



**THE ROLE OF RESILIENCE, SELF-EFFICACY, AND WORK STRESS
MANAGEMENT OF NURSES THROUGH EMOTIONAL INTELLIGENCE
TRAINING: A LITERATURE REVIEW**

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ABSTRACT

Emotional intelligence training can be an effective approach to improve resilience, self-efficacy, and reduce work stress, especially in demanding work environments such as hospitals. This study aims to analyze the effectiveness of emotional intelligence training in improving resilience, self-efficacy, and reducing work stress in nurses. This research is a literature review of various indexed journals from 2020 - 2024 with the keywords, emotional intelligence training, job stress, resilience, self-efficacy, and accessed via Google Scholar, Science Direct, PubMed, ProQuest, and Gale Cengage. Various relevant studies were identified and analyzed to gain an in-depth understanding of the relationship between emotional intelligence training, resilience, self-efficacy, and job stress in nurses. The results of the review indicate that emotional intelligence training has consistently been shown to improve resilience and strengthen self-efficacy, which ultimately reduces work stress. This review provides a theoretical and empirical basis for the development of training programs in the health sector, especially in supporting the mental well-being of medical personnel.

Keywords: emotional intelligence training; job stress; resilience; self-efficacy

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INTRODUCTION

Hospitals are stressful environments for nurses, where stress and other health problems can lead to job burnout and decreased nurse effectiveness (Foji, Vejdani, Salehiniya, & Khosrorad, 2020). Occupational stress among nurses is a common phenomenon due to the high physical, mental, and emotional demands of their work. As the frontline of health care, nurses face several challenges that can induce stress, ranging from heavy workloads to great responsibility for patient safety. Prolonged stress can lead to burnout, anxiety, depression, and physical health problems such as high blood pressure and sleep disorders. Nurses are one of the medical personnel in hospitals who provide services to care for patients and support their health (Siswadi, Radiman, Tupti, & Jufrizen, 2020). Nursing is a stressful job (Mao, Huang, & Chen, 2021). Managing nurses' work stress is essential to improve nurses' own well-being, the quality of patient care, and to create a healthier and more productive work environment.

Emotional intelligence (EI) training is considered an effective approach to managing and reducing work stress among nurses. Emotional Intelligence is a core competency within an individual that can be used as a benchmark to predict future success and personal relationships between individuals (Ahmed, Asim, & Pellitteri, 2019). Emotional intelligence helps nurses become more aware of their own emotions and how those emotions affect their response to stress. EI training focuses on managing emotions and being mindful of experiences in the present moment, which is especially important in the nursing profession, which often faces stressful situations. EI training teaches nurses how

to manage negative emotions such as anxiety, frustration, or anger that often arise in stressful situations.

The efficacy of emotional intelligence (EI) training in the management and reduction of occupational stress in nurses is a subject of considerable interest. Emotional intelligence has been identified as a fundamental competency that can serve as a predictor of future success and the quality of personal relationships (Ahmed, Asim, & Pellitteri, 2019). Emotional intelligence has been shown to facilitate heightened self-awareness among nurses, thereby enabling them to more precisely identify the impact of their emotions on their response to stress. Emotional intelligence (EI) training emphasizes the management of emotions and the cultivation of mindfulness in the context of present-moment experiences. This emphasis is particularly salient within the nursing profession, which frequently encounters high-pressure scenarios. The training in emotional intelligence (EI) is designed to equip nurses with the skills necessary to effectively manage negative emotions, including anxiety, frustration, and anger, that frequently emerge in high-pressure circumstances. This study aims to analyze the effectiveness of emotional intelligence training in improving resilience, self-efficacy, and reducing work stress in nurses.

METHOD

This research employs a literature review method, utilizing various databases as the primary source, including Google Scholar, Science Direct, PubMed, ProQuest, and Gale Cengage. The following procedure has been established for the selection of journals. The following procedure has been established for the selection of a journal; 1) Keywords, the following keywords were used to search the literature: Emotional Intelligence Training, Resilience, Self-Efficacy, and Job Stress. These keywords were utilized both individually and in combination to expand the search results, 2) Inclusion criteria, journal articles published in the last 5 years (2020-2024), articles available in English or Indonesian, studies that are empirical (quantitative), experimental and relevant to the research topic, and articles published in peer-reviewed journals, 3) Exclusion Criteria, the full-text versions of the articles are not currently available, and the present study is constrained by the inclusion of brief reports, editorials, and comments, which lack empirical data. The articles that were identified were then subjected to a screening process that entailed the evaluation of their titles and abstracts. This procedure was implemented with the objective of ensuring the articles' relevance to the subject under investigation. Articles that passed the initial stage were then subjected to a rigorous evaluation process. This evaluation entailed a comprehensive review of the articles' content to ascertain their alignment with the established research focus. A thematic analysis of a select group of articles was conducted to identify trends, relationships between variables, and research gaps related to emotional intelligence training, resilience, self-efficacy, and job stress. The data obtained was then synthesized to provide a comprehensive understanding of the research topic.

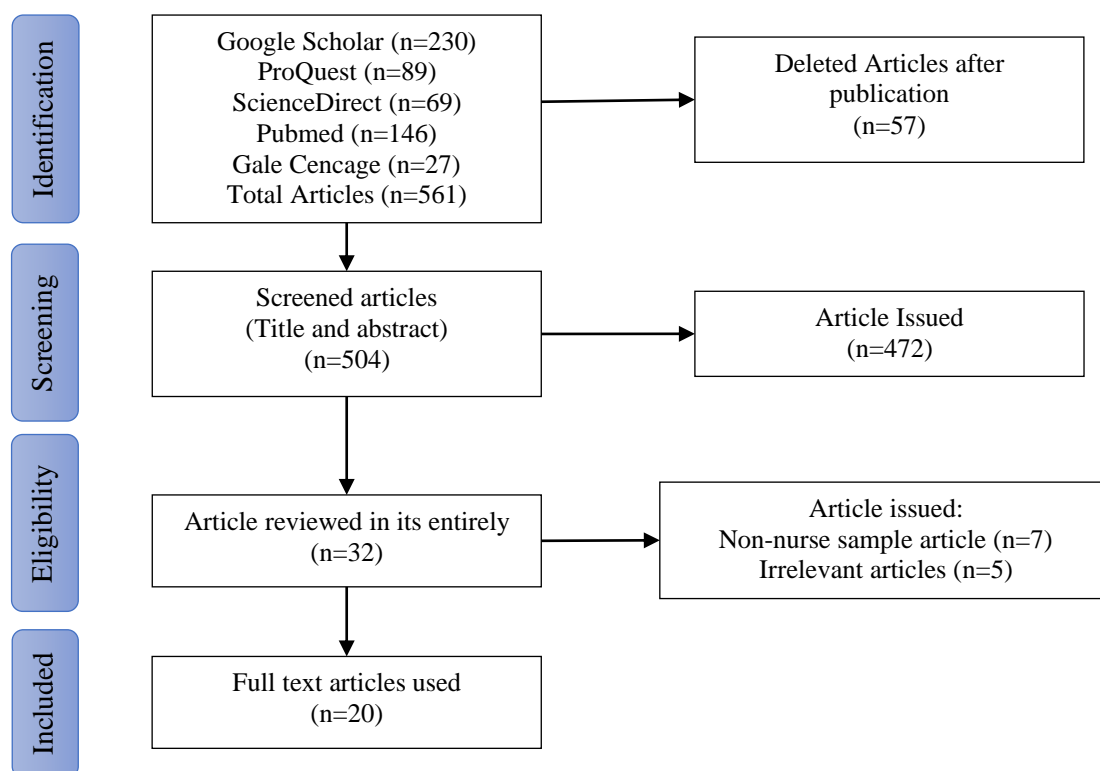


Figure 1: Schematic/Diagram of Prism Flow

RESULT

Following a thorough analysis of the articles obtained from various online databases using critical appraisal with JBI tools and the PICOT method, 20 articles were identified as meeting the inclusion criteria. The articles under review addressed the subjects of emotional intelligence training, resilience, self-efficacy, and job stress in nurses. These articles employed a quantitative research design and were drawn from various countries, including Iran, China, Spain, Peru, South Africa, Saudi Arabia, and Indonesia. The samples utilized in these studies ranged from 38 to 734 respondents. The articles selected for review are enumerated in Table 1 below.

Tabel 1.
Article Summary Results

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
1	(Foji, Vejdani, Salehiniya, & Khosrorad, 2020)	The effect of emotional intelligence training on general health promotion among nurse Country: Iran	To investigate the effect of emotional intelligence training on general health promotion	Experimental study with random group control, 123 nurse respondents at Sabzevar Hospitals	There is a significant mutual influence between changes in emotional intelligence and general health variables (intrapersonal relationship, interpersonal relationship, stress management, compatibility, and general mood)
2	(Wu, Jing, Liu, Wang, & Yang, 2022)	Effects of physical activity on regulatory emotional self-	Examine the effect of Physical activity on emotional	Cluster sampling method, 400 nurse respondents in	Emotional intelligence has a positive and significant effect on resilience and

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
		efficacy, resilience, and emotional intelligence of nurses during the COVID-19 pandemic Country: China	intelligence dan resilience and its impact on regulatory emotional self-efficacy	six municipal hospitals in Changsha City	regulatory emotional self-efficacy Resilience has a positive and significant effect on regulatory emotional self-efficacy.
3	(Mao, Huang, & Chen, 2021)	Promoting resilience and lower stress in nurses and improving inpatient experience through emotional intelligence training in China: A randomized controlled trial Country: China	To explore the impact of emotional intelligence training on emotional intelligence, resilience, and perceived stress among nurses and examine how a training affects the inpatient experience.	Randomized controlled trial, 103 nurse respondents randomly selected from 20 wards	Emotional intelligence training improves emotional intelligence, resilience, and stress among nurses and leads to an improved hospitalization experience. Emotional intelligence training should be part of nurse education to improve the quality-of-care nurses provide and their ability to work without increased stress.
4	(Cuartero & Tur, 2021)	Emotional intelligence, resilience and personality traits neuroticism and extraversion: predictive capacity in perceived academic efficacy. Country: Spain	To analyze the relationship between perceived academic efficacy, emotional intelligence (EI) resilience and personality factors of emotional instability and extroversion	Cross-sectional study on a sample of 434 nursing students in Valencia (Spain)	Perceived academic efficacy is closely and positively related to EI and resilience. The predictor variables of academic efficacy are EI (global traits, well-being and sociability), resilience (social support and emotion regulation and emotional instability)
5	(Khorasani, et al., 2023)	The influence of emotional intelligence on academic stress among medical students in Neyshabur, Iran Country: Iran	This study explores the effect of emotional intelligence (EI) training on the level of EI and academic stress in medical students.	descriptive dan quasi-experimental, 200 medical students in Neyshabur, Iran	The implementation of educational interventions grounded in emotional intelligence has been demonstrated to exert a substantial positive influence on the emotional intelligence competencies of students. Concurrently, these interventions have been observed to engender a marked reduction in the academic stress experienced by students and in their reactions to stress-inducing factors.
6	(Cabrera-	Resilience and	This research aims	Desain cross-	The present study

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
	Aguilar, et al., (2023)	stress as predictors of work engagement: the mediating role of self-efficacy in nurses Country: Peru	to explore the influence of Resilience and stress on self-efficacy and its subsequent effect on work engagement.	sectional, 459 nurse respondents	examined the relationship between resilience and self-efficacy, as well as the impact of stress on both concepts. The findings indicated that resilience exhibited a positive correlation with self-efficacy, while stress demonstrated a negative correlation with self-efficacy.
7	(Ang & Lau, 2024)	Trait emotional intelligence as a predictor of resilience among undergraduate nursing students: A structural equation modelling approach Country: Singapore	This investigation aims to utilize a structural equation modelling approach to examine the latent trait factors of emotional intelligence and resilience.	Quantitative exploratory design, 300 nursing students	A correlation has been identified between scores on the self-control, sociability, and emotionality scales and well-being scores. Furthermore, a correlation has been observed between emotionality and well-being scores, as well as between emotionality and resilience scores.
8	(Shao, Guo, Yue, & Zhang, 2022)	Psychological Contract, Self-Efficacy, Job Stress, and Turnover Intention: A View of Job Demand-Control-Support Model Country: China	The objective of this study is to determine the mechanism of influence that drives self-efficacy, job stress, and employee turnover intention, as well as the moderating influence of transformational leadership.	The present study is based on 553 valid responses from several information service companies in China, which were obtained through quantitative research methods.	Self-efficacy has been demonstrated to exert a negative influence on job stress and the intention to turnover.
9	(Chikobvu & Harunavamwe, 2022)	The role of emotional intelligence and work engagement on nurses' resilience in public hospital Country: South Africa	The objective of this study is to empirically investigate the predictive value of emotional intelligence and work engagement on nurses' resilience.	Cross-sectional quantitative survey, 252 nurse respondents in Mangaung Metropole, South Africa	A statistically significant relationship has been demonstrated between emotional intelligence and work engagement, on one hand, and resilience, on the other.
10	(Pujianto, Elliya, & Kusyati, 2022)	Emotional Intelligence on the Level of Resilience in	The objective of this study is to ascertain the correlation	A quantitative, analytical, descriptive method was	A relationship has been demonstrated between emotional intelligence and nurses' resilience

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
		Nurses Country: Indonesia	between emotional intelligence and the degree of resilience exhibited by nurses.	employed, and 45 nurses were surveyed. The survey was conducted in the COVID-19 isolation room and emergency room (IGD) at the RSUD.	levels.
11	(Alsufyani, et al., 2024)	The Impact of Perceived Emotional Intelligence on Occupational Stress Among Nurses: Empirical Evidence from a Saudi Health Cluster Country: Saudi Arabia	To examine the effect of perceived emotional intelligence on occupational stress	The correlational design of the study involved a sample of 734 nurses who were recruited from the Taif Health Cluster in Saudi Arabia.	The findings of the present study demonstrate a positive correlation between emotional intelligence and nurses' perceptions of job stress in Saudi Arabia.
12	(Irman, Wijayanti, & Rangga, 2021)	Emotional Intelligence Training on Self-Efficacy of Emergency Nursing Clinical Practice Students Country: Indonesia	The purpose of this study is to elucidate the impact of emotional intelligence training on the self-efficacy of emergency nursing clinical practice students.	The quasi-experimental study employed a non-equivalent control group design, with a sample of 42 nursing students serving as respondents.	The implementation of emotional intelligence training has been demonstrated to enhance students' sense of self-efficacy.
13	(Siregar, Girsang, Nasution, & Ginting, 2021)	Effectiveness of Emotional Intelligence Training Toward Improving the Emotional Intelligence of Nurses in Royal Prima Medan Hospital Country: Indonesia	Analyzing the effectiveness of emotional intelligence training on emotional intelligence	A quasi-experimental study with a pretest-post-test design was conducted with a sample of 38 nurses at Royal Prima Medan Hospital.	The emotional intelligence of nurses has been demonstrated to increase following the implementation of emotional intelligence training.
14	(Al Fatihah, Yusnilawati, & Mawarti, 2023)	The present study seeks to examine the relationship between emotional intelligence and self-efficacy among adolescents. Country: Indonesia	The present study aims to examine the relationship between emotional intelligence and job stress.	A cross-sectional study was conducted among 46 nurses at Dr. Bratanata Hospital in Jambi City.	A correlation has been identified between emotional intelligence and nurses' work stress in the Acacia, Cemara, and Cendana Inpatient Rooms of Dr. Bratanata Hospital in Jambi City.

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
15	(Busti, Yuliharsi, & Rivai, 2023)	The Effect of Workload and Resilience on Job Burnout with Job Stress as a Mediating Variable Country: Indonesia	The objective of this study is to determine the effect of workload, resilience, and job stress on job burnout.	A quantitative approach was employed using a survey method. This approach was implemented among a sample of 48 nurses employed at Aisyiyah Padang Hospital.	A negative and significant correlation has been demonstrated between resilience and job stress.
16	(Ardilla, Dwijayanto, & Kusumaningtyas, 2022)	The Relationship of Resilience to Job Stress of Inpatient Nurses at the State General Hospital Country: Indonesia	A study of the correlation between resilience and job stress is warranted.	This study utilizes a correlational analysis approach, examining data from 117 respondents, namely inpatient nurses at RSU Negara.	A correlation between resilience and work stress among inpatient nurses at RSU Negara was not identified.
17	(Siallagan, Setiadi, & Lindsari, 2024)	The present study explores the potential of emotional intelligence to enhance nursing students' self-efficacy in the context of preparing a final project. Country: Indonesia	This study aims to analyse the relationship between emotional intelligence and the self-efficacy of nursing students as they prepare their final project.	A quantitative study was conducted using correlational techniques. The study's participants were 74 nursing students who were preparing their final project.	Conversely, an elevated emotional intelligence among nursing students has been demonstrated to correlate with heightened levels of self-efficacy.
18	(Novianty, Utami, Ahmad, & Pusparini, 2022)	Relationship between Self-Efficacy and Emotional Intelligence with Academic Stress of Undergraduate Nursing Students at STIKES Sukabumi Country: Indonesia	The objective of this study is to ascertain the relationship between self-efficacy and emotional intelligence with regard to student academic stress.	This quantitative study employed a cross-sectional design, encompassing 197 undergraduate nursing students enrolled at STIKES Sukabumi.	A substantial relationship exists between self-efficacy and emotional intelligence with academic stress.
19	(Yunalia & Etika, 2020)	Emotional Intelligence Correlation with Self-efficacy in Adolescent Country: Indonesia	The objective of the present study is to analyse the relationship between emotional intelligence and self-efficacy.	This study employed a cross-sectional approach, surveying 191 student respondents from the Faculty of Health Sciences	The present study seeks to examine the relationship between emotional intelligence and self-efficacy among adolescents.

No	Researcher Name, Year of Publication	Article Title & Research Country	Objectives	Method/ Sample	Results
20	(Rahmawati & Retnaningrum, 2022)	The present study seeks to examine the relationship between emotional intelligence and self-efficacy on job stress in health workers. Country: Indonesia	The objective of this study is to ascertain the correlation between emotional intelligence, self-efficacy, and job stress in health workers.	The present investigation utilizes a cross-sectional approach, with 66 health workers serving as respondents. These respondents are affiliated with RSIA MH di Kota Malang.	The present study seeks to examine the relationship between emotional intelligence and self-efficacy with regard to job stress. Hypothesis one posits that emotional intelligence and self-efficacy have a negative effect on job stress.

A comprehensive review of the extant literature reveals the potential for the development of a conceptual framework that connects emotional intelligence (EI) training variables to job stress, either directly or through the mediation of resilience and self-efficacy. This framework can serve as a foundational basis for the application of research, particularly within the context of workers in the health sector.

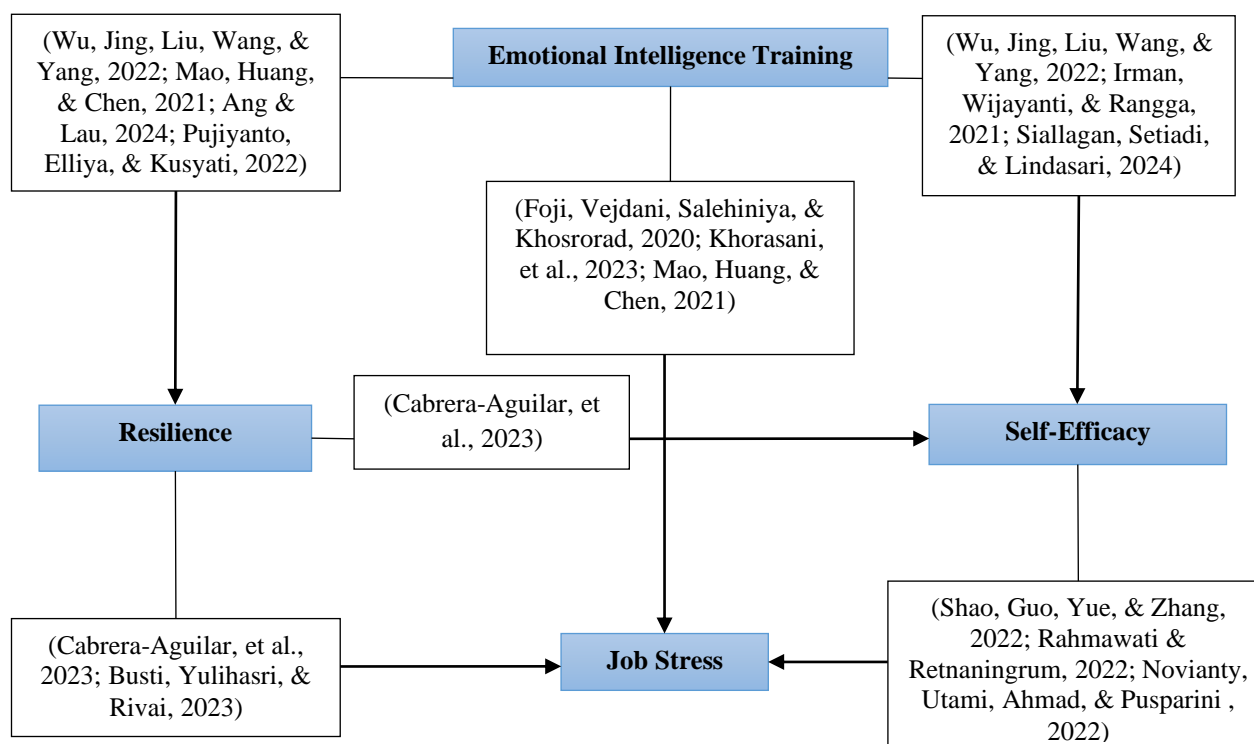


Figure 1. Conceptual Framework

DISCUSSION

Effect of Emotional Intelligence Training on Resilience

The emotional intelligence of nurses following the administration of emotional intelligence training has been demonstrated to exhibit an increase or a difference (Siregar, Girsang, Nasution, & Ginting, 2021). A study by Mao et al. (2021) revealed that emotional intelligence training fosters increased resilience. A correlation has been identified between emotional intelligence and the level of resilience in nurses (Pujiyanto, Elliya, & Kusyati, 2022). The findings of the study indicated that emotional intelligence exerts a positive and significant

influence on resilience (Wu, Jing, Liu, Wang, & Yang, 2022). Emotional intelligence (EI) training has been demonstrated to be an effective intervention for enhancing resilience. This training assists individuals in managing emotions in a adaptive manner and developing the capacity to focus on solutions when confronted with challenging circumstances. This enhanced emotional management capacity fosters individual resilience in the face of adversity, facilitating a more optimistic recovery from setbacks. A substantial body of research has demonstrated that emotional intelligence exerts a statistically significant influence on resilience (Chikobvu & Harunavamwe, 2022).

Effect of *Emotional Intelligence Training* on

The findings of the study indicated that emotional intelligence exerts a positive and significant influence on regulatory emotional self-efficacy (Wu, Jing, Liu, Wang, & Yang, 2022). The present body of research indicates a positive relationship between perceived academic efficacy and EI, as evidenced by the findings of Cuartero and Tur (2021) and Yunalia and Etika (2020). EI training has been demonstrated to enhance self-efficacy by cultivating an individual's capacity to identify and regulate emotions, thereby fostering increased confidence in confronting challenges. Furthermore, the training fosters an emphasis on processes and concrete steps, thereby cultivating a sense of competence and confidence in achieving goals. As demonstrated in the research by Irman, Wijayanti, and Rangga (2021), emotional intelligence training has been shown to enhance self-efficacy. As demonstrated in the research by Siallagan, Setiadi, and Lindasari (2024), there is a direct correlation between emotional intelligence and self-efficacy, with higher levels of emotional intelligence corresponding to higher levels of self-efficacy. Consequently, this training is an effective method to enhance an individual's perception of their capacity to execute tasks or confront challenging circumstances.

The Effect of *Emotional Intelligent Training* on Job Stress

Research by Foji et al. (2020) found that there is a significant reciprocal effect between changes in emotional intelligence and stress management. Educational interventions grounded in emotional intelligence have been demonstrated to enhance students' emotional intelligence skills and mitigate academic stress (Khorasani et al., 2023). The efficacy of EI training in reducing work stress is well-documented. The training helps individuals manage emotional stress in the work environment more effectively, thereby contributing to a reduction in stress levels. The present body of research indicates a positive influence of emotional intelligence on job stress (Alsufyani et al., 2024; Al Fatihah, Yusnilawati, & Mawarti, 2023). The efficacy of emotional intelligence (EI) training in enhancing emotional regulation in contexts characterized by elevated job demands has been a subject of considerable interest in recent academic discourse. A substantial relationship has been demonstrated between emotional intelligence and stress (Novianty, Utami, Ahmad, & Pusparini, 2022). This combination enables workers to perceive stressors as challenges that can be surmounted, rather than as threats.

The Effect of Resilience on *Self-Efficacy*

The findings of the study indicated a close and positive correlation between perceived academic efficacy and resilience (Cuartero & Tur, 2021). The present study demonstrates that resilience exerts a positive and significant effect on regulatory emotional self-efficacy (Wu, Jing, Liu, Wang, & Yang, 2022). Resilience has been demonstrated to contribute to increased self-efficacy, given that resilient individuals demonstrate an enhanced capacity to confront and recuperate from adversity, thereby fortifying their conviction in their own capabilities. According to Bandura's theory, individuals acquire mastery experiences through the successful navigation of challenges, which serve as a primary source of self-efficacy. The

present study demonstrates a positive correlation between resilience and self-efficacy, thereby supporting the hypothesis that resilience has a positive effect on self-efficacy (Cabrera-Aguilar et al., 2023). Furthermore, resilience fosters the development of optimism and positive thinking in individuals, thereby fortifying their perception of their ability to effectively manage future challenging circumstances. This underscores the significance of resilience in fostering robust self-efficacy.

The Effect of Resilience on Job Stress

The findings of the study indicated that resilience exhibited a negative correlation with stress (Cabrera-Aguilar et al., 2023). Resilience has been demonstrated to play a significant role in the reduction of work stress; studies have shown that resilient individuals tend to exhibit greater flexibility and adaptability in their approach to dealing with workplace pressures. The present study demonstrates that resilience exerts a negative and significant effect on job stress (Busti, Yuliharsi, & Rivai, 2023). The capacity to maintain composure and concentration in the face of adversity is a hallmark of high resilience, enabling individuals to manage their workloads with greater efficacy. Furthermore, the concept of resilience enables individuals to perceive stressors as opportunities for learning and growth, rather than as overwhelming impediments. Consequently, resilience functions as a psychological shield that shields individuals from the adverse impacts of occupational stress.

The Effect of Self-Efficacy on Job Stress

The findings of the study conducted by Shao et al. (2022) indicated that self-efficacy exerts a detrimental effect on job stress. Self-efficacy has been demonstrated to play a pivotal role in mitigating work stress by fostering heightened individual confidence in the adept management of occupational demands and pressures. Individuals with high self-efficacy tend to have a greater perception of control over work situations, thereby reducing feelings of anxiety or overwhelm. Self-efficacy has been demonstrated to exert a detrimental influence on job stress (Rahmawati & Retnaningrum, 2022). A substantial relationship has been demonstrated between self-efficacy and stress (Novianty, Utami, Ahmad, & Pusparini, 2022). Furthermore, self-efficacy has been demonstrated to motivate individuals to proactively confront challenges, as opposed to feeling confined to difficult circumstances. Individuals with a strong belief in self-efficacy tend to complete tasks more efficiently, which in turn reduces the level of perceived job stress.

CONCLUSION

The impact of emotional intelligence (EI) training on resilience, self-efficacy, and job stress is a subject that has been the focus of numerous studies. The results of these studies have indicated that EI training has a significant impact on these variables. The training enhanced the subjects' capacity for adaptive emotional management, problem-solving, and stress resilience. Furthermore, the training has been demonstrated to be effective in increasing self-efficacy by reducing overthinking, building self-confidence, and providing confidence in one's abilities. In the context of occupational stress, emotional intelligence (EI) training has been shown to facilitate more effective coping mechanisms, characterized by a heightened capacity for calm and focused responses, thereby enhancing emotion regulation. The findings also suggest that resilience and self-efficacy play an important role in reducing work stress. Resilience has been shown to promote optimism and adaptability, while self-efficacy has been shown to increase individuals' perceptions of control and motivation. Subsequent research could entail the evaluation of the long-term ramifications of EI training on resilience, self-efficacy, and job stress. The longitudinal studies that have been conducted offer insights into the extent to which training effects persist and the factors that influence their sustainability. Subsequent research endeavours may involve the evaluation of the efficacy of EI training

within the health sector, which is characterized by a multitude of occupational stressors, particularly among nurses.

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