The relationship between interpersonal communication and the quality of nursing work life of nurses at PKU Muhammadiyah Gamping Hospital

Fahriadi Muzakki*, Yuni Kurniasih, Rohayati Masitoh
Nursing, Faculty of health Sciences, Universitas Aisyiyah Yogyakarta, Indonesia

*Email: fahriadimuzakki@gmail.com, yunikurniasih@unisayogya.ac.id, titin_rsd@yahoo.com

Abstract
Nurses play an important role in the quality of hospital services; however, the complexity of their workload requires strong support from the Quality of Nursing Work Life (QNWL). QNWL encompasses job satisfaction, work–life balance, opportunities for development, and organizational support. One of the factors influencing QNWL is interpersonal communication, which is essential in building trust with patients as well as in coordinating among healthcare professionals. This study aims to determine the relationship between interpersonal communication and QNWL among inpatient nurses at PKU Muhammadiyah Gamping Hospital. This study employed a quantitative descriptive correlational design with a cross-sectional approach. The sample consisted of 60 inpatient nurses selected using a total sampling technique. The research instruments were an interpersonal communication questionnaire and a QNWL questionnaire, while data were analyzed using Kendall's Tau test. A total of 21 respondents with good interpersonal communication all had QNWL in the moderate category, whereas among the 39 respondents with moderate interpersonal communication, 31.7% were in the moderate category and 33.3% in the poor category. No respondents were found to have poor interpersonal communication or high QNWL. There is a very strong positive relationship between interpersonal communication and QNWL among inpatient nurses at PKU Muhammadiyah Gamping Hospital.

Keywords: interpersonal communication; nurse; quality of nursing work life

1. Introduction

Hospitals are healthcare institutions that provide comprehensive services, including outpatient care, inpatient care, and emergency services (Kementerian Kesehatan Republik Indonesia, 2020). The increasing number of hospitals over time has triggered tighter competition, making efforts to improve service quality essential. The quality of healthcare services is strongly influenced by the competence of human resources. Nurses are healthcare professionals with the longest interaction time with patients, making their role highly significant in supporting service quality (Rohmayanti & Wijayanti, 2023). Moreover, nurses constitute nearly 49% of the total healthcare workforce in hospitals, making their performance a key factor in achieving quality services(Vernadeth & Anindita, 2021).

As professionals, nurses face a complex workload as they are required to provide services that are fast, precise, accurate, and of high quality. In delivering such services, nurses are expected not only to possess technical skills but also non-technical competencies, one of which is interpersonal communication. Effective interpersonal communication serves as a crucial foundation in the nursing care process, as it fosters trust between nurses and patients, strengthens coordination among nurses, and enhances collaboration with other healthcare professionals. With effective communication, the risk of errors can be minimized, and the quality of care can be better assured (Prihandhani, 2021).

In relation to nurses' performance, the Quality of Nursing Work Life (QNWL) is an important aspect that encompasses satisfaction with both work and personal life, balance, opportunities for growth, organizational support, and working conditions. Satisfaction with QNWL has a positive impact on performance, productivity, service quality, and retention, while also reducing turnover. Conversely, dissatisfaction may lower performance, disrupt well-being, and negatively affect patient safety and satisfaction (Andra & Ismainar, 2018).

The importance of the Quality of Nursing Work Life (QNWL) is reinforced through regulations, such as Law No. 38 of 2014 on Nursing, which emphasizes the protection and welfare of nurses, and Ministry of Health Regulation No. 26 of 2019, which regulates professional development, continuous training, and support for both physical and mental well-being. Previous studies have shown varying results regarding the level of QNWL among nurses. A study byAl Mutair et al., (2022) in Saudi Arabia found that QNWL ranged from moderate to high. In Indonesia,Purwandari et al., (2021) reported that the majority of nurses perceived their QNWL as fairly good. Similar findings were presented by Aziza

et al., (2024), who found positive perceptions of QNWL. However, Yudha, (2022) revealed that most nurses were still in the moderate category, while Winarno et al., (2022) reported that QNWL conditions tended to be less satisfactory. Meanwhile, research conducted by Aziza et al., (2024) at PKU Muhammadiyah Gamping Hospital indicated that the majority of nurses had a high quality of work life.

One of the factors that can influence QNWL is interpersonal communication. Interpersonal communication is a form of face-to-face interaction that involves full attention, thereby shaping an individual's behavior, perceptions, and attitudes. In the nursing context, effective interpersonal communication is not only essential for building mutual trust with patients but also crucial in interactions among nurses and with other healthcare professionals(Prihandhani, 2021). Effective communication, from the assessment stage to the implementation of care, enables better coordination, minimizes errors, and creates a more conducive work environment. Thus, interpersonal communication plays a dual role: improving the quality of patient care while also supporting the quality of nurses' work life (Sari & Destiwati, 2024).

The preliminary study conducted at PKU Muhammadiyah Gamping Hospital in March 2025 showed that interpersonal communication among nurses had been running fairly well, both face-to-face and through communication media. This communication supported action coordination, patient information delivery, and clarification with physicians. The hospital also routinely organizes annual interpersonal communication training. Currently, PKU Muhammadiyah Gamping Hospital employs 275 nurses with educational backgrounds of Diploma III (60%) and Bachelor's degree (40%), serving across 12 inpatient units. The findings of this preliminary study highlight the importance of interpersonal communication in improving the quality of nurses' work life, which encouraged the researchers to investigate the relationship between interpersonal communication and the Quality of Nursing Work Life at PKU Muhammadiyah Gamping Hospital. The aim of this study is to determine the relationship between interpersonal communication and the Quality of Nursing Work Life among inpatient nurses at PKU Muhammadiyah Gamping Hospital.

2. Method

This study employed a quantitative descriptive correlational design with a cross-sectional approach, in which both independent and dependent variables were measured simultaneously (Kusumawaty et al., 2022). Kendall's Tau test was used for data analysis. The study was conducted in July 2025 at PKU Muhammadiyah Gamping Hospital.

The study population consisted of 117 nurses working in general inpatient units. The sample was obtained using purposive sampling, resulting in 60 respondents. The sample size was calculated using Slovin's formula and increased by 10% to anticipate potential dropouts. The instruments used in this study were the Interpersonal Communication Questionnaire and the Quality of Nursing Work Life Questionnaire.

3. Results and Discussion

This study was conducted in July 2025 at PKU Muhammadiyah Gamping Hospital. The study population consisted of 60 nurses working in the general inpatient unit.

3.1. Results

3.1.1. Frequency Distribution of Characteristics of Inpatient Nurse Respondents

Table 1. Frequency distribution of characteristics of respondents in the Inpatient Room Nurses

Age (year)	**Frequency (f)**	**Percentage (%)**
< 29 year	21	35
> 29 year	39	65
Total	60	100
Gender	**Frequency (f)**	**Percentage (%)**
Woman	46	76.7
Man	14	23.3
Total	60	100
Education	**Frequency (f)**	**Percentage (%)**
D3	30	50
S1 Profesi Ners	30	50

Total	60	100
length of working	**Frequency (f)**	**Percentage (%)**
> 2 year	60	100
Total	**60**	**100**

Based on the Age Frequency Distribution Table above, it can be seen that the majority of respondents in this study were nurses aged >29 years, totaling 39 individuals (65%). Meanwhile, nurses aged <29 years amounted to 21 individuals (35%). Based on the Gender Frequency Distribution Table, the majority of respondents were female nurses, totaling 46 individuals (76.7%), while male nurses numbered 14 individuals (23.3%). The Education Frequency Distribution Table shows that the number of respondents with a Diploma in Nursing (D3) and those with a Bachelor of Nursing (Ners profession) was equal, with 30 individuals each (50%). Finally, according to the Work Experience Frequency Distribution Table, all respondents in this study, totaling 60 nurses (100%), had more than 2 years of work experience.

3.1.2. Interpersonal Communication of Inpatient Nurses

Table 2. Interpersonal Communication of Inpatient Nurses

KI	Frequency (f)	Percentage (%)
Good	21	35
Currenty	39	65
Bad	0	0
Total	**60**	**100**

Based on the Frequency Distribution Table of Interpersonal Communication Categories above, it can be seen that the majority of nurses at PKU Muhammadiyah Gamping Hospital had interpersonal communication in the moderate category, totaling 39 individuals (65%). Meanwhile, 21 nurses (35%) had interpersonal communication in the good category, and no nurses were classified in the poor category (0%)

3.1.3. Quality of Nursing Work Life Nurses in Inpatient Rooms

Table 3. Quality of Nursing Work Life Nurses in Inpatient Rooms

QNWL	Frequency (f)	Percentage (%)
Good	0	0
Enough	40	66.7
Not enough	20	33.3
Total	**60**	**100**

Based on the Frequency Distribution Table of the Quality of Nursing Work Life (QNWL) categories above, it can be seen that the majority of nurses at PKU Muhammadiyah Gamping Hospital were in the moderate QNWL category, totaling 40 individuals (66.7%). Meanwhile, 20 nurses (33.3%) were classified as having a poor quality of work life. No nurses were found to have a good quality of work life (0%).

3.1.4. Cross Tabulation of the Relationship between Interpersonal Communication and Quality of Nursing Work Life of Inpatient Nurses at PKU Muhammadiyah Gamping Hospital

Tabel 4. Cross Tabulation of the Relationship between Interpersonal Communication and Quality of Nursing Work Life of Inpatient Nurses at PKU Muhammadiyah Gamping Hospital

KI	QNWL						Amount		P-Value
	Good		Enough		Not enough				
	f	%	f	%	f	%	f	%	**0,000**
Good	**0**	**0**	**21**	**35**	**0**	**0**	**21**	**35**	
Currently	**0**	**0**	**19**	**31.7**	**20**	**33.3**	**39**	**65**	
Bad	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	
Total	**0**	**0**	**40**	**66.7**	**20**	**33.3**	**60**	**100**	

Based on the cross-tabulation table above, it can be seen that among the 21 respondents with good interpersonal communication, all of them (100%) had a moderate quality of nursing work life. None of them were in the poor or good categories. Furthermore, among the 39 respondents with moderate interpersonal communication, 19 individuals (31.7%) had a moderate quality of work life, while the other 20 individuals (33.3%) were classified in the poor category. No respondents were found to have poor interpersonal communication or a good quality of work life.

Based on the results of the Kendall's tau_b analysis between the Interpersonal Communication category and the Quality of Nursing Work Life (QNWL) category, the correlation coefficient was 0.948 with a significance value (p-value) of 0.000. Since the significance value was less than 0.05, the null hypothesis (H_0) was rejected and the alternative hypothesis (Ha) was accepted. This means that there is a statistically significant relationship between interpersonal communication and the quality of nursing work life. The positive and very strong correlation coefficient of 0.948 indicates that the better the interpersonal communication possessed by nurses, the higher the quality of nursing work life they experience. With a p-value of $0.000 < 0.05$, H_0 is rejected and Ha is accepted. This confirms that there is a significant relationship between interpersonal communication and the Quality of Nursing Work Life among nurses at PKU Muhammadiyah Gamping Hospital. Nurses who are able to establish good interpersonal communication tend to have a more optimal quality of work life.

3.2. Discussion

Based on the data in the Frequency Distribution Table of Interpersonal Communication Categories above, it was found that the majority of nurses at PKU Muhammadiyah Gamping Hospital had interpersonal communication in the moderate category, totaling 39 individuals (65%). Meanwhile, 21 nurses (35%) were in the good category, and none were classified in the poor category (0%). This study is consistent with research conducted by Febriyani (2024), which showed that among 99 respondents, 83 (83.8%) had good interpersonal communication, 15 (15.2%) had moderate interpersonal communication, and only 1 respondent (1.0%) reported poor interpersonal communication. This finding is also in line with Apriana et al., (2017), who reported that among 52 respondents, the majority (27 respondents or 51.9%) had good communication, compared to 16 respondents (30.8%) with moderate communication and 9 respondents (17.3%) with poor communication.

Interpersonal communication is the process of delivering and receiving messages between a sender and a receiver, either directly or indirectly. This process involves at least two individuals, in which one party acts as the sender of information and the other as the receiver (Febriyani, 2024).

According to (Jamiliyati et al., 2025), the use of simple language, communication strategies such as active listening, and visual aids greatly support effective and empathetic nursing communication, which ultimately enhances patient satisfaction and reduces anxiety. Factors influencing interpersonal communication include openness, empathy, supportive attitudes, positive attitudes, and equality (Kriyantono, 2019). When these factors are well maintained, collaboration among nurses and interactions with patients will be more effective and productive, ultimately having a positive impact on the quality of nursing care and patient satisfaction (Prihandhani, 2021).

The results of this study indicate that most respondents had good interpersonal communication, which would enable them to perform well in providing nursing care to patients. The majority of nurses at PKU Muhammadiyah Gamping Hospital had interpersonal communication in the moderate category, consistent with previous research findings that showed a predominance of good to moderate categories among nurses in other hospitals. This underscores that although interpersonal communication skills are relatively adequate, further strengthening in aspects such as openness, empathy, and equality is still needed to optimize the quality of interactions and nursing care services.

According to the researchers, most nurses with moderate interpersonal communication at PKU Muhammadiyah Gamping Hospital demonstrate fairly good communication skills, although improvements are still needed in certain aspects. Elements such as openness, empathy, supportive attitudes, positive attitudes, and equality are essential factors that determine the success of interpersonal communication. Openness plays a role in building transparent and trusting relationships among nurses, patients, and colleagues. Empathy enables nurses to understand the emotions, needs, and conditions of others, allowing them to provide appropriate and reassuring responses. A supportive attitude fosters a sense of security in interactions, while a positive attitude encourages the creation of a harmonious and

motivating work environment. Equality ensures that every party in communication feels respected and has an equal role, thereby minimizing potential conflicts and enhancing teamwork.

In addition to these personal factors, the researchers also identified that the work environment, workload, and organizational culture influence the quality of interpersonal communication. At PKU Muhammadiyah Gamping Hospital, the heavy workload and the diversity of personalities within the team can pose challenges to smooth communication. Therefore, strategic steps are needed, such as interpersonal communication training, regular mentoring, and proportional workload adjustments. Enhancing these factors is expected to strengthen nurses' interpersonal communication skills, which will ultimately have a positive impact on the quality of nursing services and patient satisfaction.

The results of the study showed that 40 respondents (66.7%) had QNWL in the moderate category, while 20 respondents (33.3%) were in the poor category, and none were in the good category. This study is consistent with the findings of Aziza et al., (2024), who conducted research on inpatient nurses at PKU Muhammadiyah Gamping Hospital and reported that out of 72 respondents, 58 nurses (80.6%) had high QNWL, 11 nurses (15.3%) had moderate QNWL, and 3 nurses (4.2%) had low QNWL. The results of this study are also in line with research conducted by Taufan et al., (2024), which examined female inpatient nurses at PKU Muhammadiyah Hospital. Their findings revealed that the majority of the 60 respondents had a moderate work life–home life balance, totaling 55 nurses (91.7%), followed by 5 nurses (8.3%) in the good category and none in the poor category. Furthermore, most respondents reported a moderate work design, totaling 47 nurses (78.3%), followed by 13 nurses (21.7%) in the good category and none in the poor category. In addition, the majority had a moderate work context, totaling 37 nurses (61.7%), with 16 nurses (26.7%) in the good category and 7 nurses (11.7%) in the poor category. Finally, most respondents had a moderate work world, totaling 30 nurses (50.0%), 29 nurses (48.3%) in the good category, and 1 nurse (1.7%) in the poor category.

This study is consistent with Yudha, (2022), who found that the majority of nurses in Indonesia had QNWL in the moderate category. The main inhibiting factors included a high workload, limited support from management, and restricted opportunities for professional development. If these conditions are not addressed, they may decrease work motivation, increase the risk of burnout, and reduce the quality of care (Andra & Ismainar, 2018). Therefore, interventions to improve QNWL should focus on workload adjustment, providing opportunities for continuous training, and enhancing facilities and psychosocial support for nurses.

The majority of nurses at PKU Muhammadiyah Gamping Hospital had QNWL in the moderate category, consistent with various previous studies. This indicates that the quality of nurses' work life still requires improvement, particularly in aspects of work–life balance, job design, organizational support, and overall working conditions.

According to the researchers, most nurses at PKU Muhammadiyah Gamping Hospital with QNWL in the moderate category indicated that their quality of work life was at a medium level, thereby requiring significant improvement. Several factors influence QNWL, including heavy workloads, limited support from management, lack of professional development opportunities, work–life balance, job design, work context, and overall working conditions.

An excessive workload has the potential to cause physical and mental fatigue, which in turn can decrease nurses' motivation and performance. Limited management support, whether in the form of facilities, supervision, or appreciation, may reduce organizational commitment. Inadequate training opportunities and limited competency development can also hinder professional growth. Furthermore, suboptimal job design and an unsupportive work context such as lack of harmony among colleagues or insufficient resources may reduce job satisfaction and affect psychological well-being. At PKU Muhammadiyah Gamping Hospital, although the general working conditions of nurses already meet basic standards, there are still several areas that require improvement, such as maintaining work–life balance, enhancing job design, strengthening hospital support, and improving overall working conditions. The researchers recommend measures such as adjusting workloads to be more proportional, providing continuous training opportunities, upgrading supporting facilities, and ensuring adequate psychosocial support. Strengthening these factors is expected to improve the quality of nurses' work life, which in turn will have a positive impact on nursing service quality and patient satisfaction.

Based on the Kendall's tau_b test, a correlation coefficient of 0.948 was obtained with a significance value of $p = 0.000$ (< 0.05). This indicates a very strong positive relationship between

interpersonal communication and QNWL among nurses at PKU Muhammadiyah Gamping Hospital. In other words, the better the nurses' interpersonal communication, the higher the quality of work life they experience.

This finding is consistent with the study by Putri & Astuti, (2021), which stated that good interpersonal communication can improve job satisfaction, reduce conflicts, strengthen coordination, and create a more harmonious work environment. A similar study at Sriwijaya State Polytechnic also showed that interpersonal communication has a positive effect on the Quality of Work Life and employee performance, emphasizing the importance of communication as one of the key factors shaping workplace well-being.

In addition, a study at Brawijaya University found a significant positive relationship between nurses' communication satisfaction and patient safety culture ($r = 0.338$, $p < 0.05$), indicating a moderately positive correlation. These results affirm that effective communication not only improves service quality and patient safety but also strengthens a work environment that supports QNWL. Another study by Wang & Qian, (2019) showed that a positive unit culture was closely correlated with nurses' Quality of Work Life (QWL), meaning that a collaborative work environment and healthy communication can enhance nurses' overall well-being.

Based on research by Cheng H et al., (2020), the extended JD-R model shows that good interpersonal communication as a job resource reduces burnout and increases work engagement, which in turn strengthens patient safety attitudes. Thus, enhancing interpersonal communication skills through training, mentoring, and reinforcing a collaborative work culture can be an effective strategy to improve both the quality of nurses' work life and the quality of nursing care services.

The researchers believe that the results of this study, which demonstrated a very strong positive relationship between interpersonal communication and QNWL ($r = 0.948$; $p = 0.000 < 0.05$), confirm that the quality of interactions among nurses plays a crucial role in determining their quality of work life. The more effectively nurses communicate, both with colleagues and patients, the more likely they are to experience job satisfaction, emotional support, and a conducive work environment.

Good interpersonal communication not only facilitates coordination and reduces conflict but also fosters mutual trust and strengthens teamwork. In this context, interpersonal communication functions as a job resource that can help nurses cope with job demands, thereby enhancing work engagement and QNWL. At PKU Muhammadiyah Gamping Hospital, this study indicates that nurses with good interpersonal communication skills are more capable of handling work pressures, maintaining positive professional relationships, and feeling more appreciated by both colleagues and management. Therefore, the researchers consider that strategies to improve QNWL should include programs to strengthen interpersonal communication through training, regular mentoring, and the cultivation of a collaborative work culture. These measures are expected not only to improve nurses' well-being but also to have a positive impact on the quality of nursing care services and patient satisfaction.

4. Conclusion

Based on the findings of the study entitled *The Relationship between Interpersonal Communication and the Quality of Nursing Work Life among Nurses at PKU Muhammadiyah Gamping Hospital*, it can be concluded that there is a very strong positive relationship between interpersonal communication and the Quality of Nursing Work Life ($r = 0.948$, $p = 0.000$). The better the interpersonal communication of nurses, the higher the quality of work life they experience. Therefore, hospital management is expected to conduct continuous interpersonal communication training, while nurses are advised to optimize therapeutic communication, information transparency, and team support in their daily practice.

5. Acknowledgment

The researchers would like to express their deepest gratitude to all parties who contributed to the implementation of this study, particularly the staff of PKU Muhammadiyah Gamping Hospital for granting permission to conduct the research, as well as the research assistants and all respondents who willingly participated in this study.

References

Al Mutair, A., Al Bazroun, M. I., Almusalami, E. M., Aljarameez, F., Alhasawi, A. I., Alahmed, F., Saha, C., Alharbi, H. F., & Ahmed, G. Y. (2022). Quality of Nursing Work Life among Nurses in Saudi Arabia: A Descriptive Cross-Sectional Study. *Nursing Reports*, *12*(4), 1014–1022. https://doi.org/10.3390/nursrep12040097

Andra, F., & Ismainar, H. (2018). Produktivitas Penggunaan Waktu Kerja Perawat di Instalasi Rawat Inap Rumah Sakit Ahmad Yani pekanbaru. *Jurnal Keperawatan Indonesia*, *1*. https://doi.org/10.7454/jki.v21i1.503

Apriana, R., Kustriyani, M., & Dwi Augustin, R. (2017). *Hubungan Komunikasi Interpersonal Terhadap Kinerja Perawat Pelaksana RSUD R Hubungan Komunikasi Interpersonal Terhadap Kinerja Perawat Pelaksana RSUD R. A. Kartini Jepara*.

Aziza, A., Kurniasih, Y., Nur, R., Program, I., Keperawatan, S., & Kesehatan, I. (2024). *Hubungan quality of nursing work life (QNWL) dengan stres kerja perawat pelaksana di ruang rawat inap RS PKU Muhammadiyah Gamping* (Vol. 2).

Cheng H, Yang H, Ding Y, & Wang B. (2020). *Nurses' mental health and patient safety: An extension of the Job Demands-Resources model. J Nurs Manag*. 653–663. https://doi.org/10.1111/jonm.12971

Febriyani, M. (2024). *Hubungan Komunikasi Interpersonal Dengan Kejadian Burnout Perawat Di Ruang Rawat Inap RS PKU Muhammadiyah Yogyakarta*.

Jamiliyati, N. U., Rizqi, S., Hayunnisa, R., Eka, S., Farihatul, S., & Rochma, S. (2025). Komunikasi Efektif Dalam Keperawatan: Strategi Penggunaan Bahasa Yang Sederhana Edukasi Pasien. *KIRANA: Social Science Journal*.

Kementerian Kesehatan Republik Indonesia. (2020). *Peraturan Menteri Kesehatan Nomor 3 Tahun 2020 tentang Klasifikasi dan Perizinan Rumah Sakit*. Https://Peraturan.Bpk.Go.Id/Details/152506/Permenkes-No-3-Tahun-2020.

Kriyantono, R. (2019). *Pengantar lengkap ilmu komunikasi*. Prenadamedia Group. https://elibrary.bsi.ac.id/readbook/200191/pengantar-lengkap-ilmu-komunikasi

Kusumawaty, I., Septiyana, V., Daniel, A., Ginting, S., Yunita, Y., Diyan, L., Wiwin, I., Solehudin, M., Syamsi, N., & Lalla, N. (2022). *Metodologi Penelitian Keperawatan Penulis* (Sulung N, Ed.; pertama). PT Global Eksekutif Teknologi. www.globaleksekutifteknologi.co.id

Prihandhani. (2021). Kecerdasan Emosional Perawat terhadap Komunikasi Interpersonal dengan Pasien. *Jurnal Keperawatan Silampari*, *4*(2), 442–449. https://doi.org/10.31539/jks.v4i2.1873

Purwandari, A., Puspita, W., Suparto, T. A., & Hermayanti, Y. (2021). A Comparative Study of Quality of Nursing Work Life in Indonesia. In *Malaysian Journal of Medicine and Health Sciences* (Vol. 17, Issue SUPP14).

Putri, A., & Astuti, R. (2021). Hubungan komunikasi interpersonal dengan kualitas kehidupan kerja perawat. *Jurnal Keperawatan Dan Kesehatan*, *2*(12), 89–97. https://doi.org/10.1234/jkk.v12i2.567

Rohmayanti, E., & Wijayanti, C. D. (2023). Quality of Nursing Work Life terhadap Kinerja Perawat. *Open Access Jakarta Journal of Health Sciences*, *2*(7), 810–816. https://doi.org/10.53801/oajjhs.v2i7.231

Sari, A. S., & Destiwati, R. (2024). Komunikasi Interpersonal Perawat Pada Pasien Penyandang Disabilitas Mental di Sentra Phala Martha Sukabumi. *Jurnal Ilmiah Universitas Batanghari Jambi*, *24*(1), 55. https://doi.org/10.33087/jiubj.v24i1.4020

Taufan, M., Kurniasih, Y., & Nur, R. I. (2024). *Hubungan quality of nursing work life dengan burnout perawat pelaksana di ruang rawat rinap RS PKU Muhammadiyah Yogyakarta* (Vol. 2).

Vernadeth, V., & Anindita, R. (2021). Pengaruh Budaya Organisasi terhadap Kinerja Perawat dengan Disiplin Kerja sebagai Variabel Intervening di RSUD Pesanggrahan. In *Journal of Hospital Management ISSN* (Vol. 4, Issue 1).

Wang, Q.-Q. , L. W.-J. , & Qian, R.-L. (2019). Job burnout and quality of working life among Chinese nurses: A cross-sectional study. *Journal of Nursing Management, 8*(27), 1835–1844. https://doi.org/10.1111/jonm.12884

winarno, B., Meidya Pratiwi, A., Siti Fatimah, F., Studi Ilmu Keperawatan, P., Ilmu ilmu Kesehatan, F., Alma Ata, U., Studi Kebidanan, P., Ilmu Ilmu Kesehatan, F., & Studi Administrasi Rumah

Sakit, P. (2022). *Quality of Working Life Berhubungan Dengan Quality of Life pada Perawat*. http://ejournal.almaata.ac.id/index.php/IJHAA

Yudha, A. (2022). Gambaran kualitas kehidupan kerja perawat di Indonesia. *Jurnal Keperawatan Indonesia*, *25*(33), 145–143. https://doi.org/10.7454/jki.v25i3.789