

Patience and *Tawakal* in Nursing Practice at Psychiatric Hospitals

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Article Information **Abstract**

Received:
29 June 2024

Revised:
2 July 2024

Accepted:
7 August 2024

Published:
10 August 2024

Keywords:
*Patience Attitude,
Tawakal Attitude,
Nursing Practice,
Mental Hospital.*

This study aims to illustrate that being a nurse in a psychiatric hospital requires patience and a high level of tawakal. With patience and tawakal, nurses can perform their responsibilities optimally. This research employs a qualitative case study approach. Data collection techniques include observation (directly reviewing the research location) and interviews (conducting direct question-and-answer sessions with nurses in the rehabilitation section), supported by accurate evidence in the form of documentation. The results of this study indicate that nurses at the Special UPTD of Prof. Dr Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, successfully embody the concepts of patience and tawakal when dealing with patients. Moreover, patience and tawakal are exhibited in interactions with patients, colleagues, and patient's families. Additionally, these nurses provide exemplary health services that align with religious teachings. The implications of these practices are far-reaching, improving patient care, enhancing nurse-patient interactions, fostering teamwork, and supporting nurses' psychological resilience. Integrating Sufism principles into nursing practice offers a unique and practical approach to managing the complexities of psychiatric care, ultimately contributing to better health outcomes and a more supportive work environment for nurses.

Penelitian ini bertujuan untuk menggambarkan bahwa menjadi perawat di rumah sakit jiwa dibutuhkan kesabaran dan *tawakal* yang tinggi. Dengan kesabaran dan *tawakal*, perawat dapat menjalankan tanggung jawabnya dengan optimal. Penelitian ini menggunakan pendekatan kualitatif studi kasus. Teknik pengumpulan data meliputi observasi (meninjau langsung lokasi penelitian) dan wawancara (melakukan sesi tanya jawab langsung dengan perawat bagian rehabilitasi), didukung dengan bukti akurat berupa dokumentasi. Hasil penelitian ini menunjukkan bahwa perawat di UPTD Khusus Rumah Sakit Jiwa Prof. Dr. Muhammad Ildrem, Provinsi Sumatera Utara, berhasil

mewujudkan konsep kesabaran dan *tawakal* saat berhadapan dengan pasien. Selain itu, kesabaran dan *tawakal* ditunjukkan tidak hanya dalam interaksi dengan pasien tetapi juga dengan rekan kerja dan keluarga pasien. Selain itu, perawat ini memberikan pelayanan kesehatan teladan yang selaras dengan ajaran agama. Implikasi dari praktik ini sangat luas, meningkatkan perawatan pasien, meningkatkan interaksi perawat-pasien, menumbuhkan kerja sama tim, dan mendukung ketahanan psikologis perawat. Integrasi prinsip-prinsip Sufisme ke dalam praktik keperawatan menawarkan pendekatan yang unik dan efektif untuk mengelola kompleksitas perawatan psikiatrik, yang pada akhirnya berkontribusi pada hasil kesehatan yang lebih baik dan lingkungan kerja yang lebih mendukung bagi perawat.

I. INTRODUCTION

Every nurse has their job demands, but it is based on a sense of love and humanity (Malik, 2024). In the context of nurses in psychiatric hospitals, the demands of their work are heavier because they have to deal with patients who have psychiatric disorders. Patients with psychiatric disorders have attitudes that change quickly and are unpredictable (Scévola, 2021). Given the nature of psychiatric disorders, nurses must have a positive attitude. A positive attitude instills patience and *tawakal* in a nurse at a psychiatric hospital (Fond, 2020). Should the nurses fail to exhibit patience and *tawakal* when interacting with patients, their well-being will suffer due to disruptions in their composure and anxiety when managing patients (Chen, 2022).

At Prof. Dr. Muhammad Ildrem Psychiatric Hospital in North Sumatra, nurses face unique challenges in providing care to patients with psychiatric disorders. These patients exhibit a wide range of behaviours, from mild sadness to severe aggression, underscoring the critical need for nurses to possess a high degree of patience and emotional resilience. The hospital's nursing services strongly emphasise maintaining a calm and supportive environment, recognizing its crucial role in the patients' recovery process and the significant impact nurses can have in this regard.

Nurses at this hospital employ various strategies to manage the complex needs of their patients. These include staying calm in the face of aggression, listening empathetically to patient complaints, and providing moral support to

patients' families. The level of patience required is exceptional, as nurses often deal with patients who may become physically violent, necessitating a collaborative approach with hospital security to ensure safety.

Additionally, nurses at Prof. Dr. Muhammad Ildrem Psychiatric Hospital practice *tawakal*, entrusting the outcomes of their efforts to Allah SWT while striving to provide the best possible care. This spiritual approach helps nurses maintain motivation and sincerity in their work despite the high-stress environment. Nurses can offer compassionate and effective care by integrating patience and *tawakal* into their daily practice, ultimately contributing to better patient outcomes and job satisfaction.

This explanation makes it evident that this research aims to equip nurses with the necessary skills to exhibit a positive attitude towards patients. Two things illustrate the attitude that nurses must have, namely patience and *tawakal* (Malek et al., 2022). Nurses in psychiatric hospitals must have a patient attitude because they are constantly dealing with patients with complex and ever-changing psychiatric disorders (Lebwohl, 2021). Apart from that, nurses in psychiatric hospitals must also have an attitude of resignation because it will help them to remain calm and not worry about the result of every effort made in treating patients with psychiatric disorders. Possessing this attitude of resignation also demonstrates the nurses' obedience to Allah SWT (Bahari et al., 2018). These attitudes contribute to better patient outcomes and promote nurses' personal growth and job satisfaction as they learn to manage stress and uncertainty in their work.

Based on the explanation above, this research argues that caring for patients suffering from psychiatric illness or psychiatric disorders requires patience and *tawakal* on the part of the nurses. Patience, a virtue highly regarded in Islam, is the ability to endure difficult circumstances without complaining. *Tawakal*, on the other hand, is the Islamic concept of placing trust and reliance on Allah SWT. The patient's healing process necessitates patience, essential during patient interactions. The attitude of *tawakal* plays a crucial role in helping nurses understand that everything occurs with the permission of Allah SWT, enabling

them to carry out their responsibilities more sincerely and turn their work into a source of reward.

Previous research has extensively explored the impact of non-physical work environments on job satisfaction, particularly in healthcare settings. Medina et al. (2017) examined the relationship between non-physical work environments and job satisfaction among nurses at Prof. Dr. Muhammad Ildrem Psychiatric Hospital in North Sumatra. The study highlighted how organisational culture, communication, and support systems significantly contribute to job satisfaction. These findings underscore the importance of creating a supportive and conducive work environment to enhance nurses' overall well-being and performance.

However, while these studies provide valuable insights into job satisfaction, they often overlook the challenges nurses face in psychiatric settings. Patients with psychiatric disorders exhibit complex and unpredictable behaviours, necessitating a unique set of skills and attitudes from nurses. In this context, the concepts of patience and *tawakal*, deeply rooted in Islamic teachings, become particularly relevant. By examining the integration of these spiritual attitudes into the professional practice of psychiatric nurses through a series of interviews and case studies, this study aims to bridge this gap and enhance their ability to manage patient care effectively.

This research fills a critical gap by exploring the integration of Islamic concepts of patience and *tawakal* in psychiatric nursing. While previous studies have focused on non-physical work environments and job satisfaction, this study delves into how religious attitudes can enhance job performance and patient care. This approach broadens the understanding of job satisfaction and provides a novel perspective on the holistic well-being of psychiatric nurses.

II. METHOD

We conducted the research at the Special UPTD of Prof. Dr. Muhammad Ildrem Psychiatric Hospital in Medan, North Sumatra. Established in 1935, this hospital was chosen for its extensive experience in managing psychiatric disorders, a testament to its expertise in the field. The study employed a qualitative case

study method that explores single or multiple specific cases to understand complex phenomena. The research objectives aligned with this method's relevance in revealing detailed and particular insights.

Respondents at the hospital, specifically nurses in the rehabilitation room and psychiatric health clinic, served as direct data sources. The selection of these informants aimed to achieve maximum results through interviews about the conditions of both patients and nurses (Miles et al., 2014). Nurses were the primary data source, supported by secondary data from journal articles, books, newspapers, and other relevant materials.

The data collection techniques were meticulously chosen to ensure a comprehensive understanding of the research context. They included structured interviews, observations, and documentation. We systematically planned interviews to gather extensive data, including one with a rehabilitation nurse known as SJH. Observations focused on nurses' attitudes toward patients, their service provision, the demonstration of the concept of *tawakal*, and the maintenance of a clean hospital environment. Documentation involves storing data through letters, notes, photos, and voice recordings (Noegroho et al., 2018).

We performed data analysis in three stages: data reduction, presentation, and validation. Data reduction simplified the collected information for easier management and analysis. To facilitate understanding, the data presentation was organized and described. Finally, data validation ensured the data's completeness, accuracy, consistency, and relevance for the analysis (Al-Hattami, 2021).

III. FINDINGS AND DISCUSSION

Implementation of Patience in Dealing with Patients

Implementing patience by nurses at the UPTD Special Psychiatric Hospital Prof. Dr. Muhammad Ildrem in North Sumatra is a critical aspect of their professional practice. Their daily interactions with patients, families, and colleagues deeply embed this implementation. Nurses are required to exhibit remarkable self-control and emotional regulation due to the inherently unpredictable and challenging nature of psychiatric care. Their ability to remain

composed in the face of potentially aggressive or distressed patient behaviour is essential for maintaining a therapeutic environment.

Empathy is a cornerstone of patient care at the UPTD Special Psychiatric Hospital Prof. Dr. Muhammad Ildrem in North Sumatra. The nurses' empathetic communication with patients, reflecting their patience, is a key element. They listen attentively to patient concerns, validate their experiences, and respond with sensitivity and understanding. This empathetic approach not only helps build trust and rapport, but also plays a vital role in effective patient management and treatment.

In addition to individual patient interactions, patience extends to teamwork and collaboration among staff members. Nurses frequently work together to manage complex cases, coordinate care, and support each other in high-stress situations. This collective patience and mutual support are crucial for ensuring a cohesive and effective care delivery system.

Nurses at the UPTD Special Psychiatric Hospital Prof. Dr. Muhammad Ildrem in North Sumatra demonstrate patience not only in their interactions with patients, but also with patients' families. They persist in providing updates and support, even in the face of family resistance or indifference. This aspect of patience is crucial in ensuring that patient care is comprehensive and includes family involvement when possible.

The nurses at UPTD, Prof. Dr. Muhammad Idram Psychiatric Hospital, North Sumatra Province, have implemented the concept of patience at work. Figure 1 illustrates how they apply patience in their own self-control and their various attitudes towards each other and the patient's family.

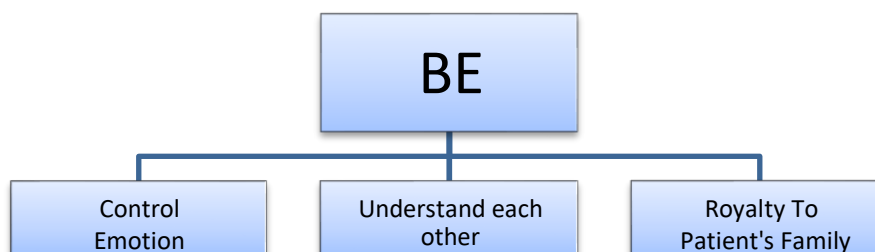


Figure 1. Forms of patience applied in dealing with patients

Figure 1 shows that the nurses at the Special UPTD of Prof. Dr. Muhammad Ildrem Psychiatric Hospital apply the concept of patience in their work. Their patience is not only related to personal self-control but is also reflected in their attitudes towards fellow nurses and patient families. Figure 1 illustrates various forms of patience applied in dealing with patients. For example, nurses show patience by remaining calm and not getting angry quickly, listening to patient complaints with empathy, and providing moral support to the patient's family. This patience helps create an environment more conducive to patient recovery.

Prof. Dr. Muhammad Ildrem's Psychiatric hospital nurses have a level of patience that must be emphasized when serving various patient needs. They treat patients differently from hospitals in general. All the patients they treat have psychiatric disorders, whether mild, moderate or severe. For example, low-disorder patients only show sad feelings by crying. Patients classified as moderate exhibit rebellious behaviour and often display a concerning expression.

In contrast, those classified as severe not only exhibit rebelliousness and anger but may also engage in violent behaviours, such as physically assaulting other patients and even targeting nurses as their victims. These severe behaviours are indicative of a higher risk of aggression and require more intensive management to ensure the safety of both patients and healthcare staff. Thus, the nurses at Prof. Dr Muhammad Ildrem Psychiatric Hospital must have a high level of patience because they face various problems that must be overcome daily.

In practice, patients have various complaints and needs that sometimes cannot be handled by a nurse alone, so cooperation and mutual understanding are required to serve patients smoothly. Rebellious patients is seen to have extraordinary strength, so nurses are overwhelmed when dealing with patients who act like that. This situation requires extra and skilled effort and techniques to overcome the patient's extreme attitudes. For example, one of the nurses experienced being beaten by a psychiatrically unstable patient, and a situation like that required help from colleagues, including asking for help from hospital security. Thus, mutual understanding is necessary to support optimal performance for the comfort of patients and people around the hospital.

The patient had reached a more stable condition, and the hospital contacted the family, but the response was very indifferent. He doesn't want to care about the patient anymore. Patients who the family entrusts hope that the nurses will look after and care for the patient well and stay in the hospital. The family cut off communication access to nurses at the psychiatric hospital. For example, when the nurse contacts the family to confirm that the patient can be picked up, the family has no intention of picking him up and even blocks the nurse's access to the patient's family. Thus, the nurse shows loyalty by returning the patient to his family.

Implementation *Tawakal* in Dealing with Patients

Apart from the concept of patience and its various applications, nurses at UPTD Prof. Dr Muhammad Idram Psychiatric Hospital, North Sumatra Province, also apply the idea of *tawakal*. Nurses consistently demonstrate this concept, which has multiple applications in their work activities, as illustrated in Figure 2.

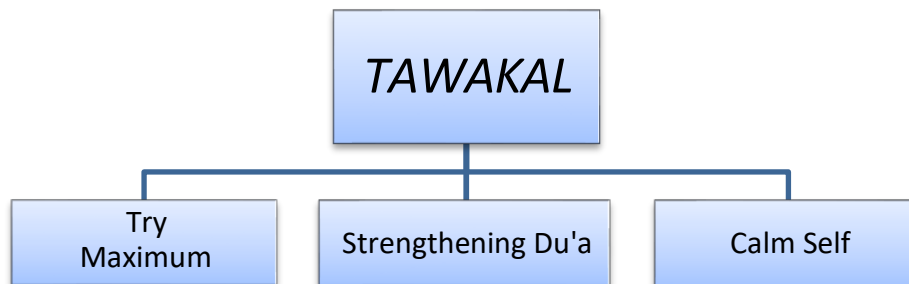


Figure 2. *Forms of tawakal applied in dealing with patients*

Figure 2 shows the nurses at the Special UPTD of Prof. Dr Muhammad Ildrem Psychiatric Hospital, North Sumatra Province, also apply the concept of *tawakal* in their work. *Tawakal*, which reflects surrender to God after making maximum efforts, is realized by nurses through various actions. This illustrates the forms of *tawakal* applied in dealing with patients. For example, nurses always try to provide the best care, be sincere in every task, and keep praying and hoping for the best results. This attitude of *tawakal* helps nurses maintain motivation and sincerity when serving patients.

Nurses provide health services to patients with psychiatric disorders using hospital procedures properly. These procedures, often referred to as Standard Operating Procedures (SOPs), are a set of guidelines that ensure the safety and

well-being of both patients and staff. In dealing with patients, nurses treat them well and create conducive conditions for the patient. Nurses carry out services carefully in accordance with the SOPs that apply in psychiatric hospitals. It can be seen from the interactions that nurses make with patients that they are very careful and understanding. The nurses do not force themselves to help control the patient but provide space for the patient to express his or her feelings. Thus, the services provided by nurses to patients run well with maximum effort.

Apart from providing the best service for patients, nurses also do not forget to pray to hope for the best results for the patient's psychiatric health. Prayer is a significant part of the nurses' daily routine, as they realize that everything that happens cannot be separated from the will of Allah SWT and nurses always pray in the hope of the patient's recovery. In dealing with patients, nurses submit the final results to the provisions of Allah SWT. This can be seen from the way nurses always pray before dealing with patients and entrust the final results of their efforts to Allah SWT. Thus, nurses in psychiatric hospitals can provide the best example in serving patients. It can be seen from the way he not only tries his best but also includes Allah SWT in his efforts through prayer.

Realizing the significant risks of working in a psychiatric hospital, nurses try to maintain their composure by drawing closer to Allah SWT. The risks that nurses must face can create tension in the work environment. Nurses must be able to maintain composure to be able to provide the best service to patients. It can be seen that nurses in hospitals maintain their composure by providing mutual support to colleagues and drawing closer to Allah SWT. Thus, self-comfort can be created in the hospital environment, therefore influencing nursing services to patients.

The Role of Patience and Surrender in Mental Hospital Nursing Practice

Based on the explanation above, accurate results were obtained regarding the role of nurses in patient care at the Special UPTD of Prof. Dr. Muhammad Ildrem Psychiatric Hospital in North Sumatra, particularly concerning the attitudes nurses in psychiatric hospitals must possess. These attitudes include patience and *tawakal*. This study identified three forms of patience: controlling emotions,

fostering mutual understanding among colleagues, and showing loyalty to the patient's family. Additionally, three forms of *tawakal* were highlighted: making maximum effort, strengthening prayer, and maintaining inner calm. The attitudes of patience and *tawakal* are integral to the teachings of Sufism, which focuses on spirituality and the closeness of humans to Allah SWT (Alifatuzzahroh, 2023).

In Sufism, patience and *tawakal* are necessary for a person's spiritual development (Widyatwati, 2021). In the view of Sufism, patience is considered the ability to refrain from all negative things regarding trials and difficulties in life (Daulay et al., 2024). Meanwhile, Sufism defines *tawakal* as an attitude of complete trust in Allah SWT in all circumstances, including difficulties and ease (Wicaksono et al., 2024). Thus, Sufism interprets the attitude of patience and *tawakal* as a moral principle (Hanny, 2020). The attitude of patience and *tawakal* also forms the basis of Sufism's practice of achieving spiritual awareness as a higher, stronger, and perfect foundation in obedience to Allah SWT (Alfadla et al., 2020).

The Al-Qur'an also explains to humans that patience is a way to receive help from Allah SWT in overcoming all difficulties (Kasim & Nurdin, 2021). As in QS Al-Baqarah: 153 it says "O you who believe, make patience and prayer your helpers. Indeed Allah is with those who are patient". This verse teaches Muslims to always seek help from Allah SWT, emphasizing the importance of patience in enduring life's trials and difficulties with a calm heart. This surah reveals Allah SWT's promise to support every servant seeking ease in the face of all trials.

Muslims need *tawakal*, in addition to patience, to overcome all types of trials. *Tawakal* is one way for Sufis to attain perfection by getting closer to Allah SWT. Therefore, to achieve closeness to Allah SWT, an individual must possess a high degree of *tawakal*. In the teachings of Sufism, *tawakal* has a significant and unique position QS At-Talaq: 3 also explains that "Whoever places his *tawakal* in Allah, Allah will undoubtedly provide for his needs." Indeed, Allah carries out His affairs. Indeed, Allah has made provisions for everything." This verse clarifies that submission will result in goodness because Allah SWT has provided for all of His servants' needs, and everything that occurs must have His approval.

The qualities of patience and wisdom should exist in every human being. The nurses at the Special UPTD of Prof. Dr Muhammad Ildrem Psychiatric Hospital, North Sumatra, must have extraordinary patience and tolerance. It's essential to keep in mind that working as a nurse in a psychiatric hospital necessitates patience when interacting with patients who present challenges in their work responsibilities and maintaining composure when acknowledging the fluctuating nature of the patient's condition. In this case, patience and *tawakal* play an active role in nurses carrying out their work responsibilities (Sun, 2020). Nurses with patience and *tawakal* will fully carry out their work responsibilities (Tuomikoski, 2020).

The study of patience and *tawakal* in psychiatric nursing highlights their profound impact on both theoretical understanding and practical application in mental health care (Zhang, 2020). Patience, as described, is essential for managing the high-stress and emotional challenges inherent in psychiatric settings. It enables nurses to handle patients' difficult behaviours more effectively and maintain a supportive therapeutic relationship. *Tawakal*, which involves placing trust in divine will after making sincere efforts, complements this by providing nurses with the resilience to accept outcomes beyond their control and maintain their motivation and compassion (Amirani, 2020).

Scientifically, these concepts enhance our comprehension of integrating spiritual and psychological resilience into clinical practice. They offer a framework for improving emotional stability among nurses, which is crucial for preventing burnout and ensuring effective patient care. Practically, patience and *tawakal* enhance the quality of patient care by fostering a more empathetic and supportive environment, reducing workplace stress, and promoting better job satisfaction among nurses.

In conclusion, our research underscores the importance of integrating patience and *tawakal* into psychiatric nursing (Breeksema, 2020). These attitudes not only support healthcare providers' emotional and spiritual well-being, but also significantly improve patient outcomes by creating a more compassionate and

resilient care environment. We hope that our findings will inspire further exploration and application of these attitudes in the field of psychiatric nursing.

IV. CONCLUSION

This study investigates how nurses at Prof. Dr Muhammad Ildrem Psychiatric Hospital in North Sumatra apply the concepts of patience and *tawakal* in their work. The results demonstrate the effective integration of these concepts into their daily routines. Nurses demonstrate significant patience by maintaining emotional control, mutual understanding with colleagues, and handling family indifference. They stay calm under pressure, empathize with patients, and collaborate with peers and security to manage difficult situations. Additionally, they exhibit loyalty by addressing family issues with patience. Their practice reflects *tawakal* by making maximum efforts, praying for patients, and seeking self-comfort through spiritual practices and peer support. This approach enhances both the work environment and patient care, showing that patience and *tawakal* are integral to Sufi teachings and beneficial in psychiatric nursing.

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