

Psychological Well-being of Health Workers in Fatumnasi Public Health Center

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Abstract. This research aims to see the description of the psychological well-being of health workers at the Fatumnasi Health Center using a photovoice approach with thematic analysis. This research is focused on understanding the psychological well-being of health workers who face heavy workloads and risks that impact their mental health and the quality of their services. The pressure of workload does not only come from the workplace, but also internally related to emotions, work professionalism, work stress also influence, so the importance of this study is to find out why they can survive to continue their career as health workers. This study also aims to explore how health workers at Fatumnasi Health Center face challenges due to limited resources and difficult road access. The research involved eight (8) health workers who were selected through purposive sampling and had to meet specific criteria. The analysis revealed four themes related to psychological well-being : quality of life and work, environmental mastery, organizational culture and hopes of a health worker.

Keywords: *Psychological well-being, health workers, public health center*

Abstrak. Penelitian ini bertujuan untuk melihat gambaran kesejahteraan psikologis tenaga kesehatan di Puskesmas Fatumnasi. Penelitian ini menggunakan pendekatan *photovoice* dengan analisis tematik. Penelitian ini difokuskan untuk memahami kesejahteraan psikologis tenaga kesehatan yang menghadapi beban kerja yang berat dan risiko yang berdampak pada kesehatan mental dan kualitas pelayanan mereka. Tekanan dari beban kerja tidak hanya bersumber dari lapangan kerja, tetapi juga secara internal berkaitan dengan emosi, profesionalitas kerja, dan stress kerja juga turut mempengaruhi, sehingga penelitian ini penting untuk mengetahui mengapa mereka dapat bertahan dan terus berkarir sebagai tenaga kesehatan. Penelitian ini juga bertujuan untuk mengeksplorasi bagaimana tenaga kesehatan di Puskesmas Fatumnasi menghadapi tantangan karena keterbatasan sumber daya dan akses jalan yang sulit. Penelitian ini melibatkan delapan (8) orang tenaga kesehatan yang dipilih secara purposive sampling dan harus memenuhi kriteria tertentu. Hasil analisis menunjukkan empat tema yang berkaitan dengan kesejahteraan psikologis, yaitu: kualitas hidup dan bekerja, penguasaan lingkungan, budaya organisasi dan harapan seorang tenaga kesehatan.

Kata kunci: *Kesejahteraan psikologis, tenaga kesehatan, puskesmas*

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Introduction

Health workers have a responsibility to provide essential health services to the community. The extent of their job responsibilities can act as a stressor, affecting their mental well-being (Hutapea & Huwae, 2023). A positive mental state is characterized by an individual's psychological well-being. According to Ryff (1989), psychological well-being is a condition where individuals are free from negative mental health indicators, such as anxiety, and experience happiness. This study aims to explore the psychological well-being of health workers at the Fatumnasi Health Center.

Health workers are defined as individuals who dedicate themselves to the health sector and possess the knowledge and/or skills obtained through education in this field, with certain roles requiring the authority to perform health-related tasks (Regulation of the Minister of Health of the Republic of Indonesia Number 75 of 2014). As frontline providers of care, health workers are expected to interact with patients and their families, adhering to health service procedures at the health center (Depkes, R.I., 2004). Due to the high time pressures involved, health workers are at risk of stress (Perwitasari, 2016). This highlights the potential impact of their mental state, which serves as a foundation for researching psychological well-being.

According to Ryff & Singer (1996), psychological well-being is viewed from the perspective of life span development, focusing on the distinct challenges individuals face at various stages of life. The challenges experienced by health workers at the Fatumnasi Health Center significantly influence the description of their psychological well-being.

Method

This research employs a qualitative method aimed at obtaining and exploring a deep understanding of the background, facts, realities, or symptoms (Raco, 2010). The participants in this study were eight health workers from the Fatumnasi Health Center, selected using purposive sampling techniques. The data collection method utilized in this research is photovoice, developed by Dr. Caroline Wang in the 1990s (Wang, 1999). This technique involves capturing photos that reflect the psychological well-being of health workers at the Fatumnasi Health Center, based on six dimensions of psychological well-being. The process is followed by interviews to gather meaning from the photos. During the interview, the researcher also recorded the conversations to assist in the data analysis process.

The study utilizes a thematic analysis approach, wherein the author identifies patterns in the data, groups them into themes, and further explores these themes to produce a report on the findings. The technique, developed by Braun and Clarke (2006), involves data analysis through identifying the data, creating initial codes, searching for themes, reviewing themes, defining and naming themes, and finally, generating a report to explain the results of the analysis.

Result

In this research, there were 8 participants who met the participant criteria and were willing to become participants. A brief description of the 8 participants can be seen in the table below:

Table 1.

Participant Description

Name/Initials	Age (yrs)	Gender (F/M)	Address	Length of Work (yrs/month)	Position/Job
P M	27	F	Kapan	2 yrs	Health analyst
Rain	35	F	Kapan	3 yrs 6 month	Health promotion
SU	35	F	SoE	12 yrs	Administration

N	35	F	SoE	8 yrs	Midwife Coordinator
TK	27	F	Polen	5 month	Nurse
QY	30	M	SoE	2 yrs	Nurse
RB	22	F	SoE Desa	± 3-4 month	Midwife
AP	25	F	Mutis	1 yrs	Nurse

The data obtained from the interview results and the analysis process carried out by the author using manual thematic analysis. The analysis began by dividing the existing data into four themes that refer to the dimensions of psychological well-being, namely self-acceptance, environmental mastery, autonomy and the hopes of a health worker. These themes were then grouped again into several sub-themes. The results of the study are described as follows:



Theme 1: Quality Of Life and Work

The description of quality of life and work from 8 (eight) participants is divided into three sub-themes, gratitude, workload and risk, and professionalism.

Gratitude

Gratitude is described by a state of accepting what is given regardless of whether it is an advantage or disadvantage, this is also illustrated by participants who value themselves, appreciate the hard work they have done and can channel their abilities as health workers for public health. As described by Participant PM through the explanation of the photo he took (See Figure 1).

I contemplate and am willing to accept everything back to God as the creator, meaning with all the shortcomings and advantages in me, I want to be grateful that tomorrow there will still be the sun that will rise, tomorrow God will still give different blessings, so it's like don't give up with all the shortcomings so it's like just being grateful for everything that has happened.
(PM)



Figure 1. [The sun rises as a reminder of God's blessings to always be grateful]

Participant Rain also illustrates this gratitude by enjoying life no matter what happens. As a health program officer in charge of creating health service support programs and carried out with communication, information and education, it is certainly a tough challenge because it is related to the quality of service of a public health center. This is not a reason for Rain not to be grateful, this also illustrates Rain's gratitude which is explained in the photo taken (See Figure 2).

Enjoy your life no matter what happens enjoy and be grateful, the point is to be healthy. (Rain)



Figure 2. [Enjoy your life no matter what happens]

Workload And Risk

Participants face working situations that have pressure on the duration of long working hours, have a large work area but minimal road access to the place of service, face patients every day, handle emergency patients also cause emotional burdens that must be borne, then the risk of working in a health center that is understaffed requires health workers to work extra in serving patients. Interview participant RB also explained that being a midwife who must be ready to wake up at any time to serve patients. After picking up the patient, there is another challenge, namely when the patient who is picked up gives birth, she does not sleep and must observe the patient and help the mother give birth. RB conveyed this in the statement in the interview.

For example, when we are woken up in the middle of the night we have to stay, we have to go pick up patients, not to mention that if the patient is picked up she has not given birth, we must automatically observe her until she finishes giving birth and we don't sleep.

Another situation that also illustrates the additional amount of workload carried out in this study is due to the lack of manpower at the public health center. As revealed by AP in a statement in the interview.

We are understaffed here, so we can double up on other jobs so that it is not based on one program (AP).

The challenges faced by health workers are also described in terms of the length of the journey to the service location, as well as difficult road access in some

villages, such as Mutis Village. According to participant QY, when traveling to the location during rainy weather conditions, the journey must be completed on foot.

The motorcycle can pass the road but in the rainy season it cannot pass, so we health workers just walk to the service location (QY).

Professionalism

Professionalism in this study is described through the ability to do a good job according to the required criteria, expert in his field, being full of responsibility, being able to distinguish between personal and work problems, and able to solve problems as needed. For example, in the involvement of health workers in the work program, participant QY was able to carry out the of a nurse went to the village to participate in the Posyandu program to examine and provide explanations to parents regarding the results of the examination of the KMS (Healthy Menu Card) book. This was explained by QY in the photo taken (See Figure 3).

I went down to the integrated health post and saw that the KMS, the KMS had to be held by the mother, I explained that the KMS was a mother's right that the child had been injected up to here. (QY)



Figure 3. [Checking and explaining about KMS at Posyandu]

Professionalism is also illustrated through communication with patients, which requires the ability to analyze patient problems. According to participant TK, working means practicing how we build relationships with patients, and how we communicate. TK described this in a photo he took (See Figure 4).

We take care of patients in this context we try to do our main tasks well, try to train ourselves how to build relationships with patients when communicating (TK)



Figure 4. [Doing work wholeheartedly according to existing duties and functions]

Theme 2: Environmental Mastery

Environmental mastery is described through relationships and social support, work decision-making, and emotional stability.

Relationships And Social Support

This relationship addresses how health workers relate to patients, the community, coworkers, and family. Social support has a good effect on improving relationships with the environment, this support is described by motivational support, information and physical assistance. Relationships and support in this study can be described through statements by AP participants who described that the relationship is important is direct communication with patients without intermediaries this situation is more efficient and more conducive so that in the service of patients also do not have to wait long can be directly observed (See Figure 5).

Relationships are communication that is done with someone directly, not necessarily conveyed to others first and then others convey to us (AP).



Figure 5. [Direct communication with patients]

Relationships and support are also described by Rain through a sense of togetherness as a form of positive relationships with others also revealed by Rain's participants who explained about the photo of togetherness with a smile of enthusiasm after breaking three rivers to get to Nuapin Village, the most remote village of 5 villages in the work area (See Figure 6).

Togetherness even though the road is far, tired but still enthusiastic and keep smiling (Rain).



Figure 6. [Togetherness even though you are tired of traveling all the way to the village]

Work Decision-Making

The intended decision-making in healthcare refers to the decision-making process of healthcare workers in treating patients. This process involves a series of steps, including initial assessment, collaboration, monitoring, evaluation, and documentation. It requires strong analytical skills from healthcare workers to ensure that treatment decisions are appropriate and targeted. For instance, TK closely monitored his patient, particularly during medication administration, to ensure that the patient actually took the prescribed medication (See Figure 7).

Here I am giving the patient medicine, when giving medicine we must give it directly, why? we must ensure that the patient takes the medicine, because if we leave the patient, we do not know whether the patient took the medicine or not, so we must monitor it directly. (TK)



Figure 7. [Monitoring patients taking medication]

Work decision-making is also illustrated through the attitude taken as a nurse when given the responsibility to educate or socialize with the community. This was described by QY when she conducted socialization to find out what problems the community faced regarding access to health services.

When talking with residents, we introduced ourselves, that's when the community told us that we found a mother who came here but did not survive to walk, because the journey and access to hamlet two was very complicated (QY).

Emotional Stability

Controlling emotions while working is important so that health workers can get satisfaction while working. Stable emotions can facilitate work as a health worker, who is required to listen to every health complaint from the community, then diagnose and build good communication. One challenge that requires patience is talking to people in the village about health. For example, Rain stated that when solving a problem or dealing with a new environment, one must be calm, listen and then make the right treatment decision. Rain emphasized this in an interview statement.

Facing a new environment is usually calm first, look and read the situation first, can be while telling stories so that it is easy to find solutions (Rain).

Participant PM also described his emotional management through an attitude that always apologized to others when finished discussing because he did not know whether the language he used was offensive or not, PM apologized to feel calm.

I have to apologize when I finish a discussion with other colleagues whether I am right or wrong, I have to apologize so that I feel relieved (PM).

Theme 3: Organizational Culture

Organizational culture is a description of patterns of habits, values and norms in an organization. In this research, organizational culture is described by the implementation of services that always prioritize the achievement of the objectives of implementing a health program. Evaluation is also carried out to review the work that has been done and this requires cooperation so that goals are easier to achieve.

Goal Focus

Every job has a goal to be achieved, and this applies to healthcare workers at public health centers as well. The primary objective of healthcare workers is to promote healthier lifestyles among the community, which is accomplished through various programs. Participants in this study also emphasized that their work is aimed at achieving these goals. One example is the Poswindu activities (see Figure 8), where RB specifically implements this program for the elderly, aiming to maintain and improve their quality of life.

The service at Poswindu is for the elderly who are approximately 40 years old, here will be measured height, weight, abdominal circumference, then there is also a complete blood test examination such as blood sugar, cholesterol, uric acid and malaria tests (RB).



Figure 8. [Conducting check-ups on the elderly]

The independent work assigned to each health worker is also to achieve the objectives of the health program created. For example, in processing data, as described by AP who also described a sense of responsibility is important that someone who is given responsibility will try to carry it out regardless of whether or not he can, he will try to understand and master it.

For example, we are given important responsibilities so that we try even though we don't know but try as much as we can to understand and master the things that are assigned (AP).

Evaluation And Cooperation

This sub-theme discusses health workers who conduct meetings for work evaluation, as well as health workers who conduct self-evaluation to improve themselves. In addition, this concept also discusses cooperation between health workers, which is a culture in an organizational environment to help each other for one purpose, namely to provide health services as much as possible. Evaluation and cooperation are interconnected where evaluation is carried out so that each health worker can see the problems faced and then work together to succeed every decision resulting from the evaluation. Evaluation is also done individually to realize what needs to be improved. Evaluation is described by N as a weekly evaluation meeting to discuss weekly issues, this moment is also a place to exchange information to ensure everyone gets the same information. N illustrated this in a photograph taken (See Figure 9).

As midwives, we have a kind of KIA (maternal and child health) day, so every week there must be a special day for us to discuss what problems we have faced in the past week, for example, there is a meeting at the district office, when we come home from there we discuss it again here so that all the information obtained from the office can be distributed to everyone. (N)



Figure 9. [Togetherness in discussing work while working and providing services]

In carrying out work as a health worker, cooperation is important, especially when doing work in the field. SU revealed that when helping at the Posyandu teamwork is needed. This condition shows a responsive environment that makes it comfortable and not difficult to work. SU illustrated this through a photo taken (See Figure 10).

When doing posyandu we help each other, at that time we did a weighing operation. Here we measure height and weight, so we help each other to measure the height and weight of the children, so it's like working together as a team. (SU)



Figure 10. [Teamwork during Posyandu and communication with parents]

Theme 4: Hopes Of A Health Worker

Participants described their hopes as health workers by looking back at their true life goals, which are inseparable from their relationship with their families and themselves. This theme contains the sub-themes of career development and family happiness which are explained as follows.

Career Development

Career development is an effort made by individuals to improve their quality and capacity. Career development can be a way to improve personal shortcomings and as a step towards achieving the desired goals. Participants described career development by participating in activities outside of office duties to channel talents or fill spare time with useful things. In the photo taken by RB (See Figure 11), it illustrates career development as an individual who does not waste knowledge. RB in her explanation explained that when she helped a mother give birth and the baby survived, it was a special satisfaction.

Not everyone can be like me, but if it were me, I would work because I feel capable, of what I got in school before I had to apply in the world of work, the real world. So this photo is a motivation for me. (RB)



Figure 11 [The tiredness paid off when I saw the baby was safe]

TK described career development by continuing to develop her knitting talent as an additional income (See Figure 12),.

Knitting so I learned not long after because when I was a child I was used to knitting, within a month I could make several knits which in essence could make money. (TK)



Figure 12. [Knitting to make money]

Family happiness

Making the family happy is a hope mentioned by all participants. Rain as a health promotion worker and also a mother illustrates this by stating her life goal to be able to send her children to college (See Figure 13) and make her parents happy.

This photo means working hard to make them happy, that's all. (Rain)



Figure 13. Working hard for the future of the children

QY who is the head of the family has the hope to be able to work hard to take care of the family, and has the desire that her child will be successful. QY explains this in the following statement,

Taking care of the family, so that the child can be successful too. (QY)

PM describes this family's happiness as a life goal by describing her gratitude for having a second family who is none other than her colleagues at the office. (See Figure 14)



Figure 14.[Grateful for having a second family]

Discussion

The health workers who participated in this study generally described their psychological well-being based on Ryff's (1989) theory, adapted to the location and unique characteristics of the participants. Based on this analysis, the psychological well-being of health workers at Fatumnasi Community Health Center is described in four main areas: quality of life and work, environmental mastery, organizational culture, and health workers' expectations.

Quality of Life and Work addresses gratitude, workload and risk, and professionalism. Gratitude, in Ryff's (1989) conceptual framework, is linked to the self-acceptance dimension, which encompasses self-awareness and self-acceptance. Boleyn-Fitzgerald (2016), as cited in Prameswari & Ulpawati (2019), defines gratitude as a sense of thankfulness or happiness in response to receiving a gift or

experiencing support, even in difficult situations. Grainger, as cited in Soep (2012) and Pangaribuan & Qonitatin (2021), notes that health workers face various challenges, such as dealing with suffering or dying patients, maintaining a professional appearance, interacting with patients' families, performing traumatic procedures, assuming responsibility for humanity, and managing the high risk of making incorrect decisions. The success of community health centers in fulfilling their functions is reflected in the quality of health services provided (Sarnia, Manaf & Mahmud, 2022), highlighting the importance of professionalism. This aspect supports the dimensions of environmental mastery and positive relationships, which align with the responsibilities outlined in Law No. 36 of 2014, which mandates that health workers adhere to professional ethics, prioritize community interests, and practice according to their authority and competence. Given that these participants frequently provide direct services, they are required to offer their best efforts for the benefit of health service recipients.

Environmental Mastery encompasses relationships, social support, work decision-making, and emotional stability. The environmental mastery dimension in this study emphasizes the importance of meaningful interactions and support for positive relationships with people and work (Ryff & Keyes, 1995). Resilience is also illustrated through overcoming challenges by developing broad social support networks, which help health workers remain resilient in their roles (McEwen, 2012; Hutapea & Huwae, 2023). The quality of these interactions is influenced by heightened awareness of one's actions, surroundings, and internal state (Dahl et al., 2020). However, interactions that are distracted or lacking in meaning can disrupt relationships between colleagues. Studies show that people spend approximately 47% of their lives distracted, which correlates with lower levels of well-being (Killingsworth & Gilbert, 2010; Dahl et al., 2020).

Organizational Culture is a key factor in the delivery of high-quality community services (Jainurakhma, 2022). In this study, organizational culture is discussed in terms of work focus on goals and norms for excellent service quality, as

well as evaluation and cooperation. This is related to the dimension of autonomy, which refers to participants' ability to complete tasks independently, make decisions without being influenced by others' opinions, and evaluate based on their personal standards (Ryff, 2021). Worker performance depends largely on the employee's capacity; higher work capacity leads to better performance in an organization, and vice versa (Robbins, 1998; Farlen, 2011; Oktaviana & Wahyono, 2020). For participants in this study, relying on their own perspectives is common, as basic task rules govern their responsibilities. For example, midwives working in maternal and child health and nurses conducting initial assessments are guided by the responsibilities outlined in Law No. 36 of 2014, Article 60, which states that health workers must devote themselves according to their scientific fields. Diener (2010), as cited in Hardianto & Islamiati (2021), suggests that individual well-being encompasses life satisfaction, which includes evaluation of work, health, social relationships, and emotions.

As health workers, participants also have future aspirations, discussed within the context of Ryff & Keyes' (1995) dimensions of Personal Growth and Life Goals. Personal growth aims to optimize psychological function by tapping into one's potential (Ryff, 1989). Awareness of the importance of knowledge for future benefits is fostered by continuous learning to improve oneself and stay updated with evolving science (Ryff et al., 2021). Additionally, family happiness, which includes the success and well-being of parents, siblings, and children, is a primary goal for health workers, reflecting their clear vision for the future (Ryff, 2013). However, Ryff et al. (2021) also highlight that a lack of meaning or direction in life can lead to low scores in life goals and personal development, as disinterest in life and a lack of self-improvement can diminish well-being.

Conclusion

The description of the psychological well-being of health workers at the Fatumnasi Health Center is described through four main themes, namely quality of

life and work, environmental mastery, organizational culture and hopes of a health worker, these four themes contain 6 (six) dimensions of psychological well-being which are described as follows: The dimension of self-acceptance, describes gratitude for advantages and disadvantages, through the ability to face and through every burden and risk of working with professionals. Dimension of Environmental Control, described through the ability of health workers to make work decisions. Mastery of the environment described by the relationship and social support and emotional stability. The dimension of positive relationships with others describes the relationships and support that exists between colleagues, patients and the community. The autonomy dimension describes health workers who are disciplined to work focused on goals, able to process situations with evaluation and cooperation as a form of organizational culture. The dimension of the purpose of life becomes part of the theme of the hope of a health worker, which describes the desire to make the family happy. And the dimension of self-development, which is also part of the theme of the hope of a health worker, describes the desire to learn to improve skills, and improve themselves as future benefits.

Suggestion

Based on the research results there are several things that can be suggested about psychological well-being for health workers. These results are only a picture that can be used to support the performance of health services. This is also a concern for the government and as a society it is suggested to pay more attention to facilities in the form of goods and the number of personnel in health organizations.

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