



The Effect of Work-Family Conflict, Workload And Self-Efficacy On Work Stress With Social Support As A Moderating Variable

Lina Af'idah¹, Nur Kabib²

^{1&2} Faculty of Islamic Economics and Business, UIN Salatiga, Indonesian

Corresponding Author: nurkabib@iainsalatiga.ac.id

Abstract

The purpose of this study was to determine and analyze the effect of work-family conflict, workload, self-efficacy, work stress and social support on nurses at Muhammadiyah Hospital Rodliyah Achid Moga Hospital. Data collection in this study was carried out by distributing questionnaires which were distributed to nurses at Muhammadiyah Rodliyah Achid Moga Hospital. The sample in this study amounted to 40 respondents and the technique used was the saturated sample technique. From the results of data analysis, it shows that: (1) Work-family conflict has a positive and significant effect on work stress. (2) Workload has a positive and significant effect on work stress. (3) Self-efficacy has a negative and significant effect on work stress. (4) Social support is able to moderate the effect of work-family conflict on work stress. (5) Social support is able to moderate the effect of workload on work stress. (6) Social support is not able to moderate the effect of self-efficacy on work stress on nurses at Muhammadiyah Rodliyah Achid Moga Hospital.

Keywords: Work-Family Conflict, Workload, Self-Efficacy, Social Support and Work Stress.

INTRODUCTION

The World Health Organization (WHO) has considered work stress as a disease of the 20th century and has become a global epidemic. The results of the study show that more than 300 million people in the world experience depression and 260 million of them are mental disorders caused by work. Sulaiman (2017) found a phenomenon in which several married women workers, urgent needs and conflicting families made them experience stress.

Work stress is a condition that is widely felt by the industrial world, both from heavy workloads, low salaries, low jobs, unsupportive work areas and types of tasks that are in line with expectations or abilities (Sriyanti & Muthohar, 2018). The phenomenon of stress is an

important and interesting issue to pay attention to given the increasing number of work stress and if allowed to occur it can have negative impacts including decreased work productivity, health problems, and reduced harmony between family members (Asih et al., 2018).

Work-family conflict can be interpreted as a form of problematic role within a person that arises because there is pressure from the opposite role of work and family (Yulia, 2017). If someone is faced with work challenges but he is not able to balance it with his experience, then he will feel instability which will reduce his work performance (Darmawati, 2019).

Another factor that causes work stress is the perceived workload of the workforce so that they are vulnerable to work stress. Everly et al. (1980) in Ambarwati (2014) defines workload as a condition where workers are directed to work that must be completed at the specified time. However, the work with a short time and accompanied by good quality work makes most nurses become burdened.

When facing a problem at work, a person needs a belief in the individual or self-efficacy. Self-efficacy is the basic foundation in self-carriage, which is related to the level of difficulty of a job and he feels able to do it (Wulandari et al., 2017). According to Nirmala & Abdurrahman (2020) competent nurses will be better able to provide optimal services. Seeing the impact caused by work-family conflict, workload and self-efficacy which results in chronic work stress, individuals need an effort to overcome this, such as social support. Muluk (1995) in Mayasari (2020) defines it as a form of emotional support that comes from outside the individual (family/relatives) in the form of expressing positive feelings, giving suggestions and advice, and so on.

Muhammadiyah Rodliyah Achid Moga Hospital is a privately owned Islamic hospital located on Jl. Raya Moga-Pulosari Km. 2, Moga District, Pemalang Regency, Central Java. The results of the preliminary survey obtained information on the number of nurses in the Muhammadiyah Hospital Rodliyah Achid Moga as many as 44 nurses with specifications of 28 female nurses and 16 male nurses.

Based on the results of interviews with several nurses at the Muhammadiyah Rodliyah Achid Moga Hospital, information was obtained that there were other conditions that nurses complained about as symptoms of work stress. Judging from the indications of psychological symptoms, some nurses feel bored with the demands of the tasks they bear, find it difficult to concentrate and often feel restless. Then when viewed from the physical symptoms, nurses often experience complaints of dizziness, indigestion and decreased appetite.

According to Asih et al. (2018) Prolonged stress will have an impact on decreased concentration, absenteeism from work, disrupting sleep patterns and reducing the quality of

work. In this case, of course, nurses must better understand the self-efficacy of each individual so that nurses can avoid stress. However, with these conditions, nurses still feel helped by clear directions and advice from superiors as well as social support from fellow co-workers and family who can make it easier to complete their work.

Similar studies on work-family conflict, workload and self-efficacy on work stress have been carried out by several researchers but cannot be concluded conclusively. So, according to the description of the background, the researcher chose the topic "The Influence of Work-Family Conflict, Workload and Self-Efficacy on Work Stress with Social Support as a Moderating Variable (Case Study at Muhammadiyah Rodliyah Achid Moga Hospital)".

LITERATURE REVIEW AND HYPOTHESES DEVELOPMENT

This research used is The Transactional Model of Stress developed by Lazarus & Folkman (1984) with the definition of stress model as a result of transactions between individuals and their environment that causes a stress response. According to him, the stressful conditions felt by a person can cause unfavorable effects both physiologically and psychologically, so that individuals will take positive or negative actions that are perceived to reduce conditions so as not to cause stress or are called coping strategies.

This study uses the theory presented by Lazarus & Folkman (1984) because the theory describes the individual's response to stressors, whether later the stress can exceed its capabilities or not. The assessment is in line with the effort that have been undertaken by the respondent of this study in measuring their ability to deal with stressors.

Work Stress

Work stress is a negative reaction from someone who experiences excessive pressure in the form of too many demands, obstacles and opportunities (Asih et al., 2018). Meanwhile, Herlina (2019) stated that work stress is a symptom of stress felt by workers which has an impact on their physiological and psychological balance disorders.

Work-Family Conflict

Work-family conflict is a system of role problems where the role pressure that occurs between work and family is reluctant to balance so that the resulting performance is not optimal (Ariani et al., 2017). It is also said that work-family conflict occurs when individuals are unable to balance roles both in family roles that suppress roles in work and work roles that suppress roles in family (Kurniawati et al., 2018).

Workload

According to Kurniawati et al. (2018) workload is a condition where individuals do

very difficult work or get so many jobs in a short time that they experience stress. Another understanding is presented by Pratama & Satria (2018) which states that workload is a number of activities that require ability for a predetermined period of time, both in physical and psychological form.

Self-Efficacy

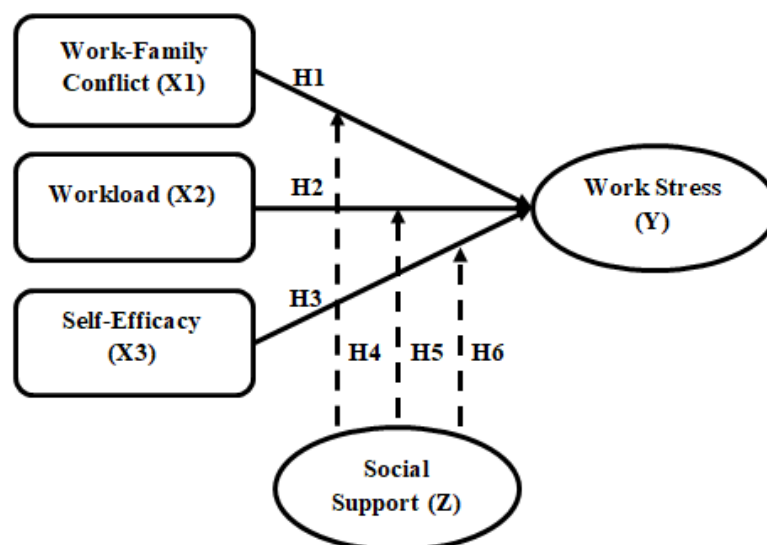
According to Wulandari et al. (2017) self-efficacy is a form of belief that arises and is created by individuals in overcoming various situations so that individuals are able to overcome the problems they are facing. Goleman (2002) in Khaq et al. (2015) said that if an individual has high self-efficacy, then the individual will make a great effort to overcome the problems at hand, on the contrary, individuals with low self-efficacy will tend to experience stress because he will easily experience depression and anxiety.

Social Support

Social support is the help or assistance that a person receives from his interaction with the environment (Yulia, 2017). Widiastini et al. (2017) said that social support encourages the expression of feelings, giving advice and advice as well as information and providing material and moral assistance, where this has emotional and behavioral benefits for recipients of social support.

Research Framework

Figure 1. Research Framework



Hypothesis

H1: Work-family conflict has a positive effect on work stress.

H2: Workload has a positive effect on work stress.

H3: Self-efficacy has a negative effect on work stress.

H4: Social support is able to moderate the effect of work-family conflict on work stress.

H5: Social support is able to moderate the effect of workload on work stress.

H6: Social support is able to moderate the effect of self-efficacy on work stress.

METHOD

The type of research used in this research is quantitative research by taking the location at the Muhammadiyah Rodliyah Achid Moga Hospital. The time used in this research is from December 2021 to completion. The population in this study were medical personnel at the Muhammadiyah Rodliyah Achid Moga Hospital, amounting to 44 nurses. Hypothesis testing in this study uses Moderated Regression Analysis (MRA). Regression analysis with moderating variables or MRA is used to examine how the influence of the moderating variable can strengthen or weaken the relationship between the independent variable and the dependent variable.

RESULT AND DISCUSSION

Validity test

Valid or not the items of each variable can be known by comparing the value of r count with r table. The magnitude of df can be calculated as $40-2 = 38$ with Alpha (α) 5%, then the value of r table is 0.312. Based on the results of SPSS data processing, the calculated r value for each item is greater than the table r value. So all statement items in this study are declared valid.

Reliability Test

Based on the results of the reliability test on all variables, it shows Cronbach Alpha (α) > 0.60 , namely work-family conflict (X1) of 0.857, workload (X2) of 0.788, self-efficacy (X3) of 0.714, work stress (Y) of 0.656 and social support (Z) of 0.648. So it can be said that all questionnaire items are reliable.

Normality test

This study uses the Kolmogorov Smirnov (K-S) technique as a test of data normality, provided that if the significance value is more than 0.05, it can be stated that the data is normally distributed. The results of the normality test can be seen in the following table:

Table 1. Normality Test Results

One-Sample Kolmogorov-Smirnov Test	Unstandarlized Residual	Result
Asymp. Sig. (2-tailed)	.200 ^{c,d}	Normal

Source: Processed primary data, 2022

The table above shows that the value of Asymp.Sig. (2-tailed) of $0.200 > 0.05$. These results indicate that the data in this study are normally distributed.

Heteroscedasticity Test

This study conducted a heteroscedasticity test through the Spearman correlation test, where this test aims to check whether or not there is an inequality of variation of the residue. The test results are as follows:

Table 2. Heteroscedasticity Test Results

Spearman's rho		Unstandardized Residual	Result
<i>Work-Family Conflict</i>	Sig. (2-tailed)	.336	No Heteroscedasticity
Beban Kerja	Sig. (2-tailed)	.671	No Heteroscedasticity
Efikasi Diri	Sig. (2-tailed)	.543	No Heteroscedasticity

Source: Processed primary data, 2022

Based on the table above, it is known that the significance value of the work-family conflict, workload and self-efficacy variables is > 0.05 . So it can be concluded that the data in this study are homogeneous or there is no heteroscedasticity.

Multicollinearity Test

This study uses the Correlation Matrix Test with the provision that if the correlation value between the independent variables is more than 90%, then there is multicollinearity, and vice versa (Ghozali, 2018). The test results can be seen in the following table:

Table 3. Multicollinearity Test Results

Model		Self-Efficacy	Workload	Work-Family Conflict	
1	Correlations	Self-Efficacy	1.000	.171	.211
		Workload	.171	1.000	-.302
		Work-Family Conflict	.211	-.302	1.000
	Covariances	Self-Efficacy	.027	.003	.003
		Workload	.003	.015	-.003
		Work-Family Conflict	.003	-.003	.007

a. Dependent Variable: Work Stress

Source: Processed primary data, 2022

Based on the table above, it can be concluded that the correlation between variables is less than 90%. Therefore it can be concluded that in this study there was no multicollinearity.

t test (Partial Significance Test)

The amount of t table is calculated using the formula $t (\alpha/2 : n-k-1)$ and shows a value of 2.028. The results of the t-test in this study can be seen in the following table:

Table 4. t Test Results

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	7.648	1.279		5.982	.000
	Work-Family Conflict	.385	.081	.610	4.745	.000
	Workload	.380	.136	.414	2.802	.008
	Self-Efficacy	-.464	.188	-.372	-2.469	.018

a. Dependent Variable: Work Stress

Source: Processed primary data, 2022

Based on the table above, the conclusions that can be drawn are as follows:

- 1) The significance value of the work-family conflict variable is 0.000 < 0.05 and the t-count value is 4.745 > 2.026. This shows that the work-family conflict variable has a positive and significant effect on work stress.
- 2) The significance value of the workload variable is 0.008 < 0.05 and the t-count value is 2.802 > 2.026. It can be concluded that the workload variable has a positive and significant effect on work stress.
- 3) The significance value on the self-efficacy variable is 0.018 < 0.05 and the t-count value is -2.469 < 2.026. It can be concluded that the self-efficacy variable has a negative and significant effect on work stress.

F Test (Simultaneous Significance Test)

The F test is used to see how far the independent variables simultaneously (together) can affect the dependent variable by looking at the significance value < 0.05 and the calculated F value > F table which shows a value of 3.259. The result is as follows:

Table 5. F Test Result

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	151.531	3	50.510	9.757	.000 ^b

	Residual	186.369	36	5.177		
	Total	337.900	39			

a. Dependent Variable: Work Stress

Source: Processed primary data, 2022

Based on the table, it can be concluded that the significance value is $0.000 < 0.05$ and the calculated F value is $9.757 > 3.259$. This means that the independent variables of work-family conflict, workload and self-efficacy simultaneously have a positive and significant effect on work stress.

R² Test (Coefficient of Determinants)

The coefficient of determination (R²) is used to measure how much the model's ability to explain the dependent variable is. If the value of the coefficient of determination is getting closer to 100%, it means the greater the influence of all independent variables on the dependent variable, and vice versa. The results of the R square test in this study can be seen in the following table:

Table 6. R Square Test Result

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.670 ^a	.448	.402	2.275

a. Predictors: (Constant), Self-Efficacy, Workload, Work-Family Conflict

b. Dependent Variable: Work Stress

Source: Processed primary data, 2022

Based on the table above, it can be concluded that the influence between the independent variables on the dependent variable is 40.2% and the remaining 59.8% is influenced by other variables outside this study.

MRA test

The MRA (Moderated Regression Analysis) test is used to find out how the moderating variable can strengthen or weaken the influence of the independent variable on the dependent variable. The MRA test in this study is as follows:

Table 7. MRA Test Result

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	179.161	56.265		3.184	.003
	Work-Family Conflict	-1.552	.808	-2.459	-1.920	.064
	Workload	-3.536	1.318	-3.847	-2.683	.011
	Self-Efficacy	-4.723	2.318	-3.786	-2.038	.050
	Social Support	-8.545	2.822	-5.328	-3.028	.005
	Work-Family Conflict*Social Support	.095	.041	3.043	2.295	.028
	Workload*Social Support	.187	.067	4.291	2.802	.009
	Self-Efficacy*Social Support	.225	.117	4.028	1.927	.063

a. Dependent Variable: Work Stress

Source: Processed primary data, 2022

Based on the MRA test, it can be seen that the regression coefficient value is the product of the independent variable and the moderating variable with the following conclusions:

- a. The regression coefficient of the work-family conflict variable with social support means that every increase in WFC*DS will increase work stress by 0.095. In addition, the significance result shows a value of 0.028 < 0.05 so it can be concluded that the social support variable is able to moderate the effect of work-family conflict on work stress.
- b. The regression coefficient of the workload variable with social support means that every increase in BK*DS will increase work stress by 0.187. The significance result shows a value of 0.009 > 0.05 so it can be said that the social support variable is able to moderate the effect of workload on work stress.
- c. The regression coefficient of the self-efficacy variable with social support means that every increase in ED*DS will increase work stress by 0.225. The significance result shows a value of 0.063 > 0.05 so it can be concluded that the social support variable is not able to moderate the effect of self-efficacy on work stress.

Table 8. R Square Test Results After Moderation

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.789 ^a	.623	.540	1.996

a. Predictors: (Constant), Self-Efficacy*Social Support, Workload*Social Support, Work-Family Conflict, Social Support, Work-Family Conflict*Social Support, Workload, Self-Efficacy

Source: Processed primary data, 2022

Based on the table, it can be concluded that the value of Adjusted R Square after being moderated is 0.54. This means that the moderating variable in the form of social support is able to strengthen the influence between the independent variables on the dependent variable by 54%.

The purpose of this study is to examine the effect of work-family conflict, workload and self-efficacy on work stress with social support as a moderating variable for nurses at Muhammadiyah Hospital Rodliyah Achid Moga. The discussion of each hypothesis is as follows:

1. The Effect of Work-Family Conflict on Work Stress

Based on the results of the individual parameter significant test (statistical t-test) for the work-family conflict variable, the t-count value is $4.745 > t$ table 2.026 and the significance value is $0.000 < 0.05$. Therefore, it can be concluded that work-family conflict has a significant positive effect on work stress. This result is in line with the research conducted by Melisa et al. (2016) and Kurniawati et al. (2018) who say that work-family conflict has a positive and significant effect on work stress, so it can be concluded that H1 is accepted.

2. The Effect of Workload on Work Stress

Based on the results of the individual parameter significant test (statistical t-test) for the work-family conflict variable, the t-count value is $2.802 > t$ table 2.026 and the significance value is $0.008 < 0.05$. Therefore, it can be concluded that work-family conflict has a significant positive effect on work stress. These results are in line with the research conducted by Sudrajat & Afrianty (2019), which obtained positive and significant results between workload and work stress, so it can be concluded that H2 is accepted.

3. The Effect of Self-Efficacy on Work Stress

Based on the results of the individual parameter significant test (statistical t-test) of the work-family conflict variable, the t-count value is $-2.469 > t$ -table 2.026 and the significance value is $0.018 < 0.05$. Therefore, it can be concluded that work-family conflict has a significant negative effect on work stress. These results are in line with Pertiwi & Handayani (2017) and Ferdianto (2014) who conducted research on the effect of self-efficacy on work stress and presented negative and significant results, so it can be concluded that H3 is accepted.

4. Effect of Work-Family Conflict on Work Stress Moderated Social Support

Based on the results of the Moderated Regression Analysis (MRA) test, the regression coefficient of the work-family conflict variable with social support has a value of 0.095, which means that every increase in WFC*DS will increase work stress by 0.095 and the significance result shows a value of $0.028 < 0.05$. Therefore, it can be concluded that the social support variable is able to strengthen the effect of work-family conflict on work stress. These results are in line with research conducted by Mayasari (2020) which shows that social support is able to moderate the effect of work-family conflict on work stress, so it can be concluded that H4 is accepted.

5. Effect of workload on work stress moderated by social support

Based on the results of the Moderated Regression Analysis (MRA) test, the regression coefficient of the workload variable with social support has a value of 0.187, it will increase work stress by 0.187 and the significance result shows a value of $0.009 > 0.05$. Therefore, it can be concluded that the social support variable is able to strengthen the effect of workload on work stress. These results are in line with Widiastini et al. (2017) which states that social support is able to moderate the effect of workload on work stress, then H5 is accepted.

6. Effect of Self-Efficacy on Work Stress Moderated Social Support

Based on the results of the Moderated Regression Analysis (MRA) test, the regression coefficient of the self-efficacy variable with social support has a value of 0.225, which means that every increase in ED*DS will increase work stress by 0.225 and the significance result shows a value of $0.063 > 0.05$. Therefore, it can be concluded that the social support variable is not able to moderate the effect of self-efficacy on work stress. These results indicate that the object data sampled in this study did not succeed in proving the relationship between self-efficacy and work stress moderated by social support, so it can be concluded that H6 is rejected.

CONCLUSSION AND RECOMMENDATION

Based on the results of the research that the researchers have done, the conclusions can be drawn as follows:

1. Work-family conflict has a positive and significant effect on work stress. This shows that the higher the work-family conflict experienced by nurses, the higher the work stress experienced by nurses.

2. Workload has a positive and significant effect on work stress. This shows that the higher the workload borne by nurses, the higher the work stress experienced by nurses.
3. Self-efficacy has a negative and significant effect on work stress. This shows that the higher the self-efficacy, the lower the level of work stress experienced by nurses.
4. Social support is able to moderate the effect of work-family conflict on work stress. This shows that social support is able to strengthen the effect of work-family conflict on nurses' work stress.
5. Social support is able to moderate the effect of workload on work stress. This shows that social support can strengthen the effect of workload on nurses' work stress.
6. Social support is not able to moderate the effect of self-efficacy on work stress.

Research Limitations

The media used in collecting data is questionnaire media which is distributed directly to respondents and immediately takes it back after it is collected. The researcher also could not control the actual situation of the respondent's reaction and did not know the reason for the respondent not filling out the questionnaire, so that the returned questionnaire was incomplete. The content of this study is still very imperfect, so that future researchers are expected to obtain maximum results.

Recommendation

1. For Further Researchers

For further research related to the same variable, the researcher suggests adding references and involvement of other factors in an effort to identify the effect of work stress which will have an impact on improving the performance of the agency/company and involve more respondents in conducting a study in order to get maximum results.

2. For Muhammadiyah Rodliyah Achid Moga Hospital

Based on the conclusions above, these result are expected to be used as an evaluation material in an effort to reduce work stress levels for nurses at Muhammadiyah Rodliyah Achid Moga Hospital which will have an impact on improving service quality. Support from the organization also needs to be increased considering its considerable influence on the motivation of nurses to remain loyal to the agency.

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