
Nurse Work Stress Causative Factors During the New Normal Period of Covid-19 Outbreak in Yogyakarta Province

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ABSTRACT / ABSTRAK

The prevalence of cases Covid-19 in the New Normal period is still high in the number, that matter affects nurses of work stress. These situations can affect the physical and mental health of nurses. This study aims to determine the relationship of demographic factors and factor additional stress during COVID -19 outbreaks with stress levels of nurses working on the new normal period COVID -19 in the Special Province of Yogyakarta. This type of study was descriptive correlative that aims to determine the relationship of demographic factors with the level of work stress nurses with applied a cross-sectional study design. The study located in the Yogyakarta Special Region Province with the implementation time started on July 1 - July 31, 2020. The samples of this study were clinical nurses who working in health care facilities during the new normal COVID-19 period in the Special Province of Yogyakarta. There were 595 nurses who sampled in this study. The Data collection techniques in this study were directly from the data source using an online questionnaire. . The further results of the research found that there are several factors that influence the work stress of nurses during new normal COVID-19 such as gender, type of health work facility in covid-19 pandemic era, types of nurses in handling covid-19 patients, and length of work ($p=1.00$). Besides other factors that also influence among them are age ($p=0.06$), level of education ($p=0.40$), and work units during the covid-19 pandemic($p=0.89$). In order to reduce stress levels, nurses in the COVID-19 new normal era should promote self-evaluation, improve positive coping mechanisms, and improve the good quality of communication techniques in interpersonal relations, so that will facilitate the implementation of daily tasks that ultimately establish good cooperation to complete the task.

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1. INTRODUCTION

The results of Wahyu's (2015) study of inpatient nurses in PKU Muhammadiyah Hospital Yogyakarta also showed 80.3% of nurses had high levels of work stress¹. According to the American National Association for Occupational Health, nurses work stress ranks forty in the top forty cases of stress on workers². All professionals in the hospital have a risk of stress, but nurses have a higher stress level³. The prevalence of nurse work stress in Vietnam is 18.5%⁴, while in Hong Kong it reaches 41.1%⁵. For the social environment, work stress causes high pressure on the community and social security services, especially if the problem gets worse and causes job loss, unemployment, or retirement for health reasons⁶. Depressive disorder is a major risk factor for suicide⁷. High global prevalence, as well as extensive and severe impacts, make work stress a serious problem, so it needs to be dealt with quickly and appropriately. The health sector is one of the sectors with the highest prevalence of work stress⁸. The COVID-19 pandemic is a direct health emergency. Health workers are at the forefront of several outbreak responses and are exposed to hazards that put them at risk of infection with outbreak pathogens (in this case COVID-19). Dangers include exposure to pathogens, working hours, psychological stress, work fatigue, stigma, and physical and psychological violence⁹. It can also increase work stress on nurses during the COVID-19 pandemic. Quoting data from the Covid 19 Handling Integrated Command Post on July 31, 2020, there were 64 positive cases spread across 4 districts and 1 city. The total number of patients under surveillance (PDP) was 2,453 and patients under monitoring (ODP) were 8,351 people¹⁰. This study aims to find out the relationship of demographic factors with the level of working stress nurses during the new normal Covid-19 in the Special Region of Yogyakarta.

2. RESEARCH METHOD

This study was an observational study by using a cross sectional research design and a descriptive correlative type of research that aims to determine the relationship of demographic factors with the level of working stress of nurses during the new normal covid-19¹¹. The study population was clinical nurses in the Special Region of Yogyakarta. The inclusion criteria of this study was clinical nurses in the Special Region of Yogyakarta, working in health care facilities during the new normal covid-19 period, cooperative and be able to operate smartphones. The sampling technique in this study was total sampling with a sample of 595 nurses. The independent variable was the demographic factor of nurses in Yogyakarta Special Region and the dependent variable was the level of working stress of nurses during the new normal covid-19 period¹². The research instrument was a questionnaire of additional stressors during the new normal covid-19 and stress levels¹³. The data analysis techniques used spearman test to determine the factors that cause nurses work stress during the new normal covid-19 in the Special Region of Yogyakarta.

3. RESULTS AND ANALYSIS

Research on " Nurse Work Stress Causative Factors during The New Normal Period of Covid-19 Outbreak in D.I Yogyakarta Province" used a cross sectional design where respondents are included are those who meet the criteria according to the variable under study¹¹. This research was conducted from July 1, 2020 to June 31, 2020 with a total sample of 595 people. After data processing and analysis are carried out in accordance with the objectives the research results can be presented as follows:

Table 1.
Respondents Distribution Based on General Characteristics of Nurses in the D.I. Yogyakarta Province

Variable	Amount (n)	Percentage (%)
Age		
15-20 years old	1	0.17
21-25 years old	4	0.67
26-30 years old	99	16.64
31-35 years old	126	21.18
36-40 years old	102	17.14
41-45 years old	104	17.48
46-50 years old	94	15.80
51-55 years old	59	9.92
55-60 years old	6	1.01
>60 years old	0	0.00
Gender		

Male	155	26.05
Female	440	73.95
Level of Education		
Diploma III in Nursing	389	65.38
Applied Bachelor of Nursing	32	5.38
Bachelor of Nursing	45	7.56
Profession of Nursing	123	20.67
Masters in Nursing	6	1.01
Nursing Specialist	0	0.00
Nursing Doctorate	0	0.00
Total	595	100

Source : primary research data

Table 1 shows that the highest number of respondents was in the age group 31-35 years which was 126 people (21.18%), while the least in the age group 15-20 years with as many as 1 person (0.17%). For gender characteristics, it can be seen that from 595 respondents, 440 people (73.95%) of respondents were female and 155 male respondents (26.05%) were found. In the characteristics of education, showed that the respondents in this study were the most educated in DIII nursing as many as 389 people (65.38%) and at least with a Master in Nursing education level of as many as 6 people (1.01%).

Table 2.
Respondents Distribution Based on General Characteristics of Nurses in the D.I. Yogyakarta Province.

Variable	Amount (n)	Percentage (%)
Work Units Before the COVID-19 Pandemic		
Medical Ward	186	31.26
Pediatric/Perinatal Room	42	7.06
Intensive Care Unit	37	6.22
Delivery Room	2	0.34
Operating Theater	27	4.54
Out Patient Departement	57	9.58
Emergency Room	62	10.42
Public Helath Center (Puskesmas)	124	20.84
Others	58	9.75
Work Units During the COVID-19 Pandemic		
Medical Ward	88	31.26
Pediatric/Perinatal Room	20	3.36
Intensive Care Unit	20	3.36
Delivery Room	1	0.17
Operating Theater	9	1.51
Out Patient Departement	20	3.36
Emergency Room	23	3.87
Public Helath Center (Puskesmas)	43	7.23
Others	19	3.19
No Answer	352	59.16
Type of Health Service Facility in COVID-19 Pandemic Era		
Works in a health care facility that treats COVID-19 patients	401	67.39
		32.61

Works in a health care facility that does not treat COVID-19 patients	194	
Types of Nurses in Handling COVID-19 Patients		
Nurses who handle COVID-19 patients	122	20.50
Nurses who do not handle COVID-19 patients	473	79.50
Length of Service		
0 YEARS - 1 YEAR	46	7.73
1 YEAR - 3 YEARS	62	10.42
MORE THAN 3 YEARS	487	81.85
Total	595	100

Source : primary research data.

Table 2 shows that the most research samples at the characteristics of work units before the COVID-19 pandemic showed in the medical ward as many as 186 people (31.26%), and the least served in the delivery room as many as 2 people (0.34%). On the characteristics of work units during the COVID-19 Pandemic showed that the most research samples served in the medical ward as many as 88 people (31.26%), and the least served in the delivery room as many as 1 person (0.17%).

On the characteristics of the type of health service facility in COVID-19 pandemic era shows that the most research samples of works in a health care facility that treats COVID-19 patients are 401 people (67.39%) and 194 people (32.61%) others works in a health care facility that does not treat COVID-19 patients. On the characteristics of types of nurses in handling COVID-19 patients showed that the most study samples felt themselves as Nurses who do not handle COVID-19 patients as many as 473 people (79.50%) and 122 others (20.50%) others were nurses who handles COVID-19 patients. The length of service characteristic shows that the most research samples have work experience for more than 3 years, as many as 487 people (81.85%) and at least in the range of 0-1 years, as many as 46 people (7.73%) .

Table 3.
Respondents Distribution Based on Work Stress Level of Nurses in the D.I. Yogyakarta Province.

Stress Level	Amount (n)	Percentage (%)
Normal	397	66.72
Mild	127	21.34
Moderate	71	11.93
Severe	0	0.00
Extremely Severe	0	0.00
Total	595	100

Source : primary research data

Table 3 shows that the highest number of respondents who experienced work stress experienced normal stress as many as 397 people (66.72%), while the least experienced moderate stress with 71 respondents (11.93%).

Table 4.
Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
Stigmatization (negative view) of the person who handling COVID-19 patients and their corpse	243	41,3

Source : primary research data

Table 4 shows that causative factors that increase nurses' work stress levels in the new normal Covid-19 era is stigmatization (negative view) of the person who handling covid-19 patients and their corpse as many as 243 people (41,3%).

Table 5.
Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
Personal protective equipment (PPE) that limits movement, physical isolation makes it	296	50,5

difficult to help people who are sick or depressed, continuous preparedness and vigilance, strict procedures forbid spontaneous and optional actions		
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Source : primary research data

Table 5 shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is Personal protective equipment (PPE) that limits movement, physical isolation makes it difficult to help people who are sick or depressed, continuous preparedness and vigilance, strict procedures forbid spontaneous and optional actions as many as 296 people (50,5%).

Table 6.

Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
Higher job demands, including extended work hours, increasing patient numbers and best practices that keep changing as information on COVID-19 develops	179	30,4

Source : primary research data

Table 6 shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is Higher job demands, including extended work hours, increasing patient numbers and best practices that keep changing as information on COVID-19 develops as many as 179 people (30,4%).

Table 7.

Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
Increasingly difficult to get social support because of a busy work schedule and the stigma of the community towards frontline officers	120	20,4

Source : primary research data

Table 7 shows that social support is a supporting factor that can affect a person's work stress¹⁴. Social support is considered capable of protecting or supporting individuals from the negative consequences of stressors. The higher the social support provided, the fewer complaints about health arising¹⁵. Generally work stress can occur due to the absence of social support which can be in the form of support from the work environment and family environment. So it tends to be more susceptible to stress¹⁶.

The table shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is Increasingly difficult to get social support because of a busy work schedule and the stigma of the community towards frontline officers as many as 120 people (20,4%).

Table 8.

Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
Lack of opportunity and energy for basic care for himself	74	12,6

Source : primary research data

Table 8 shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is Lack of opportunity and energy for basic care for himself as many as 74 people (12,6%).

Table 9.

Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
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Lack of information about long-term exposure in people infected with COVID-19	80	13,6
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Source : primary research data

Table 9 shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is Lack of information about long-term exposure in people infected with COVID-19 as many as 80 people (13,6%).

Table 10.

Respondents Distribution Based on Causative Factors That Increase Nurses' Work Stress Levels in the New Normal COVID-19 Era

Causative Factors	Amount (n)	Percentage (%)
The fear of frontline officers will transmit COVID-19 to friends and family because of their line of work	386	65,5

Source : primary research data

Table 10 shows that the causative factors that increase nurses' work stress levels in the new normal Covid-19 era is The fear of frontline officers will transmit COVID-19 to friends and family because of their line of work as many as 386 people (65,5%)

Table 11.

Relation Among Characteristics of Respondents with Nurses Work Stress Based on General Characteristics of Nurses in the D.I. Yogyakarta Province.

General Characteristics of Nurses	Nurses Stress Level										Amount	
	Normal		Mild		Moderate		Severe		Extremely Severe			
	n	%	n	%	n	%	n	%	n	%	n	%
Age												
15-20 years old	2	0.33	1	0.17	0	0.00	0	0.00	0	0.00	3	100.00
21-25 years old	48	8.01	14	2.34	14	2.34	0	0.00	0	0.00	76	100.00
26-30 years old	63	10.52	15	2.50	10	1.67	0	0.00	0	0.00	88	100.00
31-35 years old	57	9.52	19	3.17	11	1.84	0	0.00	0	0.00	87	100.00
36-40 years old	65	10.85	23	3.84	7	1.17	0	0.00	0	0.00	95	100.00
41-45 years old	49	8.18	21	3.51	11	1.84	0	0.00	0	0.00	81	100.00
46-50 years old	53	8.85	18	3.01	12	2.00	0	0.00	0	0.00	83	100.00
51-55 years old	43	7.18	10	1.67	4	0.67	0	0.00	0	0.00	57	100.00
55-60 years old	11	1.84	6	1.00	2	0.33	0	0.00	0	0.00	19	100.00
>60 years old	0	0.00	1	0.17	2	0.33	3	0.50	4	0.67	10	100.00
Gender												
Male	107	17.98	27	4.54	20	3.36	0	0.00	0	0.00	154	100.00
Female	290	48.74	100	16.81	51	8.57	0	0.00	0	0.00	441	100.00
Level of Education												
Diploma III in Nursing	257	43.19	94	15.69	42	7.01	0	0.00	0	0.00	393	100.00
Applied Bachelor of Nursing	20	3.36	6	1.00	6	1.00	0	0.00	0	0.00	32	100.00
Bachelor of Nursing	28	4.71	5	0.83	7	1.17	0	0.00	0	0.00	40	100.00
Profession of Nursing	88	14.79	20	3.34	16	2.67	0	0.00	0	0.00	124	100.00
Masters in Nursing	4	0.67	2	0.33	0	0.00	0	0.00	0	0.00	6	100.00
Nursing Specialist	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	100.00
Nursing Doctorate	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	100.00

Source : primary research data

Table 11 shows that there are various things that can affect individual stress, both those that come from the individual itself or those that come from outside the individual or that come from their environment. Internal factors

that can affect an individual's self coping mechanism include age, gender, personality, education, religion, emotional and cognitive culture¹⁷. .

The table shows that the research samples work stress based on general characteristics of Nurses in D.I. Yogyakarta Province the COVID-19 pandemic time, showed that the respondents who experienced normal work stress most were in the age group 36-40 years, as many as 65 respondents (10.85%), female sex as many as 290 respondents (48.74%), with the last education DIII nursing as many as 257 respondents (43.19%).

Respondents who experienced mild work stress most were in the age group 36-40 years that are as many as 23 respondents (3.84%), female sex as many as 100 respondents (16.81%), with the last education DIII nursing as many as 94 respondents (15, 69%). Respondents who experienced moderate work stress most were in the age group of 21-25 years as many as 14 respondents (2.34%), female sex as many as 51 respondents (8.57%), with the last education Diploma III nursing degree was 42 respondents (7, 01%).

Respondents who experienced severe work stress most were in the age group of more than 60 years as many as 3 respondents (0.50%). The last respondents who experienced extremely severe work stress most were in the age group of more than 60 years as many as 4 respondents (0.67%).

Table 12.
Relation Among Characteristics of Respondents with Nurses Work Stress Based on General Characteristics of Nurses in the D.I. Yogyakarta Province.

General Characteristics of Nurses	Nurses Stress Level										Amount	
	Normal		Mild		Moderate		Severe		Extremely Severe			
	n	%	n	%	n	%	n	%	n	%	n	%
Work Units Before the COVID-19 Pandemic												
Medical Ward	123	20.33	39	6.45	23	3.80	0	0.00	0	0.00	185	100.00
Pediatric/Perinatal Room	31	5.12	9	1.49	3	0.50	0	0.00	0	0.00	43	100.00
Intensive Care Unit	34	5.62	9	1.49	3	0.50	0	0.00	0	0.00	46	100.00
Delivery Room	0	0.00	1	0.17	0	0.00	0	0.00	0	0.00	2	100.00
Operating Theater	15	2.48	7	1.16	3	0.50	0	0.00	0	0.00	25	100.00
Out Patient Departement	44	7.27	10	1.65	2	0.33	0	0.00	0	0.00	56	100.00
Emergency Room	38	6.28	15	2.48	11	1.82	0	0.00	0	0.00	64	100.00
PHC (Puskesmas)	85	14.05	28	4.63	15	2.48	0	0.00	0	0.00	128	100.00
Others	35	5.79	11	1.82	10	1.65	0	0.00	0	0.00	56	100.00
Work Units During the COVID-19 Pandemic												
Medical Ward	54	9.06	19	3.19	13	2.18	0	0.00	0	0.00	86	100.00
Pediatric/Perinatal Room	17	2.85	2	0.34	2	0.34	0	0.00	0	0.00	21	100.00
Intensive Care Unit	15	2.52	5	0.84	1	0.17	0	0.00	0	0.00	21	100.00
Delivery Room	0	0.00	0	0.00	0	0.00	1	0.17	0	0.00	1	100.00
Operating Theater	5	0.84	2	0.34	2	0.34	0	0.00	0	0.00	9	100.00
Out Patient Departement	12	2.01	8	1.34	0	0.00	0	0.00	0	0.00	20	100.00
Emergency Room	15	2.52	7	1.17	2	0.34	0	0.00	0	0.00	24	100.00
PHC (Puskesmas)	34	5.70	7	1.17	4	0.67	0	0.00	0	0.00	45	100.00
Others	11	1.85	6	1.01	2	0.34	0	0.00	0	0.00	19	100.00
No Answer	218	36.58	69	11.58	44	7.38	0	0.00	0	0.00	331	100.00
Emergency Hospital for COVID-19	16	2.68	2	0.34	1	0.17	0	0.00	0	0.00	19	100.00
Type of Health Work Facility in COVID-19 Pandemic Era												
Works in a health care facility that treats COVID-19 patients	258	43.36	87	14.60	71	9.06	0	0.00	0	0.00	399	100.00
Works in a health care facility that does not treats COVID-19 patients	138	23.19	40	6.71	17	2.85	1	0.17	0	0.00	196	100.00
Types of Nurses in Handling COVID-19 Patients												
Nurses who handle COVID-19	81	13.61	21	3.52	13	2.18	0	0.00	0	0.00	115	100.00

patients Nurses who do not handle COVID-19 patients	135	52.94	106	17.79	58	9.73	1	0.17	0	0.00	480	100.00
Length of Work												
0 YEARS - 1 YEAR	35	5.88	8	1.34	4	0.67	0	0.00	0	0.00	47	100.00
1 YEAR - 3 YEARS	40	6.72	12	2.01	15	2.52	0	0.00	0	0.00	67	100.00
MORE THAN 3 YEARS	321	53.95	107	17.95	52	8.72	1	0.17	0	0.00	481	100.00

Source : primary research data

Table 12 shows that the work stress research sample is based on the general characteristics of nurses in D.I. Yogyakarta Province can be measured using the Stress Sub-scale of Depression anxiety stress scale (DASS) questionnaire from the Psychology Foundation to identify the stress level of clinical nurses during the new normal COVID-19 period¹³. The level of stress can be known from the level of tension caused by physical, emotional, social, economic, work or circumstances, events, experiences that are difficult to manage and survive¹⁸.

The table shows that respondents before the COVID-19 pandemic who experienced normal work stress were mostly found in medical ward work units as many as 123 respondents (20.33%), respondents who experienced mild work stress were mostly found in medical ward work units as many as 39 respondents (6.45%), respondents who experienced moderate work stress were mostly found in the medical ward work unit as many as 23 respondents (3.80%), and none of the respondents experienced severe or very heavy work stress.

Whereas during the COVID – 19 pandemic respondents who experienced normal work stress were found in the medical ward work unit as many as 54 respondents (9.06%), working in health care facilities caring for COVID-19 patients as many as 258 respondents (43.36%), were nurses did not handle COVID-19 patients as many as 135 respondents (52.94%), and with tenure of more than 3 years as many as 321 respondents (53.95%).

Respondents who experienced mild work stress were found in the medical ward work unit as many as 19 respondents (3.19%), working in health care facilities caring for COVID-19 patients as many as 87 respondents (14.60%), were nurses who did not handle COVID -19 patients as many as 106 respondents (17.79%), and with tenure of more than 3 years totaling 107 respondents (17.95%).

Respondents who experienced moderate work stress were found in the medical ward work unit as many as 13 respondents (2.18%), working in health care facilities that treated COVID-19 patients as many as 71 respondents (9.06%), were nurses who did not handle COVID-19 patients as many as 59 respondents (9.73%), and with a term of office of more than 3 years as many as 52 respondents (8.72%).

Respondents who experience severe work stress are in the delivery room work unit of 1 respondent (0.17%), working in a health care facility that does not treat COVID-19 patients by 1 respondent (0.17%), are nurses who do not handle COVID-19 patients as much 1 respondent (0.17%), and with a term of office of more than 3 years by 1 respondent (0.17%).

Table 13.

Relation Among Independent Variable and Nurse Work Stress in New Normal Era during Pandemic COVID-19 in D.I. Yogyakarta Province

Independent Variable	α	ρ
Age	0.05	0.06
Gender	0.05	1
Level of Education	0.05	0.4
Work Units During the COVID-19 Pandemic	0.05	0.89
Type of Health Work Facility in COVID-19 Pandemic Era	0.05	1
Types of Nurses in Handling COVID-19 Patients	0.05	1
Length of Work	0.05	1

Source : primary research data

In the Table 13. The value of ρ for age variable is 0.06, so according to the correlation category, age has positive correlation with work stress levels and the correlation between two variables is less meaningful. The value of ρ for gender variable is 1, so according to the correlation category, gender has positive correlation with work stress levels and the correlation between two variables is near perfect. The value of ρ for level of education variable is 0.4, so according to the correlation category, level of education has positive correlation with work stress levels and the correlation between two variables is imoderate. The value of ρ for work units during the covid-19 pandemic variable is 0.89, so according to the correlation category, work units during the covid-19 pandemic has positive correlation with work stress levels and the correlation between two variables is is very strong. The value of ρ for type of health service facility in covid-19 pandemic era variable is 1, so according to the correlation category, type of health service facility in covid-19 pandemic era has positive correlation with work stress levels and the

correlation between two variables is near perfect. The value of ρ for types of nurses in handling COVID-19 patients variable is 1, so according to the correlation category, types of nurses in handling COVID-19 patients has positive correlation with work stress levels and the correlation between two variables is near perfect. The value of ρ for length of work variable is 1, so according to the correlation category, length of work has positive correlation with work stress levels and the correlation between two variables is near perfect. Because all independent variables are positively correlated with the dependent variable, the relationship between the independent variable and the dependent variable is unidirectional. If the independent variable increases, the dependent variable will increase, and vice versa.

Table 14.
Relation Among Factors That Cause Nurse Stress in New Normal Era during Pandemic COVID-19 in D.I. Yogyakarta Province

Stressors*)	Nurses Stress Level										Amount	p Value	Φ Coefficient	
	Normal		Mild		Moderate		Severe		Extremely Severe					
	n	%	n	%	n	%	n	%	n	%				
1.	154	64.71	48	20.17	36	15.13	0	0.00	0	0.00	238	100.0	0.000	0.478
2.	179	59.87	78	26.09	42	14.05	0	0.00	0	0.00	299	100.0		
3.	110	62.15	41	23.16	25	14.12	1	0.56	0	0.00	177	100.0		
4.	59	54.63	28	25.93	21	19.44	0	0.00	0	0.00	108	100.0		
5.	33	50.77	13	20.00	19	29.23	0	0.00	0	0.00	65	100.0		
6.	48	67.61	12	16.90	11	15.49	0	0.00	0	0.00	71	100.0		
7.	251	63.71	91	23.10	51	12.94	1	0.25	0	0.00	394	100.0		

Source : primary research data

*) **Stressors** : IASC, I.-A. S. (2020). *Reference group for Mental Health and Psychosocial Support in Emergency Settings 1.0 version*. Geneva: IASC.

1. Stigmatization (negative view) of the person who handling COVID-19 patients and their corpse.
 2. Personal protective equipment (PPE) that limits movement, physical isolation makes it difficult to help people who are sick or depressed, continuous preparedness and vigilance, strict procedures forbid spontaneous and optional actions.
 3. Higher job demands, including extended work hours, increasing patient numbers and best practices that keep changing as information on COVID-19 develops.
 4. Increasingly difficult to get social support because of a busy work schedule and the stigma of the community towards frontline officers.
 5. Lack of opportunity and energy for basic care for himself.
 6. Lack of information about long-term exposure in people infected with COVID-19.
 7. The fear of frontline officers will transmit COVID-19 to friends and family because of their line of work¹⁹.
- Based on factors that cause nurse stress in new normal era during pandemic COVID-19 in D.I. Yogyakarta Province, showed that the respondents who has normal stress level (67.61%) said that lack of information about long-term exposure in people infected with COVID-19 is the main factor that can increase stress level. Increasingly difficult to get social support because of a busy work schedule and the stigma of the community towards frontline officers is the main cause work stress of nurses with mild stress level (25.93%). About 29.23% respondent with moderate level of stress showed that the lack of opportunity and energy for basic care for himself is the core problem that it can caused work stress²⁰.

4. CONCLUSION

Based on the research results,it can be concluded as follows :

1. The causative factors associated with the level of work stress in nurses during the new normal COVID-19 pandemic include:
 - Gender, type of health service facility, types of nurses in handling COVID-19 patients, and length of work are classified as having near perfect correlation and also have positive correlation with work stress levels.
 - Work units during the covid-19 pandemic are classified as having very stong correlation and also have positive correlation with work stress levels.
 - Level of education and work units during the covid-19 pandemic are classified as having moderate correlation and also have positive correlation with work stress levels.

- Age is classified as having less meaningful correlation and also have positive correlation with work stress levels.
 - 2. The top three most mentioned stress causative factors by respondents as triggers for work stress are:
 - Lack of information about long-term exposure in people infected with COVID-19 is the main factor that can increase stress level.
 - Increasingly difficult to get social support because of a busy work schedule and the stigma of the community towards frontline officers
- Lack of opportunity and energy for basic care for himself is the core problem that it can caused work stress.

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