THE INFLUENCE BETWEEN FINANCIAL COMPENSATION AND INTERPERSONAL COMMUNICATION TO WORKING STRESS OF NURSES
(Analytic Observational Study at Inpatient of Ulin Hospital, Banjarmasin, Indonesia)

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Abstract— Working stress is susceptible happened to hospital workers such as nurses. This is caused by organizational factors such as financial compensation or individual factors which is relate with job dissatisfaction such as interpersonal communication. This research did to know the influence of financial compensation and interpersonal communication to working stress at nurses of inpatient room in Ulin Hospital Banjarmasin. This research used an analytic observational research with cross sectional design. The population of this research are all nurses at inpatient room Ulin Hospital Banjarmasin, while sampling used proportional sampling. The research variables are financial compensation and interpersonal communication as independent variable and working stress as dependent variable. The research instrument used in this study is check list of spreadsheets and questionnaires. The result of the multiple logistic regression analysis show the result of p-value sequencely 0.000 and 0.009 (p <0.05), with Exp B value of interpersonal communication is the largest 3.821. There was an influence between financial compensation and interpersonal communication to working stress of nurses in inpatient room at Ulin Hospital Banjarmasin.

Keywords— Financial compensation, interpersonal communication, working stress, nurse

I. INTRODUCTION

The nurse was one of the health workers who play a role in a hospital, especially on inpatient services as a place of interaction between patients with various personality traits and diseases suffered. Nurses on duty in the inpatient room often interact in patients with various personality traits and diseases suffered. Complaints of patient diseases that never recover, complaints or demands of the patient's family, co-workers who are not aligned and arrogant tend to make the nurses experience physical, emotional and mental fatigue that causes the nurse to experience work stress [1, 2].

Working stress was a condition of a tension that affects the emotions, thinking processes and physical conditions of a person. Stress that is not addressed properly can result in the inability of a person to interact positively with the environment, both in the work environment and social environment, decreased job performance and worsen service to patients [3, 4, 5, 6]. The survey results by Self Work-related Illness (SWI) in Eroupen Agency for Safety an Health at Workshow in 2004, nurses have a higher prevalence of high stress related to work, it is in line with the survey underscored by Indonesian National Nurse Association in Coping Nurses Journal that there were about 50.9% of nurses meet the working stress in four provinces. According to the National Safety Council theory, it was due to causes such as the organization of financial compensation, cause individuals associated with job dissatisfaction as interpersonal communication and environmental causes [7, 8, 9, 10].

Ulin Hospital Banjarmasin is the largest hospital in South Kalimantan and as a referral center hospital in South Kalimantan, Central Kalimantan and East Kalimantan. Therefore Ulin hospital is a solid and trouble-packed place. Based on the results of the inpatient satisfaction index survey that is associated with Minimum Service Standards in 2011-2015 at Ulin Hospital Banjarmasin which
stipulates the index of inpatient satisfaction index of 80 and the average value of service 80.00 is obtained results that in 2014 index number Satisfaction of inpatient patient is equal to 72.71, whereas in 2015 the patient satisfaction index index is 70.57. Based on the results of the inpatient satisfaction index survey that is associated with Minimum Service Standards in 2011-2015 that the index of patient satisfaction inpatient services is still low and has not reached the expected target and there is a decrease in the index of inpatient satisfaction index in 2015. The patient satisfaction index Inpatient by 2015 which has the lowest inpatient service value ie officer ability and courtesy officer [11].

According to The Regulation Number 36 Year 2009 about Health that the healing of illness and restoration of health is done by control, medication and or treatment. Nurses who are work in an environment that is required to be responsible for determining the quality and safety of patient care. If the nurse experiences the working stress and the stress is not properly managed it will endanger the patient. If most of nurses experience the working stress, it can disrupt hospital performance because nurses can not provide the best service for hospital and ultimately affect competitiveness and may endanger the organization's organization [12].

The influence of working stress toward working performance and identification of stress management used by nurses in Ulin Hospital, showed that nurse job stress level with high category was 4.7%. The nurse's perceived stressors vary considerably, while the second-largest stressor perceived by the nurse is an unfair wage of 57.9%. Further research by Fakhsianoor in 2012 in the Journal of An-Nadaa that there were 60% of nurses in Ulin Hospital ICU room, ICCU and PICU room have medium working stress. The bad impact of working stress that nurses can cause was to interfere with social interaction, both with colleagues, doctors and patients. The effectiveness can also be disrupted because in general if a person experiencing work stress will occur psychological disorders and physiological conditions [13].

Compensation affect the nurse performance satisfaction. The higher the compensation the nurse receives, the higher the job satisfaction the nurse will feel. Based on Zulkarnaen, working stress is influenced by the compensation given, because compensation greatly affects the welfare standard. Financial compensation is one of the most important roles in improving performance and one of the most effective ways to improve work motivation. One of the main reasons a person works is to meet the basic needs of life so that someone will work optimally to get the appropriate compensation. If the financial compensation given is appropriate and appropriate will make job satisfaction on nurses who can boost the spirit and reduce the working stress so that show performance and good performance that will eventually increase work productivity [14, 15].

There was a very significant relationship between interpersonal communication with working stress. The nurses who experience the working stress will greatly affect the quality of nursing services provided to patients, leading to decreased work effectiveness, lowering social relationships among colleagues, and negative feelings to patients, work and the workplace. If this is left unchecked and no comprehensive identification can lead to a decrease in the quality of care and the reduction of the nurse's image [16].

Therefore, it is necessary to conduct more in-depth research on the effect of financial compensation and interpersonal communication on working stress of nurse in inpatient room at Ulin Hospital Banjarmasin.

II. METHOD

This research is observational analytic quantitative research with cross sectional approach. The population in this study were all nurses on inpatient room in Ulin Hospital Banjarmasin of 331 people, while the samples are taken using the proportional method of sampling as much as 83 respondents.

The independent variables comprise financial compensation and interpersonal communication. The dependent variable in this research is work stress. The research instrument used in this research is the checklist and the questionnaires that have tested the validity and reliability. The research data is then processed and univariate, bivariate and multivariate analysis.
III. RESULT AND DISCUSSION

### Table 1. The Result of Research about Financial Compensation

<table>
<thead>
<tr>
<th>Financial Compensation</th>
<th>Salary</th>
<th>Incentive</th>
<th>Allowance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N (%)</td>
<td>N (%)</td>
<td>N (%)</td>
</tr>
<tr>
<td>Low</td>
<td>38</td>
<td>42</td>
<td>34</td>
</tr>
<tr>
<td>High</td>
<td>52</td>
<td>58</td>
<td>56</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>100</td>
<td>90</td>
</tr>
</tbody>
</table>

### Table 2. The Result of Research about Interpersonal Communication

<table>
<thead>
<tr>
<th>Interpersonal Communication</th>
<th>Amount</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not good</td>
<td>41</td>
<td>45.6</td>
</tr>
<tr>
<td>Good</td>
<td>49</td>
<td>54.4</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Table 3. The Result of Research about Working Stress

<table>
<thead>
<tr>
<th>Working Stress</th>
<th>Amount</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>47</td>
<td>52.2</td>
</tr>
<tr>
<td>High</td>
<td>43</td>
<td>47.8</td>
</tr>
<tr>
<td>Total</td>
<td>90</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Table 4. The Relationship Between Financial Compensation to Working Stress

<table>
<thead>
<tr>
<th>Financial Compensation</th>
<th>Working Stress</th>
<th>Total</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Low</td>
<td>13</td>
<td>29</td>
<td>42</td>
</tr>
<tr>
<td></td>
<td>31%</td>
<td>69%</td>
<td>100%</td>
</tr>
<tr>
<td>High</td>
<td>34</td>
<td>14</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>70.8%</td>
<td>29.2%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>47</td>
<td>43</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>52.2%</td>
<td>47.8%</td>
<td>100%</td>
</tr>
</tbody>
</table>

There was an influence of financial compensation to working stress of nurse at Ulin Hospital Banjarmasin. The results can be seen that low financial compensation with high working stress of 29 respondents (69%). Based on these results it was known that respondents with low compensation have high work stress. The data based on the results of research majority of respondents are known to enter the age of early adulthood.

Based on these results can be seen also that the respondents with high financial compensation still occurred high working stress of 14 respondents (29.2%). The majority of respondents are in the first class, early adulthood, female gender, work less than 10 years and diploma III educational status.

There was an influence of financial compensation to work stress of nurse at inpatient room Ulin Hospital Banjarmasin. This shows that with good financial compensation can provide a lower level of stress in comparison with low levels of financial compensation can lead to high levels of stress. Based on the research data, the majority of respondents are known to enter the age of early adulthood, female gender, Diploma III education status, working period less than 10 years and in inpatient room.

Early adult age was known to experience more stress than late adulthood, it was because the ability to overcome problems in early adulthood is usually not mature enough, tend to be depressed. In early adulthood was usually less able to adapt the desires with the reality that exists within himself and outside himself. All kinds of stressors were basically caused by a lack of understanding of its
limitations, a person with early adulthood was usually appreciation and interpretation of the pressures tend to be exaggerated so perceive as a stressful situation. In the early adulthood changes such as efficiency, health and physical strength reach the peak, the psychic arises desire and consolidation efforts such as expectation to get results such as getting high compensation, but because it was not in accordance with the desire often experience emotional tension because of the complexity of the problem [2, 17].

The results of research data obtained the majority of sex respondents were women with low financial compensation tend to experience the high of working stress compared with men. In women many triggers the occurrence of working stress such as conflict between the dual role in taking care of the family with his job. Maslach states that women who experience burnout tend to experience emotional exhaustion because women can experience a conflict between the dual role of family care and help patients in a professional who has become a responsibility. The dual role in a female nurse is one of the effects of burnout, women chose to be a career woman to please parents because it has been financed during a lecture, for nurse married women chose to work to help meet the needs of tertiary family because it is not enough if only rely on income from their husband [2].

The rewards of services include salary, allowances and incentives received perceived nurses to be the cause of stress, mental fatigue caused by financial factors that are low income and unfair pay. Salary is sometimes felt to be a burden on the mind, in addition to the salary received perceived not sufficient because the needs of everyday life increasingly occur such as food needs, clothing, housing and increased fuel oil and transportation costs [18].

Compensation is one of the implementation of human resource management functions related to all kinds of individual award giving as exchange in performing organizational tasks [19]. Work stress is influenced by the compensation given, because compensation greatly affects the welfare standard [15]. Compensation is one aspect that needs to be considered in hospital management, nurses are profession with high performance and skilled to perform service to patient. Patient involvement requires nurses to work with high concentration and caution can make job stress on the nurse, hence attention is needed to increase prosperity for nurse [20]. While, Bariball and Harris say the lack of income at work can be a major source of stress and low salaries significantly also affect the stress level in the workplace [21]. The results of the study by Igalens and Rousell; Nawab and Batti; Sharma stated that the satisfaction of salary to be a proof as a driver to increase job satisfaction. Appropriate compensation will provide stimulation and motivation to provide the best performance and generate optimal work productivity [14].

Based on these results it was also known that the respondents of low financial compensation with high work stress majority in the ward space. The working environment of the nurse's place of duty can affect the work stress result, besides facing the condition of the long-treated patient, the nurse must also face the family and relatives of the patient waiting to get room in the room. Nursing is a stressful job, with direct contact with a variety of work environments and anxiety and depression. The work load increases depending on the location and the part where the nurse works and the number of patients in the room can cause work stress on the nurse [22].

In this study, light workloads are more docile in documentation if compared to heavy workloads. The low performance of nursing services related to the workload. Workloads that are not in accordance with the duties and functions of nurses based on nursing [23].

**Table 5. The Relationship Between Interpersonal Communication to Working Stress**

<table>
<thead>
<tr>
<th>Interpersonal Communication</th>
<th>Working Stress</th>
<th>Total</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Low</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Not Good</td>
<td>16</td>
<td>25</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>39%</td>
<td>61%</td>
<td>100%</td>
</tr>
<tr>
<td>Good</td>
<td>31</td>
<td>18</td>
<td>49</td>
</tr>
<tr>
<td></td>
<td>63.3%</td>
<td>36.7%</td>
<td>100%</td>
</tr>
<tr>
<td>Total</td>
<td>47</td>
<td>43</td>
<td>90</td>
</tr>
<tr>
<td></td>
<td>52.2%</td>
<td>47.8%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Base on the result that 0.037 <0.05, the decision is Ho rejected which means there was an influence between interpersonal communication to the working stress of nurses at Ulin Hospital Banjarmasin. The results can be seen that interpersonal communication is not good with high work stress of 25 respondents (61%). Based on these results note that respondents with interpersonal communication is not good to have high work stress.

Based on these results can be seen that the respondents with good interpersonal communication still high work stress occurred by 18 respondents (36.7%). Based on the result, the majority of respondents with interpersonal communication both with high of working stress with Diploma III education status, early adult age, female gender and tenure of less than 10 years.

There was an influence of interpersonal communication to working stress of nurses at inpatient room Ulin Hospital Banjarmasin. The results can be seen that interpersonal communication is not good with high work stress of 25 respondents (61%). Based on these results note that respondents with interpersonal communication is not good to have high work stress. Based on the research data, the majority of respondents were early adulthood, female gender, Diploma III education status, working period less than 10 years and in firstclass and inpatient room.

The results of research data obtained the majority of sex respondents are women with low interpersonal communication tend to experience the high of working stress compared with men. In women many triggers the occurrence of work stress such as conflict between multiple roles in taking care of the family with work, menstrual disorders when experiencing premenstrual syndrome in women who can increase emotional disorders such as mood swings and mental changes. Hormonal influences that can increase emotionally in women are usually at the time of premenstrual syndrome (PMS). PMS is a collection of physical, psychological and emotional symptoms associated with the menstrual cycle that occurs 7-10 days before menstruation. It can improve the emotional disturbance of the subject such as mood swings (excessive sensitivity 2 weeks before menstruation, irritability, dizziness, anxiety, irritability) and mental changes (difficulty concentrating and forgetful) [2, 24].

Based on the results that the majority of respondents with low interpersonal communication with the high of working stress have Diploma III education status. It was happen because the number of recruitment at the hospital more with the qualification of Diploma III Nursing level. The level of education will affect the quality of work, resulting in the work to be increased and cause stress [17].

Good interpersonal communication can provide a lower level of stress in comparison to low levels of interpersonal communication can lead to high levels of stress, so a good relationship between colleagues can prevent or reduce the nurse's stress level in the workplace because of the mutual trust between colleagues Work and the existence of mutual openness so that two-way communication between colleagues can take place both and create comfort in work [18].

There was a very significant relationship between interpersonal communication with working stress on paramedical staff, while the relationship was negative which means the higher one's interpersonal communication, the lower the working stress of paramedical staff [16]. Sometimes relationships with colleagues become job stressors. Not only interpersonal communication among colleagues alone can lead to high levels of work stress, interrupted or low interpersonal communication with the head of the room or atasanya in the hospital is more high due to high levels of work stress and this can not be avoided because it is always in touch and meet every day [18].

This is in accordance with Gibson which states there are several factors causing or stressors that one of them is poor interpersonal communication can also result in an employee experiencing work stress [16]. This opinion is consistent with the opinions of experts Bailey, Steffen and Grout; Gray Toft and Anderson stated that conflicts with doctors, lack of support for staff, conflicts with other nurses, difficulty dealing with other nurses and medical staff were a source of stress for nurses in performing their duties [18].

Interpersonal communication is a relationship consisting of two or more people who are interdependent with each other by creating interest and capturing attention, building sympathy, confidence, honesty and empathy, optimism and applying the ability to ask, listen and be silent. Interpersonal communication is a glue of togetherness in the organization to achieve the vision and mission to coordinate the activities of the organization and direct the behavior expected by the organization. Interpersonal communication within an organization that is effective in providing clarity.
of information can make it easier for nurses to pay attention to prioritized things in the organization. While communication is not effective in the organization becomes one of the factors of conflict [25].

If the organization of a prolonged conflict led to ineffective communication and became one of the obstacles to the success of performance and can be a cause of stress. Nursing services are required to make a good relationship or cooperation between the parts and personnel involved in the service. Coordination of nursing services requires an open and effective communication that is felt by all who are involved in the ministry. Interpersonal communication within the organization is important because it relates to employee job satisfaction [25].

Paramedic employees who experience ineffective interpersonal communication in their work tend to be negative, such as feeling anxious and unable to understand the patient’s complaints properly. The existence of limitations in the ability to complete the task and the ability to overcome problems and lack of support from colleagues will cause work stress [16]. Good relationships and no conflict with colleagues can prevent stress on nurses. In addition, good relationships between fellow nurses, between other health workers and based on trust, mutual respect, sharing in knowledge, skills and mutual help will optimize in the care of patients. With better interpersonal communication relationships the more open someone reveals himself, so the more effective interpersonal communication takes place [26].

### Table 6. p-Value of Each Variables

<table>
<thead>
<tr>
<th>Variable</th>
<th>p-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Compensation</td>
<td>.000</td>
</tr>
<tr>
<td>Interpersonal Communication</td>
<td>.023</td>
</tr>
</tbody>
</table>

Based on the above, a p-value of variable financial compensation for 0.000 < 0.25 and a p-value of 0.023 interpersonal communication variables < 0.25, which means that the two variables are worth going into multivariate analysis with logistic regression.

### Table 7. Multivariate Analysis

<table>
<thead>
<tr>
<th>Variable</th>
<th>Wald</th>
<th>Sig.</th>
<th>Exp B</th>
<th>CI 95% Lower</th>
<th>CI 95% Upper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Compensation</td>
<td>14.529</td>
<td>.000</td>
<td>.144</td>
<td>.053</td>
<td>.390</td>
</tr>
<tr>
<td>Interpersonal Communication</td>
<td>6.917</td>
<td>.009</td>
<td>3.821</td>
<td>1.407</td>
<td>10.378</td>
</tr>
</tbody>
</table>

There was are the variable that most influence on work stress that interpersonal communication with a p-value 0.009> 0.05, and the value of Exp B The largest obtained is 3,821 means that interpersonal communication of respondents have a chance of 3,821 times the cause of work stress.

Multivariate statistical test results using multiple logistic regression in this study showed that there was an influence between financial compensation and interpersonal communication to working stress of nurses at Ulin Hospital Banjarmasin. A p-value variable financial compensation for 0000 < 0.25 and a p-value of 0.023 interpersonal communication variables < 0.25, which means that the two variables are worth going into multivariate analysis with logistic regression. The variable that most influence on work stress that interpersonal communication with a p-value 0.009> 0.05, and the value of Exp B The largest obtained is 3.821 means that interpersonal communication of respondents have a chance of 3.821 times the cause of working stress.

Interpersonal communication is an important role in an organization because every time nurses will interact. So if interpersonal communication is disturbed (less communicative) there will be distrust of colleagues and head of the room or leadership and result in increased occurrence of excessive work stress so that there can be disputes or conflicts and this results in nurse focus in the work. That's why interpersonal communication is more influential than interpersonal compensation on nurses in Ulin Hospital ward. The results can be seen that low financial compensation and interpersonal communication is not good with high work stress of 14 respondents (78%). Based on the data of the research, the majority of respondents are known to enter the age of early adulthood, female sex, tenure ≤ 10 years, in the ward room with Diploma III education status. In early adulthood
known to experience more stress than the late adult age, it is because the ability to overcome problems in early adulthood is usually not mature enough, tend to be depressed. In early adulthood is usually less able to adapt the desires with the reality that exists within himself and outside himself. All kinds of stressors are basically caused by a lack of understanding of its limitations, a person with early adulthood is usually appreciative and interpretation of the pressures tend to be exaggerated so perceive as a stressful situation [2, 17].

Based on the results of research known that women with low interpersonal communication tend to experience high work stress compared with men. In women many triggers the occurrence of work stress such as conflict between multiple roles in taking care of the family with work, menstrual disorders when experiencing premenstrual syndrome in women who can increase emotional disorders such as mood swings and mental changes. Hormonal influences that can increase emotionally in women are usually at the time of premenstrual syndrome (PMS). PMS is a collection of physical, psychological and emotional symptoms associated with the menstrual cycle that occurs 7-10 days before menstruation. It can increase the emotional disturbance of the subject such as mood swings (excessive sensitivity 2 weeks before menstruation, irritability, dizziness, anxiety, irritability) and mental changes (difficult to concentrate and forgetfulness) [2].

The result of the research is known that the majority of education status of respondent is Diploma. Based on these results known to respondents with Diploma III education status experienced more work stress than respondents with Bachelor education. This is because the higher a person's education the more knowledge obtained so that it will be better able to cope with work stress that occurs in him compared with a low-educated person. Lack of knowledge in dealing with workplace problems can lead to work stress that leads to low performance, poor communication, bad decisions, less creativity and innovation so as to grapple with unproductive tasks [17, 22].

In addition, based on the results of the study the number of respondents with a working period of ≤ 10 years known that with a short tenure more stress than respondents with long service. The study by Sartika shows that respondents who have low employment are more likely to experience high work stress (Irkhami, 2015). Nevertheless based on the data of research results known the number of respondents with the working life> 10 years is not much different from the number of respondents working period ≤ 10 years. The nurse with age> 10 years of giving effect to the maturity of experience of nurses in the room, but it does not necessarily have coping with stress is good, if too long can lead to boredom, especially when less pleasant work environment then this condition will cause stress. Therefore, various training on burnout on the subject so that the subject has a strategy of coping with stress are considered to be effective in dealing with situations of stress triggers. Coping is defined as the process of someone to manage or adjust the perceived mismatch between demands and resources of their votes in a stressful situation [27].

Based on these results also note that respondents with high financial compensation is still going high job stress by 14 respondents (29.2%). The majority of respondents are in the orchid “firstclass” room. Based on field data on the density of the patient rooms very much, besides the inpatient room tesebut most in demand by patients so that almost all the vacant space is never filled with patients. Work environment where nurses on duty can affect the results of the stress of work, in addition to facing conditions that have long treated patients, nurses also have to confront the family and relatives of patients awaiting want to get a room in the room. Nursing is a job that can be stressful, with direct contact to the environment and working conditions that lead to anxiety and depression. Increased workload depends on the location and section where the nurse works as well as the number of patients in the room can cause work stress in nurses [22].

Werther and Davis defines as any compensation received by workers in exchange for his contribution to the organization. This is consistent with the results of Soep research shows that remuneration received by nurses perceived to be the cause of stress such as the amount of salary, benefits and incentives. However, despite the perceived lack of appropriate compensation for services is still a motivating factor for the relationship with colleagues and leaders [18, 28].

Based on the distribution of the questionnaire answers interpersonal communication as much as 21 respondents (23.3%) got three highest states answer is always open, social support and have a positive sense when making interpersonal communication. According to Rook, individuals who have high social support can reduce the effects of job stress that harm. Social support from co-workers
were able to create a sense of comfort, serenity and psychological well-being increases because of the caring and understanding, giving rise to a feeling of belonging, enhance self-esteem and clarity of self-identity and have positive feelings about yourself in the work so that someone who get social support can focusing his attention [29].

According to Dessler, the useful relationships, pleasant and cooperative with colleagues can reduce the pressure of work. Social support has been shown to reduce stress among individuals at work, while social support can take the form of emotional support, the support ratings and support information such as giving advice, suggestions and guidance. Social support refers to emotional support, instrumental and financial obtained from a person's social network. Social support is a psychological and emotional comfort given to individuals by family, friends, colleagues and others that affect a person's health by providing protection against causes of stress [30, 31].

IV. CONCLUSION

1. There was an influence between financial compensation to the working stress of nurse at Ulin Hospital Banjarmasin.
2. There was an influence between interpersonal communication to the working stress of nurse at Ulin Hospital Banjarmasin.
3. There was an influence between financial compensation and interpersonal communication to the working stress of nurse at Ulin Hospital Banjarmasin.

REFERENCES


