

The Role of Work Stress in Mediating the Influence of Emotional Intelligence and Spiritual Intelligence on Nurse Performance at Bunda Hospital Kandangan Surabaya

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Abstract

The importance of having human resources within an organization is among the most critical factors for ensuring the effective operation of a company. The aim of this research is to identify the effects of: (1) Emotional Intelligence, (2) Spiritual Intelligence, (3) Stress related to emotional intelligence, (4) Stress related to spiritual intelligence, to the nurse performance. The samples taken for the research are the entire nurses in "Bunda Hospital" - Kandangan Surabaya. The research requires samples the total of 76 nurses. Data collection was carried out using the instrument of questionnaire shared to the respondent. Partial Least Square using the method of Smart PLS software was used for data analysis technique. The result of the research has shown followings: (1) Emotional Intelligence haven't given positive contribution to the nurse performance, (2) Spiritual Intelligence have given positive contribution to the nurse performance, (3) Working stress has contributed to the impact of emotional intelligence, (4) Working stress has contributed to the impact of spiritual intelligence.

Keywords: Emotional Intelligence, Spiritual Intelligence, Working Stress, Nurse Performance.

1. Introduction

Natural and human resources (employees) are fundamental assets for organizations to sustain production processes effectively. However, human resources are considered to play a more significant role because they function as the driving force behind other production factors, such as materials (raw materials), machinery, money, and methods. Even with abundant natural resources, without adequate human resource capabilities, the results will not be optimal.

Human resources are one of the most critical elements for a business or company to operate effectively. Without these elements or if their quality is poor, the company will struggle to function properly, even if other resources are adequately met. Emotional intelligence is the ability of employees to control, utilize, and express emotions in ways that yield positive outcomes. Employees with high emotional intelligence can manage stress and identify suitable methods to cope with it. Conversely, employees with low emotional intelligence struggle to find effective ways to handle stress. Emotional intelligence helps employees develop their personality, attitude, and mentality. This is because success or failure in work is not solely determined by work ethic but also significantly influenced by emotional intelligence (Sinambela, 2021).



According to Khavari (2000), spiritual intelligence refers to the intelligence of the human soul. It is the latent potential inherent in every individual. Spiritual intelligence enables individuals to recognize positive values in challenges and offers wisdom to resolve problems while deriving benefits from them. It allows people to respond to and treat others with empathy and motivates actions based not only on self-interest but also on the welfare of others, emphasizing equality as fellow creations of God.

Work stress is pressure that an individual cannot tolerate, originating either internally or externally. The causes of stress include biological, psychological, social, and spiritual factors. Work stress manifests as pressure experienced by employees in their work environment, arising from factors such as organizational, environmental, or individual challenges. Work stress can also stem from family-related issues. A lack of harmony in household relationships or financial difficulties may negatively impact employee performance in the workplace. Financial pressures often compel individuals to seek additional jobs (e.g., working night shifts), or both spouses may need to work to meet family needs. Such situations reduce time for recreation and family activities, thereby increasing stress levels in their primary jobs (Mangkunegara, 2021).

The Theory of Planned Behavior (TPB), proposed by Ajzen in 1991, is an extension of the Theory of Reasoned Action (TRA), which Ajzen introduced in 1980. TPB explains that behavioral attitudes are key predictors of actions. However, it also considers subjective norms and perceived behavioral control. When individuals have a positive attitude, support from their surroundings, and perceive that there are no obstacles, their intention to engage in specific behavior will be stronger (Ajzen, 1991).

This research seeks to uncover several crucial influences on nurse performance. It specifically focuses on the roles of emotional intelligence and spiritual intelligence as direct contributors, while also exploring the relationship between stress and these two types of intelligence. The study delves into how stress affects emotional intelligence and, in turn, its impact on performance, as well as how stress interacts with spiritual intelligence to shape nursing outcomes.

2. Theoretical Review

2.1. Behavioral Theory

The Theory of Planned Behavior (Ajzen, 1991) is an extension of the Theory of Reasoned Action developed by Fishbein regarding individual attitudes caused by behavior, where in this theory it is influenced by two factors, namely subjective norms and attitudes towards behavior, while the definition of the Theory of Planned Behavior (Ajzen, 1991) adds a third element, namely behavioral control or what can be called perceived behavioral control.

2.2. Work stress

Stress is a state of strain that impacts a person's feelings, cognitive abilities, and physical well-being (Sondang, 2013). Work stress refers to feelings of pressure or stress experienced by employees when facing work-related challenges (Mangkunegara & Prabu, 2020). Stress, whether physical or mental, can cause imbalances in emotions, thinking, and overall well-being of an employee. When stress levels are too high, it can hinder an individual's ability to deal with their surroundings, resulting in symptoms that disrupt their job performance.

Work stress arises when work demands exceed an employee's capacity, encompassing interactions between work conditions and individual attitudes. This leads to disruptions in the

normal psychological and physical functioning of workers, causing discomfort, tension, or illness due to specific tasks, workplaces, or work situations.

2.3. Performance

The performance of an employee is determined by their proficiency in completing particular tasks or demonstrating specific skills. Employee performance is crucial, as it indicates the extent to which employees can fulfill the responsibilities assigned to them. To evaluate this, it is essential to establish clear, measurable criteria agreed upon collectively and used as a reference (Sinambela, 2018).

Bernardin and Russel (2016) define performance as a record of outcomes produced from specific employee functions or activities performed over a certain period. Factors influencing performance include ability and motivation. Psychologically, ability encompasses potential ability (IQ) and actual ability (skills). Employees with above-average IQs, adequate education for their positions, and relevant skills are more likely to achieve expected performance levels. Therefore, placing employees in roles that align with their expertise is critical.

An employee's internal attitude towards their work environment shapes their motivation. It represents the internal drive that propels employees to achieve organizational goals. Additionally, a positive mental attitude encourages employees to strive for maximum performance (Bernardin & Russel, 2016).

2.4. Emotional Intelligence

The capacity to understand and control emotional signals and data is what Emotional Intelligence pertains to (Robbins & Judge, 2020). It involves various skills, such as identifying one's own emotions and being aware of strengths and weaknesses, effectively handling emotions, self-motivation for personal development, understanding the emotions and personalities of others, and establishing positive relationships in a productive way. According to Goleman (2022), if individuals can understand and implement these five core areas of emotional intelligence, they are more likely to experience smoother progress in their business ventures or career paths.

2.5. Spiritual Intelligence

Recently, people have become more aware of an additional type of intelligence beyond those previously mentioned: Spiritual Intelligence. According to Zohar et al. (2001), spiritual intelligence involves being morally aware, the skill of flexibly applying strict rules with empathy and insight, and the capability to understand the boundaries of love and empathy. Individuals are provided with the opportunity to explore the concepts of righteousness and depravity, imagine unexplored prospects, and transcend their own boundaries. Spiritual intelligence places our actions and lives within a broader context of meaning and richness. It provides the capacity to evaluate whether a person's actions or way of life are valuable and meaningful (Zohar et al., 2001).

2.6. Conceptual Framework

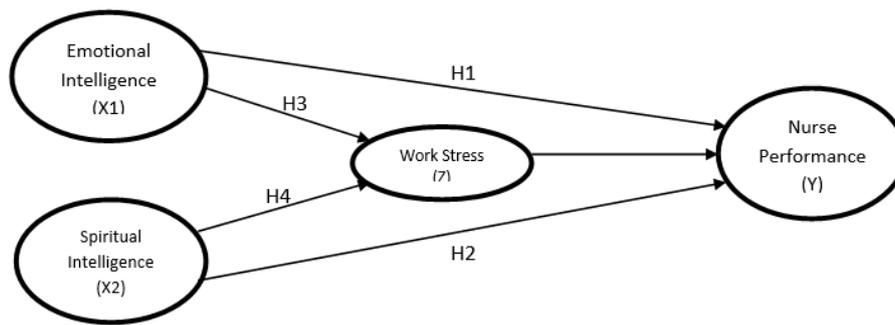


Figure 1. Conceptual Framework

2.7. Hypothesis

H1: Emotional Intelligence has a positive effect on nurse performance.

H2: Spiritual Intelligence has a significant positive effect on nurse performance.

H3: The effect of Emotional Intelligence on nurse performance is mediated by Work stress.

H4: The effect of Spiritual Intelligence on nurse performance is mediated by Work stress.

3. Methods

The literature review research method on human resource management begins with identifying the research topic and searching for relevant sources of information, such as scientific journals, textbooks, and articles. Moreover, the chosen sources must meet specific standards like precision and pertinence. The researcher then analyzes and summarizes information from each source, identifying findings and emerging patterns. The final stage is the synthesis of findings from various sources to gain a comprehensive understanding of human resource management. This method allows researchers to explore diverse perspectives and findings without the need to conduct direct field research. With this approach, it is expected to gain in-depth insight into the performance of Surabaya nurses as well as emotional intelligence, spiritual intelligence and work stress faced by nurses at Bunda Hospital Surabaya.

4. Results and Discussion

4.1. Research Results

Table 1. Outer Loading

	Emotional Intelligence (X1)	Spiritual Intelligence (X2)	Nurse Performance (Y)	Work Stress (Z)
X1.1	0,744			
X1.2	0,792			
X1.3	0,752			
X1.4	0,78			
X2.1		0,779		
X2.2		0,775		
X2.3		0,601		
X2.4		0,741		
X2.5		0,701		
Y1.1			0,849	
Y1.2			0,847	
Y1.3			0,897	
Y1.4			0,521	

Z1.1	0,867
Z2.2	0,851
Z2.3	0,848

Source: Smart PLS Output (2024)

According to the loading table provided in Table 1, the Loading Factors for indicators related to Emotional Intelligence (X1) are X1.1 = 0.744, X1.2 = 0.792, X1.3 = 0.752, and X1.4 = 0.780. For Spiritual Intelligence (X2), the Loading Factors are X2.1 = 0.779, X2.2 = 0.775, X2.3 = 0.601, X2.4 = 0.741, and X2.5 = 0.701. The Nurse Performance variable (Y) has Loading Factors Y1.1 = 0.849, Y1.2 = 0.847, Y1.3 = 0.897, and Y1.4 = 0.521. Loading Factors for Work Stress (Z) are Z1.1 = 0.867, Z1.2 = 0.851, and Z1.3 = 0.848, all exceeding 0.5, thus demonstrating convergent validity. The analysis results indicate that all indicators for the research variables have a loading factor less than 0.5, meeting the criteria for convergent validity.

Table 2. Discriminant Validity

Variables	Emotional Intelligence	Spiritual Intelligence	Nurse Performance	Work Stress
Emotional Intelligence (X1)	0.797			
Spiritual Intelligence (X2)	0.764	0.772		
Nurse Performance (Y)	0.674	0.716	0.793	
Work Stress (Z)	0.681	0.744	0.780	0.855

Source: Smart PLS Output (2024)

The concept of discriminant validity is employed to assess the accuracy of a particular model. It is evaluated by examining both cross-loading values and Fornell-Lacker criteria, which demonstrate the strength of the relationship between a construct and its corresponding indicators, as well as indicators from other constructs. In order to assess the discriminant validity, it is important to ensure that the standard values for cross loading and the Fornell-Lacker criteria are above 0.7. Another method is to compare the square root of the Average Variance Extracted (AVE) value of each construct with the correlations between the construct and other constructs in the model. If the square root of the AVE value is higher than the correlation value, then it indicates strong discriminant validity.

If the AVE root value exceeds the correlation value of the variable, then discriminant validity is established. The Emotional Intelligence variable (X1), with 4 indicators, has an AVE root of 0.797, surpassing its correlation values with other variables (0.764, 0.674, 0.681), confirming discriminant validity. Similarly, the Spiritual Intelligence variable (X2), with 5 indicators, has an AVE root of 0.772, greater than its correlation values (0.716, 0.744), thus meeting discriminant validity. The Nurse Performance variable (Y), with 4 indicators, has an AVE root of 0.793, which is higher than its correlation value with other variables (0.780), ensuring discriminant validity. Lastly, the Work Stress variable (Z), with 3 indicators, has an AVE root of 0.855 exceeding its correlation value, establishing discriminant validity. In general, the findings indicate that when the square root value of the Average Variance Extracted (AVE) for Emotional Intelligence, Spiritual Intelligence, Work Stress, and Nursing Performance is higher than their correlation value with other variables, discriminant validity is established.

Table 3. Construct Validity and Reliability

	Conbrach's alpha	Composite Reliability (rho_a)	Composite reliability (rho_c)	Average Variance Extracted (AVE)
Emotional Intelligence (X1)	0,771	0,792	0,851	0,588
Spiritual Intelligence (X2)	0,771	0,783	0,844	0,522
Nurse Performance	0,791	0,837	0,867	0,629
Work Stress	0,816	0,817	0,891	0,731

Source: Smart PLS Output (2024)

The following Measurement Model in table 3 is the Average Variance Extracted (AVE) value, which displays the extent of indicator variance encompassed by the latent variable. AVE value exceeding 0.5 implies strong validity for the latent variable. The reflective indicators of the variables can be observed through the Average Variance Extracted (AVE) value for each construct. A desirable model necessitates an AVE value exceeding 0.5 for each construct. The examination outcomes reveal that Emotional Intelligence, Spiritual Intelligence, Work Stress, and Nurse Performance have AVE values surpassing 0.5, hence confirming their validity.

The composite reliability value is used to gauge the dependability of the construct. A value above 0.70 indicates reliability, indicating that the indicator consistently measures its latent variables. Results from the tests reveal that Emotional Intelligence, Spiritual Intelligence, Work Stress, and Nursing Performance all have composite reliability values exceeding 0.7, ensuring their reliability.

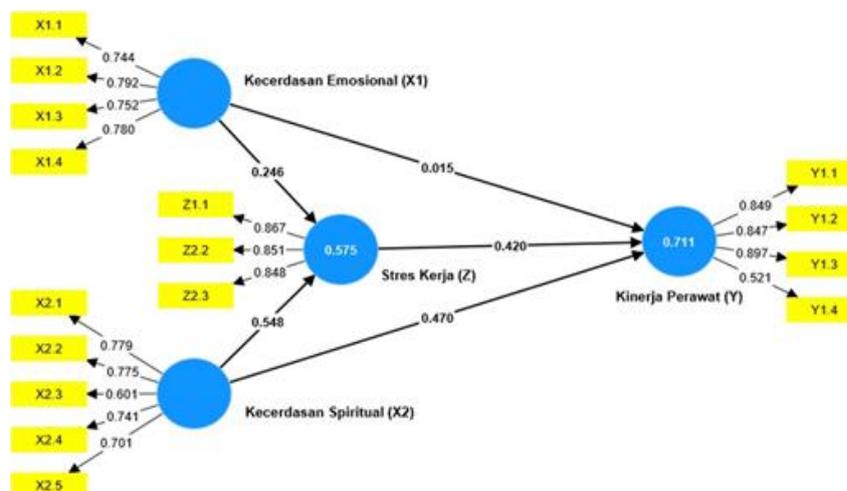


Figure 2. Hypothesis Results

Source: Smart PLS Output (2024)

4.1.1. Hypothesis Result

- a) H1: Emotional Intelligence has no effect on Nurse performance with a path coefficient of 0.015 where the p-value = 0.855 is greater than the value $\alpha = 0.05$ (5%).
- b) H2: Spiritual Intelligence has a significant positive influence on Nurse performance with a path coefficient of 0.470 where the p-value = 0.000 is smaller than the value $\alpha = 0.05$ (5%).
- c) H3: Emotional Intelligence has a significant positive effect on Nurse performance is mediated by work stress with a path coefficient of 0.103 where the p-value = 0.036 is smaller than the value $\alpha = 0.05$ (5%).

- d) H4: Spiritual intelligence has a significant positive influence on Nurse performance is mediated by work stress with a path coefficient of 0.230 where the p-value = 0.014 is smaller than the value $\alpha = 0.05$ (5%).

4.2. Discussion

4.2.1. The Influence of Emotional Intelligence on Nurse Performance

The Theory of Planned Behavior (Rahayu, 2019) is able to explain how Emotional Intelligence can be interpreted as the ability to know one's own emotions and the emotions of others, as well as understand the behavior that should not be done and can control emotions well so as to create ethical behavior that can be a positive value in a strong person.

The world of nursing work related to health certainly requires caution and precision in acting but still paying attention to dexterity in taking action. Therefore, a nurse must have good Emotional Intelligence, because Emotional Intelligence has an important role in the workplace (Devi, 2019). By having good Emotional Intelligence, a nurse will be able to manage their emotional life better, which is done through self-control, the ability to motivate themselves and others and have good empathy and social sensitivity.

Emotional Intelligence Does Not Affect Nurse Performance. People who have emotional intelligence will be able to face challenges and become a responsible, productive and optimistic person in facing and solving problems that are very necessary in the work environment (Saputra, 2020). The emotional intelligence possessed by a nurse who works in an environment that demands caution while remaining agile in handling will greatly help a nurse to be better able to think, be able to understand what problems are being faced and have sharp thinking in finding a way out.

The first test results are in line with Saputra (2020), who concluded in his research that emotional intelligence has no impact on nurse performance. The results of the study indicate that emotional intelligence does not affect nurse performance at Bunda Kandangan Hospital, Surabaya. Based on the questionnaire, nurses have developed self-ability in carrying out their duties. More than 50% of nurses have attained self-awareness, and on average, they have worked at Bunda Hospital for more than 5 years. Nurses are accustomed to and routinely face a variety of patient personalities, allowing them to work with the same methods and approaches in handling patients as part of their routine job.

4.2.2. The Influence of Spiritual Intelligence on Nurse Performance

The Theory of Planned Behavior (Sari, 2022) helps explain how Spiritual Intelligence enables a person to interpret and understand the values or wisdom derived from the challenges they encounter. With Spiritual Intelligence, an individual can gain direction regarding behaviors they will carry out according to their conscience, allowing them to live with a sense of calm, peace, true happiness, and wisdom in decision-making. If a person engages in regular worship with the aim of getting closer to God, it fosters a sense of calm and peace. This allows the person to maintain positive judgments when assessing and interpreting the problems they face, and to direct themselves toward good and correct behavior, thus avoiding deviant actions. Therefore, students, especially accounting students, should apply Spiritual Intelligence to guide their behavior in accordance with religious values.

The healthcare sector demands high responsibility and performance, as it directly affects patient health and lives. Nurses play a crucial role because they frequently interact with patients and their families. As such, they are expected to have high awareness and sensitivity in carrying out their duties. Challenges arise from patients as service users, who often have higher demands for quality service. In this context, Spiritual Intelligence can help nurses face

these obstacles in their work. Essentially, Spiritual Intelligence integrates both IQ and EQ (Devi, 2019).

Spiritual Intelligence has a positive and significant effect on nurse performance. Nurses with high Spiritual Intelligence are able to provide added value and foster a positive environment in the healthcare workplace. Individuals who bring spirituality into their work environment tend to become better people, which enhances their performance compared to those without Spiritual Intelligence (Rohmania, 2020). An increase in Spiritual Intelligence can positively influence the performance produced by nurses.

The results of the second test are in line with Rohmania (2020), who concluded in his research that Spiritual Intelligence has a positive and significant effect on nurses. The study found that 42% of nurses are able to assess events they consider valuable by adhering to religious principles, and 58% of nurses are able to professionally manage the suffering they encounter. Bunda Kandangan Hospital in Surabaya also facilitates the enhancement of Spiritual Intelligence by holding regular religious studies once a week.

4.2.3. Work Stress Mediates the Effect of Emotional Intelligence on Nurse Performance

The Theory of Planned Behavior (Sekartaji et al., 2020) explains how high work stress leads to a decrease in Emotional Intelligence, which in turn lowers nurse performance in providing services. The demands of work, which must be performed to the highest standards under pressure from various challenges, can cause high levels of Work stress in nurses. High Work stress inevitably impacts performance.

Work stress mediates the influence of Spiritual Intelligence on nurse performance. High work stress can trigger errors and excessive emotional reactions, leading to negative consequences. To address work stress, nurses need to have strong emotional intelligence to manage their mental state and find better solutions to the problems they face. A person with good emotional intelligence can manage themselves, take initiative, remain optimistic, regulate their emotions, and think calmly without being carried away by emotions (Saputra, 2020).

Work stress can mediate the influence of Emotional Intelligence on nurse performance. Nurses with high emotional intelligence can manage stress and find effective ways to cope with it (Devi, 2019). With strong skills in managing and overcoming work stress, nurses can maintain high performance even in challenging conditions or under heavy pressure. Thus, it can be concluded that Work stress can mediate the influence of emotional intelligence on nurse performance.

The results of this third test are consistent with Devi (2019), who concluded in his research that work stress can mediate the influence of emotional intelligence on performance. Work stress can mediate emotional intelligence on nurse performance because, despite the pressure from company targets and regulations, nurses are able to accept these challenges to achieve organizational goals. The ability of nurses to manage stress ensures that their performance remains optimal, as most have more than five years of work experience and have undergone various training to support their performance.

4.2.4. Work Stress Mediates the Effect of Spiritual Intelligence on Nurse Performance

The Theory of Planned Behavior (Saffana, 2021) explains how work stress can significantly influence spiritual values. Spiritual Intelligence provides individuals with a sense of morality, the ability to distinguish between good and bad, and the capacity to adapt to new rules.

Nurses who perform well are expected to help maintain the existence of healthcare institutions, as both good and poor performance from nurses significantly influence the image, quality, and overall performance of healthcare facilities (Rohmania, 2020). However, it cannot be denied that, as normal individuals, nurses also sometimes experience work stress due to the burdens of their duties. To manage the challenges of work stress, Spiritual Intelligence plays a crucial role.

Work stress can mediate the influence of Spiritual Intelligence on nurse performance. Individuals with Spiritual Intelligence can understand life more deeply, which helps them think ahead (Devi, 2019). With strong Spiritual Intelligence, nurses will be able to manage the work stress they experience, ensuring that their performance does not decline. Work stress can cause imbalances in both physical and psychological states, but with Spiritual Intelligence, nurses can overcome these challenges and use them as triggers to increase concentration, thereby maintaining optimal performance.

The results of the fourth test are consistent with Devi (2019), who concluded that work stress can mediate the influence of Spiritual Intelligence on performance. The study showed that nearly 42% of nurses agreed that the performance targets were high, while 54% agreed that the regulations at Bunda Kandangan Hospital in Surabaya were stressful. However, a comfortable work environment such as support from leadership to improve work quality through various training programs and teamwork with colleagues in the same division—can help minimize stress.

5. Conclusion

From the results of the questionnaire survey, 42% of respondents agreed that the targets and demands of the tasks were too high, while 58% agreed that the regulations could stress nurses at Bunda Kandangan Hospital, Surabaya. The study found that Emotional Intelligence does not affect nurse performance because 50% of nurses have developed self-awareness and possess at least 5 years of work experience at Bunda Kandangan Hospital, Surabaya, enabling them to handle challenges effectively. On the other hand, the study revealed that Spiritual Intelligence has a positive and significant influence, as 42% of nurses are able to assess whether events at work hold value based on their religious beliefs, and 58% can cope with suffering professionally without it affecting their performance.

Work stress was found to mediate the effect of Emotional Intelligence on nurse performance, showing a positive impact. Even though high targets and regulations create burdens, 40% of nurses are able to accept these challenges to meet the hospital's goals. Additionally, work stress also mediates the effect of Spiritual Intelligence on nurse performance, having a positive effect. Despite 42% of nurses agreeing that work targets are high and 54% agreeing that regulations are stressful, a comfortable work environment, supported by leaders, opportunities for training, and collaboration with colleagues, can minimize stress. For future research, it is suggested to address aspects like training emotional intelligence, encouraging active participation, balancing regulatory pressures, and recognizing achievements. This would contribute to a supportive environment at Bunda Kandangan Hospital for optimal nurse performance and superior patient care, while also serving as a foundation for further research on Emotional Intelligence, Spiritual Intelligence, and Work Stress.

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