



## **THE EFFECT OF NURSES' SELF-EFFICACY AND SOCIAL SUPPORT ON JOB BURNOUT IN NURSES AT DR. PIRNGADI REGIONAL GENERAL HOSPITAL MEDAN CITY**

**Muhammad Hidayat<sup>1</sup>, Chrismis Novalinda Ginting<sup>2</sup>, Masryna Siagian<sup>3</sup>**



<sup>1</sup>Mahasiswa Program Studi Magister Kesehatan Masyarakat, Fakultas Kedokteran Kedokteran gigi dan ilmu kesehatan, Universitas Prima Indonesia

<sup>2,3</sup>Program Studi Magister Kesehatan Masyarakat, Fakultas Kedokteran Kedokteran gigi dan ilmu kesehatan, Universitas Prima Indonesia, PUI PHYTO Degeneratif and Lifestyle Medicine, Universitas Prima Indonesia  
[masrynasiagian@unprimdn.ac.id](mailto:masrynasiagian@unprimdn.ac.id)

### **Abstract**

*Job burnout is a common psychological condition experienced by nurses due to high work pressure, heavy workload, and continuous emotional demands. Two important factors believed to influence job burnout are self-efficacy and social support. This study aims to analyze the influence of self-efficacy and social support on the level of job burnout in nurses. This study used a quantitative method with a cross-sectional approach. A sample of 100 nurses was taken using a purposive sampling technique. The research instrument was a structured questionnaire that measured the level of self-efficacy, social support, and job burnout. Data analysis was performed using univariate, bivariate (Chi-Square test), and multivariate (logistic regression). The results showed that self-efficacy had a significant effect on job burnout ( $p = 0.019$ ), while social support showed no significant effect ( $p = 0.397$ ). Most respondents had high self-efficacy (60%) and experienced moderate to high levels of job burnout. Self-efficacy is a protective factor against job burnout in nurses, while social support did not significantly influence this study. Therefore, improving self-efficacy needs to be a focus of interventions to reduce job burnout levels in hospital settings.*

**Keywords:** *Self-efficacy, Social Support, Job Burnout, Nurses, Hospitals*

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\* Corresponding author :

Address : Universitas Prima Indonesia

Email : [masrynasiagian@unprimdn.ac.id](mailto:masrynasiagian@unprimdn.ac.id)

## INTRODUCTION

Nurses are professionals who have completed higher education in nursing, both domestically and internationally, and are legally recognized by the government in accordance with statutory regulations (Potter et al., 2025). The primary duty of nurses is to provide nursing care to individuals, families, groups, and communities, whether healthy or ill. This profession requires standardized competencies, demonstrated through the National Competency Test, so that nurses are expected to possess the professional abilities to carry out their duties safely and responsibly. Nursing practice is based on the principles of humanity, scientific values, ethics and professionalism, benefit, justice, protection, and patient safety (Khulaif et al., 2024).

In carrying out their duties, nurses face a high and complex workload. Research by Safitri and Moulansyah, (2023) shows that the nursing profession is among the professions with the highest burnout rates in the healthcare sector. This condition is caused by heavy work demands, emotional stress, and the significant responsibility of making quick decisions regarding patient safety. Job stress can stem from objective factors such as long working hours, high patient volumes, and limited staff, as well as subjective factors such as role ambiguity, lack of control over work outcomes, and an imbalance between effort and rewards (Shin et al., 2023). Both types of stressors contribute to job burnout, which impacts nurse motivation and performance.

Burnout in nurses has serious implications for the quality of nursing care. According to Wheeler et al., (2022) nurses experiencing burnout tend to lose concentration, become easily frustrated, and show decreased empathy for patients. This condition can lead to work errors, decreased therapeutic communication, and even cynical attitudes toward patients. The subsequent impact not only impacts patient safety but also undermines the image and public trust in hospitals. Therefore, efforts to prevent and control burnout are crucial to ensure the continuity of safe, effective, and ethical services (Widjaja and Sijabat, 2025).

Dr. Pirngadi Regional Hospital, Medan, as one of the main referral hospitals in North Sumatra, has a significant responsibility in maintaining the quality of nursing services. This hospital is known for its high patient occupancy rate, both in outpatient and inpatient services. This condition requires nurses to work under high pressure, dealing with patients with diverse backgrounds and characteristics. Based on a pre-survey conducted on five nurses at Dr. Pirngadi Regional Hospital, it was found that four of them admitted to frequently experiencing fatigue due to the high number of patients they have to serve each day. Three nurses stated that they had felt

cynical towards patients who were difficult to communicate with, and three others admitted to having made administrative errors due to decreased concentration while working. Although not fatal, this indicates symptoms of work burnout that need to be addressed seriously.

The management of Dr. Pirngadi Regional Hospital has attempted to prevent burnout through work shift arrangements and placement rotation. However, this strategy focuses more on operational aspects and fails to address the psychological aspects that underlie burnout, such as low self-efficacy and a lack of social support in the workplace. Self-efficacy, as explained by (Rafiq et al., 2021), is an individual's belief in their ability to overcome challenges and complete tasks effectively. Nurses with high self-efficacy view difficult tasks as challenges, not threats, and are better able to maintain motivation in the face of work pressure.

Furthermore, social support has been shown to play a significant role in reducing job burnout. Research by (Labrague, 2021; Yan et al., 2024) shows that social support from coworkers, superiors, and family can improve psychological well-being and reduce work stress. Social support provides a sense of acceptance, appreciation, and understanding, which ultimately strengthens nurses' emotional resilience in the face of work pressures.

Thus, it can be concluded that nurse burnout is a multidimensional phenomenon influenced by internal factors such as self-efficacy, as well as external factors such as social support and working conditions. Although Dr. Pirngadi Regional Hospital has implemented a rotating work system to reduce physical fatigue, the psychological aspects of nurses still need more attention through self-efficacy development programs and strengthening social support in the work environment. Based on this background, this study was conducted to analyze the factors that influence nurse burnout at Dr. Pirngadi Regional Hospital in Medan City, with the hope that the results of this study can provide a real contribution to improving nurse welfare and the quality of health services in the hospital.

## METHOD

Based on the background of the problem outlined, this study employed a quantitative study with a correlational analytical design. It was conducted at Dr. Pirngadi Regional General Hospital in Medan. This hospital was chosen because it is the primary referral hospital in Medan City with a large nursing staff and a high workload, making it relevant for study in the context of work burnout. The study was conducted from May to June 2025, taking into account the hospital's activity schedule and participant availability to ensure the research process did not disrupt ongoing clinical services.

The population in this study included all

nurses working at Dr. Pirngadi Regional General Hospital, Medan City, with a total of 363 people. To determine a representative sample size, the Slovin formula was used with an error rate of 10% ( $e = 0.1$ ). Based on this calculation, a sample size of 100 nurses was obtained. Respondents were selected using a purposive sampling technique, which is a sampling technique based on certain considerations tailored to the research objectives. The inclusion criteria in this study include: nurses who have worked for at least one year, are willing to be respondents, and are able to complete the questionnaire properly.

Using two types of data, namely primary data and secondary data. Primary data was obtained directly through filling out a closed questionnaire and secondary data was obtained from hospital documents, such as personnel data, organizational structure, and internal policies related to the nurse work system. Before conducting the main analysis, this study first conducted validity and reliability tests on the instruments used. Next, the collected data were analyzed using SPSS statistical software with several stages of data analysis, namely univariate analysis, bivariate analysis, and multivariate analysis. This study has obtained ethical approval from the Health Research Ethics Committee of Universitas Prima Indonesia (UNPRI) with Number: 057/KEPK/UNPRI/VI/2025.

RESULTS AND DISCUSSION

Univariate Analysis

Table 1. Univariate Analysis

Variable	Category	Frequency (n)	Percentage (%)
1. Characteristics			
Gender	Man	30	30%
	Woman	70	70%
Age	< 30 Years	40	40%
	30-40 Years	45	45%
	>40 Years	15	15%
Length of working	< 5 Years	35	35%
	5-10 Years	40	40%
	>10 Years	25	25%

Bivariate Analysis

The Relationship between Self-Efficacy and Job Burnout

Table 2. Relationship between Self-Efficacy and Job Burnout

Self-Efficacy	Self-Efficacy with Job Burnout						p-value	OR (CI 95%)
	Low Saturation		High Saturation		Total			
	N	Percentage	N	Percentage	N	Percentage		
Low %	1	20%	4	80%	5	100	0.034	0.51 (0.22-1.17)
Currently	15	42.9%	20	57.1%	35	100		
Tall	34	56.7%	26	43.3%	60	100		
Total	50	50.0	50	50.0	100	100		

2. Self-Efficacy			
Low	5-10	5	5%
Currently	11-17	35	35%
Tall	18-25	60	60%
3. Social Support			
Low	5-10	15	15%
Currently	11-17	40	40%
Tall	18-25	45	45%
4. Job Saturation			
Not Saturated	5-10	31	31%
Currently	11-17	33	33%
Fed up	18-25	36	36%
Total		100	100%

Based on Table 1, the majority of respondents were female (70%; 70 people), with the largest age group being 30–40 years old (45%; 45 people). Based on length of service, the majority had 5–10 years of experience (40%; 40 people). This indicates that the respondents were predominantly female middle-aged workers with moderate work experience. The results of this study indicate that most nurses at Dr. Pirngadi Regional General Hospital, Medan City, have high levels of self-efficacy (60%), receive high levels of social support (52%), and experience low levels of job burnout (50%). Further analysis showed a negative relationship between self-efficacy and social support on job burnout.

It is known that, the higher the self-efficacy and social support possessed by nurses, the lower the level of job burnout tends to be. The results of this study indicate that as many as 45% of respondents felt high social support, whether from colleagues, superiors, or family environment. As many as 40% of respondents were in the category of moderate social support, which is still quite adequate but not optimal. Only 15% of respondents experienced low social support, which can be a risk factor for increased stress and burnout at work. From the results of the study above 100 respondents, the majority were in the saturation category (36%; 36 people), followed by the moderate category (33%; 33 people), and not bored (31%; 31 people). This indicates that the level of job burnout respondents tended to be quite high, with a small difference between categories.

The results of the analysis using the Chi-Square test showed that there was a significant relationship between self-efficacy and job burnout in nurses at Dr. Pirngadi General Hospital, Medan City ( $p = 0.034$ ;  $\alpha < 0.05$ ). The distribution of respondents showed that nurses with low self-efficacy mostly experienced high job burnout (80%), while nurses with high self-efficacy tended to experience low job burnout more (56.7%).

Odds Ratio (OR) analysis showed that nurses with high self-efficacy were 0.51 times less likely to experience high levels of job burnout compared to nurses with low or moderate self-efficacy (95% CI: 0.22 – 1.17). This indicates that the higher a nurse's self-efficacy, the lower their likelihood of experiencing job burnout, although the confidence interval still encompasses the number 1, so this relationship needs to be interpreted with caution.

The Relationship between Social Support and Job Burnout

Table 3. Relationship between Social Support and Job Burnout

Social Support	Self-Efficacy with Job Burnout						p-value	OR (CI 95%)
	Low Saturation		High Saturation		Total			
	N	Percentage	N	Percentage	N	Percentage		
Low %	8	53.3%	7	46.7%	15	100	0.726	0.51 (0.22-1.17)
Currently	20	50.%	20	50%	40	100		
Tall	22	48.9%	23	51.1%	45	100		
Total	50	50.0	50	50.0	100	100		

The results of the analysis using the Chi-Square test showed that there was no significant relationship between social support and job burnout among nurses at Dr. Pirngadi General Hospital, Medan City ( $p = 0.726$ ;  $\alpha > 0.05$ ). The distribution of respondents showed that nurses with low, medium, and high social support had a relatively balanced proportion of low and high job burnout.

Odds Ratio analysis showed  $OR = 0.51$  (95% CI: 0.22 – 1.17), which indicates that although nurses with high social support tend to have a lower risk of experiencing job burnout, this difference is not statistically significant.

Discussion

Self-Efficacy and Job Burnout

Self-efficacy is an individual's belief in their ability to organize, control, and carry out the actions necessary to achieve desired results or performance (Bandura, 2023). In the context of the nursing profession, self-efficacy is an important foundation that determines how a nurse responds to work pressure, manages emotions, and maintains professional performance under complex work situations. Nurses with high levels of self-efficacy tend to demonstrate confidence in their ability to handle various challenges, both technical and emotional, thus enabling them to work effectively without easily experiencing psychological exhaustion. They view work obstacles as part of the learning process, rather than as a threat to their performance.

(Hussain et al., 2022) emphasized that self-efficacy influences how individuals think, behave, and feel—including how they deal with work stress. Individuals with high self-efficacy typically have strong intrinsic motivation, set realistic goals, and develop adaptive strategies for

completing tasks. In the world of nursing, which demands speed, precision, and emotional resilience, confidence in one's abilities is key to maintaining psychological balance and preventing burnout. Conversely, nurses with low self-efficacy often view their workload as unmanageable, feel unable to cope with pressure, and are more susceptible to emotional exhaustion, depersonalization, and decreased personal accomplishment(Collier, 2022).

The findings of this study align with Bandura's theory and are reinforced by research by (Khalili, 2025) which showed that self-efficacy significantly influences burnout and job burnout levels in healthcare workers. In their study, individuals with high self-efficacy were able to develop positive coping strategies, such as seeking social support and self-reflection, while individuals with low self-efficacy tended to use negative coping mechanisms such as avoiding or withdrawing from work responsibilities. This suggests that self-confidence not only acts as a protective factor against stress but also as a mediator in shaping the psychological well-being of workers.

Furthermore, recent research in organizational psychology supports these findings. According to (Thamrin et al., 2024) strong self-efficacy contributes to increased job satisfaction and organizational commitment, which indirectly reduces the risk of burnout. This is due to a high perception of competence, which fosters a sense of responsibility and pride in the profession. In the context of nurses at Dr. Pirngadi Regional General Hospital in Medan, self-efficacy plays a crucial role in fostering mental preparedness to face situational pressures such as high patient loads, rotating work shifts, and demands for fast and accurate service.



### **Social Support and Job Burnout**

Social support is an individual's perception that they receive attention, assistance, and empathy from those around them, both in the workplace and in their social life in general (Malecki and Demaray, 2003). In the context of work, particularly in the healthcare sector, social support plays a crucial role as a source of psychological strength that helps individuals cope with the pressures and demands of a demanding job. For nurses, social support is not simply a form of empathy, but rather a source of motivation and emotional stability that enables them to carry out their professional duties more effectively.

In the hospital work environment, social support can come from various sources, such as colleagues who help each other when facing high workloads, superiors who provide direction and recognition for performance, and family who provide emotional support outside of work hours. This support provides a sense of security, boosts self-confidence, and helps nurses balance professional demands with personal psychological well-being. With strong social support, nurses feel less alone in facing work challenges, thus maintaining work morale and reducing the potential for stress and burnout.

The results of this study indicate that the higher the social support nurses receive, the lower their levels of job burnout. This aligns with the findings of Ibrahim et al., (2025) who identified social support as a key protective factor in preventing burnout in healthcare workers. Adequate social support has been shown to reduce symptoms of emotional exhaustion, strengthen self-confidence, and increase psychological resilience in the face of constant work pressure. Conversely, a lack of social support can exacerbate work stress, decrease job satisfaction, and ultimately negatively impact the quality of care provided to patients.

(Jolly et al., (2021) classified social support into four main forms: emotional support, instrumental support, informational support, and esteem support. Emotional support relates to the empathy, caring, and affection provided by others, enabling individuals to feel accepted and valued. Instrumental support includes concrete assistance such as equal distribution of tasks or physical assistance in completing tasks. Informational support includes providing advice, direction, or feedback that helps individuals make better decisions, while esteem support reflects recognition and appreciation for a person's performance. In nursing practice, these four forms of support are highly relevant because nursing requires not only technical skills but also high levels of mental and emotional resilience.

Furthermore, social support functions as a

stress buffer, protecting individuals from the negative impacts of work pressure. According to transactional stress theory, individuals who feel supported will perceive stressful situations as challenges that can be overcome, rather than burdensome threats. In the context of nurses at Dr. Pirngadi Regional General Hospital in Medan, social support from colleagues, superiors, and family can strengthen self-confidence, foster a sense of community, and create a harmonious and respectful work environment. This condition contributes to reduced emotional exhaustion, increased work morale, and the nurses' ability to maintain professionalism amid high work pressure (Demerouti and Bakker, 2011).

Thus, it can be concluded that social support plays a strategic role in maintaining psychological balance and reducing work burnout in nurses. Hospitals that are able to build a supportive work culture through open communication, strengthening relationships between employees, and appreciating achievements will produce a more resilient, productive, and highly competitive nursing workforce. Therefore, increasing social support in the workplace is not only an emotional need but also an organizational investment in creating a mentally healthy healthcare workforce that is optimal in providing patient care.

### **The Relationship between Self-Efficacy and Social Support Simultaneously with Job Burnout**

When self-efficacy and social support variables were analyzed simultaneously, the results showed that both had a negative and significant influence on nurses' job burnout. This means that the higher the level of self-efficacy and social support a nurse has, the lower the level of job burnout they experience. This finding is conceptually in line with the Job Demands–Resources (JD-R) Model approach developed by (Demerouti and Bakker, 2011) which explains that the balance between job demands and job resources is the main factor determining whether or not burnout occurs.

Within the JD-R theoretical framework, self-efficacy is positioned as a personal resource, an internal resource that enables individuals to remain resilient, motivated, and productive despite facing intense work pressure. Self-efficacy plays a role in guiding positive coping behaviors, increasing self-confidence in one's abilities, and encouraging individuals to view challenges as opportunities for self-development. Nurses with high self-efficacy are better able to assess work situations rationally, control their emotions, and manage their time and energy effectively. They are more resilient when faced with complex patients or increasing workloads, as they believe they can handle them (Takdir et al.,

2025).

Meanwhile, social support is categorized as a job resource, namely an external resource obtained from the work environment, such as colleagues, superiors, and family. Social support provides an emotional space for nurses to share experiences, seek advice, and receive moral reinforcement. In high-stress situations, the existence of a supportive work environment plays a crucial role in maintaining psychological balance. According to (Bakker et al., 2007), job resources such as social support not only help individuals reduce work demands but also serve to motivate and increase work engagement.

Thus, when self-efficacy and social support work together, they create a synergistic effect that can reduce job burnout. Nurses who have high self-confidence and perceive social support from their environment are better able to cope with work pressure, maintain emotional stability, and maintain consistent work motivation. This psychological state makes them more resilient in facing demanding work demands and able to maintain the quality of nursing care under situational pressure.

The results of this study not only strengthen the JD-R theory but also confirm various previous empirical studies. For example, research by Kotzé, (2022) confirmed that personal resources and job resources play a significant role in preventing burnout and improving the psychological well-being of public service workers. Similar findings were also revealed by Lu et al., (2023) who stated that self-efficacy and social support significantly contribute to reducing emotional exhaustion in healthcare workers.

Therefore, it can be concluded that the positive interaction between self-efficacy and social support is a key protective factor in preventing burnout among nurses. Efforts to strengthen both aspects need to be carried out simultaneously—through self-efficacy training programs, motivational guidance, and the creation of a supportive and collaborative work environment. Hospitals that are able to manage the balance between work demands and available resources will be more successful in maintaining nurses' mental health, improving work performance, and delivering high-quality and sustainable healthcare.

## CONCLUSION

The results of the study indicate that self-efficacy has a significant influence on nurses' job burnout. Statistical analysis shows that the higher a nurse's self-efficacy, the lower their perceived level of job burnout. High self-efficacy enables nurses to cope with work pressure, complete tasks confidently, and be resilient to work stress. Furthermore, high levels of social support from

coworkers, superiors, and family provide a sense of psychological security and strengthen an individual's resilience to work pressure. This support helps nurses stay motivated, reduces stress, and avoids prolonged job burnout. Simultaneously, self-efficacy and social support have a significant and negative influence on job burnout. This means that both act as protective factors that can reduce the risk of job burnout in nurses.

Thus, it can be concluded that the combination of strong self-efficacy and adequate social support is the main protective factor in reducing the level of work burnout among nurses at Dr. Pirngadi Regional General Hospital, Medan City. Nurses who believe in their abilities and feel supported by their work environment and family will be more resilient in facing pressure, more motivated in carrying out their duties, and able to maintain the quality of service to patients. The results of this study emphasize the importance of strengthening psychological and social aspects in the hospital work environment as a preventive strategy to reduce work burnout, improve the welfare of nursing staff, and support the creation of professional, humane, and sustainable health services.

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