THE EFFECT OF RESILIENCE AND SELF-EFFICACY OF NURSING WORK STRESS THROUGH ORGANIZATIONAL CLIMATE IN HOSPITAL II MOH RIDWAN MEURAKSA

Ayu Yulita, Imam Wibowo and BongsuSaragih

Magister of Management, UniversitaKrisnadwipayana Jakarta

Campus UnkrisJatiwaringin PO BOX 7774/Jat CM Jakarta 13077, Indonesia

ABSTRACT

Nurses often face various kinds of problems in their work because they are faced with excessive workloads and demands, so some research states that work stress is common for nurses. This is consistent with the results of the research of the Indonesian National Nurses Association (PPNI) that 50.9% of nurses experience work stress and the results of the study of The Indonesia National Nurses Association stated that nurses complained about the work environment and lack of well-being, as well as the organizational climate that was not conducive. The high resilience and self-efficacy and a conducive organizational climate will help minimize work stress on individuals. This study aims to determine: 1) the impact of resilience and self-efficacy on work stress on nurses; 2) the impact of resilience to work stress on nurses; 3) the effect of self-efficacy on work stress on nurses; 4) the impact of organizational climate on work stress on nurses; 5) the impact of resilience to work stress on nurses through organizational climate variables; 6) the impact of self-efficacy on work stress on nurses at Hospital. II Moh. Ridwan Meuraksa through organizational climate variables.

The subjects in this study were nurses who had worked for at least 1 year at Hospital. II Moh. Ridwan Meuraksa. The sample in this study amounted to 100 nurses. Sampling uses purposive sampling.

Data analysis using two-path analysis (path analysis), obtained the effect of resilience and self-efficacy through organizational climate on strong work stress. Partially shows that there is a significant negative effect between resilience and work stress, there is a significant negative effect between self-efficacy and work stress, and there is a significant negative effect between organizational climate and work stress.

KEYWORDS: Resilience, Self-Efficacy, Organizational Climate, Work Stress

INTRODUCTION

Demand for health services continues to increase, both in quantity and quality, so that doctors as medical personnel need the help of other health workers, especially nurses who play a role in treating patients. Schaufeli and Jauczur (1994, in Andarika, 2004) said that a nurse in carrying out her role and function is required to have high expertise, knowledge, and concentration. Besides, a nurse also often faces various problems both from patients and colleagues, so there are several studies that state that works stress is common for nurses. Correspondingly, Ugur, et al (2007, in Al-Khasawneh et al, 2013) suggested that nurses' jobs are vulnerable to stress because they work in a unique environment, full of noise, pollution, and susceptible to infection.

Lazarin, et al (2012, in Al-Khasawneh , et al, 2013) argue that in carrying out their work nurses face life and death situations, workloads are quite heavy, long working hours in different shifts, competition, conflicts between nurses and doctors, emotional conflict with patients and their families.

According to Gadzella, et al (2012, in Gaol, 2016), stress is defined as mental tension which can disrupt a person's emotional state, thought process, and physical condition. Stress does not always have a negative impact but it can also have a positive impact on someone. Stress that has a positive effect is called eustress and stress that has a negative impact is called distress. When someone experiences eustress, there is an increase in performance and health, conversely when a person experiences distress, it can result in decreased health, the emergence of problems related to relationships with others, and decreased one's performance.

Rice (1999) defines stress in three different definitions, the first definition of stress is a stimulus that comes from a situation or environment that causes individuals to feel depressed in the situation. In the second definition, stress is considered as tension felt by individuals. In the third definition, stress is considered as a physical reaction to the body that damages and causes disturbances in individuals. Rice (1999) adds that work stress harms a person and the organization where he works. For organizations, work stress impacts chaos within the organization, low performance and productivity, and low profits earned by the organization. Whereas workers will have an impact on increased health problems, loss of job satisfaction, having negative emotions, and changes in behavior. For that work stress needs to be managed by eliminating sources of stress, creating a comfortable work environment and providing short-term and long-term assistance to employees who experience work stress.

According to Tugade and Fredrickson (2004) in dealing with life pressures, each individual has a different response, some individuals are able to survive and recover from negative situations, while other individuals are unable to get out of unfavorable situations. The ability to deal with unpleasant conditions is not a fortune, but an individual's ability called resilience. Tugade and Fredrickson (2004) research results show that resilience is characterized by the ability to adapt to stress and the ability to

bounce back from negative experiences. Individuals who have a high level of resilience are characterized by an attitude that is optimistic, resilient, full of enthusiasm, open to new experiences and has high positive emotions.

According to Mangham et al (1995, in Wielia and Wirawan, 2005) resilience is an ability needed by every individual, considering that human life is always colored by adversity (unpleasant conditions). Furthermore, Wilda, et al (2016) suggested that resilient individuals understand that mistakes are not the end of everything and that individuals will be able to overcome any difficulties that arise in life.

Accordingly, Widyasari (2007) revealed that each individual in perceiving the same stressor can perceive it differently. The key factor of stress is a person's perception and assessment of the situation and his ability to deal with the situation. This ability is related to confidence in one's abilities, which Bandura calls self-efficacy. According to Bandura (1977), self-efficacy is an evaluation of someone's ability to carry out a task, achieve a goal, or overcome obstacles. Furthermore, Bandura (1997) said that in general individuals will try to achieve goals if the individual feels able to do so. If someone believes that he cannot carry out a task, then that person will not try to complete the task. Conversely, people who have high self-efficacy are believed to be people who can behave in certain ways to be able to achieve the desired results.

Rahmana (2008) suggested that individuals with high self-efficacy are believed to be people who can behave in certain ways to achieve the desired results. When facing difficulties, individuals are not easily anxious and are rarely disappointed, let alone give up. Conversely, people who have low self-efficacy are very vulnerable to doubts about their abilities, so they are less able to direct behavior according to their goals and are easily discouraged.

If a nurse has a high level of self-efficacy, when he faces pressures in his work that lead to work stress, then the nurse can deal effectively with it and try to survive when experiencing obstacles or difficulties, so that he can succeed in achieving his goals, using less time to worry about the consequences of failure, not easily anxious and rarely disappointed, let alone give up even if you are in a state of stress or stress. Job stress also harms employee performance and can interfere with the comfort of employees so that it harms the company itself. One factor that influences work stress is the organizational climate. Organizational climate is generally defined as workers' perceptions of their work environment (Rousseau in Patterson, et al, 2005). Conceptualizing the organization's climate is the health of the organization, which not only can survive in its environment, but continues to respond adequately to relations with outside forces, and effectively mobilizes energy towards the general goals and objectives of the organization to develop and expand life-saving and coping abilities organizational problems. If the organizational climate felt by workers is negative, then workers will experience work stress that

harms the work environment and the individual itself.

Correspondingly, Irti, et al (2013) suggested that organizational climate is defined as an individual's perception of the organizational environment that can influence behavior in the organization. A positive organizational climate will provide a good and effective display of work and have an impact on organizational success. According to Robbins (2007), an unhealthy organizational climate can cause dissatisfaction with work, psychological pressure, ignorance, and avoidance of work which leads to work stress.

Based on research conducted by Al-typicalawneh, et al (2013) the main stressors faced by nurses in their work come from the organizational climate. Nurses who are dissatisfied with the hospital climate which includes relationships with colleagues, hospital management and facilities within the hospital are the main sources of stress.

The 2013 National Hospital Association (Arsada) found that work pressure causes high stress and decreases the motivation and performance of nurses. Nurse work stress is predicted to increase and cannot be ignored because it is closely related to the safety of nurses and patients (Yana, 2015).

In line with that, the results of research conducted by The Indonesia National Nurses Association, nurses still complained about the work environment and lack of welfare such as no career development, unclear nursing organizational structure, and an organizational climate that is not conducive, while the public is very demanding for health services excellent (International Council of Nurses Asia Workforce Forum, 2014).

According to research from the National Institute for Occupational Safety and Health (NIOSH) establishes nurses as a profession at high risk of stress. Correspondingly, the results of a survey and research of the Indonesian National Nurses Association (PPNI) in 2006 stated that 50.9% of nurses in Indonesia experienced work stress, dizziness, fatigue, excessive workload, and inadequate salary. Correspondingly, the American National Association for Occupational Health (ANAOH) (in Fuada, 2017) argues that the top order of stress cases on workers is occupied by nurses' work stress. According to the observations and observations of the authors, nurses at. II Moh. RidwanMeuraksa experienced work stress in line with what happened to nurses in other hospitals.

This research was conducted. II Moh. RidwanMeuraksa, located in the Taman Mini area, East Jakarta. Kindergarten Hospital II MohRidwanMeuraksa is a hospital-owned by the Indonesian Armed Forces whose scope of services covers the entire working area of the Kodam Jaya. Currently. II Moh. RidwanMeuraksa has just moved locations and has a spacious building and more complete facilities,

only this has not been matched by an adequate number of medical personnel, this shows that nurses at Hospital. II Moh. RidwanMeuraksa has a large workload and can make nurses vulnerable to stress. If demands and workload increase, there can be a risk of increased work stress on nurses at the hospital.

LITERATURE REVIEW
Job Stress
Today, many individuals who experience stress in the organization or place of work are commonly referred to as work stress. Beehr and Newman (in Rice, 1999) put forward work stress in response to adjustments to external situations that can cause physical, psychological, and behavioral irregularities in people participating in organizations.

NIOS Research (1998, in Widhiastuti, 2002) defines work stress as physical and emotional responses that arise when work requirements are not following the capabilities, resources, or needs of workers. Rice (1999) categorizes work stress in several aspects, namely:

a. Physiological aspects
Based on the results of research, stress can cause deterioration in physical health in a person. Courdes & Dougherty (in Rice, 1999) state that physiological symptoms provide a sign that there is a mismatch in the body, some of which are identified as physiological symptoms, including:
1) Increased heart rate and blood pressure.
2) Increased adrenaline and non-adrenaline hormones.
3) The frequency of bodily injury and accidents increases.
4) The body is easily tired and possibly affected by chronic fatigue syndrome.
5) Respiratory disorders.
6) Dizziness, back headaches, and muscle tension.
7) Sleep disturbance.
8) Decreased immune function.

b. Psychological aspects
Symptoms that occur in psychological aspects caused by work stress include:
1) Anxiety and tension.
2) Frustrated, irritable and irritable.
3) Excessive emotional sensitivity.
4) Feelings of depression, withdrawal, and depression.
5) The effectiveness of communication is reduced.
6) Not satisfied with work.
7) Feelings of isolation and hatred.

8) Decreased intellectual function and loss of concentration.

9) Loss of spontaneity and creativity.

10) Low self-esteem.

c. Behavioral Aspects

Some symptoms of behavioral aspects include:

1) Procrastinate and avoid work.

2) Decreasing work productivity.

3) Increased consumption of cigarettes and alcohol.

4) Overeating as an escape.

5) Decreased appetite.

6) Increased aggression, vandalism and theft.

7) Declining quality of relationships.

8) Has suicidal ideation.

d. Organizational Aspects

Job stress not only affects the physiological and psychological workers but also affects the organization. Stress is associated with decreased work performance, frequent loss of work, and frequent accidents at work. Workers also show low attention to the organization and coworkers and in the end workers choose to leave their jobs.

Resilience

Siebert, (2005, in Islamiyah, 2009) suggested that resilience comes from the Latin language, namely "resilience" which means to bounce back. This term was originally used in physics, which means the ability to recover from a situation.

According to Grotberg (1995, in Nisa and Retnowati, 2008), resilience is the ability possessed by individuals or groups to prevent, minimize, or overcome the impact of unpleasant events into a natural thing to be overcome so that individuals can adapt positively and behave positively. Grotberg also revealed that resilience is not only found in certain individuals but can be found in all individuals because basically, every individual can be resilient and able to face difficulties.

Correspondingly, Wolin and Wolin (1993, in Islamiyah, 2009) revealed that resilience is the ability of individuals to adapt, improve themselves, the ability to deal with problems and the ability to rise again.

Resilience can be defined as an individual's ability to rise from negative pressures or experiences.

Seven main aspects possessed by resilient individuals according to Wolin and Wolin (1994, in Islamiyah, 2009), namely:

a. Understanding

Understanding is the ability to read and interpret situations, people, and subtle differences in verbal and non-verbal communication. Individuals also have an understanding of adjusting their behavior according to the situation being faced by the individual.

b. Self Freedom

Individuals who have self-freedom are individuals who can balance honest with themselves while still paying attention to what is the center of attention of others. This individual is also able to say "no" in an appropriate situation rather than being avoiding and having optimism in facing his future. The real behavior of self-freedom is that a person can keep his distance from problems, both physically and emotionally.

c. Creativity

Creativity is the ability to make choices and alternatives to facing life's challenges. Individuals who have these characteristics can imagine the consequences of all his actions and ultimately can decide what action should be done.

d. Swedishness "

Ridiculing is the ability to laugh at himself and find happiness from the situation at hand. The real behavior of these characteristics is that individuals can laugh at themselves and can find something fun from the perceived difficulties.

e. Initiative

The initiative is the desire and determination to take responsibility for himself. Resilient individuals tend to be proactive rather than being passive and struggling to develop themselves, their environment and the ability to deal with something that is indeed not going to change, besides, resilient individuals also see their lives as a series of challenges and have the power to solve them.

f. Having a relationship

Establishing relationships with others will make individuals feel a great impact on their quality of life. Relationships that are full of honesty, mutual satisfaction, and supportive with family, peers and people who are role models are part of a resilient individual.

g. Value Orientation

Value orientation is based on knowledge of right and wrong. Resilient individuals can make their own life decisions rather than accepting rules from others. Individuals with these characteristics can also consider something appropriate to do, morality, and have the confidence to endure his determination.

Self-Efficacy

Self-efficacy was first introduced by Bandura in 1977, which means someone's evaluation of his ability to carry out tasks, achieve goals, or overcome obstacles. Furthermore, Bandura (1997) argues that self-efficacy does not focus on the abilities possessed but on what individuals believe about what is capable of being done in various situations or circumstances. Bandura (1977) also said that individuals are afraid and will avoid threatening situations if they believe that they are unable to overcome the situation. Kreitner and Knicki (2005) suggest that self-efficacy is one's belief about the opportunity to successfully carry out tasks that arise through his experience.

Bandura (1997) suggests that self-efficacy has three dimensions, namely:

a. Magnitude

Individuals will carry out tasks that are capable of being done and avoid situations beyond their capabilities.

b. Broad Behavior (Generality)

The broad field of behavior (generality) is the extent to which the individual is confident of his ability to carry out various task situations, ranging from one task to a variety.

c. Strength of Belief

A strength of confidence is the individual's belief in his abilities. A person with high self-efficacy does not give up easily and persevere despite many difficulties.

Bandura (1997) argues that self-efficacy can change through one or a combination of four sources, namely:

a. Performance Accomplishment

Performance experience is the most powerful modifier of self-efficacy. A good experience can increase efficacy expectations.

b. Vicarious Experience

Self-efficacy can increase if others who have the same abilities as themselves succeed, whereas self-efficacy decreases when observing the person fails.

c. Social Persuasion

The impact of social persuasion is limited, but in the right conditions can affect self-efficacy.

d. Emotional / Psychological States

Increased emotions that are not excessive can increase self-efficacy.

Organizational Climate

Tagiuri and Litwin (in Wirawan, 2007) argue that the organizational climate is a quality of the organization's internal environment that is experienced and influences organizational members. The most common definition given by Rousseau (in Patterson, et al, 2005) states that organizational climate is a perception of the work environment.

Organizational climate and organizational culture will be present in an organization and can be two different things but cannot be separated because their existence influences each other. Organizational climate is a description of the organization that is temporary and can change, while organizational culture tends to lead to values, norms, and beliefs that are believed by members to carry out their duties to form one particular characteristic and be longer. A conducive organizational climate can improve performance and work ethic.

RESEARCH METHODS

Research Design

This study uses an explanatory analysis approach, which means that each variable in the hypothesis will be observed through testing the causal relationship of the exogenous variable to the endogenous variable. The relationship between variables is described in the form of path analysis as follows:
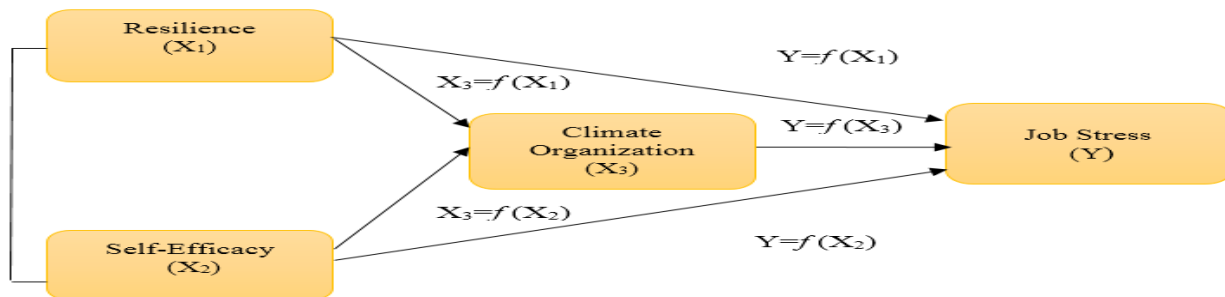
Population and Sample

A population is a group of individuals who share some of the same characteristics. The population in this study were nurses at. II Moh. RidwanMeuraksa, amounting to 165 people.

The sample is a portion of the population that has at least one characteristic in common. Samples taken for study are expected to be representative of the population. According to Sarwono (2007), if data analysis uses path analysis, an adequate sample size should be at least 100 people. The sample in this

study were some nurses at Hospital. II Moh. RidwanMeuraksa who fulfills predetermined characteristics totaling 100 people.

Sampling technique

The sampling technique is a method used to take a representative sample of the population. The sampling technique used in this study is purposive sampling, where researchers determine the sampling by setting certain characteristics.

Data Collection Technique

Data collection is done using primary data and secondary data. Primary data obtained through direct data collection from nurses who work at hospitals. II Moh. RidwanMeuraksa. The data in the form of responses to the statements submitted by researchers in the questionnaire. Data obtained through this research questionnaire will be used in the analysis to determine the effect of resilience and self-efficacy on nurses' work stress through the organizational climate at Hospital. II Moh. RidwanMeuraksa.

This study also uses secondary data (supporting data) in the form of information about the profile of the Hospital. II Moh. RidwanMeuraksa and nurse's data. This data is used as supporting data and this data is not involved in the analysis process.

RESEARCH RESULTS AND DISCUSSION

1. **Alleged Resilience and Self-Efficacy Influence Organizational Climate in the Hospital. II Moh. RidwanMeuraksa**

To find out whether resilience and self-efficacy affect the organizational climate in the hospital. II Moh. RidwanMeuraksa, the simultaneous test results $p = 0,000$ which means significant ($p < 0.05$), while F Calculate $37.513 >$ F Table 2.70 at a significance level of 5%, meaning that there is a linear relationship between resilience and self-efficacy to the organizational climate so it can be stated that resilience and self-efficacy influence organizational climate. Thus H0 is rejected and H1 is accepted, so it is concluded that resilience and self-efficacy affect the organizational climate in hospitals. II Moh. RidwanMeuraksa.

2. **Alleged Resilience, Self-Efficacy, and Organizational Climate Have Simultaneous Effects On Work Stress at the Hospital. II Moh. RidwanMeuraksa**

To find out whether resilience, self-efficacy, and organizational climate affect work stress in hospitals. II Moh. RidwanMeuraksa, the simultaneous test results $p = 0,000$ which means significant ($p < 0.05$), while F Calculate $64.903 >$ F Table 2.70 at a significance level of 5%, meaning that there is a linear relationship between resilience, self-efficacy, and organizational climate on work stress so it can be stated that resilience, self-efficacy, and organizational climate influence work stress. Thus H0 is rejected

and H1 is accepted, so it can be concluded that resilience, self-efficacy, and organizational climate affect work stress in hospitals. II Moh. RidwanMeuraksa.

a. Hypothesis Testing One

Hypothesis one states that there is an impact of resilience and self-efficacy on work stress through organizational climate for nurses in hospitals. II Moh. RidwanMeuraksa. The test results show R square of 0.670; p-value <0.05 and F count 64.903> F Table 2.70. The results showed that resilience and self-efficacy had a strong influence on work stress through organizational climate. This means that resilience and self-efficacy can be used as predictors for predicting work stress, thus hypothesis 1 is tested.

b. Hypothesis Testing Two

Hypothesis two states there is an impact of resilience on work stress on nurses in hospitals. II Moh. RidwanMeuraksa. The test results show the effect of resilience to work stress of -0.268, this means that there is a fairly strong negative effect between resilience and work stress. The level of significance or probability of p = 0,000 (p <0.05) indicates that resilience has a negative and significant effect on work stress, thus hypothesis 2 is tested.

c. Hypothesis Testing Three

Hypothesis three states that there is an effect of self-efficacy on work stress on nurses in hospitals. II Moh. RidwanMeuraksa. The test results show the effect of self-efficacy on work stress by -0.259, this means that there is a negative influence with a fairly strong level of self-efficacy with work stress. The level of significance or probability of p = 0,000 (p <0.05) indicates that self-efficacy has a negative and significant effect on work stress, thus the third hypothesis is tested.

d. Hypothesis Testing Four

Hypothesis four states that there is an impact of organizational climate on work stress on nurses in hospitals. II Moh. RidwanMeuraksa. The test results show the influence of organizational climate on work stress by -0.753, this means that there is a very strong negative influence between organizational climate with work stress. The level of significance or probability of p = 0,000 (p <0.05) indicates that organizational climate has a negative and significant effect on work stress, thus hypothesis four is tested.

e. Hypothesis Testing Five

Hypothesis five states there is an impact of resilience to work stress through the organizational climate of nurses in hospitals. II Moh. RidwanMeuraksa. The test results show that resilience can directly influence work stress and can also indirect effect (indirect effect) that is from the resilience variable to the organizational climate as an intervening then to the work stress variable. The magnitude of the direct

effect is -0.268 while the magnitude of the indirect effect through the organizational climate variable is -0.303. The total effect (total effect) of -0,351. The results of the analysis show that organizational climate is proven as an intervening variable that mediates the resilience variable on work stress because the indirect effect is greater than the direct effect (-0.303> -0.268), thus the five hypotheses are tested.

f. Hypothesis Testing Six

Hypothesis six states that there is an effect of self-efficacy on work stress through organizational climate on nurses in hospitals. II Moh. Ridwan Meuraksa. The test results show that self-efficacy can have a direct effect on work stress and can also have an indirect effect (indirect effect), which is from the self-efficacy variable to the organizational climate as an intervening then to the work stress variable. The magnitude of the direct effect is -0,259 while the magnitude of the indirect effect is through the organizational climate variable of -0,339. The total effect (total effect) of -0.303. The results of the analysis show that organizational climate is proven as an intervening variable that mediates the self-efficacy variable on work stress because the indirect effect is greater than the direct effect (-0.333> -0.259), thus the six hypotheses are tested.

3. Direct Effects and Indirect Effects

Direct Influence

  To calculate the direct effect, the following formula is used:

  a. The effect of resilience variables on organizational climate variables
     X1X3 = 0.402
  b. The effect of self-efficacy variables on organizational climate variables
     X2X3 = 0.450
  c. The effect of resilience variables on work stress variables
     X1 Y1 = -0,268
  d. The effect of self-efficacy variables on work stress variables
     X2 Y1 = -0,259
  e. The influence of organizational climate variables on work stress variables
     X3Y1 = -0,753

Indirect Effect

To calculate the indirect effect, the following formula is used:

  a. The effect of resilience variables on work stress variables through organizational climate variables
     X1 X3 Y1 = (0.402 x -0.753) = -0.303

  b. The effect of self-efficacy variables on work stress variables through organizational climate

variables
X2 X3 Y1 = (0.450 x -0.753) = -0.3339

Total Effect
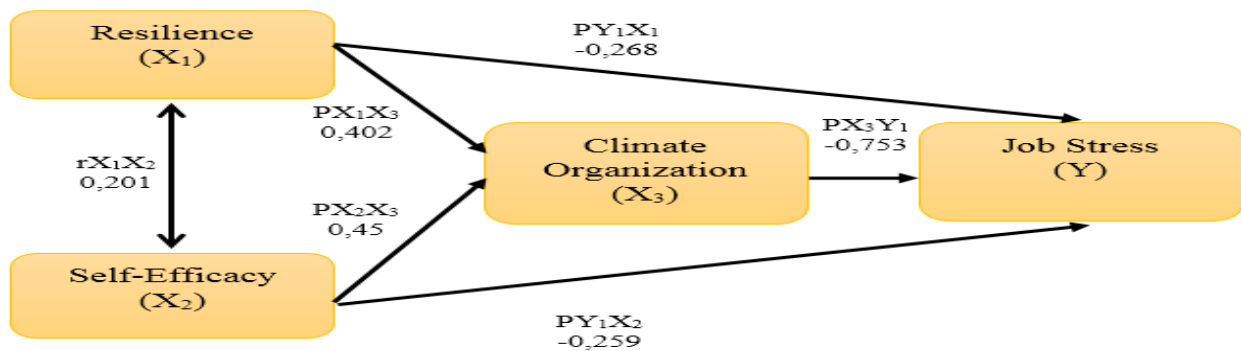 **a. The effect of resilience variables on work stress variables through organizational climate variables**
  X1 X3 Y1 = (0,402 + -0,753) = -0,351
  b. The effect of self-efficacy variables on work stress variables through organizational climate variables
  X2 X3 Y1 = (0.450 + -0.753) = -0.303
The structural equation in this model is:

The structural equation is as follows:
1. Substructure 1: $X3 = b1X1 + b2X2 + \epsilon1$
       $X3 = 0.402X1 + 0.450X2 + 0.751\epsilon1$

2. Substructure 2: $Y1 = b1X1 + b2X2 + b3X3 + \epsilon2$
       $Y1 = -0,268X1 + (-0,259X2) + (-0,753) + 0.574\epsilon2$

Based on the results of simultaneous tests of 0.670 or 67%. This shows the contribution of the effect of resilience, self-efficacy and organizational climate to work stress variables combined at 67%. Correspondingly, table 4.30 shows the results of the simultaneous test p = 0,000 which means significant (p <0.05), while F Calculate 64.903> F Table 2.70 at a significance level of 5%, meaning that there is a linear relationship between resilience, self-efficacy, and organizational climate on work stress so that it can be stated that resilience, self-efficacy, and organizational climate influence work stress.

Based on Figure 2, it is known that resilience affects work stress directly with a negative correlation of 0.268 and self-efficacy affects work stress directly with a negative correlation of 0.259 and organizational climate directly affects work stress with a negative correlation of 0.753. While the effect of resilience to work stress variables through organizational climate variables with a negative correlation of 0.303 and the effect of self-efficacy on work stress variables through organizational climate variables with a negative correlation of 0.339. Besides, it also has known the correlation between resilience with self-efficacy of 0.201.

DISCUSSION
Description of Job Stress, Resilience, Self-Efficacy, and Organizational Climate
Job Stress
Work stress is measured through physiological, psychological, behavioral and organizational indicators. This is consistent with what was stated by Rice (1999) that stress can be interpreted in three different senses, the first definition of stress is said to be a stimulus originating from a situation or environment that causes the individual to feel depressed, the second definition, stress is considered as the tension felt by the individual, the definition third, stress is considered as a physical reaction that is demanding and damaging to the body.

In carrying out their duties, a nurse must act quickly and appropriately in handling patients, often faced with efforts to save a person's life, heavy workloads and demands arising from those around him or there from the professional code of ethics.

The results showed that work stress on nurses at the hospital. II Moh. Ridwan tends to below, can be seen through the low work accidents, good communication and feeling satisfied at work, high creativity and concentration, high desire to participate with the organization, but hospitals still have to pay attention to things that can increase work stress, among others by pay attention to the physiological and psychological conditions of nurses and maintain the conduciveness of the work environment.

The main things that formwork stress in this study are physiological indicators reflected through increased heart rate, increased adrenaline hormone, increased frequency of bodily injuries or woes, body fatigue, dizziness, headaches, and muscle tension, and sleep disorders. Based on this it can be seen that work stress can result in a deterioration in one's physical health.

Resilience
Resilience is formed by understanding, self-freedom, creativity, humorous, initiative, establishing relationships and values orientation. This is consistent with what was stated by Wolin and Wolin (1993, in Islamiyah, 2009) revealed that resilience is the ability of individuals to adapt, improve themselves,

the ability to deal with problems and the ability to rise again. Resilience is an ability that is needed by everyone, considering that life is always filled with adversity (unpleasant conditions) so that individuals are required to be able to cope with each problem well. Resilience can be increased through the learning process because individuals can learn in the face of adversity (Henderson & Milstein, 2003, in Nisa and Retnowati, 2008).

The results showed the resilience of nurses in hospitals. II Moh. Ridwan tends to be tall, can be seen through being able to see life as a challenge and trying to face it, being proactive, being able to maintain the quality of relationships, being able to find happiness from the situation at hand, and being able to imagine the consequences of the actions taken, but the hospital still must pay attention to conditions psychological care to remain resilient.

The main thing that forms resilience in this study is an indicator of creativity, reflected through the ability of nurses to make choices and alternatives in facing life challenges and being able to imagine the consequences of all their actions and ultimately be able to decide what actions should be done. Resilience is needed by nurses in carrying out their work because having a high level of resilience in a nurse makes nurses able to deal with pressures in their work.

Self-Efficacy
Bandura (1997) argues that in general individuals will act to achieve their goals if the individual feels confident that he will get the results of these actions. Correspondingly, Lee & Bobko (1994, in Widyastuti, et al., 2003) revealed that when someone has set certain goals, individuals with high self-efficacy will devote all their attention and strive to successfully achieve the goals set.

The results showed that the self-efficacy of nurses in hospitals. II Moh. Ridwan tends to be tall, it can be seen that nurses can survive in the face of difficulties, able to carry out tasks that are felt capable of being carried out and have confidence in doing various kinds of tasks.

The main thing that forms self-efficacy in this study is that the broad indicator of the field of behavior (generality) is reflected from the extent to which nurses are confident of their ability to carry out various tasks, ranging from performing one activity to carrying out various tasks.

Organizational Climate
Organizational climate is measured through the human relations model (internal focus, flexibility-oriented), internal process model (internal focus, control-oriented), open system model (external focus and flexibility-oriented) and rational goal model (external focus, and oriented on control). This is in line with what was stated by Tagiuri and Litwin (in Wirawan, 2007), organizational climate is a quality of

the organization's internal environment that is relatively ongoing, experienced by members of the organization, influences their behavior and can be described in terms of a set of characteristics or nature of the organization.

The results showed that the organizational climate of nurses at the hospital. II Moh. Ridwan tends to be conducive, it can be seen that the hospital is always trying to improve worker productivity and efficiency and quality procedures, nurses who are trying to work so that organizational goals can be achieved, there are formal procedures and rules, as well as attention to the development of nurse skills and the existence of leadership support.

The main contribution that shapes the organizational climate in this research is the open systems indicator model is reflected in the external focus and is oriented towards flexibility, where new ideas of nurses are accepted by the organization for service improvement, there is discussion to find the right work process in dealing with a problem.

Effect of Resilience on Job Stress

The results showed that resilience negatively affects work stress, reflected through nurses being able to understand themselves and others, having an optimistic attitude, being able to deal with various kinds of problems, being able to imagine the consequences of their actions and being able to survive in difficult circumstances and being able to laugh at themselves. Nurses must have the ability to manage and cope with stress which is commonly called resilience.

With resilience, nurses can prevent, minimize, or overcome the impact of unpleasant events so that nurses can adapt positively and behave positively. Nurses who have a high level of resilience can deal with situations that can be at risk for the emergence of work stress. The results of this study support the study of Wilda, et al (2016) which states that resilience has a direct impact on work stress.

Effect of Self Efficacy on Job Stress

The results showed that self-efficacy harms work stress, reflected through how capable nurses behave in certain situations, the extent to which nurses can assess their ability to cope with situations in the future. Nurses who have high self-efficacy will make a more diligent effort and will be more active in carrying out the task.

Job stress can arise when nurses realize that the demands of their work are higher than their abilities or when their abilities far exceed the demands of the job so that nurses feel the opportunity to use all their abilities is very limited. Workers who have low levels of self-efficacy are more likely to experience stress when faced with excessive workloads and large responsibilities.

The results showed there was a negative and significant effect between self-efficacy and work stress, it is clear that self-efficacy plays an important role for nurses in carrying out their roles and functions. If a nurse has a high level of self-efficacy, then when he faces the pressures in his work that lead to work stress will try to survive when experiencing obstacles or difficulties so that they can succeed in achieving goals, use less time to worry about the consequences of failure, not easily anxious and rarely disappointed, let alone give up despite being in a state of stress or stress.

Effect of Organizational Climate on Work Stress

The results showed that organizational climate harmed work stress, reflected through hospitals trusting nurses and giving freedom to take risks and carry out their duties, providing information about hospitals, listening attentively and obtaining reliable information, so nurses could see that their involvement important for decisions in the organization.

A less conducive organizational climate can cause dissatisfaction, ignorance, declining performance and cause employees to avoid work that leads to work stress. Therefore the organizational climate must be kept conducive, because the healthier the climate of an organization, the lower the level of employee work stress. The results of this study support the study of Al-typicalawneh et al (2013) which states that organizational climate has a direct impact on work stress.

Effect of Resilience on Work Stress with Organizational Climate as a Mediator

In carrying out the role and function of a nurse always faced with the demands of professional idealism and various kinds of problems from patients or coworkers, so some research states that work stress is common for nurses.

Work stress experienced by nurses can harm themselves and the organization where they work. In the face of pressures in life, including pressures in the world of work, each individual has a different response, the ability to continue life after experiencing heavy pressure illustrates the resilience in a person.

Resilience is a personality characteristic that can change or in other words, the level or level of individual resilience can be increased through the provision of appropriate interventions. Resilience is influenced by individual factors and situational factors in which related to organizational life, based on this it can be seen that the organization participates in forming the resilience of its members. One of the interventions that can be done by the organization in increasing the level of resilience of members of the organization is through the creation of a conducive organizational climate for its members.

This study shows that the existence of a conducive organizational climate nurse can deal with the

pressures faced at the hospital. Nurses who can positively face and rise from the pressures they are subjected to at work, nurses will consider the pressure they face at work as a challenge and make them resilient workers and can ultimately increase the work ethic and performance of nurses.

Effect of Self Efficacy on Work Stress with Organizational Climate as a Mediator
Almost every job condition can cause stress, this depends on how workers deal with it, as well as the nursing profession, but individuals who have the ability and high self-confidence will be able to complete their work well and be able to provide ideas and innovations for organizational success.

The results of this study indicate that a conducive organizational climate will make nurses obey the rules set by the hospital without coercion, affect the motivation and morale conditions of nurses, causing nurses to be interested in opportunities to develop themselves and dare to carry out difficult and complex work.

CONCLUSIONS AND SUGGESTIONS
Conclusion
Based on the results of the analysis and discussion it can be concluded as follows:
Work stress is measured through physiological, psychological, behavioral and organizational indicators. The greatest contribution to work stress is obtained through physiological indicators reflected through increased heart rate, increased adrenaline hormone, increased frequency of bodily injury or injury, body fatigue, dizziness, headaches, and muscle tension, and sleep disorders. Stress can result in a decline in physical health in a person and the symptoms indicate that something is not appropriate in the human body.

Resilience is formed by understanding, self-freedom, creativity, humorous, initiative, establishing relationships and values orientation. The main thing that forms resilience is an indicator of creativity, reflected through the ability of nurses to make choices and alternatives in facing life's challenges and being able to imagine the consequences of all their actions and ultimately be able to decide what actions should be done.

Self-efficacy is formed by the level of difficulty of the task, the broad field of behavior, and the stability of belief. The main thing that forms self-efficacy in this study is the broad field of behavior (generality) which is reflected in the nurses' belief in their ability to deal with a variety of situations and tasks. If nurses have a high level of self-efficacy, nurses will be confident in their ability to achieve goals or things that are expected.

Organizational climate is measured through the human relations model (internal focus, flexibility-

oriented), internal process model (internal focus, control-oriented), open system model (external focus and flexibility-oriented) and rational goal model (external focus, and oriented on control). The main contribution that forms a conducive organizational climate is the opens systems model is reflected in the external focus and flexibility-oriented, where new ideas of nurses are accepted by the organization for service improvement, there is discussion to find the right work process in dealing with a problem. With nurses involved in decision making and service improvement efforts, nurses feel like members of the hospital and feel satisfied when they have done something for the hospital.

This finding explains that resilience has a negative and significant effect on work stress, this indicates a significant effect with a negative correlation, meaning that the higher the level of nurse resilience, the lower the level of work stress of the nurse. With resilience, nurses can prevent, minimize, and overcome work situations and demands that can be at risk of the emergence of work stress.

These findings explain that self-efficacy has a negative and significant effect on work stress, this indicates that there is a significant influence with negative correlation, meaning that the higher the level of self-efficacy, the lower the level of individual job stress. Job stress can arise when nurses realize that the demands of their work are higher than their abilities. Workers who have low levels of self-efficacy are more likely to experience stress when faced with excessive workloads and large responsibilities.

These findings explain that organizational climate has a negative and significant effect on work stress, which means there is a significant effect with a negative correlation, meaning that the more conducive the organizational climate, the lower the level of individual job stress. The slow conduciveness of organizational climate will cause dissatisfaction, ignorance, and avoid work that leads to work stress. Therefore, the organizational climate must be kept conducive, because of the healthier the climate of an organization, the lower the level of work stress, and vice versa.

Resilience is described as a person's ability to continue to live after experiencing heavy pressure at work that leads to work stress. Factors that influence resilience consist of individual factors and external factors related to the life of an organization, so that it appears that the organization participates in the formation of the resilience of its members.

Almost every working condition can cause stress, depending on the reaction of workers to deal with it, as well as the nursing profession. Someone who has high self-confidence will be able to carry out tasks well and can provide innovation for organizational success. Nurses with high self-efficacy have the desire to develop themselves and try to accomplish difficult work.

This study shows there is a negative and significant effect between resilience and self-efficacy on work

stress with organizational climate as a mediator in nurses. Job stress experienced by a person can harm individuals and organizations where they work. In dealing with pressures in life, including pressures in the world of work, individuals must have high resilience and self-efficacy. With high resilience and self-efficacy, nurses can manage their stress adaptively, have skills in solving problems, have initiative, and can innovate for organizational success.

Suggestion

This research can be further implemented as a reference for further in-depth research on other variables that can affect work stress, these variables include physical conditions, family environment, residential areas, and ambitions or ambitions.

The next researcher is expected to get better results through changes and improvements in research techniques, the use of measuring instruments, and expanding the scope of research so that it can be generalized in a broader context.

Nurses are expected to minimize work stress, both internal and external to the organization, among others by increasing resilience, self-efficacy, and organizational climate conduciveness, so nurses are better prepared to deal with situations and work demands that can be at risk for the emergence of work stress. Increased resilience and self-efficacy can be done by nurses by increasing understanding of themselves, reading books or other sources about self-development and attending self-development training.

Hospital II Moh. RidwanMeuraksa needs to pay more attention to the organizational climate conduciveness of hospitals by involving nurses in decision making related to the organization, appreciating nurses who have successfully handled difficult tasks.

Besides, hospitals also need to consider conducting training to enhance the abilities and expertise of nurses and to hold self-development seminars to nurses, so that nurses feel confident and capable of carrying out their duties. Several themes need to be considered to minimize work stress, including the ability to deal with stressful situations related to resilience and confidence in the abilities of nurses related to self-efficacy.

REFERENCES

Abdillah, Muhammad Rasyid., Anita Rizqa., Anugerah, Rita. 2016. Dampak Iklim Organisasi terhadap Stres Kerja dan Kinerja Karyawan. Jurnal Manajemen, Volume XX, No. 01, Februari 2016: 121 – 141.
Akbar, Rasool Eslami., Elahi, Nasrin., Mohammadi Eesa., Khoshknab, Masoud Fallahi. 2017. How Do The Nurses Cope with Job Stress? A study with Grounded Theory. Journal of Caring Sciences, 2017, 6 (3), 199-211.

Al-Khasawneh, Akif Lutfi dan Futa, Sahar Moh'd. 2013. The relationship between Job Stress and Nurses Performance in The Jordanian Hospitals: A Case Study in King Abdullah the Founder Hospital. Asian Journal of Business Management 5 (2): 267-275.

Andarika, Rita. 2004. Burnout Pada Perawat Puteri RS St. Elizabeth Semarang Ditinjau Dari Dukungan Sosial. Jurnal Psyche. Vol. 1 No. 1, Juli 2004.

Azwar, Saifuddin. 2017. Reliabilitas dan Validitas. Yogyakarta: Pustaka Pelajar.

Bandura, Albert. 1977. Self-efficacy: Toward a Unifying Theory of Behavioral Change. Psychological Review Vol.84, No.2, 191-215.

Bandura, Albert. 1997. Self-Efficacy: The Exercise of Control. New York: W. H. Freeman & Company.

Elqeranawi, AY., Thabet, AA., Vostanis P. 2017. Job stressors, Coping and Resilience among Nurses in Gaza Strip. Clin Exp Psychol 2017, Volume 3:3.

Fuada, Nadia., Wahyuni Ida., Kurniawan, Bina. 2017. Faktor-faktor yang Berhubungan dengan Stres Kerja pada Perawat Kamar Bedah di Instalasi Bedah Sentral RSUD KRMT Wongsonegoro Semarang. Jurnal Kesehatan Masyarakat (e-journal)Volume 5, Nomor 5, Oktober 2017.

Gaol, Nasib Tua Lumban. 2016. Teori Stres: Stimulus, Respons, dan Transaksional. Buletin Psikologi Vol. 24 No. 1, 1-11.

Hadi, Sutrisno. 2004. Metodologi Research. Jilid 1. Yogyakarta: Andi.

Hayati, Bunga 2009. Hubungan Antara Iklim Organisasi Dengan Tingkat Resiliensi Perawat Di Ruang Rawat Inap RSUD Ulin Banjarmasin. Skripsi (Tidak Diterbian). Universitas Airlangga.

International Council of Nurses. 2014. ICN Asia Workforce Forum 2014. Tokyo, Japan: Overview of The Country Reports, November 18-19, 2014.

Irti, Annisa., Nurjahjanti, Harlina., Aldriandy, Nofiar. 2013. Hubungan Antara Iklim Organisasi dengan Self-efficacy pada karyawan tetap non-extempt PT bina Guna Kimia Ungaran. Empati Vol. 2, No. 3: Empati Fakultas Psikologi.

Islamiyah, Shinny. 2009. Gambaran Resiliensi Perempuan Penderita Penyakit Lupus. Inquiry Jurnal Ilmiah Psikologi Vol. 02, No. 1 Agustus, 2009.

Kreitmer, Robert dan Knicki, Angelo. 2005. Perilaku Organisasi (Terjemahan). Jakarta: Salemba Empat.

Nisa, Haiyun dan Sofia Retnowati. 2008. Pelatihan Manajemen Stres untuk Meningkaan Resiliensi Remaja Penyintas Gempa dan Tsunami di Nangroe Aceh Darussalam. Indigenous Jurnal Ilmiah Psikologi Vol.10 No.02, November 2008.

Nuzulia, Siti. 2005. Peran Self-efficacy dan Strategi CopingTerhadap Hubungan Antara Stresor Kerja dan Stres Kerja. Psikologika No. 19 tahun X Januari 2005.

Patterson, M.G., West, M.A., Shackleton V.J., Dawson, J.F., Lawthom, R., Maitlis, S., Robinson, D.L., & Wallace A.M. (2005). Validating the Organizational Climate Measure: links to managerial practices, productivity, and innovation. Journal of Organizational Behavior, 26, 379-408.

Praptianingsih, Sri. 2007. Kedudukan Hukum Perawat dalam Upaya Pelayanan Kesehatan di Rumah

Sakit. Jakarta: PT RajaGrafindo Persada.

Rice, Phillip L. 1999. Stress and Health. USA: Brooks/ Cole Publishing Company.

Robbins, Stephen P. 2007. Perilaku Organisasi (Terjemahan). Jakarta: PT Indeks.

Sarwono, Jonathan. 2007. Analisis Jalur untuk Riset Bisnis dengan SPSS. Yogyakarta : CV. Andi Offset (Penerbit Andi).

Tugade, Michele M. dan Fredrickson, Barbara L. 2004. Resilient Individual Use Positive Emotions To Bounce Back From Negative Emotional Experiences.Journal of Personality and Social Psychology, Volume 24, no 2. 320-333.

Widhiastuti, Hardani. 2002. Studi Meta-analisis tentang Hubungan Antara Stres Kerja dengan Prestasi Kerja. Jurnal Psikologi No. 01, 28-42.

Widyasari, Putri. 2007. Stres Kerja. Internet. http://rumahbelajarpsikologi.com/ index.php/streskerja.html. Diakses 25 Maret 2018.

Wielia dan Wirawan, Henny E. 2005. Gambaran ResiliencyPada Individu yang Pernah Hidup di Jalanan. Jurnal Sosial & Humaniora, Vol. 02, No. 01 hal: 69-97.

Wilda, Tesa., Nazriati, Elda., Firdaus. 2016. Hubungan Resiliensi Diri terhadap Tingkat Stres pada Dokter Muda Fakultas Kedokteran Universitas Riau. Jom FK Volume 3, No. 1, Februari 2016.

Wirawan. 2007. Budaya dan Iklim Organisasi: Teori Aplikasi dan Penelitian. Jakarta: Penerbit Salemba Empat.

Yana, Dewi. 2015. Stres Kerja pada Perawat di RSUD Pasar Rebo Tahun 2014. Jurnal ARSI (Administrasi Kebijakan Kesehatan), Januari 2015, Vol. 1, No. 2, 107-115.