

DAFTAR PUSTAKA

1. Saridi M, Panagiotidou A, Toska A, Panagiotidou M, Sarafis P. Workplace interpersonal conflicts among healthcare professionals: A survey on conflict solution approach at a General Hospital. *Int J Healthc Manag.* 2021;14(2):468–77.
2. Jerng JS, Huang SF, Liang HW, Chen LC, Lin CK, Huang HF, et al. Workplace interpersonal conflicts among the healthcare workers: Retrospective exploration from the institutional incident reporting system of a university-affiliated medical center. *PLoS One.* 2017;12(2):1–13.
3. Zahlquist L, Hetland J, Einarsen S V., Bakker AB, Hoprekstad ØL, Espevik R, et al. Daily interpersonal conflicts and daily exposure to bullying behaviors at work: The moderating roles of trait anger and trait anxiety. *Appl Psychol.* 2023;72(3):893–914.
4. Chao SL, Guo JL, Chen XR. The impacts of interpersonal conflicts and work-family conflicts on the job performance of seafarers – the moderating role of organizational commitment. *Proc Int Forum Shipp Ports Airports.* 2022;169–81.
5. Chervoni-Knapp T. Mitigating strategies for interpersonal workplace conflict and violence. *J Radiol Nurs [Internet].* 2021;40(4):323–4.
6. Safdar S, Alvi AK, Jawaid A, Kaur P, Yawar RB, Angelo E, et al. Burnout in hospital-based healthcare workers during COVID-19. *Nurs Manage.* 2020;9(6):1–12.
7. Chang TF, Chen CK, Chen MJ. A study of interpersonal conflict among operating room nurses. *J Nurs Res.* 2017;25(6):400–10.
8. Dewi P, Efendi I, Afriani M. Pengaruh konflik interpersonal dan beban kerja terhadap stres kerja perawat Di ruang rawat inap RSUD Gunung Tua Kabupaten Padang Lawas Utara tahun 2021. *J Healthc Technol Med [Internet].* 2022;8(1):146–54.
9. Metwally A, El-sayed SH, Ata A abdsidayem. Conflict and perception of professionalism among nurses working at Kafr Sakr General Hospital. *Zagazig Nurs J.* 2019;15(2):35–51.
10. Mageda AA, Hanan NZ, Mirfat MEK. The correlation between interpersonal conflict and job satisfaction among intensive care nurses. *J Nurs Heal Sci.* 2018;7(6):59–68.
11. Wright RR, Mohr CD, Sinclair RR. Conflict on the treatment floor: An investigation of interpersonal conflict experienced by nurses. *J Res Nurs.* 2014;19(1):26–37.
12. Wijayanti ET, Mudzakkir M. Hubungan kecerdasan emosional dengan gaya pemecahan konflik perawat. *J Perawat Indones.* 2019;3(2):159–66.
13. Saifudin IMMY, Dina H, Abdillah IL, Tamaela JM, Anika L. Review : Manajemen konflik keperawatan di tatanan klinis studi literatur. *J Adv Nurs Heal Sci.* 2021;2(1):1–7.
14. Rauf S, Hidayah N, Amal AA, Gani NF. Factors causes of conflict among nurses asut Rsu Haji Makassar. *Indones J Nurs Heal Sci ISSN.*

- 2020;5(2):142–8.
15. Mohammed S, Nasidi QY, Muhammed MU, Umar M, Hassan I. Perceived correlation between communication styles and interpersonal conflict resolution among international students in Malaysia. *J Nusantara Stud.* 2023;8(2):354–74.
 16. Putri AL, Firdaus A, Kurniawan C, Idu CJ, S. DA. Interprofessional conflict resolution: A literature review. *J Ilm Keperawatan Sai Betik.* 2020;16(1):111–9.
 17. Fei Y, Jiang N, Zhao H, Zhang F, Fu W, Yin X. How work-family conflict influences emergency department nurses' turnover intention: The mediating role of positive and negative affect. *Int Emerg Nurs.* 2023;68:1–5.
 18. Kundi YM, Badar K, Sarfraz M, Ashraf N. Interpersonal conflict as a barrier to task performance: the mediating role of workplace deviance and the moderating role of emotional intelligence. *Int J Confl Manag.* 2023;34(1):104–24.
 19. Maunder RG, Heeney ND, Strudwick G, Shin HD, O'Neill BO, Young N, et al. Burnout in hospital-based healthcare workers during COVID-19. *Sci Briefs Sci Briefs Ontario COVID-19 Sci Advis Table.* 2021;2(46):1–24.
 20. Angelo E. Managing interpersonal conflict. *Nurs Manage.* 2019;50(6):22–8.
 21. Mirayani NKaDN, Wati NMN, Nursari M. Literature review: Peran caring leadership terhadap kinerja perawat di ruang rawat inap. *J Keperawatan Prior*
 22. Ika C, Novieastari E, Nuraini T. The role of a head nurses in preventing interdisciplinary conflicts. *Enferm Clin.* 2019;29(52):123–7.
 23. Gulo ARB, Silitonga E, Saragih M. Integrating dan obliging sebagai gaya manajemen konflik dalam mengurangi stres kerja perawat pelaksana. *J Ilmu Keperawatan dan Kebidanan.* 2020;11(2):242–9.
 24. Zhang F, Peng X, Huang L, Liu Y, Xu J, He J, et al. A caring leadership model in nursing: A grounded theory approach. *J Nurs Manag.* 2022;30(4):981–92.
 25. Wati NMN, Lestari RTR, Ayuningtyas G, Ardi NB, Juanamasta IG. Nurse perceived of caring leadership: A qualitative descriptive study. *Open Access Maced J Med Sci.* 2021;9(G):88–93.
 26. Steinbinder A, Sisneros D. Achieving uncommon results through caring leadership. *Nurse Lead.* 2020;18(3):243–7.
 27. Gunawan J, Marzilli C, Aunguroch Y. Sustaining e-caring leadership in a post-pandemic world. *Belitung Nurs J.* 2022;8(1):1–3.
 28. Hanifah AK, Hartriyanti Y. vitas berbagai jenis metode pelatihan untuk meningkatkan kapasitas kader posyandu dalam uoaya pencegahan stunting pada balita. *J Nutr Coll.* 2023;12(2):121–34.
 29. Sayed M, Afzal KA. Teaching and learning process to enhance teaching effectiveness: a literature review. *Int J Humanit Innov.* 2021;4(1):1–4.
 30. Ishtiaq Z, Adnan M. Linking workforce diversity and contextual performance : The mediating role of interpersonal conflict and moderating role of supportive leadership. *Pakistan J Commer Soc Sci.* 2023;17(1):66–91.
 31. Fields TB. Abstract how servant leadership impacts interpersonal conflict

- between employees and their supervisors. Walden University; 2018.
32. Obi IMO, Bollen K, Aaldering H, Robijn W, Euwema MC. Servant leadership, third-party behavior, and emotional exhaustion of followers. *Negot Confl Manag Res.* 2020;0(0):1–20.
 33. Aziz RA, Noranee S, Hassan N, Hussein R, Jacob GAD. The influence of leader power on interpersonal conflict in the workplace. *J Int Business, Econ Entrep.* 2021;6(1):87–93.
 34. Wati NMN. Peran caring leadership kepala ruangan terhadap kepuasan kerja perawat di ruang rawat inap rumah sakit umum daerah wangaya denpasar. *Bali Heal J.* 2020;4(2):94–9.
 35. Presiden RI. Undang-Undang RI Nomor 38 Tahun 2014 tentang Keperawatan. Presiden Republik Indonesia; 2014. p. 1–52.
 36. Kementerian Kesehatan Republik Indonesia. Informasi keadaan SDM kesehatan di Indonesia [Internet]. 2024 [cited 2024 Jan 25]. Available from: https://sisdmk.kemkes.go.id/informasi_nakes
 37. Labrague LJ, De los Santos JAA, Falguera CC, Nwafor CE, Galabay JR, Rosales RA, et al. Predictors of nurses' turnover intention at one and five years' time. *Int Nurs Rev.* 2020;67(2):1–8.
 38. Lee EK, Kim JS. Nursing stress factors affecting turnover intention among hospital nurses. *Int J Nurs Pract.* 2019;26(6):1–7.
 39. Dewanto A, Wardhani V. Nurse turnover and perceived causes and consequences: A preliminary study at private hospitals in Indonesia. *BMC Nurs.* 2018;17(Suppl 2):1–15.
 40. Zhang H, Tang L, Ye Z, Zou P, Shao J, Wu M, et al. The role of social support and emotional exhaustion in the association between work-family conflict and anxiety symptoms among female medical staff: A moderated mediation model. *BMC Psychiatry.* 2020;20(266):1–9.
 41. Wirentanus L. Peran dan wewenang perawat dalam menjalankan tugasnya berdasarkan Undang-Undang Nomor 38 Tahun 2014 Tentang Keperawatan. *Media Keadilan J Ilmu Huk.* 2019;148–64.
 42. UGM R. Pedoman pengorganisasian instalasi rawat inap. Yogyakarta: RSA UGM; 2022.
 43. RSUD Sleman. SK Kepala ruang. Yogyakarta: RSUD Sleman; 2022.
 44. RSUD Sleman. SK PPJA 2022. Yogyakarta: RSUD Sleman; 2022.
 45. RSUD Sleman. Draff uraian tugas PA. Yogyakarta: RSUD Sleman; 2022.
 46. Rahim MA. Managing conflict in organizations. 1st ed. Books Q, editor. British Library Cataloguing. USA; 2001. 1–309 p.
 47. Wall JA, Callister RR. Conflict and Its Management. *J Manage.* 1995;21(3):515–58.
 48. Benua MGN, Lengkong VPK, Pandowo MC. Pengaruh gaya kepemimpinan, konflik Interpersonal dan mutasi kerja terhadap stres kerja pada PT. Pegadaian (Persero) Kanwil V Manado. *J EMBA J Ris Ekon Manajemen, Bisnis dan Akunt.* 2019;7(3):3698–707.
 49. Barki H, Hartwick J. Interpersonal conflict and its management in information system development. *MIS Q Manag Inf Syst.* 2001;25(2):1–44.
 50. Barki H, Hartwick J. Conceptualizing the construct of interpersonal conflict.

- Int J Confl Manag. 2004;15(3):216–44.
51. Freedman BD. Risk factors and causes of interpersonal conflict in nursing workplaces: Understandings from neuroscience. *Collegian*. 2019;26(5):594–604.
 52. Rocha PMB, Correa H. Addressing interpersonal conflict among healthcare workers during the coronavirus pandemic. *Brazilian J Psychiatry*. 2020;42(5):572–3.
 53. Kousar R, Jabeen R, Iftikhar H, Jaffree NR. Impact of interpersonal conflict on nurse’s performance in hospital setting and role of nursing leadership style on resolving conflict. *Indo Am J Pharm Sci*. 2021;08(03):51–7.
 54. Smith MC, Turkel MC, A Wolf ZR. *Caring in nursing classics: An essential resource*. Springer Publishing Company; 2012.
 55. P Ayu Intan, Asmuji, Komarudin. Hubungan fungsi kepala ruangan dengan kinerja perawat dalam pendokumentasian asuhan keperawatan di ruang rawat inap rumah sakit Kalisat. *Univ Muhammadiyah Jember*. 2019;1–12.
 56. Fuady N, Ahmad F, Nursiah A, Idris I. Fungsi pengawasan kepala ruangan terhadap kinerja perawat pelaksana dalam penerapan asuhan keperawatan. *J Ilm Kesehat Sandi Husada*. 2023;12(1):276–81.
 57. Northouse PG. *Leadership*. 7th ed. USA: Sage; 2016. 1–40 p.
 58. Mattayang B. Tipe dan gaya kepemimpinan: Suatu tinjauan teoritis. *JEMMA*. 2019;2(2):1–8.
 59. Kusnanto. *Perilaku caring perawat profesional*. 1st ed. Surabaya: Pusat Percetakan dan Penerbitan Universitas Airlangga; 2019. 1–142 p.
 60. Solbakken R, Bondas T, Kasén A. Relationships influencing caring in first-line nursing leadership: A visual hermeneutic study. *Scand J Caring Sci*. 2021;36:957–68.
 61. Dwiantoro L, Keliat BA, Bachtiar A, Hariyati RT sri. Hubungan antara perilaku merawati tim pelayanan dengan capaian indikator program gizi. *J Keperawatan Komunitas*. 2015;3(1):29–36.
 62. Younger HR. *The art of caring leadership*. 1st ed. Rabellino E, editor. Oakland: Berret-Koehler Publishers; 2021. 1–197 p.
 63. Potter PA, Perry AG, Stockert PA, Hall AM. *Fundamental of nursing*. 10th ed. Canada: Elsevier; 2021. 1–4843 p.
 64. Smith MC, Parker ME. *Nursing theories & nursing practice*. 4th ed. Kelley M, editor. *Nursing Theories and Nursing Practice*. USA: F.A Davis Company; 2015. 1–565 p.
 65. Solbakken R, Bondas T, Kasén A. Relationships influencing caring in first-line nursing leadership: A visual hermeneutic study. *Scand J Caring Sci*. 2022;36(4):957–68.
 66. Wu HC, Peng YC, Wang HH. Intensive care unit nurses’ perceptions of and coping strategies for motherhood experiences: A qualitative study. *Healthcare*. 2022;10:1–10.
 67. Lamonge AS. Quasi Eksperimen. In: Sulung N, editor. *Metodologi Penelitian Kesehatan*. Padang: Get Press Indonesia; 2022.
 68. Sugiyono. *Metode penelitian kuantitatif, kualitatif dan r&d*. 19th ed. Bandung: Al; 2013. 1–346 p.

69. Darwin M, Mamondol MR, Sormin SA, Nurhayati Y, Tambunan H, Sylvia D, et al. *Metode Penelitian Kuantitatif*. 1st ed. Toman Sony Tambunan, editor. Bandung: Media Sains Indonesia; 2021.
70. Sugiyono. *Metodelogi penelitian kuantitatif dan kualitatif*. 2nd ed. Bandung: ALFABETA; 2019.
71. Dahlan MS. Besar sampel dalam penelitian kedokteran dan kesehatan. 5th ed. Jakarta Timur: Epidemiologi Indonesia; 2019. 187–191 p.
72. Mazlom SR, Motahari M, Asgharipour N, Sciences B. Effect of assertiveness training on nurses' interpersonal conflicts. 25(124):107–18.
73. Kemenkes. Daftar rumah sakit dan kelas. 2023;(September). Available from: https://casn.kemkes.go.id/documents23/p3k/Lampiran_III_PPPK_OK.pdf
74. Sugiyono. *Metodelogi penelitian kuantitatif dan kualitatif*. 26th ed. Bandung: ALFABETA; 2017.
75. Ismail K. *Buku ajar demografi*. 1st ed. Media T, editor. Indonesia: Tahta Media Group; 2022. 1–19 p.
76. Wright RR, Nixon AE, Peterson ZB, Thompson S V., Olson R, Martin S, et al. The workplace interpersonal conflict Scale: An alternative in conflict assessment. *Psi Chi J Psychol Res*. 2017;22(3):163–80.
77. Dyaningsih M, Dwiantoro L, Dwidiyanti M. Pengaruh penerapan caring leadership terhadap penurunan stres kerja perawat di ruang rawat inap. 2023;
78. Luwu B. *Peraturan bupati Luwu: Penerapan standar operasional prosedur pelayanan kesehatan di puskesmas Kabupaten Luwu*. Luwu; 2018. p. 1–11.
79. Bolarinwa O. Principles and methods of validity and reliability testing of questionnaires used in social and health science researches. *Niger Postgrad Med J*. 2015;22(4):195–201.
80. Roebianto A, Al U, Indonesia A, Savitri I, Buana UM, Syaiful IA, et al. Content validity: definition and procedure of content validation. 2023;(March).
81. Suryadi T, Alfiya F, Yusuf M, Indah R, Hidayat T, Kulsum K. Content validity for the research instrument regarding teaching methods of the basic principles of bioethics. *J Pendidik Kedokt Indones Indones J Med Educ*. 2023;12(2):186.
82. Yusoff MSB. ABC of content validation and content validity index calculation. *Educ Med J*. 2019;11(2):49–54.
83. Younan L, Clinton M, Fares S, Samaha H. The translation and cultural adaptation validity of the actual scope of practice questionnaire. *East Mediterr Heal J*. 2019;25(3):181–8.
84. Mujiyanto B. Pengolahan data. In: *Metodologi penelitian dan statistik*. 1st ed. Indonesia: Pusat Pendidikan Sumber Daya Manusia Kesehatan; 2017. p. 89.
85. Mushlih M, Rosyidah R. *Buku ajar mata kuliah statistika “aplikasi dunia kesehatan”*. 1st ed. Hanum GR, editor. Sidoarjo: UMSIDA Press; 2020. 1–224 p.
86. Dahlan MS. *Statistik untuk kedokteran dan kesehatan*. 6th ed. Indonesia: Epidemiologi Indonesia; 2020.
87. Khairunnisa K, Sari FF, Anggelena M, Agustina D, Nursa'adah E. Penggunaan effect size sebagai mediasi dalam koreksi efek suatu penelitian.

- J Pendidik Mat (Judika Educ. 2022;5(2):138–51.
88. Maher JM, Markey JC, Ebert-May D. The other half of the story: Effect size analysis in quantitative research. *CBE Life Sci Educ.* 2013;12:345–51.
 89. Solehah A, Mandailina V, Mahsup M, Syaharuddin S, Abdillah. Model pembelajaran problem-based learning dalam meningkatkan kemampuan berpikir kritis siswa: Sebuah meta analisis perbandingan pelajaran eksak dan non eksak. *Euler J Ilm Mat Sains dan Teknol.* 2023;11(1):136–45.
 90. Haryani W, Setiyobroto ISI. Modul Etika Penelitian. Modul Etika Penelitian, Jakarta selatan. 2022. 32 p.
 91. Nurkholis LD. Pengaruh penerapan aring leadership terhadap pelaksanaan pencegahan pasien jatuh. Universitas Diponegoro; 2019.
 92. Cheung LTO, Fok L. Assessing the Role of Ecotourism Training in Changing Participants' Pro-Environmental Knowledge, Attitude and Behaviour. *Asia Pacific J Tour Res.* 2014;19(6):645–61.
 93. Sriyono S, Zulkarnain H, Perkasa WG. The effect of health education with educational video on knowledge and attitude of community about basic life support. *Crit Med Surg Nurs J.* 2024;13(1):1–6.
 94. Made N, Wati N, Luh N, Thrisna P, Lisnawati K, Sri AA. Edukasi peran kepala ruang dalam menerapkan gaya. 2024;6(2):140–50.
 95. Luiza A, Aydogdu F, Disbudak B. Nurse education today interpersonal conflicts in nursing through the lens of senior nursing students : A qualitative study. *Nurse Educ Today [Internet].* 2025;144(January 2024):106398.
 96. González-García A, Pinto-Carral A, Marqués-Sánchez P, Quiroga-Sánchez E, Bermejo-Martínez D, Pérez-González S. characteristics of nurse managers' conflict management competency. A Systematic Review. *J Adv Nurs.* 2024;1717–33.
 97. Bellack JP, Dickow M. Why Nurse Leaders Derail: preventing and rebounding from leadership failure. *Nurs Adm Q.* 2019;43(2):113–22.
 98. Scopelliti I, Min HL, McCormick E, Kassam KS, Morewedge CK. Individual differences in correspondence bias: Measurement, consequences, and correction of biased interpersonal attributions. *Manage Sci.* 2018;64(4):1879–910.
 99. Bohns VK, Newark DA, Boothby EJ. When do we feel responsible for other people's behavior and attitudes? *Adv Gr Process.* 2018;35:159–79.
 100. Sims DA, Lucio-Ramirez CA, Cilliers FJ. Factors influencing clinician-educators' assessment practice in varied Southern contexts: a health behaviour theory perspective. *Adv Heal Sci Educ.* 2024;30(1):195–222.
 101. Wang L, Ye K, Liu Y, Wang W. Factors affecting expert performance in bid evaluation: An integrated approach. *Front Psychol.* 2022;13(August):1–13.
 102. Gordils J, Jamieson JP. Aggress against the dissent: The consequences of interacting with opposing viewpoints. *Am Psychol Assoc.* 2025;
 103. Vogelsmeier A, Scott-Cawiezell J. Achieving quality improvement in the nursing home: Influence of nursing leadership on communication and teamwork. *J Nurs Care Qual.* 2011;26(3):236–42.
 104. Sbordoni E de C, Madaloni PN, de Oliveria GS, Fogliano RRF, Neves VR, Balsanelli AP. Strategies used by nurses for conflict mediation. *Rev Bras*

- Enferm. 2020;73(Suppl 5):1–7.
105. Xue X, Tao J, Li Y, Zhang G, Wang S, Xu C, et al. Impact of clinical leadership on frontline nurses' quality of care: work engagement as mediator role. *BMC Health Serv Res.* 2025;25(1).
 106. Ariestianti RP, Dwiantoro L, Dwidiyanti M. Effects of caring leadership in nursing services: scopin review. *Indones J Glob Heal Res.* 2025;7(2):381–8.
 107. Khofifah S, Sumarni T, Susanti IH. The relationship between caring leadership and nurse job satisfaction at dr . R . Goeteng Taroenadibrata Purbalingga Hospital. *J Mhs Kesehat Masy.* 2023;6(5):516–21.
 108. Indrayanti SR, Wati NMN, Devhy NLP. Hubungan caring leadership kepala ruang dengan motivasi kerja perawat di ruang instalansi rawat intensif terpadu. *J Ilm Keperawatan.* 2022;8(4):520–7.
 109. Solbakken R, Bergdahl E, Rudolfsson G, Bondas T. International nursing: caring in nursing leadership—A meta-ethnography from the Nurse leader's perspective. *Nurs Adm Q.* 2018;42(4):E1–19.
 110. Levay C, Andersson Bäck M. Caring leader identity between power and powerlessness. *Organ Stud.* 2022;43(6):953–72.
 111. Mohammed A, Ahmed M, El-Shaer A, Zakaria A. Effect of conflict management program on staff nurses' performance. *Mansoura Nurs J.* 2022;9(1):235–42.
 112. Alan H, Gül D, Baykal Ü. The relationship between the conflict management strategies and ethical leadership behaviours of nurse managers perceived by nurses. *J Nurs Manag.* 2022;30(7):2370–8.
 113. Aseery M, Mahran S, Felemban O. The relationship between emotional intelligence and conflict management strategies from the nurse managers' perspective. *Cureus.* 2023;15(3):1–11.
 114. Gokoglan E, Ozen Bekar E. The relationship between nurse managers' personality traits and their conflict management strategy preferences. *J Nurs Manag.* 2021;29(5):1239–45.
 115. Özkan Tuncay F, Yaşar Ö, Sevimligül G. Conflict management styles of nurse managers working in inpatient institutions: the case of Turkey. *J Nurs Manag.* 2018;26(8):945–52.
 116. Marquis BL, Huston CJ. Leadership roles and management functions in nursing [Internet]. 9th ed. Hilari Bowman, editor. Vol. 11, Sustainability (Switzerland). China: Wolters Kluwer; 2017. 1–750 p.
 117. Whitehead DK, Weiss SA, Tappen RM. Essentials of nursing leadership and management [Internet]. 5th ed. DaCunha JP, DePaul K, editors. United States of America: F.A Davis Company; 2010. 1–293 p.
 118. Hofmeyer A, Taylor R. Strategies and resources for nurse leaders to use to lead with empathy and prudence so they understand and address sources of anxiety among nurses practising in the era of COVID-19. *J Clin Nurs.* 2021;30(1–2):298–305.