

The Relationship Between Social Support and Work Stress in Nurses at Bhayangkara Hospital, Gorontalo

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Abstract. *This study aims to determine the relationship between social support and work stress among nurses at Bhayangkara Hospital, Gorontalo. This research uses a uatitative research design with a population of 80 nurses. The total sample was 80 nurses using the technique total sampling. The research result showed that the work stress level of nurses was in the medium category for 61nurses with a percentage of 76,3%. The social support of nurses is in the medium category as many as 61 nurses with a percentage of 76,3%. Based on the results of the correlation test rank spearmen with correlation value (r) of - 0.592 and a sig value (p) = 0,000 (p<0.05). so it can be concluded that there is a significant negative relationship between social support and work stress in nurses at Bhayangkara Hospital, Gorontalo. This Shows that the higher the social support, the lower the work stres for nurses.*

Keywords: *Social Support, Work Stress, Nurses*

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INTRODUCTION

As the current era of globalization advances, the public's need for healthcare will also increase. To achieve the goal of equitable health development, hospitals are required to provide high-quality services (Kruk et al., 2018; Knowlton et al., 2023; Aljuaid et al., 2021; Chisolm et al., 2023). Three groups are heavily involved in hospital healthcare services: providers, service providers, and service users (Khainuddin et al., 2019). Nurses are among the individuals who have a significant impact on hospital healthcare standards. A nurse must possess the knowledge, expertise, and concentration to fulfill the demands of their duties and functions. This role requires nurses to be in good health and have sufficient energy to perform their work (Putra, & Muttaqin, 2020).

In addition to the physical responsibility of providing direct care, nurses typically deal with psychological pressures when providing nursing care to patients (Salmond et al., 2019; Farquharson et al., 2013; Goudarzian et al., 2024; Gordon et al., 2021). However, nurses often experience stress due to the numerous demands placed on patient care, making it more difficult for them to perform their jobs effectively. Occupational stress is caused by several factors, including the workplace, varying hospitalization rates, nursing shortages, forced overtime, patient demands, and supervisory attitudes (Kakemam et al., 2019; Mohammad, 2014; Jaradat & Qtait, 2025; Zeytinoglu et al., 2006). These factors can contribute to increased work stress in nurses (Babapour et al., 2022).

Furthermore, nurses may experience fatigue, rudeness, anxiety, increased blood pressure, decreased self-esteem, increased dissatisfaction with their work and patient care, and decreased productivity, all of which can be signs of the direct impact of work-related stress on healthcare providers (Babapour et al., 2022). Research by the National Institute for Occupational Safety and Health (NIOSH) indicates that hospital- or healthcare-related occupations are highly prone to work stress. The American National Association for Occupational Health (ANAHO) ranks nurses among the top 40 cases of work stress among workers (Sari et al., 2017). This aligns with Barriball's research (Abdollahi et al., 2014), which states that nursing is considered a stressful profession within the healthcare profession. This is due to the numerous demands placed on nurses, who must act quickly and accurately in treating and serving patients.

A 2018 survey by the Indonesian National Nurses Association (PPNI) found that approximately 50.9% of nurses in Indonesia experience work stress (Saefurrohim & Wibawani, 2025; Rosanti & Nitami, 2020; Ardhinata et al., 2025). Research from the World Health Organization (WHO) in 2011 found that nurses working in hospitals experience work stress in several Southeast Asian countries, including Indonesia (Aurellia & Prihastuty, 2022). A survey conducted by the Faculty of Medicine, Gorontalo State University, also reported that 40% of nurses in Gorontalo Province experience work stress, according to Hunawa et al. (2023).

This is based on interviews conducted at the Bhayangkara Hospital in Gorontalo. On Wednesday, June 5, 2024, researchers received information that most nurses admitted to frequently experiencing physical complaints, several times experiencing headaches, muscle pain, neck and back pain, from a non-physical perspective, nurses often complained because they often experienced feelings of panic, were more sensitive, anxious and easily offended, and had difficulty concentrating, while other things that nurses often complained about were nurses being more aggressive towards patients, coworkers or family and nurses experiencing a decline in performance, nurses more often making mistakes, making bad decisions, and providing poor quality care to patients.

In addition, several nurses admitted that fellow nurses had a very big influence in carrying out their work because when nurses were faced with pressure at work, sometimes nurses would feel bored and fed up or encounter problems at work, then nurses would seek help, assistance and support from those closest to them or coworkers. According to research by Hutahaean (2023), social support is crucial for nurses experiencing workplace stress. Coworkers, superiors, subordinates, and family can all provide social support. Nurses can benefit from social support in reducing work-related stress (Chu et al., 2006; Wang & Tsai, 2014). However, nurses may experience significant levels of work-related stress if social support is absent or very limited.

In a study by Kartikasari (2017), which examined the relationship between social support and work stress levels for nurses at Dr. Soepraoen Hospital II, Malang, and involving 39 nurses, 22 nurses (56.41%) reported high levels of social support, while 27 nurses (69.23%) reported low levels of work stress. The study demonstrated a significant negative relationship between social support and work stress in nurses, as there was an inverse relationship between social support and work stress levels among respondents. It can be concluded that social support plays a crucial role in interactions between individuals and others, reducing work stress (Schwarzer & Knoll, 2007; Buunk, 1990; Yousaf et al., 2020). Creating a comfortable work environment will reduce stress levels in nurses.

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(2024) on social support and work stress among nurses at PKU Muhammadiyah Hospital in Yogyakarta found that out of 175 respondents, 127 (72.2%) had moderate social support. Meanwhile, regarding work stress, 113 (64%) respondents experienced moderate levels of work stress. This indicates that it is important for nurses to receive support from friends, family, and partners, as this support can reduce work stress levels. Social support makes nurses feel comfortable and can reduce work stress levels.

A study conducted by Werenfridus et al. (2023) showed that social support has a positive and significant effect on work stress. This positive effect is not as expected and contradicts previous research that showed a negative and significant relationship. Social support should have a negative effect on work stress because higher levels of social support actually reduce work stress. Based on the above background, the discrepancies in research results prompted researchers to re-examine the relationship between social support and work stress for nurses at Bhayangkara Hospital in Gorontalo.

METHODS

This study employed a quantitative approach using correlational analysis. This approach was considered appropriate because the study aimed to examine the relationship between social support and work stress among nurses in a systematic and measurable manner. Through a quantitative design, both variables could be expressed numerically and analyzed statistically in order to identify the strength and direction of their relationship. Since the purpose of the study was not to provide treatment or intervention, but rather to determine whether an association existed between the variables, the correlational method was the most suitable design for this research.

The population in this study consisted of 80 nurses working at Bhayangkara Hospital Gorontalo. Because the total number of nurses was relatively limited and still possible to reach in full, all members of the population were involved as research participants. Therefore, the sample size in this study was also 80 nurses. The sampling technique used was total sampling, which is a sampling method that involves the entire population as the research sample. The use of total sampling was intended to ensure that the data represented the whole population of nurses in the hospital, so that the findings could provide a more complete picture of the relationship between social support and work stress in the research setting.

Data were collected using research scales as the main instruments of the study. The social support scale was developed based on the theory and aspects proposed by Sarafino and Smith in 2014. This scale was used to measure the extent to which nurses perceived support from people around them, including forms of support that may help them in dealing with the demands of their work. Meanwhile, the work stress scale was developed based on the theory and aspects proposed by Robbins and Judge. This scale was intended to measure the level of stress experienced by nurses in carrying out their duties and responsibilities in the workplace. Both instruments were arranged in accordance with the theoretical dimensions underlying each variable so that the data collected remained relevant to the objectives of the study.

After the data had been collected, hypothesis testing was conducted using correlational analysis. This analysis was applied to determine whether there was a relationship between social support and work stress among nurses at Bhayangkara Hospital Gorontalo. The results of this analysis were then used to answer the research hypothesis and to explain the pattern of association between the two variables based on the data obtained from the respondents.

RESULT AND DISCUSSION

Univariate Analysis

Table 1. Social Support Categorization

Category	Frequency	Presentation
Low	8	10%
Medium	61	76,3%
High	11	13,7%
Total	80	100%

Source: Processed Results of SPSS 2024

Based on the table above, it can be seen that 8 respondents (10%) had low levels of social support, 61 (76.3%) had moderate levels of social support, and 11 (13.7%) had high levels of social support.

Table 2. Categorization of Work Stress

Category	Frequency	Presentation
Low	12	15%
Medium	61	76,3%
High	7	8,7%
Total	80	100%

Source: Processed Results from SPSS 2024

Based on the table above, it can be seen that 12 respondents (15%) were in the low category of work stress, 61 (76.3%) were in the moderate category, and 7 (8.7%) were in the high category.

Hypothesis Testing

Table 3. Spearman Rank Correlation Test Results

Variables	Correlation Coefficient	Sig.
Social Support	-0,592	0.000
Job Stress	-0,592	0.000

Source: Processed Results of SPSS 2024

Based on the data analysis in the table above, the Spearman rank correlation test revealed a correlation coefficient of -0.592 with a significance value of 0.000 < 0.05, indicating a strong, significant negative relationship. This indicates that higher levels of social support lower job stress, or conversely, lower levels of social support increase job stress. Therefore, it can be concluded that there is a relationship between social support and job stress. Therefore, the hypothesis of this study is accepted, namely, a relationship between social support and job stress among nurses at Bhayangkara Hospital, Gorontalo.

Level of Social Support for Nurses at Bhayangkara Hospital Gorontalo

This study found that the social support categorization test for nurses at Bhayangkara Gorontalo Hospital revealed that 8 respondents (10%) were in the low category, 61 respondents (76.3%) were in the moderate category, and 11 respondents (13.7%) were in the high category. Based on these results, the majority of nurses reported moderate levels of social support. These results indicate that the social support received by nurses at Bhayangkara Hospital is moderate. Ibda (2023) states that social support is the comfort, attention, and appreciation that individuals rely on when experiencing difficulties. Therefore, nurses categorized as having moderate social support have received support in the form of comfort, attention, and appreciation from people they can rely on when they need help.

A factor influencing increased social support for each individual is the provision of support. Because nurses possess a high level of empathy, it is easier for them to understand and deeply feel the feelings of others. The higher a person's level of empathy, the more effective they are in providing social support. Another influencing factor is the recipient of support. The higher the frequency of nurse interactions, the greater the nurse's opportunity to receive support. Individuals cannot receive support without interacting with others. According to Sarafino & Smith (2011), factors influencing social support include an individual's desire to seek social support and the willingness of others to provide it to those around them. Social support is the behavior of others to help a person feel or perceive that safety, comfort, care, and assistance are always available from those closest to them.

Social support has several aspects: emotional support, instrumental support, informational support, and esteem support, as outlined by Sarafino & Smith (2011). Two aspects fall into the moderate category: informational support and esteem support. Informational support includes advice, guidance, and counsel. This means that nurses who receive sufficient informational support will feel loved, valued, and at ease. Esteem support includes praise, encouragement, and motivation. This means that nurses who receive sufficient support and appreciation will feel appreciated, confident, and valued. Social support is a form of attention or trust, expressed in the form of encouragement or encouragement, given to others, intended to provide assistance (Widiantoro et al., 2019). Receiving social support from those closest to you triggers feelings of being recognized, valued, and inspires enthusiasm (Arindawanti & Izzati, 2021). Individuals with high social support tend to be more optimistic about the future compared to those with low social support (Amelia et al., 2023).

Research conducted by (Hutahaean, Wahyuni & Istiana, 2023) found that social support plays a crucial role because individuals with less social support are more likely to experience negative psychological consequences. The benefits of high social support include greater optimism in facing life now and in the future, higher self-esteem, and lower anxiety levels, enhanced interpersonal skills, the ability to achieve goals, and greater guidance in adapting. From the results presented above, it can be concluded that the level of social support for nurses at Bhayangkara Gorontalo Hospital is in the moderate category. This influence is due to the provision of support, and the nurses' empathy allows them to easily understand and deeply feel the feelings of others.

Job Stress Levels among Nurses at Bhayangkara Gorontalo Hospital

This study found that the results of the job stress categorization test for nurses at Bhayangkara Gorontalo Hospital showed that 12 nurses (15%) were in the low category, 61 nurses (76.3%) were in the moderate category, and 7 nurses (8.7%) were in the high category. Therefore, the majority of nurse respondents had moderate levels of job stress. Based on the research and data analysis conducted, the majority of respondents at Bhayangkara Hospital in Gorontalo experienced moderate levels of work stress. This finding aligns with research conducted by Tri Suryaningrum (2015) at PKU Muhammadiyah Hospital in Yogyakarta. Of the 176 respondents, 113 nurses (64%) experienced moderate levels of work stress, while the remainder experienced low and high levels. However, research conducted by Sari et al. (2017) at Dr. Soepraoen Level II Hospital in Malang contradicts this finding. Of the 39 respondents, 27 nurses (69.23%) experienced low levels of work stress, while the remainder experienced moderate and high levels of work stress.

This difference in work stress levels may be due to differences in conflict and stress management practices employed by nurses at each hospital. Work stress among nurses at Bhayangkara Hospital is caused by the demands of their job, which requires them to be responsive to patients' circumstances and conditions. Patients' families can also influence nurses' work stress through various comments about their performance. This aligns with Perry & Potter's statement (in Mulyati, 2018), which states that several stressors can influence nurses' work stress. These stressors can include work overload, conflict with superiors, or patient

characteristics. Reactions to work-related stressors depend on the nurse's personality, status, health, and coping mechanisms. All of these factors contribute to stress in their work environment.

This statement also aligns with factors proposed by Robbins & Judge in Sitorus et al. (2025), namely environmental factors. Uncertain environmental conditions can influence nurses' work stress. Organizational factors are also crucial in the workplace due to the varying levels of decision-making structures and regulations. Lack of clarity in decision-making structures or regulations can impact a nurse's performance. Finally, individual factors arise from within the family, economic issues, and personal and hereditary factors. Poor interpersonal relationships with family members can also impact a person's performance.

Job stress is work demands that exceed a person's ability to cope, resulting in a variety of physiological, psychological, and behavioral reactions. Job stress in nurses can lead to fatigue, aggressive behavior, anxiety, increased blood pressure, job dissatisfaction, and decreased productivity (Rahmadia et al., 2019). Based on the explanation above, it can be concluded that the level of work stress among nurses at Bhayangkara Hospital, Gorontalo, is in the moderate category. This stems from individual factors, primarily related to family factors, personal economic problems, and hereditary characteristics. Poor interpersonal relationships with family members can impact a person's work.

The Relationship Between Social Support and Work Stress in Bhayangkara Hospital Nurses

The purpose of this study is to examine the relationship between social support and work stress among nurses at Bhayangkara Hospital, Gorontalo. Based on the results of the Spearman Rank correlation test, the correlation coefficient (r) was -0.522 with a significance value (p) of $0.000 < 0.05$, indicating a strong, significant negative relationship between social support and work stress. These results indicate that the hypothesis in this study is accepted, namely, a relationship between social support and work stress among nurses at Bhayangkara Hospital, Gorontalo. This is supported by previous research conducted by Nisa et al. (2015) and Permatasari (2025). Her results showed a significant negative relationship between social support and work stress among respondents, with levels of work stress in the moderate category. Similarly, research by Dodiaryah (2014) demonstrated a significant negative relationship between social support and work stress, indicating that the higher the social support provided, the lower the level of work stress. Another study by Atmaja & Chusairi (2022) found a significant negative relationship between social support and work stress, indicating a strong and negative relationship. This means that as social support increases, stress levels decrease, and vice versa.

Based on the categorization of respondents' social support levels as low, medium, and high, nurses at Bhayangkara Hospital in Gorontalo receive social support from coworkers, superiors, and friends. These include coworkers who readily assist when they have difficulty treating patients, and friends who provide encouragement when they are feeling down or overwhelmed by the large number of patients. This social support provides nurses with a sense of comfort, care, appreciation, and the feeling that others are there to help. This is supported by Werenfridus et al. (2023) who stated that social support essentially provides a sense of physical and psychological comfort, both when nurses are under various pressures and when not, so that they do not feel alone in bearing the burden of their work. Meanwhile, nurses with low levels of social support are characterized by a lack of support from their social environment, which can make them feel uncomfortable sharing their problems, lack friends willing to spend time with them, and often feel alone.

This means that low social support can lead to nurses feeling disrespected and unappreciated, ignored, or neglected by those around them, leading to feelings of loneliness. This can lead to pessimism or a lack of self-confidence, leading to fatigue, negative emotions, a lack of ability to build positive relationships with those around them, and discomfort at work. This is supported by Hutahaean (2023), who stated that nurses with low social support experience

uncomfortable working conditions due to less harmonious relationships. The work environment is one of the stimuli that can trigger work stress. Work stress is a condition that significantly affects a person's emotions, thought processes, and physical condition. Stress that is not managed properly can result in a person's inability to interact positively with their environment. Work stress is a person's reaction to excessive pressure from detrimental workplace demands (Siregar, 2016).

One factor that influences work-related stress is social support from those around them, such as superiors, coworkers, and family. Social support is one of the most important strategies involved in coping with stress. Therefore, social support plays a crucial role in interactions with others to reduce work stress. Creating a comfortable work environment will reduce work stress levels in nurses. Therefore, a conducive environment is essential to maintain low levels of work stress in nurses. According to Putra & Surya (2020), someone with good social support can reduce stress that occurs in their work. Sarafino & Smith (2006) stated that individuals with high social support will have a greater sense of belonging and self-esteem than individuals with low social support. Based on the explanation presented in this study, it shows that the higher the social support, the lower the level of work stress in nurses. Therefore, it can be concluded that if nurses have good social support, characterized by positive emotional support from their environment, good esteem support such as rewards, good instrumental support such as providing direct assistance, and high levels of informational support, then the individual's work stress will be lower.

CONCLUSION

The level of social support among hospital nurses is moderate, meaning that nurses receive support in the form of comfort, attention, and appreciation from people they can rely on when they need help. The level of work stress among Bhayangkara Hospital nurses is moderate, stemming from individual factors. These factors primarily arise from within the family, personal economic issues, and hereditary characteristics. Poor interpersonal relationships within families can impact a person's work. The results of the study indicate a significant negative relationship between social support and work stress among nurses at Bhayangkara Hospital in Gorontalo. Nurses with good social support are characterized by the perception that a sense of security, comfort, caring, and mutual assistance are always present from those closest to them.

SUGGESTION

For future research, it is hoped that further research will be conducted on other variables that may influence work stress. Future researchers can also re-examine these variables with different samples to increase research diversity. Future data collection should be conducted directly with respondents for greater accuracy. Nurses are expected to be able to further increase social support to reduce work stress, such as fostering better communication so that complaints can be conveyed. Furthermore, social support can be further enhanced by fostering a sense of connection with colleagues, fostering helpfulness, empathy, and providing mutual motivation. Everyone must play an active role in sharing their perspectives and conveying them positively to increase and strengthen social support among nurses.

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