

PERCEPTIONS OF NURSE SELF-COMPASSION AT ASIA MEDIKA TANDAM CLINIC IN 2024

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ABSTRAK

Penelitian ini menggunakan metode Interpretative Phenomenological Analysis (IPA) yaitu sebuah pendekatan fenomenologis yang melibatkan pemeriksaan mendalam terhadap pengalaman pribadi partisipan, dan mengeksplorasi persepsi individu terhadap suatu peristiwa. Wawancara menghasilkan satu tema utama tentang *self-compassion* perawat dengan tujuh subtema dan berbagai kategori. Hasil pengamatan dan wawancara dengan keluarga pasien mengungkap variasi dalam empati, sikap, respons, dan watak perawat saat anamnesa. Variasi ini menunjukkan adanya penurunan *self-compassion* di kalangan perawat, yang berdampak pada penurunan kinerja, kurangnya penghargaan diri, dan rendahnya kepercayaan diri. Dampak lebih lanjut meliputi penurunan kualitas pelayanan dan mutu klinik, serta berkurangnya kualitas sumber daya manusia dan pendapatan klinik. Hasil penelitian diharapkan memberikan wawasan penting tentang *self-compassion* dalam perawatan, serta menjadi dasar bagi penelitian lanjutan untuk mengatasi emosi negatif melalui meditasi atau pembelajaran penanggulangan emosi negatif, yang dapat dimasukkan dalam mata kuliah Caring dan Keperawatan Jiwa.

Kata Kunci : Empati, Belas Kasih, Caring

ABSTRACT

The research employs Interpretative Phenomenological Analysis (IPA), a phenomenological approach that involves an in-depth examination of participants' personal experiences to explore their perceptions of specific events. Interviews revealed one main theme regarding nurse self-compassion, with seven sub-themes and various categories. Observations and interviews with patients' families uncovered variations in nurses' empathy, attitudes, responses, and dispositions during patient anamnesis. These variations indicate a decline in self-compassion among nurses, impacting their performance, self-esteem, and confidence. This decline further affects the quality of service and the overall standard of the clinic, leading to a decrease in human resource quality and clinic revenue. The findings of this study are expected to provide crucial insights into self-compassion in nursing care and serve as a foundation for further research on addressing negative emotions through meditation or emotional management training, which can be incorporated into Caring and Psychiatric Nursing courses.

Keywords: Empathy, Compassion, Caring

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INTRODUCTION

Self Compassion is an important component in nursing because it functions as a humanitarian and moral aspect of caring (Wiffida et al., 2022). Concern in *Self-compassion* is in the form of how nurses respond and perceive themselves to be healthier towards themselves without involving self-evaluation or social comparison (Wiffida et al., 2022). How a nurse empathizes with patients and herself is influenced by the quality of *individual self-compassion*. (Ortega-Galán et al., 2021). *Self Compassion* is associated with the delivery of empathy and love to oneself which is associated with physical and mental health through its negative association with neurotic perfectionism, depression, and depression of anxiety nature, as well as its protective effect against inflammation caused by stress (Luo et al., 2019). The lack of empathy of nurses in communicating nursing care actions for patients, resulting in patients choosing which nurses are allowed to carry out nursing care actions for the patient (Saviato et al., 2019).

The concept of self-love in Buddhism itself can be interpreted as self-compassion when one feels empathy when seeing others facing the same difficulties (Kotera & Gordon, 2021). Since this freedom of view and thought is part of compassion, one can show the suffering of others and oneself in a non-defensive and non-judgmental way. The feeling of compassion is associated with three aspects: the cognition that is embedded in understanding suffering, the desire to alleviate it, and the behavior to act with compassion. According to Kotera and Gordon (2021), empathy is generated by a combination of motives, emotions, thoughts, and behaviors. Perceive a love from yourself. Being compassionate to yourself is not too afraid of the failures they may face in their lives. This is because they are confident from within themselves and they know that they will be able to face difficult situations in their lives. They never stop trying their best in all fields. The level of expectation is huge on them. Compassion is also associated with forgiveness, empathy for others, and also understanding the other person's point of view (Saleh et al., 2022).

Research on the nature of psychometric Consultation and Relational Empathy Measure – Nurses (Brazilian version) concluded that in this study comparing empathy scores based on the same parameters. *Self Compassion* has been shown to influence self-reported empathy (Saviato et al., 2019). Self-reported *self-compassion* and decompression-resilience did not immediately improve post-intervention compared to the non-intervention group (Franco & Christie, 2021). Social support of colleagues has the ability to increase *self-compassion* in nurses at BaliMed State Hospital (Wiffida et al., 2022). Wisdom in dealing with the treatment and complaints of patients is diverse because nurses in *Self Compassion* have the ability to control emotions positively (Rahayu et al., 2021).

When stressed, nurses with high *self-compassion* tend to engage in religious activities, while nurses with low *self-compassion* tend to engage in *selfindulgence* (Adinda et al., 2020). In (Sinaga, 2022) described nurses at Santa Elisabeth Hospital Medan in 2022 showing a high level of empathy for themselves and others, as well as the ability to understand their personal weaknesses well (Sinaga, 2022). Neff mentioned several factors that can affect *self-compassion*, including culture, age, gender, emotional intelligence, and personality (Heffernan et al., 2018). *Self Compassion* is greatly influenced by the characteristics of the person's culture, religion, and environment. Compassion as something negative, with a real influence from the popular religiosity of the Judeo-Christian tradition in which compassion is understood as a feeling of pity or sorrow for a person.

The conceptualization of *self-compassion* according to the informant associates compassion with empathy, as if the two were similar or even synonymous. Therefore, they have a narrow view of the attributes contained in the scientific literature with the concept of compassion. At a lower level, informants were found to introduce elements such as presence, shared vulnerability, the desire to

alleviate suffering, and the inner experience of being happy when they did their work with compassion. The level of conceptualization of the phenomenon in our context suggests that intervention is necessary before a sense of compassion can be fostered (Heffernan et al., 2018). The existence of compassion in oneself includes higher satisfaction, i.e. higher self-esteem, hence a greater level of intrinsic motivation, and a higher goal of mastery.

Self-compassion focuses primarily on oneself, but it can also be associated with many interpersonal benefits. Studies that looked at brain activity found that a higher sense of compassion resulted in increased activity in areas related to perspective taking, thus suggesting higher empathy. Other research has also linked self-pity to self-reported perspective taking, more forgiveness, and fewer anxiety issues with attachment (Saleh et al., 2022). The primary impact of self-compassion has been attributed to adaptive coping strategies, stress management techniques that can be utilized by individuals who are able to self-regulate and experience and balance a range of healthy positive and negative emotions (Adinda et al., 2020). Specifically, *self-compassion* relates to low levels of self-defense, reduced self-blame attitudes that interfere with self-regulation, greater emotional energy and resources to devote to self-care, more positive cognitive processes, fewer avoidant behaviors, and a healthier self-regulation.

Observations obtained from *field notes* at the Asian Clinic Medika Tandam in the form of interviews with patients' families, perceives that each nurse has a different sense of empathy, emotional character, attitudes, responses and dispositions when conducting anamnesis on patients. In this case, it can show a decrease in *Self Compassion* in nurses. Low *Self Compassion* will have an impact on the decline in performance given by a nurse, nurses lack self-esteem, lack confidence in their own abilities (Sawitri & Siswati, 2019). The decline in nurse performance stemming from a decrease in empathy by nurses for services to patients can also cause a decline in the quality of the Clinic which will have an impact on the quality of Human Resources and Clinic revenue. The problem in this study is how do nurses at Asia Medika Tandam clinic perceive Self Compassion. This research can provide information that can be used as scientific input and a reference for research development in nursing practice, especially regarding the perception of nurses' Self Compassion.

RESEARCH METHODS

The author uses phenomenological qualitative research methodologies to convey, study, and understand individual experiences in the context of certain phenomena (Morisan, 2019). The qualitative research aims to explore the perception of nurses seeing *Self Compassion* at the Asia Medika Tandam Clinic in 2024 based on the components of *Self Compassion: Self Kindness, Self Judgement, Common Humanity, Isolation, Mindfulness, and Over Identification*. The researcher took the population as a subject or informant in a community who met the criteria to be an informant in the study of 9 nurses who worked and were not on leave at the Asia Medika Tandam Clinic (Nursalam, 2020). Based on data obtained by researchers from interviews with several nurses at the Asia Medika Tandam clinic.

The general characteristics of research informants from an affordable target sample, will be researched and what has been determined by the researcher in this study, namely, nurses who have worked for more than 1 year and nurses who are willing to become informants to be interviewed as many as 4 nurses who are willing to become informants at the Asia Medika Tandam Clinic. In this study, the variable explored was nurse self-empathy.

The author uses voice recorders and interview sheets in the form of questions, manuscripts or notes, stationery, and photos to the informants are instruments used to collect data to ensure the continuity

of the research according to instructions. Interview guidelines will be provided to the researcher during the interview. The researcher conducted the research at the Asia Medika Tandam Clinic, Jl. Teuku Amir Hamzah, Km. 31, 5, Kp. Tandam Hulu Satu, Binjai District, Deli Serdang Regency, North Sumatra. The research was conducted in February 2024 – May 2024.

Researchers use primary data by using questionnaires and field notes as data sources (Polit, Denise F. & Beck, 2018). The primary data in this study was obtained directly because the researcher conducted *field notes* and direct interviews with informants. There is an approach and blending that has been carried out by researchers or the recognition stage at the Asia Medika Tandam Clinic for 3 months.

Content *Validity* is defined as the extent to which the elements of the assessment instrument are relevant to and represent the construction objectives for a particular assessment of the objectives to be validated by 3 qualitative research experts. Constructs refer to concepts, attributes, domains, or variables that are the object of measurement (Yusoff, 2019).

According to (Polit & Hungker, 1991) another procedure is to calculate reliability as a consent function, using the following equation: $Reliability\ Coefficient = \frac{3}{3+0} = \frac{3}{3} = 1,00$

The Interpretation of the *Reliability Coefficient Score* will be said to be Reliability if the score value is: 0.60 – 0.70 is said to be quite reliable, if the RC value is 1.00 then it is said to be very reliable. The type of data analysis used in this study is *interpretative phenomenological analysis (IPA)*, which is a phenomenological approach technique that involves a detailed examination of the participants' lives; it tries to explore personal experiences and relates to an individual's perception or personal record of an object or event, on the contrary to an effort to produce an objective statement about that object or event (Smith et al., 2013).

This Research with description Ethics Committee of Santa Eliasbeth College of Health Sciences Medan this research has been declared ethically feasible No.173/KEPK-SE/PE-DT/V/2024.

RESULTS AND DISCUSSION

Exploring nurses' perceptions of *Self Compassion* was carried out by interviewing (*In depth interview*) in detail written in one of the seven themes found, namely the theme of nurses' *Self Compassion* views with the sub-theme of *Self Compassion interpretation*, self positive views(*self kindness*), the view of self-possession, the view of the good and bad things that happen to everyone, the view of the bad things that make the self isolated (*Isolation*), the view of self-awareness (*Mindfulness*), the view of small things that affect the big *thing* (*Over Idetification*).

The data from the interview results (*in depth interview*) obtained from the informants were collected in the form of verbatim transcripts and then grouped, after which the data was grouped then the researcher summarized the topic that became the research theme.

Table 1. The research theme matrix is shown in the following table:

Theme : Nurses' Views on Self Compassion	
Sub Theme	Category
1. Self compassion interpretation	<ol style="list-style-type: none"> 1. Empathy: Awareness, Care, Listening Help Initiative 2. Self-Character: Sympathy, Attention 3. Loving Yourself: Maintaining Diet, Getting Enough Rest (Sleep), Working According to Posi, Self Reward
2. Positive view of self (Self Kindness)	Looking at Yourself Positively: <ol style="list-style-type: none"> 1. Pure 2. Care 3. Sympathy 4. Responsibility 5. Friendly
3. Views on Self Judgment	Self-Judgment <ol style="list-style-type: none"> 1. Keeping the Mouth 2. Easy to blend in 3. Can't give you treatment 4. Words of Hurtful People 5. Self-Introspection
4. Views on good and bad things that happen to everyone (Common Humanity)	All things are in all: <ol style="list-style-type: none"> 1. Doing Good 2. Easy to blend in 3. Doing Assistance 4. Responsible 5. Caring
5. Views on bad things that make oneself isolate (Isolation)	Self-Isolation <ol style="list-style-type: none"> 1. Judge 2. Cry 3. Traumatic 4. What People Are Saying
6. Views on conscious self-recognition (Mindfulness)	Fully self-conscious recognition <ol style="list-style-type: none"> 1. Self-kindness From self-awareness and self-action 2. Not Harming Others 3. Lack of self-awareness 4. Maintaining Image
7. The view of small things that affect big things (Over Identification)	Small things become big things <ol style="list-style-type: none"> 1. Praying for Patients 2. Helping Patients 3. Patient Sensitivity

Each informant perceives *Self Compassion* as greater than their experience working at the Asia Medika Tandam Clinic. The informant shared his experiences and perceptions of *Self Compassion*, including

interpretations ranging from empathy, self-disposition, and self-love. In empathy itself, the informant perceives more as caring for others, both colleagues and patients, in an empathy there must be concern for patients and colleagues, that is the initial attitude of empathy.

"Eh, in my opinion, empathy is an attitude that we show concern for both ourselves and the people around us. For example, to patients, the most important thing is that we can help them, for example, they need something" I3

The concept of self-love in Buddhism itself can be interpreted as *self-compassion* when one feels empathy when seeing others facing the same difficulties (Kotera & Gordon, 2021). Since this freedom of view and thought is part of compassion, one can show the suffering of others and oneself in a non-defensive and non-judgmental way. The feeling of compassion is associated with three aspects: the cognition that is embedded in understanding suffering, the desire to alleviate it, and the behavior to act with compassion. According to Kotera and Gordon (2021), empathy is generated by a combination of motives, emotions, thoughts, and behaviors. An example is when a person feels empathy when they see others facing the same difficulties. This freedom of thought and perspective is (Steen et al., 2022).

Understanding empathy, job satisfaction, and a sense of compassion in oneself causes most of the difference between compassion fatigue, burnout, and compassion satisfaction. As stated by Yu et al. (2021), elements associated with life disorders and traumatic memories significantly predict fatigue, compassion, and burnout. The final model found several predictors, including perspective, compassionate care, employee engagement, mindfulness, self-assessment, over-identification, and a previous history of severe illness. Conclusion: Due to the stress involved in emergency care, emergency nurses can face more emotional and occupational challenges. Organizations must design solutions that maintain empathy, increase self-gratitude, and increase job satisfaction to reduce compassion fatigue and boredom and increase compassionate happiness. Each element of self-compassion is like having empathy with everything we do, by itself we become a person who easily feels compassion for what others feel, and has an attitude of love so that it becomes part of our person or disposition.

Then for a positive view of self (self-kindness) they perceive themselves more responsibly and cheerfully

"Sometimes patients can be valued, sometimes we buy this, eh and then it seems like the nurse cares more, continue to be more cheerful and friendlier, that's the patient's opinion, yes, because if you are a friend, it's not necessarily just one or two, you don't judge positively. I1

"... You will have this joy, yes, later please the concept will be infused or please the concept will be monitored later in eh, when my shift is taking place, yes, eh, it is responsible, continue to do well, one of which is in doing. it runs in any way, it's natural, it's "I3

In this case, the informant must know their ability to do good and empathize with themselves and acknowledge and accept their own shortcomings and abilities known as self-kindness. It allows a person to understand themselves and not hurt or ignore themselves by criticizing and judging themselves when they face difficulties. (Dreisoerner et al., 2021)

The results of a study conducted by Shirvani et al. (2023) showed that there was a significant and direct relationship between self-compassion and caring behavior exhibited by Iranian nurses during the COVID-19 pandemic, so nurses who had more self-compassion produced better behavior. In addition, the results of our study show that nurses who have self-compassion can improve the quality

of their patients' care. Therefore, it is recommended to provide education Good deeds done with sincerity will always make us positive, which will make a good thing a disposition in us.

The view of self-judgment, the existence of a negative response that is not satisfactory to each informant can result in the informant almost and can judge himself from a mistake, but there is also a praise and response of people around him to the informant.

".... After that, when he got angry, he immediately got emotional, I immediately shut up, because if I resisted, it was like my energy was exhausted, yes, yes work, but it's like being silent more, it's like being mentally hit, isn't it, it's really mental, because it's really bad, anyway, ish, it's not forgotten, it's a lesson for me..." 14

A person's responses have a great influence on cognitive perception as in (Dreisoerner *et al.*, 2021) expressing a person's feelings and perspectives that are unable to withstand their own feelings, cognitive understanding, impulses, actions, or self-values so that they overreact or judge themselves. Sometimes, individuals are unaware that they are self-judgement.

One way to explain the moderation role of self-compassion is that those who have greater compassion for themselves have traits such as kindness toward themselves in stressful situations, accepting circumstances without negative emotions, accepting one's own and others' shortcomings without punishing, having emotional strength and positive thoughts, and forgiving yourself and others. Abdollahi et al, (2024)

Everyone often has their own attachments and limitations. Therefore, when you do anything, you will be relying on your own ego and the ego of those close to you. If people do not see the natural disposition of human beings, where everyone has their own love power, this can cause them to easily judge themselves. In this case, everyone needs a true heart, which can also make people have a loving and happy heart. If anything, we can know what we perceive or feel in this way. The informant expresses his feelings (mentally) when he receives ridicule / demands from the family or the patient. Informants tend to use a silent coping mechanism (self-introspection), after the informant's emotions are calm, then the informant takes care of the next patient wholeheartedly.

Views on good and bad things that happen to everyone (common humanity)

" it has a very big effect, from Caring, there is no effect, if there is no caring, how do we want to take care of someone, how do we relate well if we don't have a sense of caring, have a sense of Caring.... "

In this case, the informant must have an awareness in himself that all abilities, inabilities, obstacles and obstacles must be treated as a natural thing that everyone must experience, so that weaknesses are seen comprehensively and not subjectively. (Dreisoerner *et al.*, 2021)

Self Compassion is a key value in healthcare. This allows doctors to respond to each patient with care and compassion. The main mechanism of compassion has been proposed to be the Perception of General Humanity (CH). There has been no empirical research investigating the relationship between ordinary humans and compassion. This study looks at how the Common Humanity scenario affects compassion Ling et al (2020). Seventy-five health care workers were randomly divided into two groups and looked at various general public scenarios. They also completed a before and after validated scale on perspective taking, general public, and self-compassion. The authors examined whether the Common Humanity scenario increased compassion. Mediation analysis was conducted to find out whether perspective taking affects compassion mediated by Common Humanity. In addition, several new Common Humanity items were tried to help expand Common Humanity's scale. The results showed that, after looking at the Common Humanity scenario, the level of compassion of healthcare workers increased. This suggests that there is evidence that perspective

taking influences self-compassion mediated by Common Humanity. The study has significant benefits in helping healthcare workers develop and maintain compassionate traits. Good and bad are the true dispositions that every human being has. By holding fast to the love in us that we always make the master in us, then good things will always come to us.

The view of bad things that make oneself isolate (Isolation), in judging oneself there is a negative response that is not pleasing to every informant which results in the informant almost and can isolate himself from a mistake.

"I really thought about it this time, I really thought about it even until he said it until he cried" I1

"....The only thing that comes to mind until now is this safety problem, this is what I mean by being like a traumatic moment" I2

In difficult situations, a person tends to feel that he is the one who suffers the most, so he isolates himself from others. This is because they believe they are responsible for all difficulties.

In Satake's study, nurses with low abilities had to be evaluated for negative aspects of self-compassion. This negative aspect mediates a relationship between disagreements about their ability to practice end-of-life care EOLC and burnout (including decreased personal achievement). In addition, nurses should be given the opportunity to change their cognitive understanding of end-of-life care EOLC issues and to communicate their negative feelings, including conflicts with organizational support. More research is needed to explain how coping control contributes to a decrease in individual achievement. According to the descriptive clarification of these findings, people who have a high level of self-affection tend to respond to stressful situations in a more calming, soothing, kind and affectionate way than in an overly critical and abusive way. In addition, they have a better ability to bring out unhelpful thoughts, accept shortcomings in themselves and others, and are able to manage themselves well in stressful situations (Abdollahi et al., 2020b; Ferrari et al., 2018).

Restraint on adjustment or self-view to achieve a desired ego makes human beings have a low view of self, so that restraint results in the individual limiting himself (self-isolation) which will be the first perception in the individual's mind. Informants will tend to be silent as an act of isolation obtained from ridicule or negative views from other individuals.

The view of self-recognition consciously (Mindfulness), in recognizing the informant consciously the informant has its own understanding where the informant thinks that if he does a good thing, then it will not be a problem, it is not too important what people say, while for other informants need a response from people not for validation but to reconfirm that what is done is a good thing

"Not really? I don't have to take people's suggestions, as long as I don't want to harm them." I1

"If I'm a person, sometimes I'm not self-aware. That is, it must be from the person who speaks. It's like this. I mean the person is like this. So, if you say you need validation, you don't also need validation. I2

According to research by Conversano et al. (2020), Mindfulness-Based Stress Reduction (MBSR) interventions successfully increase and maintain levels of awareness and compassion in oneself as well as improve fatigue, depression, anxiety, and stress. Mindfulness-related training is the most commonly used intervention strategy. It has been shown to increase awareness and compassion in oneself, but not at the level of compassion fatigue. Compassion-related interventions have been shown to increase interpersonal conflict, mindfulness, and compassion in the self. Compassionate satisfaction may be related to the development of positive affective aspects, but effective awareness increases negative affective and compassionate fatigue. This systematic review summarizes the

evidence on the quality of awareness and compassion in healthcare professionals, as well as the potential impact of MBSR, awareness and compassion-related interventions on

Mindfulness is a broad and conscious insight when Individuals are able to accept and face reality without considering what they are facing. Mindfulness can help to improve self-concept to be more positive, To be happier, you should start looking at yourself in a positive way and then act in a more grateful way in your life. One can lower stress by becoming self-aware. It can reduce stress levels, according to research by Romadhani & Hadjam (2017).

Every human being literally and naturally has a true heart that is always loving and happy, where the individual can empty himself to purify the body and soul and be based on the divine (the spirituality of each individual) in this case the individual can know the true disposition within himself, without being controlled by the ego within himself or from the outside. In this case, the individual does not do things that are not his character.

The view of small things that affect is a big thing (Over Identification). That is sensitivity and making good things even though they are simple but will be useful for patients and people around them

"My mom likes to be helped by my brother. He said so. So, it's like he's just changing here and there. So, like, sometimes there are some patients and patients' families who are talking" I2

"..... about the sensitivity, eh, it's as if for example work is not calm, if for example we don't work, for example, eh, I have my own fun, but there are patients" I3

A person usually experiences overidentification as an overreaction when faced with a problem, which leads to anxiety and depression due to a cramped focus on one's own inadequacies and abilities.

Literally every individual has a different heart of love and instinct and each individual also perceives and applies it in different ways. The perception of a positive thing in one individual that has a small meaning (prayer), will be very meaningful to other individuals, because each individual has a different way of life and life situation, therefore it will also be different perception in each individual from time to time, and it is done continuously where at every time there is an individual, and in each individual has its time

CONCLUSION

Self Compassion in Buddhism can be understood as the element of compassion, meaning that one must practice self-reflection and *Self Compassion* without having to defend oneself or ignore others. Compassion is a combination of motives, emotions, thoughts, and actions. Self-compassion involves understanding one's ability to be kind and empathetic toward oneself and others, known as kindness toward oneself. In the interview with the informant, there was 1 theme regarding the view of *nurses' Self Compassion* and there were 7 subthemes and there were 29 categories. The interpretation of the informant is more based on the experience at work and the character of each informant.

SUGGESTIONS

It is hoped that the results of this study will provide important information about self-compassion care. In the approach to informants, at least the researcher conducts a *reconnaissance* (approach) approximately 3-6 months before conducting the research, so that during the in-depth interview the

researcher can dig deeper into the intended perception. In addition, they can be a useful resource for further research, to address negative emotions, such as meditation, or to teach negative emotion coping, which can be incorporated into Caring and Psychiatric Nursing courses.

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