

## The Relationship between Emotional Intelligence and Work Stress Levels of Nurses in the Intensive Care Unit at PKU Muhammadiyah Yogyakarta Hospital

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### Abstract

**Background:** According to the Indonesian National Nurses Association (PPNI, 2018), 50.9% of nurses in Indonesia experience work-related stress. Work stress among nurses can negatively impact the quality of care, patient safety, and occupational health. Emotional intelligence is essential for nurses, as it enables them to manage their emotions, demonstrate empathy, and communicate effectively with patients. **Objective:** This study aims to examine the relationship between emotional intelligence and work stress levels among nurses working in the Intensive Care Unit (ICU) at PKU Muhammadiyah Yogyakarta Hospital. **Methods:** This quantitative study used a descriptive-analytic correlational design with a cross-sectional approach. The population consisted of all ICU nurses at PKU Muhammadiyah Yogyakarta Hospital. A total sampling technique was applied, involving 31 respondents. The research instruments included validated questionnaires measuring emotional intelligence and work stress levels. Data were analyzed using the Spearman rank correlation test. **Results:** The results showed a significant relationship between emotional intelligence and work stress levels among ICU nurses, with a p-value of 0.037 ( $p < 0.05$ ) and a correlation coefficient of -0.376, indicating a negative, low-level correlation. The majority of respondents had moderate levels of emotional intelligence (87.1%) and moderate work stress levels (83.9%). **Conclusion and Recommendation:** There is a significant relationship between emotional intelligence and work stress levels among ICU nurses at PKU Muhammadiyah Yogyakarta Hospital. It is recommended to implement training programs aimed at enhancing nurses' emotional intelligence to help reduce work-related stress.

Keywords: emotional intelligence, icu nurses, work stress

### 1. Introduction

Nurses are professionals who provide care. In addition to meeting the psychological needs of patients, nurses also need to function as educators, such as providing health education to patients, and there are many other tasks that nurses can perform to improve the quality of their services. In performing their duties in a hospital, nurses are required to work effectively and efficiently, respond quickly, focus on patients, be reliable, friendly, and have a significant sense of responsibility in delivering professional care (Suwignyo, 2017).

One of the main services in a hospital is the ICU (Intensive Care Unit) service. ICU care requires nurses who have the ability and skills to perform nursing care in the field of ICU care. This is because patients are in critical condition and require intensive care, so nurses must remain on alert at all times to monitor the patient's health condition. ICU nurses are professional, trained, and certified ICU nurses (Ministry of Health Regulation No. 17 7 8 IMenkes/SK/XII/2010). The characteristics of ICU nurses include the requirement to possess a high level of knowledge and skills in handling patients in critical condition, as ICU nurses are responsible for maintaining patients' homeostasis as they struggle through critical or terminal conditions nearing death (Hudak, C.M, Gallo, 2019).

Nurses are faced with various demands and responsibilities that require them to possess intelligence, particularly emotional intelligence, in performing their daily tasks. Literally, intelligence can be interpreted as superior intellectual development, such as cognitive ability and mental acuity. This situation led a psychologist conducting comprehensive research on emotional intelligence to state: "Psychology experts agree that IQ contributes approximately 20% of the elements determining achievement, while the remaining 80% stems from other factors, including emotional intelligence (Goleman, 2016)."

Efforts to improve performance include addressing employee work-related stress. Every company seeks employees with strong resilience and stress management skills to prevent impaired cognitive function when performing work duties and facing workplace challenges. Competition and the desire for high professionalism can lead to significant stress that individuals must navigate within the workplace environment. Work demands or workload for ICU nurses can cause emotional stress. Nurses' limitations in meeting work demands and workload can lead to conflicts and stress. Stress that is not addressed promptly and appropriately will impact nurses' performance in providing patient care (Hidayat, 2021).

According to WHO data from 2018, in many countries, 8% of work-related illnesses are depression. Work-related stress among nurses also occurs in Indonesia. A study (Widyasrini, 2018) titled "The Influence of Work Shifts on Work-Related Stress Levels Among Inpatient Nurses" found that at Prof. Dr. R. Soeharso Surakarta Hospital, 26 nurses (81.25%) were categorized as experiencing severe work-related stress, and 6 nurses (18.75%) were categorized as experiencing mild work-related stress.

The study by Nazhifah Salsabila Tiyan et al. (2024), titled "Work Stress Among Emergency Room Nurses at Hospitals in the Sleman Region," showed that overall, work stress among ER nurses at hospitals in the Sleman region was at a moderate level (63.1%). Meanwhile, at Panembahan Senopati Bantul General Hospital, Nakula Sadewa Ward, the study found that the majority of respondents experienced mild work-related stress (22 respondents, 91.7%), moderate work-related stress (2 respondents, 8.3%), and no respondents experienced severe work-related stress (0%). (Rima Anggraini\*, Rohayati Masitoh, 2024).

Nurses with low emotional intelligence tend to have high stress levels, as evidenced by nurses who are less friendly and often angry toward clients or their families, act impulsively based on their emotions, and are insensitive to others' feelings (Karambut, C.A., Noormijati, E.A.T., 2018). Such attitudes can hinder nurses from performing their duties effectively and efficiently. Nurses play various direct roles in caring for patients, making emotional intelligence an essential trait for nurses to possess.

ICU services require nurses with high emotional intelligence to handle the demanding work environment. Individuals with high emotional intelligence will be able to manage their emotions in completing demanding tasks, thereby reducing work-related stress in

the workplace. With such effective coping mechanisms, it is hoped that ICU nurses can anticipate the effects of stress and manage their emotions appropriately in response to work demands by employing effective coping strategies. Therefore, it is interesting for researchers to investigate the relationship between emotional intelligence and the level of work stress among ICU nurses. The purpose of this study is to determine whether there is a relationship between emotional intelligence and the level of work stress among ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta.

## 2. Methods

This study used a quantitative research method, specifically a descriptive correlation study with a cross-sectional research design. The population in this study consisted of all ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta. The sampling technique used was total sampling, with a total of 31 respondents.

The research variables consist of an independent variable, emotional intelligence, and a dependent variable, nurses' work stress levels. The research instrument used for data collection in this study was a questionnaire on emotional intelligence and work stress. The statistical test used in this study was the Spearman rank correlation test (Sugiyono, 2015).

## 3. Results

### 3.1 Respondent Characteristics

This study was conducted on ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta with a total of 31 respondents. The results of the frequency distribution of respondent characteristics are as follows

**Table 3.1.**  
**Frequency Distribution of Respondent Characteristics**

No	Characteristics	Frequency	%
1	Age (Years) :		
	20-30 (Early adulthood)	14	45,2
	31-40 (Late adulthood)	7	22,6
	41-50 ((Early old age)	6	19,4
	51-60 (Late old age)	4	12,9
	<b>Total</b>	<b>31</b>	<b>100</b>
2	Gender :		
	Male	7	22,6
	Female	24	77,4
	<b>Total</b>	<b>31</b>	<b>100</b>
3	Marital Status :		
	Married	25	80,6
	Not Married	6	19,4
	<b>Total</b>	<b>31</b>	<b>100</b>
4	Highest Education: :		
	D3 Nursing	15	48,4
	S1 Nursing	16	51,6
	<b>Total</b>	<b>31</b>	<b>100</b>
	ICU Training :		

5	Yes	13	41,9
	Never	18	58,1
	<b>Total</b>	<b>31</b>	<b>100</b>
6	Employee Status :		
	Permanent	27	87,1
	Temporary	4	12,9
	<b>Total</b>	<b>31</b>	<b>100</b>
7	Years of Experience in ICU :		
	< 1 Year	3	9,7
	1-3 Years	11	35,3
	3-6 Years	5	16,1
	>6 Years	12	38,7
	<b>Total</b>	<b>31</b>	<b>100</b>
8	Number of family members :		
	1-2 people	4	13
	3-4 people	20	64,5
	>5 people	7	22,5
	<b>Total</b>	<b>31</b>	<b>100</b>
9	Travel time from home to work :		
	<1 hour	27	87,1
	1-2 hours	4	12,9
	<b>Total</b>	<b>31</b>	<b>100</b>
	<b>Total</b>	<b>31</b>	<b>100</b>

Source: Primary Data, 2025

The research results based on respondent characteristics show that the majority of respondents are between the ages of 20 and 30 (early adulthood), totaling 14 nurses or 45.2%. The majority of respondents are female, accounting for 77.4%. The majority of respondents are married, totaling 80.6%, and the majority have 3-4 family members, totaling 64.5%. The majority of respondents had a Bachelor's degree in Nursing (51.6%), and most had not undergone ICU training (58.1%). The majority of respondents had worked in the ICU for more than 6 years (38.7%). Most respondents were permanent employees (87.1%), and the majority commuted less than 1 hour to work (87.1%).

### 3.2 Frequency Distribution of Emotional Intelligence

**Table 3.2.**  
**Frequency distribution of emotional intelligence**

No	Category	Frequency	%
1	Low emotional intelligence	1	3,2
2	Moderate emotional intelligence	27	87,1
3	High emotional intelligence	3	9,7

4	Very high emotional intelligence	0	0
Total		31	100

Source: Primary Data, 2025

The results of the study based on emotional intelligence can be seen in Table 1.2, which shows that nurses with low emotional intelligence accounted for 3.2%, moderate emotional intelligence accounted for 87.1%, and high emotional intelligence accounted for 9.7%.

### 3.3 Frequency Distribution of Work Stress Levels

**Table 3.3**  
**Frequency Distribution of Work Stress Levels**

No	Category	Frequency	%
1	Low work stress	0	0
2	Moderate work stress	26	83,9
3	High work stress	5	16,1
4	Very high work stress	0	0
Total		31	100

Source: Primary Data, 2025

The results of the study based on work stress levels can be seen in Table 1.3, which shows that 83.9% of nurses had moderate work stress levels and 16.1% had high work stress levels.

### 3.4 The Relationship Between Emotional Intelligence and Work Stress Levels Among ICU Nurses at PKU Muhammadiyah Hospital in Yogyakarta

**Table 3.4**  
**The Relationship Between Emotional Intelligence and Work Stress Levels Among ICU Nurses at PKU Muhammadiyah Hospital in Yogyakarta**

Work Stress Level	Emotional Intelligence			Total	Correlation Coefficient	P value
	Low	Moderate	High			
Moderate	f 1	f 22	f 3	f 26	-0,376	0,037
	% 3,8	% 84.6	% 11,5	% 100		

High	f	0	f	5	f	0	f	5
	%	0,0	%	100	%	0,0	%	100
Total	f	1	f	27	f	3	f	31
	%	3,2	%	87,1	%	9,7	%	100

Source: Primary Data, 2025

Based on the results of the Spearman rank test, a significant value of 0.037 <0.05 was obtained, indicating that there is a relationship between emotional intelligence and the level of work stress among nurses. The correlation coefficient value obtained was -0.376\*, indicating that the correlation (relationship) between emotional intelligence and the level of work stress among nurses is low. The correlation coefficient has a negative value, meaning that the higher the emotional intelligence, the lower the level of work-related stress among nurses. Therefore, it can be concluded that there is a relationship between emotional intelligence and the level of work-related stress among ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta.

## 4. Discussion

### 4.1 Respondent Characteristics

#### a. Age

From Table 3.1, it is known that the majority of respondents are young adults (20-30 years old), totaling 14 nurses (45.2%). This age group is considered to be in their productive years. According to the study by Nazhifah Salsabila Tiyani<sup>1\*</sup>, Happy Indah Kusumawati<sup>2</sup>, (2024), the majority of respondents were in the age range of 26–35 years (60.7%), consistent with the Ministry of Health Regulation, which stipulates that the minimum age for healthcare workers is 20 years and the maximum age is 60–65 years. Meanwhile, according to Ulyya Nur Imama<sup>1\*</sup>, (2024), the majority of nurses are aged 31–40 years. According to Delya Nanda Kinanti Allu's 2020 study, nurses aged ≤ 40 years tend to lack sufficient maturity in thinking and working. Young nurses are cognitively unable to think reflectively and make well-considered conclusions because they have limited experience and knowledge in their work. If these young nurses cannot manage these pressures, they are at risk of experiencing work-related stress. In contrast, older nurses are mostly senior nurses who have more experience and are more relaxed in their work. Senior nurses are better able to control their emotions when making decisions, which minimizes work-related stress.

#### b. Gender

From Table 3.1, it is known that the dominant gender of nurses in the ICU of PKU Muhammadiyah Hospital is female, with 24 nurses (77.7%). This aligns with the research by Nazhifah Salsabila Tiyani<sup>1\*</sup>, Happy Indah Kusumawati<sup>2</sup>, (2024), which states that the majority of respondents are female (54.1%), consistent with the Sleman Health Department's report that the number of female nurses is higher, totaling 2,303. The results of Ulyya Nur Imama<sup>1\*</sup>'s (2024) study show that most



female nurse respondents tend to experience work-related stress. Most women have more complex thought patterns than men due to their inherent traits of patience, diligence, and meticulousness, which can lead to stress. Women tend to feel tired quickly because they have weaker physical muscles than men, so female nurses are more likely to experience work-related stress. Additionally, women have activities outside of work, such as taking care of their families, raising children, cooking, and so on, which are done before and after work, adding to the burden on female nurses, which then leads to work-related stress and can increase emotional pressure, which also affects the increase in work-related stress.

**c. Education**

Based on the above study, 16 nurses (51.6%) had a bachelor's degree and 15 nurses (48.4%) had an associate's degree.

Nurses with lower educational levels do not necessarily experience more work-related stress than those with higher educational levels. Educational level plays a more significant role in individual development or emotional intelligence than work-related stress (Ully Nur Imama<sup>1\*</sup>, 2024)

Educational level does not significantly influence work-related stress levels. This is evidenced by the fact that respondents with both associate's and bachelor's degrees are equally likely to experience work-related stress. An individual's ability to cope with problems influences whether stress occurs or coping mechanisms are formed (Lazarus, 2020).

**d. Length of service in the ICU**

Table 3.1 shows that 12 nurses (38.7%) have worked in the ICU for more than 6 years, while 11 nurses (35.3%) have only worked in the ICU for 1-3 years.

Yilmaz's (2023) study shows an inverse correlation, meaning that the shorter the nurses' tenure, the more likely they are to experience work-related stress. Nurses with less work experience also have less professional expertise, which makes it harder for them to handle workplace challenges. These difficulties can lead to work-related stress. On the other hand, nurses with longer work experience tend to experience less work-related stress because they have greater ability to handle challenges. This ability is gained through prolonged work experience.

This aligns with the research by D. D. Maydinar et al. (2020), which shows that the majority of nurses with high-category work-related stress have 6–10 years of work experience. Meanwhile, nurses with over 15 years of work experience do not experience high-category work-related stress. Nurses with less work experience are still in the process of adapting to their jobs, which affects their emotions and work-related stress levels.

## **4.2 Emotional Intelligence**

Table 3.2 shows that 1 nurse has low emotional intelligence (3.2%), 27 nurses (87.1%) have moderate emotional intelligence, and 3 nurses (9.7%) have high emotional intelligence. Most nurses have moderate emotional intelligence. This variation indicates that a person's emotions are always influenced by various factors, both internal and environmental (Goleman, 2016). Emotional intelligence itself can be influenced by many factors, including: country, ethnicity, religion,

political views, individual characteristics (personality, age, gender), and others (Hariwijaya, 2015)

The research findings of E. Gultom et al. (2022) state that nursing is a profession related to humanitarian issues, particularly those involving patients and their families. Patients or their families, when in the hospital, focus on their own health or that of their family members, leading some patients or their families to ask many questions of nurses. Here, nurses require emotional intelligence to provide nursing care. Nurses with emotional intelligence can manage their work-related stress, ensuring the quality of nursing care provided.

#### **4.3 Level of Work Stress**

Based on the results of the above study, 26 nurses (83.9%) had moderate work stress levels and 5 nurses (16.1%) had high work stress levels. Of the 83.9% of nurses with moderate work stress levels, they generally manage stress very well. However, the 16.1% of nurses with high work stress levels are characterized by: Exhibiting numerous signs of stress; and being unable to manage stress effectively. It is crucial to discuss the impact of work stress at moderate and high levels. At the moderate level, it may not pose a problem, as they can manage stress effectively. However, for nurses with high work stress levels, it is necessary to examine the underlying causes. High work stress can be caused by various factors, including environmental factors, organizational factors, and individual factors (Hariwijaya, 2015)

In line with Ardiani Halliberty<sup>1\*</sup>'s research (2023), emotional intelligence and work-related stress are important factors that can influence nurses' performance outcomes. Prolonged stress not only diminishes mental and physical capabilities but also reduces emotional intelligence. A person who is stressed will find it difficult to accurately read other people's emotions and will also reduce the most needed basic skills, and can paralyze social skills. These things affect the quality of performance produced by nurses. Therefore, emotions are important because appropriate emotional expression has been proven to eliminate work stress. That way, the quality of nurses' performance will improve.

#### **4.4 The Relationship Between Emotional Intelligence and Work Stress Levels Among Nurses**

Based on the results of the Spearman rank correlation test, a significance value of 0.037 was obtained. Since the p-value is less than 0.05, the hypothesis is accepted. This indicates that there is a significant relationship between emotional intelligence and work stress levels among ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta. The correlation coefficient value obtained was -0.376\*, indicating that the correlation (relationship) between emotional intelligence and work stress levels among nurses is low. Since the correlation value is negative, it indicates an inverse relationship, meaning that as emotional intelligence increases, work stress levels among ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta decrease. This study aligns with Anastasia Sari Kusumawati et al. (2020), which showed that most respondents had moderate emotional intelligence (68%). Statistical tests revealed a negative and significant relationship between emotional intelligence and



work stress levels, meaning that higher emotional intelligence levels correlate with lower work stress levels.

This variation indicates that a person's emotions are always influenced by various factors, both internal and environmental. Emotional intelligence itself can be influenced by many factors, including: country, ethnicity, religion, political views, individual characteristics (personality, age, gender), and others (Hariwijaya, 2015). The results of this study align with the views of Looker, T., and Gregson (2016), who state that a person's emotions influence their stress response expressions. Additionally, it is said that stress is not an external environment but rather an internal emotional state within an individual. The way an individual interacts with their environment determines the extent and type of stress they create for themselves. With a high Emotional Quotient (EQ), an individual can motivate themselves, avoid frustration, and most importantly, control and even eliminate stress. Emotional intelligence is the ability to motivate oneself, endure frustration, control emotional impulses (joy, sadness, and anger), avoid overindulging in pleasure, regulate mood, and manage stress. The same point is made by Hariwijaya (2015), who states that in order to maintain good emotional intelligence, a person must be able to release negative emotions such as anger and frustration so that they do not cause stress.

## **5. Conclusion**

Based on the results of research conducted in the ICU of PKU Muhammadiyah Hospital, it can be concluded that the average emotional intelligence and work stress levels are both in the moderate category, at 87.1% and 83.9%, respectively. There is a relationship between emotional intelligence and work stress levels among ICU nurses at PKU Muhammadiyah Hospital in Yogyakarta.

## **6. Author Contributions**

Specific contributions of each author to the research and writing of the article.

1. Saloma served as the principal investigator who designed, conducted, and analyzed the research results, as well as drafted the initial version of the scientific article.
2. Agustina Rahmawati provided guidance and direction throughout the research process, including in the development of methodology, data analysis, and editing of the article's content.
3. Yuli Isnaeni contributed as a reviewer of the research results by providing critical input on the validity and reliability of the findings, as well as assisting in the refinement of the article until it was ready for publication.

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