

## **Effects of Job stressor on psychological well-being among the nurses at hospital during pandemic covid-19**

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### **Abstract**

As a result of the recent pandemic, the psychological wellbeing among nurses can be overlooked despite anecdotally it has greatly affect nurses' wellbeing. Hence, this study aimed to identify the effects of job stressors on the psychological wellbeing among nurse in the hospital during pandemic COVID-19. This study also to identify the effects of job stressors on the autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, self-acceptance among the nurses. Random sampling was used to select 128 nurses who were working in the hospital were randomly selected. The respondents were asked to complete a questionnaire using Google Form via online. The Work Stress Scale and Ryff's Psychological Well-Being Scale (PWBS) were used to test the hypotheses of the study. The dataset was analysed by using Statistical Package for The Social Sciences (SPSS), Version 25. The result showed that there were significant negative effects of job stressors on psychological wellbeing. The results also indicated that the job stressors have positive impact on autonomy and self-acceptance among nurses. Hence, the stakeholder should take appropriate and effective measures to minimize the impact of job stressors and increase the level of psychological wellbeing among nurses. The findings of the study have reflected an important and beneficial implication to the health care sector of Malaysia in producing more capable nurses and ready to face any challenge during pandemic.

**Keywords:** Job stressor, psychological well-being, autonomy, environmental mastery, covid-19

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### **Introduction**

The spread of COVID-19 around the world has caused a major health crisis among society. According to (World Health Organisation, 2020) the number cases of death from COVID-19 have been reported higher compared to severe acute respiratory syndrome. The increase in the number of confirmed cases and the number of deaths from COVID-19 is a major challenge for the health care system. As the number of patients with COVID-19 grows, there are more and more resources for health, including staff, beds in hospital and facilities limited resources, resulting in great pressure and distress, especially nurses. According to (Malaysia 2021) the number of global cases of COVID-19 from 216 confirmed countries was more than 184 million, and those who died exceeded 3.98 million. Data in Malaysia shows that the confirmed cases of COVID-19 tend continue to increase. Data as of July 4th, 2021, recorded the number of

positive confirmed cases are 778,652 and 5497 deaths. (Malaysia 2021) Workplace is a key aspect of environment that can affect the psychological wellbeing of the employees. According to (Bhui, Dinos et al. 2016) the psychological wellbeing of employees is disturbed when there are sources of work stress in the workplace. The source of job stress encountered will cause the individual's behaviours to change and will turn them into depressed state, irritable and unsociable. In a related study (Wider 2016) explained that the level of psychological wellbeing of employees will decline when they are confronted with various types of sources of work stress in the workplace.

Nurses who face tremendous pressure due to COVID-19, especially those related to high risk of infection, longer working hours, feelings of being inadequately supported in the workplace and lack of experience in disease control and management can contribute to increase the emergence of psychological wellbeing problems in nurse's which in turn affect work efficiency. Nurses are constantly faced with various sources of job stress that can affect their psychological well-being. According to (Ryff 2014) workload is a contributing factor to depression and individual physical symptoms, but less research is conducted to find out how work can affect human positive functioning. Psychological wellbeing among workers in Malaysia can affect the country's economy to the point of stifling national development. According to RELATE Mental Health Malaysia (2020) mentioned, psychological wellbeing issue more characterized as a mental health issue among workers in Malaysia has been costs RM14.4 billion a year or 1% of Gross Domestic Product in 2018.

### Psychological Wellbeing

Nurses who are being exposed to COVID-19 patients experience a greater psychological wellbeing impact compared to those with less exposure (Cabarkapa, Nadjidai et al. 2020). Psychological wellbeing is a combination of the six dimensions of well-being introduced by (Ryff 2014) namely autonomy, environmental mastery, personal growth, positive relationships with others, purpose in life and self-acceptance. The level of autonomy is measured to find out whether an individual sees themselves live in a state that is in line with their personal beliefs or on the contrary (Ryff, 2014). The dimension of environmental mastery measures the level of the individual to manage life and the world around them effectively (Ryff, 2014). Thus, nurses should be prepared for the potential psychological impact; employers should encourage a supportive environment in the workplace and ensure that support is in place for those most at risk to minimize the psychological impact of future outbreaks of infectious diseases. Individuals have a good level of personal growth when they use talent and its potential as well as having a feeling to continue to grow and progress (Ryff 2014). Also, those who have intimate and quality relationships with important people in life they are said to have a good level of positive relationships with others (Ryff 2014). The purpose in life describes the extent to which an individual feels alive they are full of determination, meaning, purpose and have direction (Ryff 2014). According to the British Medical Association (2020) report finding 45% of healthcare workers are suffering from stress relating to COVID-19 crisis. The report suggested a long-term strategy to protect the wellbeing of healthcare worker should consider the following recommendations, supporting the mental and physical health of healthcare workers must be a top priority, there should be equal provision of wellbeing support services for all healthcare workers and workplaces. Finally, the self-acceptance dimension was measured to find out the relevant positive assessments with the self and the past life of the individual (Ryff 2014). It emphasizes that these 6 dimensions describe in depth about characteristics of individual psychological well-being. All these dimensions give one clue which is clear about feeling good, satisfied, happy and positive that describes the function positive individual.

### Stress

The source of job stress is referring to psychological factors that are harmful to physical and psychological health as well as can be detrimental to psychological well-being (Sunday, Murdoch et al. 2022) the psychological wellbeing impact of COVID-19 on health care workers is considerable, with significant levels of stress, anxiety, depression, insomnia, and distress (De Kock, Latham et al. 2021). They suggested a holistic approach to healthcare workers psychological wellbeing is needed to create a healthy, safe, and supportive work environment. According to The risk factors for COVID-19-related health impacts include working in a high-risk department, improper PPE use, close contact with patients ( $\geq 12$  times/day), long daily contact hours ( $\geq 15$  h), and unprotected exposure (Shaukat, Ali et al. 2020).

Healthcare workers psychological wellbeing during a disease outbreak is usually neglected during pandemic management (Khanal, Devkota et al. 2020). According to Aryan and Kathuria (2017)

psychological well-being is a vital aspect of overall well-being and is linked to physical health, mental satisfaction, and greater happiness for employees. It is the combination of feeling good and functioning effectively. The psychological wellbeing of nurses must be taken care to expect a good work performance. If the organization is not taking care of nurse's psychological wellbeing, they will be less able to do their duties fully and properly. It is essential to provide psychological wellbeing support to improve and strengthens mental health of nurses. Therefore, it is necessary for this study to review how job stress experienced by nurses can affect their psychological wellbeing. In addition, this study also needs to know the extent to which sources of work stress can affect autonomy, mastery of the environment, personal growth, and positive relationships with others, life goals and self-acceptance of nurses.

The purpose of this research is to analyze the effects of job stressor on the psychological wellbeing among nurses in the hospital during pandemic Covid-19. Further more this reasearch analyze the effects of job stressor on autonomy, environmental mastery, personal growth, positive relations with others, purpose in life, self-acceptance among nurses in the hospital during pandemic Covid-19.

## Method

### Study Design and Setting

This research is using quantitative research design. The sampling method use in this research is random sampling and the questionnaires was distributed via Google Form online (WhatsApp and Facebook) to 128 respondents to nurses working in hospital. Data collection was conducted from May 2021 to June 2021.

### Ethical Considerations

This study was conducted with full research ethics. All questionnaires were via online. Respondents were provided with information about the study and informed of their right to withdraw at any time from the study. All respondents indicated their consent after reading the consent: all respondents indicate their understanding of the information given and to give their consent to participate in the study.

### Research instruments

The questionnaire comprises three sessions. Section A solicits six general information from the respondents namely names of the gender, age, positions, years of working, marital status, and education level. Meanwhile Section B using the Work-Related Stress Scale solicits information pertaining to recognized working conditions affect worker wellbeing and Section C solicits information pertaining to the respondent psychological wellbeing of healthcare worker which consists of positive relationships with others, personal mastery, autonomy, a feeling of purpose and meaning in life, and personal growth and development. Work-Related Stress Scale were use to measure job stress. This questionnaire is by American Institute of Stress. Respondent's rate on how their responds reflect to their work in the last six months. By using Never to Always using a 5-point scale. The Ryff Model were used in measuring psychological wellbeing, and that consists of, 42 items. The theory developed by Carol Ryff which determines six factors which contribute to an individual's psychological wellbeing. Respondents rate how strongly they agree or disagree with 42 statements using a 7-point scale.

### Data Analysis

Statistical Packages for the Social Science (SPSS) version 25 were used for routine statistical analysis. This study is using reliability test, correlation, descriptive statistic, and regression. In determine the relationship of effect of job stressor on psychological wellbeing the Pearson's Correlation were applied. Meanwhile regression analysis was applied to determine the effect of job stressor on psychological wellbeing. Cronbach's Alpha were used to test the reliability and descriptive statistics uses to describe the profile of respondents.

## Results and Discussions

### Reliability

In this study, 30 respondents used in the pilot study. Based on Table 1, it shows Cronbach's Coefficient Alpha ( $\alpha$ ) obtained for each variable. In term of the impact of job stressors, the Cronbach's alpha is 0.638, the psychological well-being is 0.803. Thus, it showed that all questionnaire items are valid because Cronbach's alpha greater than 0.6. The data obtained in this study can be classified as good and adequate for the research.

### Results and discussions of the study

Table below is respondent chosen among the nurses working in hospital to analysed demographic distribution of the respondents such as gender, age, position, experience, marital status, and education that comprised of 128 respondents.

Table 1 <Number of Respondents based on Gender>

Number of Respondents based on Gender		
Gender	Frequency	Percentage
Male	14	10.9
Female	114	89.1
Total	128	100

Table 2 <Number of Respondents based on Age>

Number of Respondents based on Age		
Age	Frequency	Percent
22-25 years	9	7.0
26 - 30 years	25	19.5
31 -35 years	43	33.6
36 and above	51	39.8
Total	128	100.0

Table 3 <Number of Respondents based on the Position>

Number of Respondents based on current position.		
Experience	Frequency	Percent
4 years and below	17	13.3
5 - 10 years	55	43.0
11-15 years	25	19.5
16 - 20 years	19	14.8
21 years and above	12	9.4
Total	128	100.0

Table 4 <Number of Respondents based on the Marital Status>

Number of Respondents based on Marital Status.		
Marital Status	Frequency	Percent
Single	40	31.3
Married	79	61.7
Divorced	7	5.5
Widow	2	1.6
Total	128	100.0

Table 5 <Number of Respondents based on the Educational Background>

Number of Respondents based on Educational Background.		
Education	Frequency	Percent
Diploma	101	78.9
Degree	25	19.5
Master	2	1.6
Total	128	100.0

**Impacts of Job Stressors on nurse’ psychological wellbeing.**

Six types of impacts on job stressors on nurses’ psychological wellbeing were assessed, namely, autonomy, environmental mastery, personal growth, positive relations with others, purpose of life and self-acceptance (See Table 3 below). As for autonomy, the highest percentage shows that most of the respondents slightly agree that “I have confidence in my opinions, even if they are contrary to the general consensus” (38.3%). Meanwhile the lowest mean showed the respondents disagree about “I tend to be influenced by people with strong opinions” (Mean= 2.91, SD=1.236). The overall mean autonomy is 3.498 and standard deviation is 0.521. In general, the respondents were slightly disagreeing about autonomy. The result indicates majority of the respondents claimed that they are slightly agree as they have confidence in their opinions even, they are contrary to the consensus. At the same, the respondents stated they are not afraid to voice out their opinion even they are in opposition to the opinions of most people. The confidence based on their opinion and not afraid to voice out the opinion are reflected the autonomy among the respondents based on their degree of freedom and independence of the nurses based on their roles and responsibilities. Employees who enjoy freedom in decision-making process, take responsibility of task and play an important role to strengthen performance at workplace (Davidescu, Apostu et al. 2020).

The overall mean environmental mastery is 3.973 and standard deviation is 0.698. In general, the respondents were slightly disagreeing about environmental mastery. The highest percentage shows that most of the respondents agree that “I am quite good at managing the many responsibilities of my daily life” (53%). The lowest mean showed the respondents disagree about “I often feel overwhelmed by my responsibilities” (Mean= 2.679, SD=1.229). Based on the responds from the respondents, they hold great responsibilities which related to their environment. In this situation, the nurses hold great responsibilities in treating and handling the patients during COVID-19 and this is supported by individuals with good coping strategies such as constantly interacting with others, these individuals possess good psychological well-being (Maduraiveeran, Sasidharan et al. 2018).

The overall mean personal growth is 3.756 and standard deviation is 0.667. In general, the respondents were slightly disagreeing about personal growth. The highest percentage shows that most of the respondents strongly agree that “For me, life has been a continuous process of learning, changing and growth” (64.1%). The lowest mean showed the respondents slightly disagree about “I do not enjoy being in new situations that require me to change my old familiar ways of doing things” (Mean= 3.453, SD=1.473). Respondents’ aware personal growth and development are important to ensure they are good enough to carry out their responsibilities when handling COVID-19 patient. Jain, et al. in 2015 stated that personal growth helps transform that challenge into an opportunity because it is based upon the premise

that any person can seek to improve any performance, create their own challenges, take control of their own destiny, and to facilitate their own growth.

The overall mean positive relations with others is 4.339 and standard deviation is 0.763. In general, the respondents were slightly agreed about positive relations with others. The highest percentage shows that most of the respondents strongly agree that “I enjoy personal and mutual conversations with family members or friends” (43.8%). The lowest mean however showed the respondents slightly disagree about “Maintaining close relationship has been difficult and frustrating for me” (Mean= 3.585, SD=1.653). majority of the respondents claimed that they enjoy personal and mutual conversations with family members or friends. In addition, due to the engagement of positive relationship with other, the respondents stated that most people see them as loving and affectionate. Similarly, Baumann in 2012 claimed that autotelic personality also fits into the term of eudaimonia happiness. They tend to create good engagement with others and leads to positive relations with them especially during this pandemic. The positive effects of high-quality workplace relationships on working manners including higher commitment, lower level of reported job stress, and increased perception of social impact(Tran, Nguyen et al. 2018).

The overall mean purpose in life is 3.92 and standard deviation is 0.642. In general, the respondents were slightly disagreeing about purpose in life. The highest percentage shows that most of the respondents agree that “I have a sense of direction and purpose in life” (48.4%).Meanwhile the lowest mean showed the respondents slightly disagree about “I live life one day at a time and don’t really think about the future” (Mean= 2.789, SD=1.472). This result could indicate to the idea about the role of nurses as they responsible in handling and treating the patients during pandemic. Based on their role, they clearly know their purpose in life and their actions taken leads to accomplish their purpose of life. Besides that, they stated they enjoy making plans for future and working to make them a reality. Garcia-Alandete in 2015 preceded that experiencing that one's life is valuable and makes sense, feeling satisfied with what has been done, and being oriented to goals and purposes is an eudaimonia source of personal well-being.

The overall mean self-acceptance is 4.051 and standard deviation is 0.600. In general, the respondents were slightly agreeing about self-acceptance. The highest percentage shows that most of the respondents agree that “I like most aspects of my personality” (41.4%). On the other hand, the lowest mean showed the respondents disagree about “I feel like many of the people I know have gotten more out life than I have” (Mean= 2.82, SD=1.502).Bhui,et.al in 2016 described the source of job stress caused by individuals’ adjustment led to a negative impact on the physical, psychological and attitude.

**Determine the psychological well-being among nurses.**

Table 4 below represents the descriptive of the psychological well-being. Referring to the below, the highest percentage shows that most of the respondents often that “I am able to utilize my skills and talents to the fullest extent at work” (41.4%). Meanwhile the lowest mean showed the respondents also sometimes about “I feel that my job is negatively affecting my physical or emotional wellbeing” (Mean= 3.023, SD=1.251). The overall mean psychological well-being is 3.023 and standard deviation is 1.251. All the important skills utilized to ensure they able to treat and handle the patients efficiently as well as give good treatment and care for them. The role of nurses is very crucial in facing this situation as it give great challenge for them to handle this situation which tend them to be stress due to the great burden in handling the situation. Hamouche in 2020 mentioned the psychological well-being of employees is disturbed when there are sources of work stress in the workplace. At the same time, the nurses exposed to the infection risk when handling the patients. In line with that, they also need to beware to ensure they are strong enough to carry out their responsibilities.

Table 6 <Descriptive of the Psychological Well-Being>

Statement	Never		Seldom		Sometimes		Often		Always		Mean	Standard Deviation
	N	%	N	%	N	%	N	%	N	%		
Conditions at work are unpleasant or sometimes even unsafe	9	7	18	14.1	49	38.3	32	25	20	15.6	3.281	1.107

Statement	Never		Seldom		Sometimes		Often		Always		Mean	Standard Deviation
	N	%	N	%	N	%	N	%	N	%		
I feel that my job is negatively affecting my physical or emotional well being	18	14.1	26	20.3	37	28.9	29	22.7	18	14.1	3.023	1.251
I have too much work to do and/or too many unreasonable deadlines	10	7.8	25	19.5	40	31.3	32	25	21	16.4	3.226	1.171
I find it difficult to express my opinions or feelings about my job conditions to my superiors	12	9.4	18	14.1	40	31.3	28	21.9	30	23.4	3.359	1.246
I feel that job pressures interfere with my family or personal life	18	14.1	22	17.2	40	31.3	27	21.1	21	16.4	3.085	1.267
I have adequate control or input over my work duties	5	3.9	15	11.7	45	35.2	43	33.6	20	15.6	3.453	1.018
I receive appropriate recognition or rewards for good performance	15	11.7	22	17.2	46	35.9	34	26.6	11	8.6	3.031	1.121
I am able to utilize my skills and talents to the fullest extent at work	1	0.8	3	2.3	34	26.6	53	41.4	37	28.9	3.953	0.849
Mean	3.301											
Standard Deviation	0.685											

**The affect of the autonomy, environmental mastery, personal growth, positive relations with others, purpose in life and self-acceptance toward job stressors among nurses.**

Results of this study reveal there is a negative correlation between psychological well-being and autonomy ( $r = -0.347, p < 0.01$ ). between environmental mastery ( $r = -0.445, p < 0.01$ ) and personal growth ( $r = -0.447, p < 0.01$ ) (See Table 4 below). Interestingly, there was a positive relationship between psychological wellbeing with positive relationship with others ( $r = -0.366, p < 0.01$ ), purpose in life ( $r = 0.466, p < 0.01$ ) and self-acceptance ( $r = 0.499, p < 0.01$ ).

Regarding the hypothesis, the regression test conducted to determine the most important give the effect of the psychological wellbeing. The result of R-Squared is 0.350 indicates only 35% of the variance in psychological well-being explained by the autonomy, environmental mastery, personal growth, positive relations with others, purpose in life and self-acceptance. Whereby, ANOVA,  $F(6, 121) = 10.842, p = 0.000$  indicates that there is a statistically significant at the significance level of 0.000 ( $p < 0.05$ ). The result also reported autonomy and self-acceptance have relationship with psychological well-being when the significant value of autonomy is 0.015 and self-acceptance are 0.002 which is  $p < 0.05$ . Meanwhile other

elements are not significant with psychological well-being when  $p > 0.05$ . Thus H1 and H6 are accepted, and the other are rejected.

**Table 4: Correlation Analysis**

		Psychological Well Being	Autonomy	Environmental Mastery	Personal Growth	Positive Relationships with Others	Purpose In Life	Self-Acceptance
Psychological Well Being	Pearson Correlation		-.347**	-.445**	-.447**	-.366**	.466**	.499**
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.000
	N	128	128	128	128	128	128	128

First of all, it was found that there is a relationship between autonomy and the psychological well-being. This supported by Yang, F.F. and Zhao, Y. (2018) revealed that personal initiative plays a role of intermediary mechanism in the relationship between autonomy and psychological well-being. Referring to Petrou and colleagues (2012), they found that job autonomy has a positive effect on shaping employees' psychological well-being. Hence, these two variables are correlated. Referring to environmental mastery, there is a relationship between environmental mastery and the psychological well-being.

Moreover, the finding showed that there is a significant influence between personal growth and psychological wellbeing. As claimed by Magyar-Moe et al., (2015) it was found that personal growth contributes to the significant influence towards psychological wellbeing. It proved that personal growth is one of the important elements which contribute to psychological wellbeing. Furthermore, the finding illustrated that there is a significant influence between positive relations with others and psychological wellbeing. Hence, it is important to develop positive relations with other to gain their good perceptions towards us.

Besides that, it can be seen clearly as there is a significant influence between purpose in life and psychological wellbeing. By having purpose in life, it helps us to navigate our future and how we work towards the future. In terms of psychological wellbeing, purpose in life have positive linked with it. It is supported by Ryff et al., (2004) as purpose in life associated with psychological wellbeing. By having good purpose in life, it leads prevent us from negative events which negatively impact of emotion and physical.

Finally, there is a significant influence between self-acceptance and psychological wellbeing. It agrees with the finding obtained by Ryff et al., (2004) as self-acceptance is one of the significant influences in psychological wellbeing. Self-acceptance gives positive influence which leads to great psychological wellbeing.

## Conclusions

The finding of this study entails an explanation to understand the relationship between the influencing factors of job stressors towards psychological wellbeing. The findings obtained contribute to the literature by evaluating the effects of job stressor on psychological wellbeing.

The findings obtained give benefits especially towards the nurses as they are the responsible individual in ensuring the medical sector well-managed in taking care the patient especially during this pandemic COVID-19. By conducting this study, it gives the overview on the importance of nurses' role and their psychological wellbeing as well as each of the contributing factors of job stressors towards psychological wellbeing. Adoption of qualitative and quantitative research method could enhance the accuracy of the research finding which leads to great impact for the overall research conducted by the researcher.

The information collected from this research will be very useful as it could help medical service to provide the best services in treating the patients by ensuring their professional healthcare's psychological wellbeing in good state. In line with that, it is recommended to take further steps to enhance psychological



well-being among their nurses who the main focus in this present study in conjunction with COVID-19 outbreak... Therefore, more findings will help to enhance psychological well-being which positively influence nurse's job reputations by reducing their job stressors. It will be taken into account the findings of this study and attempt to address issues of psychological well-being especially in corresponding with pandemic COVID-19 outbreak.

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