

DAFTAR PUSTAKA

- Alhassan, R. K., & Poku, K. A. (2018) Experiences of frontline nursing staff on workplace safety and occupational health hazards in two psychiatric hospitals in Ghana. *BMC Public Health*. <https://doi.org/10.11862/Fs12889-018-5620-5>.
- Al-Hassan, S. N., Rayan, A. H., Baqeas, M. H., Hamaideh, S. H., & Khrais, H. (2023). Authentic Leadership and Its Role in Registered Nurses' Mental Health and Experiences of Workplace Bullying. *SAGE Open Nursing*. <https://doi.org/10.1177%2F23779608231185919>
- Alyousef, S. M., & Alhamidi, S. A. (2022). Exploring Experiences of Workplace Violence and Attempts to Address Violence Among Mental Health Nurses in the Kingdom of Saudi Arabia. *Mental Health Care*. <https://doi:10.1177/23779608221142716>
- American Nurses Association (ANA). (2014). Psyciatric-Mental Health Nursing (2nd edition Scope and standards of practice. Nurses Books: Maryland.
- Anisa, D. L., Budi, A. S., & Suyanta, S. (2021). Asuhan Keperawatan Jiwa: Pasien Resiko Perilaku Kekerasan. *Jendela Nursing Journal*, 5(2), 106-110.
- Arianti, D., Hamid, A. Y. S., & Fernandes, F. (2020). Studi Fenomenologi: Pengalaman Perawat Melakukan Tindakan Restrain Pada Pasien Perilaku Kekerasan di RSJ. Hb. Saanin Padang. *Jurnal Ilmu Kesehatan*. 4(2). 184-195.
- Arianti, D., Hamid, A. Y. S., & Fernandes, F. (2020). Studi Fenomenologi: Pengalaman Perawat Melakukan Tindakan Restrain Pada Pasien Perilaku Kekerasan di RSJ. Hb. Saanin Padang. *Jik Jurnal Ilmu Kesehatan*. 4(2). 184-195.
- Azwar, S. (2012). *Reliabilitas dan Validitas Edisi 4*. Yogyakarta: Pustaka Belajar.
- Azwar, S. (2017). *Metode Penelitian Psikologi Edisi II*. Yogyakarta: Pustaka Belajar.
- Beaton, D. E., Bombardier, C., Guillemin, F., & Ferraz, M. B. (2000). Guidelines for the Process of Cross-Cultural Adaptation of Self-Report Measures. *Spine*, 25(24), 3186-3191.
- Bekelepi, N. & Martin, P. (2023). 'Self-reported incidents of violence towards nurses working in acute psychiatric units'. *Curationis* 46(1). <https://doi.org/10.4102/curationis.v46i1.2350>
- Chou, H., & Tseng, K. (2020). The Experience of Emergency Nurses Caring for Patients with Mental Illness: A Qualitative Study. *International Journal of Environment Research and Public Health*. 17(22). <https://doi.org/10.33902/Fijerph17228540>
- Deborah, K., Salvatore, P., & David, P. (2005). *Perilous Work: Nurses' Experiences in Psychiatric Units with High Risks of Assault*, 19(4), 169–175. <https://doi:10.1016/j.apnu.2005.05.002>
- Dizavandi, F. R., Froutan, R., Moonaghi, H. K., Ebadi, A., & Bordbar, M. R. F. (2023). Mental Health Triage from the Viewpoint of Psychiatric Emergency Department Nurses; a Qualitative Study. *Archives of Academic Emergency Medicine*. 11(1). <https://doi.org/10.22037%2Faaem.v11i1.2080>

- Elita, V. (2011). Persepsi perawat tentang perilaku kekerasan yang dilakukan pasien di ruang rawat inap jiwa. *Jurnal Ners Indonesia*. 1(2). 31-40.
- Field, A. (2013), *Discovering statistic using IBM SPSS Statistic*. Sage Publications.
- Field, E. M. (2011). Strategies for Surviving Bullying at Work. Bowen Hills Qld: Australian Academic Press.
- Galian, I., Ruz Hernandez, J. A., Lopez. C., Llor. P., & Jimenez Babero. J. A. (2019). Exposure to User Violence, Job Satisfaction, and Burnout in Nurses: Comparison of Mental Health with Other Health Areas. *Neuropsychiatry*. 9(4).
- Gravetter, F. J., & Forzano, L. B. (2018). *Research methods for the behavioral sciences*. Cengage Learning.
- Harb, A., Rayan, A., & Al.khashashneh, O. Z. (2019). *The Relationship Between Workplace Bullying and Positive Mental Health Among Registered Nurses*. *Journal of the American Psychiatric Nurses Association*, 107839031987722. <https://doi:10.1177/1078390319877223>
- Hoel, H., Sparks, K., & Cooper, C. L. (2010). *The cost of violence/stress at work and the benefits of a violence/stress-free working environment*. Report commissioned by the International Labour Organization (ILO).
- Husaini, A. (2017). Peranan manajemen sumberdaya manusia dalam organisasi. *Jurnal Warta*. 51.
- International Labour Organization/International Council of Nurses/World Health Organization/Public Services International (ILO/ICN/WHO/PSI). (2002). Framework guidelines for addressing workplace violence in the health sector. Geneva: International Labour Organization.
- International Labour Organization (ILO). (2013). *Work-related violence and its integration into existing surveys, room document 7 distributed at the 19th International Conference of Labour Statisticians*. Geneva: International Labour Organization.
- International Labour Organization (ILO). (2020). *Safe And Healthy Working Environments Free From Violence And Harassment*. Switzerland: Geneva.
- Jatra, B., & Wulan, W. R. (2016). Hubungan Pengetahuan Dengan Perilaku Perawat Dalam Penanganan Pasien Perilaku Kekerasan. *Jurnal Sehat Masada*, 10(2), 13-19.
- Jenkin. G, Quigg S, Paap H, Cooney E, Peterson D, Every-Palmer S. (2022). Places of safety? Fear and violence in acute mental health facilities: A large qualitative study of staff and service user perspectives. *Plos One*. 17(5). <https://doi.org/10.1371/journal.pone.0266935>
- Johnson, S. L. (2009). International perspectives on workplace bullying among nurses: a review. *International Nursing Review*, 56(1), 34–40. <https://doi:10.1111/j.1466-7657.2008.00679>
- Jones AL (2017) Experience of Protagonists in Workplace Bullying: An Integrated Literature Review. *Int J Nurs Clin Pract* 4: 246. doi: <https://doi.org/10.15344/2394-4978/2017/246>
- Ladjar, B.M.W., & Carina, J. (Desember, 2019). *Hadapi pasien ODGJ, direktur RSJ Grogol: sekalipun dipukul, kita tidak bisa memukul balik*. Megapolitan.kompas.com.

- Laschinger, H. K. S., Leiter, M., Day, A., & Gilin, D. (2009). Workplace empowerment, incivility, and burnout: Impact on staff nurse recruitment and retention outcomes. *Journal of Nursing Management*. 17(3). 302–311. doi:10.1111/j.1365-2834.2009.00999.
- Lawrence, R. E., Rolin, S. A., Looney, D. V., Birt, A. R., Stevenson, E. M., Dragatsi, D., Appelbaum, P. S., Dixon, L. B. (2020). Physical Assault in the Psychiatry Emergency Room. *J Am Acad Psychiatry Law*. 48(4). <https://doi.org/10.29158/JAAPL.200022-20>.
- Lim, Z. Y., Idris, D. R., Abdullah, A. L., & Omar, R. (2023). Violence toward staff in the inpatient psychiatric setting: Nurses' perspectives: A qualitative study. *Archives of Psychiatric Nursing*. <https://doi.org/10.1016/j.apnu.2023.08.008>
- Llor-Estebar B., Sanchez-Munoz., Ruiz-Hernandez JA., & Jimenez-Barbero JA. (2017). User Violence Towards Nursing Professionals in Mental Health Services and Emergency Units. *The European Journal of Psychology Applied*. 9(1). 33-40. <http://doi.org/chp6>
- Lozzino, L., Ferrari, C., Large, M., Nielssen, O., & De Girolamo, G. (2015). Prevelance and Risk Factors of Violence by Psychiatric Acute Inpatients: A Systematic Review and Meta-Analytic. *Plos one*. 10(6).
- Magnavita, N., & Heponiemi, T. (2011). Workplace violence against nursing students and nurses: An Italian experience. *Journal of Nursing Scholarship*. 43(2). 203-210.
- Mone, R. H., Batilmurik, R. W., Bire, A. R., Jurusan, M., Bisnis, A., Kupang, N., Jurusan, D., & Kupang, P. N. (2020). Peran Komitmen Organisasional Terhadap Kinerja Tenaga Keperawatan Pada Rumah Sakit Jiwa Naimata Kupang. *Jurnal Pendidikan Ilmu Pengetahuan Sosial (JPIPS)*, 2(12), 79–86. <http://e-journal.upr.ac.id/index.php/JP-IPS>
- Moyo, N., Jones, M., & Gray, R. (2022). What are the core competencies of a mental health nurse? A concept mapping study involving five stakeholder groups. *International Journal of Mental Health Nursing*. 31(4). 933-951. <https://doi.org/10.1111/inm.13003>
- NIOSH, National Institute for Occupational Safety and Health. (2002). *Violence in the workplace: Risk factors and prevention strategies (DHHS (NIOSH) Publication No.2002-101)*.
- Ose, S. O., Lilleeng, S., Pettersen, I., Ruud, T., & Weeghel, J. V. (2017). Risk of violence among patients in psychiatric treatment: results from anational census. *nordic journal of psychiatry*. 71(8). <https://doi.org/10.1080/08039488.2017>
- Pujiningsih, E. (2020). *Keperawatan Kesehatan Jiwa*. Indonesia: Guepedia.
- Rangkuti, A. A. (2017). *Statistika Inferensial untuk Psikologi dan Pendidikan*. Kencana
- Rangkuti, W., & Agustinus, S. Z. (2021). Pengaruh Perilaku Kekerasan Klien Terhadap Stress Perawat di Ruang Darurat Psikiatri Rumah Sakit Jiwa. *Jurnal Ilmu Keperawatan Jiwa*. 4(1). 89-98.

- Roets, M., Poggenpoel, M., & Myburgh, C. (2018). Psychiatric nurses' experience of aggression amongst colleagues. *Health SA Gesondheid*, 23. <https://doi.org/10.4102/hsag.v23i0.1086>
- Ruiz-Hernández, J. A., López-García, C., Llor-Esteban, B., Galián-Muñoz, I., & Benavente-Reche, A. P. (2016). Evaluation of the users violence in primary health care: Adaptation of an instrument. *International Journal of Clinical and Health Psychology*, 16(3), 295-305. <https://doi.org/10.1016/j.ijchp.2016.06.001>
- Sands, N., Elsom, S., Gerdtz, M., Henderson, K., Keppich-Arnold, S., Droste, N., Wereta, Z. W. (2012). Identifying the core competencies of mental health telephone triage. *Journal of Clinical Nursing*, 22(21-22), 3203–3216. <https://doi:10.1111/j.1365-2702.2012.04093>
- Santrock, J. W. (2019). *Life-Span Development 17th edition*. Newyork: McGraw-Hill.
- Schlup, N., Gehri, B., & Simon, M. (2021). Prevalence and severity of verbal, physical, and sexual inpatient violence against nurses in Swiss psychiatric hospitals and associated nurse-related characteristics: Cross-sectional multicentre study. *International Journal of Mental Health Nursing*. <https://doi:10.1111/ijnm.12905>
- Shifa, N. A., & Safitri, A. (2021). Studi Kasus: Asuhan Keperawatan pada Orang dengan Gangguan Jiwa dengan Perilaku Kekerasan: Case Study: Nursing Care for Individuals with Mental Disorders and Violent Behavior. *Journal of Nursing Education and Practice*, 1(1), 18-21.
- Spector, P. E., Zhou, Z. E., & Che, X. X. (2014). Nurse exposure to physical and nonphysical violence, bullying, and sexual harassment: A quantitative review. *International Journal of Nursing Studies*. 51(1). 72-84.
- Spelten, E., van Vuuren, J., O'Meara, P., Thomas, B., Grenier, M., Ferron, R., Helmer, J., & Agarwal, G. (2022). Workplace violence against emergency health care workers: What Strategies do Workers use? *BMC Emergency Medicine*, 22(1). <https://doi.org/10.1186/s12873-022-00621-9>
- Stevenson, K.N., Jack, S.M., O'Mara, L & LeGris. J. (2015). Registered nurses' experiences of patient violence on acute care psychiatric inpatient units: an interpretive descriptive study. *BMC Nursing*. 14(35). <https://doi.org/10.1186/s12912-015-0079-5>
- Stingter-Outshoven, C., Glind, G. V. D., Wieberdink, L. J., Zelm, R. V., & Bram, A. (2023). Competencies Emergency and Mental Health Nurses Need in Triage in Acute Mental Health Care: A Narrative Review. *Journal of Emergency Nursing*. <https://doi.org/10.1016/j.jen.2023.08.005>
- Subu, M. A., Holmes, D., & Elliot, J. (2016). Stigmatisasi dan Perilaku Kekerasan pada Orang dengan Gangguan Jiwa (ODGJ) di Indonesia. *Jurnal Keperawatan Indonesia*. 19(3). 191–199. <https://doi.org/10.7454/jki.v19i3.481>
- Supari, S.F. (2009). *Keputusan Menteri Kesehatan Republik Indonesia (No: 406/Menkes/SK/VI/2009)*. Kemenskes Indonesia. http://hukor.kemkes.go.id/uploads/produk_hukum/KMK_No_406-Menkes-SK-VI-2009_ttg_Kesehatan_Jiwa_Komunitas_.pdf

- Vidal-Alves. M. J., Pina. D., Puente-Lopez. E., Luna-Maldonado. A., Ruiz-Cabello. A., Magalhaes. T., Pina-Lopez. Y., Ruiz-Hernandez. J. A., Jerrate. B. M. (2021). Tough Love Lessons: Lateral Violence Among Hospital Nurses. *International Journal of Environment Research and Public Health*. <https://doi.org/10.3390/ijerph18179183>
- Wardani, N. S., Kardiatus, T., & Nofita, E. (2014) Faktor-Faktor Yang Mempengaruhi Kekambuhan Pasien Dengan Perilaku Kekerasan Di Ruang Rawat Jalan Rumah Sakit Khusus Provinsi Kalimantan Barat. *Jurnal Keperawatan dan Kesehatan*. 5(3).
- Waschler, K., Ruiz-Hernández, J. A., Llor-Esteban, B., & García-Izquierdo, M. (2013a). Patients' aggressive behaviours towards nurses: Development and psychometric properties of the hospital aggressive behaviour scale-users. *Journal of Advanced Nursing*, 69, 14181427. <http://dx.doi.org/10.1111/jan.12016>
- Waschler, K., Ruiz-Hernández, J. A., Llor-Esteban, B., & Jimenez-Barbero, J. A. (2013b). Vertical and Lateral Workplace Bullying in Nursing: Development of the Hospital Aggressive Behaviour Scale. *Journal of Interpersonal Violence*, 28, 23892412. <http://dx.doi.org/10.1177/08862605134790>
- Wintari, N. K. A., Gama, A. W. S., & Astuti, N. P. Y. (2021). Pengaruh Budaya Kerja, Komitmen Organisasi, Dan Disiplin Terhadap Kinerja Perawat Di UPTD Rumah Sakit Jiwa Provinsi Bali. *EMAS*, 2(3).
- Wu, S., Li, H., Zhu, W., & Wang, X. (2012). External and internal factors and their relationships to work-family conflict and job satisfaction among Chinese nurses: A cross-sectional survey. *Journal of Nursing Management*, 20(4), 688-699.
- Yang, Bing Xiang; Stone, Teresa E.; Petrini, Marcia A.; Morris, Diana L. (2017). Incidence, Type, Related Factors, and Effect of Workplace Violence on Mental Health Nurses: A Cross-sectional Survey. *Archives of Psychiatric Nursing*, S0883941717303497-. doi:10.1016/j.apnu.2017.09.013
- Yosep, I., Hazmi, H., & Putit, Z. (2022). Experience of Workplace Violence from the Patients among Mental Health Nurses in Indonesia: A Mixed Method Study. *Nursing in Internal Medic*. <https://doi.org/10.3889/oamjms.2022.76>
- Yulis, R., Pawenrusi, E. P., Amalia, N., & Rasmawati. (2023). Violent Behavior On Nurses In The Psychiatric Wards. *Jurnal Kesehatan*. 16(1). <https://doi:10.24252/kesehatan.v16i1.37340>
- Zanello, A., Berthoud, L., & Bacchetta, J. P. (2017). Emotional crisis in a naturalistic context: Characterizing outpatient profiles and treatment effectiveness. *BMC Psychiatry*, 17(1). <https://doi.org/10.1186/s12888-017-1293-3>
- Zhao, S., Qu, L., Liu, H., Gao, L., Jiao, M., Liu, J., Liang, L., Zhao, Y., & Wu, Q. (2016). Coping with Workplace Violence against General Practitioners and Nurses in Heilongjiang Province, China: Social Supports and Prevention Strategies. *PLoS ONE*, 11(6). <https://doi.org/10.1371/journal.pone.0157897>