors Among Iranian Male Staff Using a Path Analysis Model. *Iranian Red Crescent Medical Journal*, 16(3), 24–26. <https://doi.org/10.5812/ircmj.34314>
- Bai, J., Zhang, Q., Wang, Y., Yu, L. P., Pei, X. B., Cheng, L., & Hsu, L. (2015). Work environment for Chinese nurses in different types of ICUs: A multisite cross-sectional survey. *Journal of Nursing Management*, 23(4), 498–509. <https://doi.org/10.1111/jonm.12163>
- Balakrishnan, C. (2013). Impact of Internal Communication on Employee Engagement – A Study at Delhi International Airport. *International Journal of Scientific and Research Publications*, 3(8), 1–13. <https://doi.org/ISSN 2250-3153>
- Banerjee, S., & Mehta, P. (2016). Determining the Antecedents of Job Stress and Their Impact on Job Performance : A Study Among Faculty Members. *8 The IUP Journal of Organizational Behavior*, xv(2), 2016.
- Beal, S. J., Riddle, I. K., Kichler, J. C., Duncan, A., Houchen, A., Casnellie, L., ... Corathers, S. D. (2016). The Associations of Chronic Condition Type and Individual Characteristics With Transition Readiness. *Academic Pediatrics*, 16(7), 660–667. <https://doi.org/10.1016/j.acap.2016.06.007>
- Beer, L. T. De, & Rothmann, S. (2014). Investigating The Reversed Causality Of Engagement And Burnout In Job Demands-Resources Theory. *Original Research*, 1–9.
- Blau, G. (1981). An empirical investigation of job stress, social support, service length, and job strain. *Organizational Behavior and Human Performance*, 27(2), 279–302. [https://doi.org/10.1016/0030-5073\(81\)90050-7](https://doi.org/10.1016/0030-5073(81)90050-7)
- Borella, E., Carbone, E., Pastore, M., Beni, R. De, & Carretti, B. (2017). Working memory training for healthy older adults: The role of individual characteristics in explaining short- and long-term gains. *Frontiers in Human Neuroscience*, 11(99). <https://doi.org/10.3389/fnhum.2017.00099>
- Bronwyn, H., Douglas, Clint, & Ann, B. (2015). Work environment , job satisfaction , Stress and Burnout Among Haemodialysis Nurses. *Journal of Nursing Management*, 23(5), 588–598. <https://doi.org/10.1111/jonm.12184/abstract>.
- Cahyaningrum, S., & Surjanti, J. (2018). Pengaruh Stres Kerja dan Konflik Kerja terhadap Kinerja Karyawan (Studi pada Karyawan PT.Surya Cipta Internusa Gresik). *Jurnal Ilmu Manajemen*, 6(1).
- Chang, C., & Chen, F. (2016). An Investigation on the Relationship Among Employees' Job Stress, Satisfaction and Performance, 375. <https://doi.org/10.1007/978-981-10-0539-8>
- Chen, J.-C., Silverthorne, C., & Hung, J.-Y. (2006). Organization communication, job stress, organizational commitment, and job performance of accounting professionals in Taiwan and America. *Leadership & Organization Development Journal*, 27(4), 242–249. <https://doi.org/10.1108/01437730610666000>
- Chetty, P. J., Coetzee, M., & Ferreira, N. (2016). Sources of job stress and cognitive receptivity to change: the moderating role of job embeddedness. *South African*

- Journal of Psychology*, 46(1), 101–113.
<https://doi.org/10.1177/0081246315591308>
- Chybowski, L., Gawdzińska, K., & Wiśnicki, B. (2016). Qualitative Importance Measures of Systems Components – A New Approach and Its Applications. *Management Systems in Production Engineering*, 4(24), 237–246. <https://doi.org/10.12914/MSPE>
- Corchia, C., Fanelli, S., Gagliardi, L., Bellu, R., Zangrandi, A., Persico, A., & Zanini, R. (2016). Work environment, volume of activity and staffing in neonatal intensive care units in Italy: results of the SONAR-nurse study. *Italian Journal of Pediatrics*, 42, 34. <https://doi.org/10.1186/s13052-016-0247-6>
- Dagget, T., Molla, A., & Belachew, T. (2016). Job related stress among nurses working in Jimma Zone public hospitals, South West Ethiopia: a cross sectional study. *BMC Nursing*, 15(1), 39. <https://doi.org/10.1186/s12912-016-0158-2>
- Daniels, J., Wang, M., & Wong, M. C. S. (2016). Individual attitudes towards the impact of multinational corporations on local businesses: how important are individual characteristics and country-level traits? *Applied Economics Letters*, 23(7). <https://doi.org/10.1080/13504851.2015.1085631>
- De Bruyn, G. P., & Taylor, N. (2006). Sources of Work Stress Inventory: Technical manual. Johannesburg, South Africa: Jopie van Rooyen & Partners.
- Deng, L., Wang, L., Zhao, Y., Deng, L., & Wang, L. (2016). How Creativity Was Affected by Environmental Factors and Individual Characteristics : A Cross-cultural Comparison Perspective How Creativity Was Affected by Environmental Factors and Individual Characteristics : A Cross-cultural Comparison Perspective. *Creativity Research Journal*, 28(3), 357–366. <https://doi.org/10.1080/10400419.2016.1195615>
- Diane, S. M., & Tremblay, G. (2016). Workload , generic and work – family specific social supports and job stress : mediating role of work-family and family-work conflict. *International Journal of Contemporary Hospitality Management* , 28(8).
- Dirik, H. F., & Intepeler, S. S. (2017). The work environment and empowerment as predictors of patient safety culture in Turkey. *Journal of Nursing Management*, 25(4), 256–265. <https://doi.org/10.1111/jonm.12458>
- Eshel, Y., & Kimhi, S. (2015). Postwar Recovery to Stress Symptoms Ratio as a Measure of Resilience, Individual Characteristics, Sense of Danger, and Age. *Journal of Loss and Trauma*, 21(2), 160–177. <https://doi.org/10.1080/15325024.2014.965970>
- Faizin, A., & Winarsih. (2008). Hubungan Tingkat Pendidikan dan Lama Kerja Perawat dengan Kinerja Perawat di RSU Pandan Arang Kabupaten Boyolali. *Berita Ilmu Keperawatan*, 1(3). <https://doi.org/ISSN. 1979-2397>
- Fan, Y., Zheng, Q., Liu, S., & Li, Q. (2016). Construction of a new model of job engagement, psychological empowerment and perceived work environment among Chinese registered nurses at four large university hospitals: implications for nurse managers seeking to enhance nursing retention and quality of. *Journal of Nursing Management*, 24(5), 646–655. <https://doi.org/10.1111/jonm.12369>
- Fitri, A. M. (2013). Analisis Faktor-Faktor yang Berhubungan dengan Kejadian Stres Kerja pada Karyawab Bank (Studi pada Karyawan Bank BMT). *Jurnal Kesehatan*

- Masyarakat* 2013, 2(1).
- Flanagan, N. A., & Flanagan, T. J. (2006). An Analysis of the Relationship Between Job Satisfaction and Job Stress in Correctional Nurses. *Nursing Research*, 55(5), 316–327. <https://doi.org/10.1097/00006199-200609000-00004>
- Fry, L. W., Latham, J. R., Clinebell, S. K., & Krahne, K. (2016). Spiritual leadership as a model for performance excellence: a study of Baldrige award recipients. *Spiritual leadership as a model for performance excellence: a study of Baldrige award recipients. Journal of Management, Spirituality & Religion*, 6086(July). <https://doi.org/10.1080/14766086.2016.1202130>
- Guntoro, B., Hastuti, D. W., & Nurtini, S. (2016). The Relationship Between Leadership Type , Work Motivation , Training of Employee , and Physical Work Environment Toward Employee ' s Performance of Fastfood Company in Yogyakarta Indonesia, 5(1), 18–25.
- Hadjukova, A., & Klementova Jarmila. (2015). The Job Satisfaction As A Regulator Of The Working Behaviour. *Global Conference on Psychology Research*. <https://doi.org/10.1016/j.sbspro.2015.05.028>
- Hariyono, W., Suryani, D., & Wulandari, Y. (1978). Hubungan Antara Beban Kerja, Stres Kerja Dan Tingkat Konflik Dengan Kelelahan Kerja Perawat Di Rumah Sakit Islam Yogyakarta Pdhi Kota Yogyakarta. *Kesmas*, 3(3), 186–197.
- Harm, D. L., & Parker, D. E. (1993). Perceived self-orientation and self-motion in microgravity, after landing and during preflight adaptation training. *J. Vestib. Res.-Equilib. Orientat.*, 3(3), 297–305.
- Hashemzadeh, I., Owrange, M., & Bahreh-dar, M. J. (2000). Job stress and its relation with psychological health among the hospital personnel in Shiraz. *Andisheh Raftar*, 5(2–3), 55–62.
- Heidari, H., Hasanzadeh, M., & Fooladi, M. (2017). Stress Management among Parents of Neonates Hospitalized in NICU: A Qualitative Study. *Journal of Caring Sciences*, 6(1), 29–38. <https://doi.org/10.15171/jcs.2017.004>
- Hoboubi, N., Choobineh, A., Ghanavati, F. K., Keshavarzi, S., & Hosseini, A. A. (2017). The Impact of Job Stress and Job Satisfaction on Workforce Productivity in an Iranian Petrochemical Industry. *Safety and Health at Work*, 8(1), 67–71. <https://doi.org/10.1016/j.shaw.2016.07.002>
- Holt, T. J., Blevins, K. R., & Smith, R. W. (2016). Examining the impact of organizational and individual characteristics on forensic scientists' job stress and satisfaction. *Journal of Crime and Justice*, 9119(August), 1–16. <https://doi.org/10.1080/0735648X.2016.1216731>
- Hornstein, H. (2015). The integration of project management and organizational change management is now a necessity. *International Journal of Project Management*, 33, 291–298.
- Hosseini, S., Habibi, E., Barakat, S., Ahanchi, N., Fooladvand, M., & Khorasani, E. (2016). Investigating the relationship of mental health with job stress and burnout in workers of metal industries. *International Journal of Educational and Psychological Researches*, 2(2), 111. <https://doi.org/10.4103/2395-2296.178867>
- Husien, N. M., & Hady, A. (2012). Pengaruh Lingkungan Kerja Dan Karakteristik Individu Terhadap Kepuasan Kerja Karyawan Hotel Melati Di Kecamatan

- Banjarmasin Tengah. *Jurnal Manajemen Dan Akutansi*, 13(11), 73–84.
- Iovu, M.-B., Hărăguș, P.-T., & Roth, M. (2016). Constructing future expectations in adolescence: relation to individual characteristics and ecological assets in family and friends. *International Journal of Adolescence and Youth*, 3843(March 2017), 1–10. <https://doi.org/10.1080/02673843.2016.1247007>
- Jamal, M. (1984). Job Stress and Job Performance Controversy: An Empirical Assessment. *Organizational Behavior and Human Performance*, 33(1), 1–21. <https://doi.org/10.1037/1072-524514.2.175>
- Karatepe, O. (2013). The effects of work overload and work-family conflict on job embeddedness and job performance The mediation of emotional exhaustion. *International Journal of Contemporary Hospitality Management*, 25(4), 614–634.
- Juliandiny, T., Senen, S. H., & Sumiyati. (2016). Kompensasi Serta Motivasi Kerja pada Kinerja Keperawatan Kontrak. *Journal of Business Management Education*, 1(2), 81–90.
- Kawakamii, N., & Haratani, T. (1999). Epidemiology of Job Stress and Health in Japan: Review of Current Evidence and Future Direction. *Industrial Health*, 37, 174–186. <https://doi.org/10.2486/indhealth.37.174>
- Kim, G., Min, B., Jung, J., Paek, D., & Cho, S. (2016). The association of relational and organizational job stress factors with sleep disorder: analysis of the 3rd Korean working conditions survey (2011). *Annals of Occupational and Environmental Medicine*, 28(1), 46. <https://doi.org/10.1186/s40557-016-0131-2>
- Lambert, E. G., Hogan, N. L., & Griffin, M. L. (2007). The impact of distributive and procedural justice on correctional staff job stress, job satisfaction, and organizational commitment. *Journal of Criminal Justice*, 35(6), 644–656. <https://doi.org/10.1016/j.jcrimjus.2007.09.001>
- Lee, K., & Kim, Y. (2016). The Effect of Care- manager ' s Perception of Human Rights Infringement , Level of Human Rights Infringement and Social Support on Job Stress in Elderly Long-term Care Institutions. *Advanced Science and Technology Letters*, 131, 83–87.
- Leone, C., Bruyneel, L., Anderson, J. E., Murrells, T., Dussault, G., Henriques de Jesus, ??lvio, ... Rafferty, A. M. (2015). Work environment issues and intention-to-leave in Portuguese nurses: A cross-sectional study. *Health Policy*, 119(12), 1584–1592. <https://doi.org/10.1016/j.healthpol.2015.09.006>
- Li, C., Wu, K. 'Coco,' & Johnson, D. E. (2016). The impact of balance-focused attitudes on job stress: Gender differences evidenced in American and Chinese samples. *International Journal of Psychology*, n/a-n/a. <https://doi.org/10.1002/ijop.12254>
- Liashenko, V. N., Tumanova, V. N., Hatsko, E. V., & Korzh, Y. N. (2016). Specific features of team kinds of sports sportsmen's individual characteristics. *Physical Education of Students*, 20(5), 24–31. <https://doi.org/10.15561/20755279.2016.0504>
- Linjuan Rita Men, D. (2015). The impact of leadership style and employee empowerment on perceived organizational reputation. *Proquest*. Retrieved from www.proquest.com
- Linton, S. J., Kecklund, G., Franklin, K. A., Leissner, L. C., Sivertsen, B., Lindberg,

- E., ... Hall, C. (2015). The effect of the work environment on future sleep disturbances: A systematic review. *Sleep Medicine Reviews*, 23, 10–19. <https://doi.org/10.1016/j.smrv.2014.10.010>
- Liu, J., You, L., Zheng, J., Ross, A. M., & Liu, K. (2016). Effects of Work Environment on Quality of Care in ICUs. *Journal of Nursing Care Quality*, 31(3), E1–E8. <https://doi.org/10.1097/NCQ.00000000000000160>
- Loo-See Beh. (2016). Job Stress and Coping Mechanisms among Nursing Staff in Public Health Services Leap-Han Loo. *International Journal of Academic Research in Business and Social Sciences*, 6(5), 131–176. <https://doi.org/10.6007/IJARBSS/v6-i5/2164>
- Lubis, A. (2015). Lingkungan Kerja yang Kondusif dan Faktor-Faktor yang Mempengaruhinya. *Al-Masharif*, 3(1).
- Lullus, M. (1990). Stres kerja: Latar Belakang Penyebab Dan Alternatif Pemecahannya. *Jurnal Masyarakat, Kebudayaan Dan Politik*, 3, 71–80.
- Ma, C., & Park, S. H. (2015). Hospital Magnet Status, Unit Work Environment, and Pressure Ulcers. *Journal of Nursing Scholarship*, 47(6), 565–573. <https://doi.org/10.1111/jnu.12173>
- Manzini, P., Mariotti, M., Karanassou, M., & Snower, D. (2016). School of Economics and Finance. Retrieved from <http://econ.qmul.ac.uk/research/workingpapers/2016/items/docs/790.pdf>
- Masharyono, Sumiyati, & Toyib. (2016). Physical Work Environment Effect on Employee Productivity of Textile Industry. *Atlantis Press*, 15, 630–632.
- Moses, R. M., Astuti, E. S., & Hakam, M. S. (2014). Pengaruh Karakteristik Individu Dan Karakteristik Pekerjaan Terhadap Prestasi Kerja Karyawan (studi pada karyawan PT. Inti Bara Mandiri Tuban), 12(1), 1–10.
- Mozhdeh, S., Sabet, B., Irani, M., Hajian, E., & Malbousizade, M. (2008). Relationship between nurse's stress and environmental - occupational factors. *Iran J Nurs Midwifery*, 13(1), 1–5.
- Nandan, D. R., & Krishna, K. S. R. (2016). Job Stress among Faculty in Management Institutes. *Universal Journal of Industrial and Business Management*, 4(2), 37–43. <https://doi.org/10.13189/ujibm.2016.040201>
- Navidian, A., Masoudi, S., & Mousavi, S. (2005). Job stress factors and their relation with general health among nurses of emergency wards in Zahedan hospitals 2003, 9(3), 17–26.
- Noah, Y., & Steve, M. (2012). Work Environment and Job Attitude among Employees in a Nigerian Work Organization. *Journal of Sustainable Society*, 1(2), 36–43.
- Pratama, K. F., & Purnama, R. (2016). The Effect of Social Work Environment on Employee Productivity in Manufacturing Company in Indonesia. *Atlantis Press*, 15, 574–575.
- Promes, M. (2016). *Change Management and Organizational Learning in a New Working Environment*. Munchen: Herbert Utz Verlag.
- Purnama, R., & Pratama, K. F. (2016). The Influence of Social Work Environment on Employee Productivity in Manufacturing in Indonesia. *Atlantis Press*, 15, 649–652.
- Putra, I. G. S., & Rahyud, A. G. (2016). Pengaruh Kompensasi, Lingkungan Kerja Dan

- Perceived Organizational Support (POS) Terhadap Retensi Karyawan. *E-Jurnal Manajemen Unud*, 5(2), 810–837.
- Ramopolii, D., Kawet, L., & Uhing, Y. (2017). Kerja Terhadap Kinerja Wanita Berperan Ganda Di Rumah Sakit Prof D.R V.L Ratumbuysang Manado. *EMBA*, 5(3), 4465–4474.
- Rosita, E., & Sariningtyas, W. (2016). Analisis Karakteristik Individu Dan Motivasi Intrinsik Terhadap Komitmen Organisasi Dengan Kepuasan Kerja Sebagai Variabel Intervening (Studi pada PDAM Tirta Mulia Kabupaten Pemalang). *Jurnal Ilmiah UNTAG Semarang*, 5(1), 55–72.
- Rumada, G., & Utama, I. W. M. (2013). Pengaruh Kompensasi, Kepemimpinan, dan Lingkungan Kerja Fisik Terhadap Kepuasan Kerja Karyawan Hotel Taman Harum Ubud Gianyar. *E-Jurnal Manajemen Unud*, 2(1), 106–120.
- Sabir, M. A. (2016). Organizational Behavior-An Attempt to Create More Efficient Business Organizations, 3(2), 523–530.
- Sager, J. K. (1994). A structural model depicting salespeople's job stress. *Journal of the Academy of Marketing Science*, 22(1), 74–84. <https://doi.org/10.1177/0092070394221007>
- Sagna, M. L., & Sparks, P. J. (2016). Institutional Birth in Uganda: The Interplay of Individual Characteristics, Physical Accessibility, and Social Context. *Women's Reproductive Health*, 3(1), 30–44. <https://doi.org/10.1080/23293691.2016.1150134>
- Sam, K. M., & Chatwin, C. R. (2016). Adoption of Near Field Communication in Hotel Industry Based on Risk Perspectives and Individual Characteristics. *IEEE IEEM*, 257–261.
- Sarode, A. P., & Shirsath, M. (2016). The Factors Affecting Employee Work Environment & It's Relation with Employee Productivity. *International Journal of Science and Research (IJSR)*, 3(11).
- Schaufeli, W. B., & Peeters, M. C. W. (2000). Job Stress and Burnout among Correctional Officers: A Literature Review. *International Journal of Stress Management*. <https://doi.org/10.1023/A:1009514731657>
- Selim, N., Elshaer, M., Shawky, M., Moustafa, A., Wagdy, M., Ibrahim, M., & Ramadan, E. (2017). Job Stress and Burnout Syndrome among Critical Care Healthcare Workers. *Alexandria Journal of Medicine*, 0–4. <https://doi.org/10.1016/j.ajme.2017.06.004>
- Senen, S. H., & Solihat, S. (2008). Pengaruh Motivasi Kerja dan Kemampuan Kerja Karyawan pada PT. Safilindo Permata. *Strategic*, 7(14), 1–15.
- Setyanti, C. A. (2016, October 22). Stres Semakin Tinggi karena Lingkungan Kantor. *Kompas.Com*. Retrieved from <http://female.kompas.com/read/2014/05/03/1101578/Stres.Semakin.Tinggi.karena.Lingkungan.Kantor>
- Shivendra, D., & Kumar, M. M. (2016). a Study of Job Satisfaction and Job Stress Among Physical Education Teachers Working in Government, Semi-Government and Private Schools. *International Journal of Sports Sciences & Fitness*, 6(1), 89–99. Retrieved from <http://spot.lib.auburn.edu/login?url=http://search.ebscohost.com/login.aspx?dire>

- ct=true&db=sph&AN=114041012&site=ehost-live
- Shukla, A., Srivastava, R., & Eldridge, D. (2016). Development of short questionnaire to measure an extended set of role expectation conflict, coworker support and work-life balance: The new job stress scale. *Cogent Business & Management*, 3(1), 1. <https://doi.org/10.1080/23311975.2015.1134034>
- Shukla, A., Srivastava, R., & Nisar, T. (2016). Examining the effect of emotional intelligence on socio-demographic variable and job stress among retail employees. *Cogent Business & Management*, 3(1), 1201905. <https://doi.org/10.1080/23311975.2016.1201905>
- Smollan, R. K. (2017). Supporting staff through stressful organizational change. *Human Resource Development International*, 00(00), 1–23. <https://doi.org/10.1080/13678868.2017.1288028>
- Soep. (2012). Stres Kerja Perawat Berdasarkan Karakteristik Organisasi di Rumah Sakit. *Jurnal Keperawatan Indonesia*, 15(1), 67–74.
- Son, S. R., Choe, B. M., Kim, S. H., Hong, Y. S., & Kim, B. G. (2016). A study on the relationship between job stress and nicotine dependence in Korean workers. *Annals of Occupational and Environmental Medicine*, 28(1), 27. <https://doi.org/10.1186/s40557-016-0113-4>
- Suh, J. K., Hargis, J., & Suh, J. K. (2016). An Interdisciplinary Approach to Develop Key Spatial Characteristics that Satisfy the Millennial Generation in Learning and Work Environment. *Millenial Generation in Learning and Work*, 8(3), 1–19.
- Sumarto, I., Asfian, P., Munandar, S., & Oleo, U. H. (2016). Perbedaan Stress Kerja di Tinjau dari Shift Kerja Pagi Siang dan Malam pada Perawat di Rumah Sakit Umum Daerah Kota Kendari Tahun 2016 Fakultas Kesehatan Masyarakat, 1–7.
- Sutherland, V. J., & Cooper, C. L. (1992). Job stress, satisfaction, and mental health among general practitioners before and after introduction of new contract. *BMJ (Clinical Research Ed.)*, 304(6841), 1545–1548. Retrieved from <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=1882446&tool=pmcentrez&rendertype=abstract>
- Syazreena Azmi, F., Asiah Md. Shahid, S., & Alwi, A. (2016). The Relationship between Job Stress and Front-liners' Job Performance in a Shared Service Center in Malaysia. *International Journal of Social Science and Humanity*, 6(7), 510–513. <https://doi.org/10.7763/IJSSH.2016.V6.701>
- Tomiura, E., Ito, B., Mukunoki, H., & Wakasugi, R. (2016). Individual Characteristics, Behavioral Biases, and Trade Policy Preferences: Evidence from a Survey in Japan. *Review of International Economics*, 24(5), 1081–1095. <https://doi.org/10.1111/roie.12248>
- Trépanier, S. G., Fernet, C., Austin, S., & Boudrias, V. (2016). Work environment antecedents of bullying: A review and integrative model applied to registered nurses. *International Journal of Nursing Studies*, 55(October), 85–97. <https://doi.org/10.1016/j.ijnurstu.2015.10.001>
- Vischer, J. C. (2007). The effects of the physical environment on job performance: Towards a theoretical model of workspace stress. *Stress and Health*, 23(3), 175–184. <https://doi.org/10.1002/smj.1134>
- Wästberg, B. a., Erlandsson, L.-K., & Eklund, M. (2015). Women's perceived work

- environment after stress-related rehabilitation: experiences from the ReDO project. *Disability and Rehabilitation*, 8288(September), 1–7. <https://doi.org/10.3109/09638288.2015.1046567>
- Wibowo, M., Musadieq, M. Al, & Nurtjahjono, G. E. (2014). Pengaruh Lingkungan Kerja Terhadap Kepuasan Kerja Karyawan. *Jurnal Administrasi Bisnis (JAB)*, 16(1), 1–9.
- Yasa, I. W. M. (2017). Pengaruh Konflik Peran dan Ambiguitas Peran Terhadap Kinerja Pegawai Melalui Mediasi Stres Kerja Pada Dinas Kesehatan Kota Bali. *Jurnal Ekonomi & Bisnis*, 4(1), 38–57.
- Zehir & Nercikara. (2016). Effect of Organizational Support in the Relationship between Spiritual Leadership Abstract : *International Journal of Humanities and Social Science*, 6(12), 29–42.
- Zhang, L., You, L., Liu, K., Zheng, J., Fang, J., Lu, M., ... Bu, X. (2015). The Association of Chinese Hospital Work Environment with Nurse Burnout, Job Satisfaction, and Intention to Leave. *NIH Public Access Author Manuscript*, 62(2), 128–137. <https://doi.org/10.1016/j.outlook.2013.10.010>.
- Zhao, X., Ghiselli, R., Law, R., & Ma, J. (2016). Motivating frontline employees: Role of job characteristics in work and life satisfaction. *Journal of Hospitality and Tourism Management*, 27(September), 27–38. <https://doi.org/10.1016/j.jhtm.2016.01.010>
- Zúñiga, F., Ausserhofer, D., Hamers, J. P. H., Engberg, S., Simon, M., & Schwendimann, R. (2015). Are Staffing, Work Environment, Work Stressors, and Rationing of Care Related to Care Workers' Perception of Quality of Care? A Cross-Sectional Study. *Journal of the American Medical Directors Association*, 16(10), 860–866. <https://doi.org/10.1016/j.jamda.2015.04.012>

Website

- NIOSH. (2008). Exposure to Stress Occupational Hazards in Hospital. NIOSH.
PPNI. (2005). Persatuan Perawat Nasional Indonesia.