

Staff Nurses' Work-Related Stressors, Well-Being, and Coping Strategies: Input to a Nurse's Resiliency Program

Mary Grace E. Yupio ^{1*}, Ana Libabel U. Ferreras ¹

¹ Sacred Heart College of Lucena City Inc.

* mgypio.mlegh@gmail.com, aluferreras@shc.edu.ph

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ABSTRACT

The research study described the experiences of staff nurses regarding their work-related stressors, well-being, and coping strategies for managing work-related stress. Using a qualitative narrative inquiry, this study involved 15 staff nurses from selected government hospitals in Quezon Province who responded to an open-ended written narrative questionnaire. Two themes were identified regarding their work-related stressors: structural and operational demands and clinical and professional pressures. For well-being, six themes emerged: physiological exhaustion; emotional and psychological strain and exhaustion; work-life interference; satisfaction in life; strategic self-care and boundary setting; and cognitive and emotional resources. Regarding coping

strategies, seven themes were identified: professional mastery and resource management; cognitive and emotion-focused coping; meaning-focused coping; social support coping; self-care and physiological regulation; appraisal coping; and maladaptive coping and barriers to resilience. The results of the study were incorporated into the study's output, a nurse's resiliency program. This program aims to help staff nurses identify work-related stressors and improve their coping strategies. The study will especially assist future staff nurses in becoming resilient.

Keywords: *coping strategies, experiences, government hospital, nurse's resiliency program, staff nurses, well-being, work-related stressors*

INTRODUCTION

The essence of nursing centers on patient welfare and recovery. As Dlamini (2024) emphasizes, patient-centered care is vital, requiring nurses to actively focus on the patient's needs to guide clinical decisions. This holistic approach fosters collaborative care and teamwork, yet its success depends on a healthy work environment. When nursing practice environments are positive, they enhance staff well-being, leading to increased job satisfaction, improved work efficiency, and better-quality services.

However, the reality for many nurses often falls short of this ideal. Individual well-being is frequently compromised by lack of sleep, missed meals, and the emotional demands of patients and relatives. As Almeida et al. (2024) suggest, nurse managers must identify organizational models that maximize the use of human resources while ensuring safety. Without such support, the nursing role remains unsustainable, as understanding nurse well-being is the only way to identify effective improvement strategies.

The nursing profession is globally recognized for its demanding nature. Nurses grapple with heavy workload pressure and the constant need to maintain competence under stress. In the Philippines, the Department of Health recognizes that public hospital nurses are particularly vulnerable to occupational stress due to the prevalence of chronic diseases and high patient loads (Alibudbud, 2023). Locally, these challenges are corroborated by Antiquando and Saguban (2024), whose study of 358 nurses in Negros Oriental found high levels of stress linked to workload and concerns about professional confidence. When such stress is left unaddressed, it compromises not only individual health but the overall functioning of the healthcare system.

Physical, emotional, and mental strain in healthcare often goes unnoticed, yet it is a primary driver of burnout. A key factor in this decline is difficulty adapting to work-related stressors; while staff nurses vary in cognitive flexibility, those unable to manage these work-related stressors effectively may choose to quit. This leads to high turnover rates that further strain remaining staff, who may express dissatisfaction rather than seeking proactive solutions. The researcher has witnessed this toll firsthand while serving as a staff nurse in the emergency department. Factors such as extreme workloads and the exhausting task of escorting patients to other facilities, often exceeding four hours per patient for multiple consecutive days, contribute significantly to physical pain and professional burnout, thus impacting staff nurses' well-being.

Therefore, exploring staff nurses' coping strategies becomes paramount. This study aims to investigate the work-related stressors and factors contributing to staff nurses' well-being, along with the coping strategies they employ, as a basis for developing a nurse's resiliency program. By strengthening staff nurse resilience, institutions can safeguard staff nurses' well-being and, in turn, improve outcomes for both staff nurses and patients.

The research gap exists due to a lack of personalized narratives about the experiences of staff nurses in the selected government hospitals in Quezon Province. Since existing resilience studies often generalize, they fail to account for the unique work stressors specific to this locale. Therefore, the purpose of this narrative inquiry is to capture these personal experiences to inform the development of a nurse's resiliency program for staff nurses in the government hospitals of Quezon Province.

Statement of the Problem

1. How do the staff nurses describe their work-related stressors?
2. How do the staff nurses describe their well-being?
3. How do the staff nurses describe their coping strategies in addressing work-stressful situations?
4. Based on the findings of the results, what nurse's resiliency program can be developed to address work-related stressors and enhance their coping strategies?

Assumptions

The study focuses on experiences of staff nurses regarding their work-related stressors, well-being, and coping strategies in addressing work-stressful situations. The following assumptions were made:

1. The staff nurses in the selected locale experience unique, multifaceted work-related stressors that significantly impact their professional and personal lives.
2. The well-being of staff nurses in the selected government hospitals has a distinct perspective shaped by their individual values and environment.
3. The staff nurses in the selected government hospital proactively used various coping strategies to address work-related stress.

Theoretical Framework

This study drew on several theories, including the role stress theory, Ed Deener's theory, and Barbara Fredrickson's theory.

As introduced by Kahn et al. (1964) as cited by Morrisette & Kisamore (2020), role stress theory explains that stress arises when individuals face conflicting situations and ambiguity, which is the quality

of being open to more than one interpretation but not exact, as well as when there is a doubtful idea. This theory is further defined by role conflict, which occurs when an individual faces incompatible expectation from different sources, and role overload, which occurs when the total demands of the job exceed the individual's time, resources, or capabilities.

This role stress theory, especially in organizational settings, addresses issues such as overload and excessive workloads. In this theory, role occupants experience strain, often exerting unusually great effort that impacts their resources or abilities. It explains that role stress can occur even among staff nurses on duty, where there may be uncertainty about assigned responsibilities and unclear expectations regarding workload. This can lead to role conflict due to incompatible demands placed on an individual, especially for staff nurses whose workload may be further complicated if it is not clearly specified during distribution. According to this role stress theory, stressful situations arise when an individual is overburdened with more work and responsibilities than they can manage, causing significant strain.

Ed Diener's theory of subjective well-being (SWB) (1984), as cited by Sewaybricker & Massola (2022), states that the quality of a person's life depends on experiences that affect the emotional aspect and the cognitive understanding of the situation, consisting of high life satisfaction, the frequent experience of positive moods, and the infrequent experience of negative moods. The individual is the only true judge of their own well-being, as it is based on their internal perceptions and experiences rather than objective external conditions.

In Ed Diener's theory of subjective well-being, this theory is crucial for enabling staff nurses to engage in meaningful relationships with other nurses, patients, management, and the organization. Better health and improved performance can result from high subjective well-being. This theory fosters strong relationships, life satisfaction, and enjoyable interactions with everyone, especially in work-stressful situations. Being well-being-oriented leads to greater resilience across all aspects of a nursing career. Even with heavy workloads and demanding tasks, staff nurses may not complain because they understand their role as public servants. High subjective well-being fosters a positive mindset that helps overcome work-related stress, promoting emotional stability and mental clarity while maintaining a balanced sense of well-being and resilience at all times.

This theory, formulated by Barbara Fredrickson (2004) as cited by Roth et al. (2024), offers insights into a positive outlook in life and into considering one's emotions. Joy, love, and gratitude are essential because these three traits foster creative thinking, encourage exploration of new ideas, and ultimately help acquire new skills. Positive emotions can support human survival and foster long-term resilience and well-being.

It is important to understand and apply this broaden-and-build theory to recognize how positive emotions can influence staff nurses, especially when on duty, as they promote optimism across all aspects of life and help identify solutions to problems. To cope with work-related stress caused by overload and long hours of duty, it becomes a psychological resource that fosters well-being and resilience, along with a strong sense of identity.

The different roles stress plays as a work-related stressor were explained by the role stress theory. It focuses on how conflicts can arise in the workplace. Despite this, staff nurses must be able to adapt to any stressful work situations. According to Ed Deener's theory, stress manifests as a subjective well-being attitude, including life satisfaction and a sense of leading a meaningful life, which helps build strong relationships with other staff nurses and patients, even amid heavy workloads and long shifts. Furthermore, to practice the broaden-and-build theory, positive emotions such as love, joy, and gratitude are essential for human survival, fostering creative thinking, acquiring new skills, and building long-term resilience and well-being for every staff nurse. This approach helps staff nurses understand how to effectively manage work-related stress through various strategies.

For the proposed study output, the SMART-3RP model is an intervention that helps individuals manage chronic and ongoing stress. It offers a framework for relaxation response, stress management, and

adaptive strategies. Participants learn to utilize cognitive reappraisal, cultivate positive emotions, and strengthen social connectedness through empathy and support-seeking. It explains that resilience is the ability to remain healthy and productive despite stressors, and that it can be learned to enhance individual well-being. This model helps staff nurses become aware of their stressors, shift negative thoughts to positive ones, and improve coping strategies to enhance well-being and foster resilience.

Theoretical Paradigm

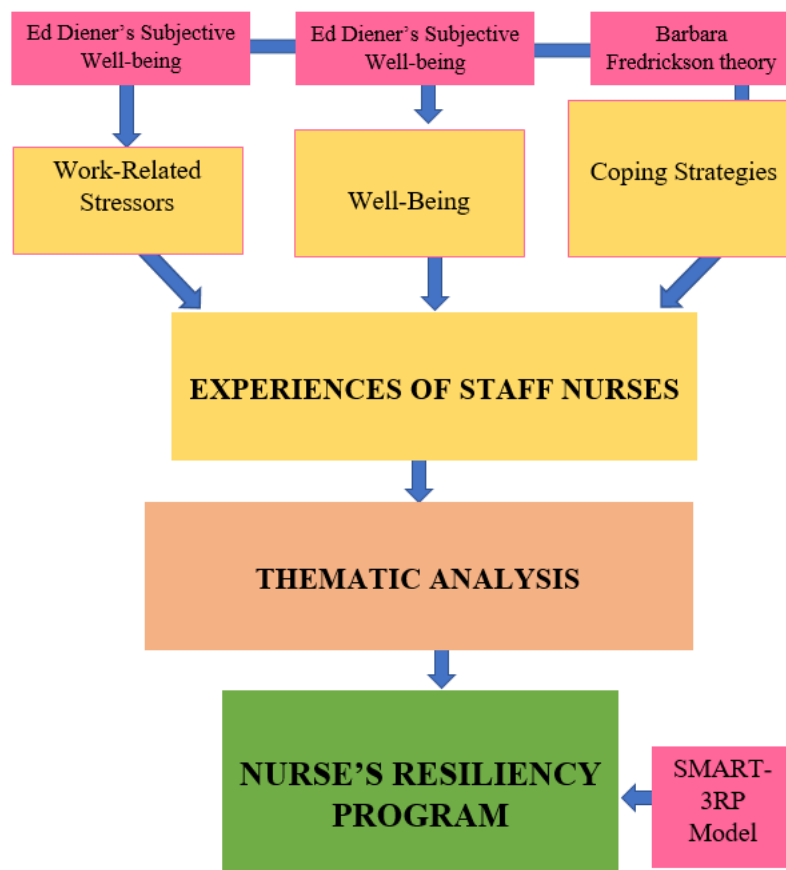


Figure 1. *Theoretical Paradigm showing the staff nurses' experiences of work-related stressors, well-being, and coping strategies in addressing work-stressful situations: Input to a nurse's resiliency program.*

This figure presents three theories: Role Stress Theory, Ed Diener's Subjective Well-being, and Barbara Fredrickson's Theory. The Role Stress Theory by Kahn et al. (1964) suggests that stress occurs when staff nurses face conflicting or unclear demands and expectations. Ed Diener's theory of subjective well-being (SWB) provides insights into the characteristics of staff nurses, including emotions that vary with the situation, as well as processes of information gathering and decision-making, such as high life satisfaction, frequent positive moods, and infrequent negative moods. Barbara Fredrickson's theory emphasizes the importance of positive emotions for staff nurses' momentary thoughts and actions, enhancing their lives, fostering optimism in all aspects, and helping them know that every problem has a solution. These frameworks aim to help in understanding the experiences of staff nurses and to guide the development of a resiliency program. The reference model for this initiative is the SMART-3RP, which helps staff nurses identify work-related stressors and improve their coping strategies.

Nurses are vital to healthcare, and their well-being is crucial for system success. Although self-care is important, organizational support is essential for building resilience (Munro & Hope, 2022). Work-related stressors significantly impact staff nurses' well-being, and they employ various coping strategies to mitigate burnout. The findings from this study will inform the development of a nurse resiliency program.

Literature Review

Related Literature

Stress is typically as a result of prolonged periods of intense physical or mental exertion, especially when there is the presence of overwhelming workloads or pressure (Trulik, K. G. et al., 2025). Likewise, according to Davey et al. (2019), stress is a subjective feeling produced by uncontrollable events.

Jakaria & Jalilul (2025) stated that occupational stress is a significant global issue impacting healthcare professionals. It is defined as a psychological and physiological response that occurs when job demands exceed a worker's resources and coping capacity. Nurses, in particular, are frequently exposed to intense emotional labor, long working hours, and critical decision-making scenarios, all of which contribute to occupational stress.

In the Philippines, work-related stress is a growing issue among healthcare professionals. The Department of Health (DOH) has acknowledged that nurses are highly vulnerable to occupational stress due to chronic understaffing, insufficient resources, and high patient loads, especially those employed in public hospitals (Alibudbud, 2023; Jakaria, Jalilul, 2025).

Indeed, healthcare organizations come in diverse shapes and sizes, providing a range of care services. Nurses, in turn, encounter a broad spectrum of stressful situations, including prolonged working hours, exhausting work schedules, unpleasant working environments, inadequate staffing, dealing with patient loss, and exposure to contagious diseases (Abdelaliem et al., 2024).

Likewise, according to Zabin et al. (2025), factors contributing to work-related stress among nurses include heavy workloads, as the nursing profession is inherently demanding, and staffing shortages, along with different emotional demands from patients and the hospital environment. When the patient needs the nurse's intervention regarding their illness and the complexity of the disease, the intensity of care for the patient becomes a barrier to staff nurses' performance. Nursing requires providing high-quality care while facing stressful situations and various work stressors. Thus, nursing is considered a stressful profession. Furthermore, according to Baye (2020), the known contributors to work-related stress are the nature of the nursing profession and the healthcare system. The nature of work, work setting, and cultural orientation can contribute to work-related stress among nurses. For instance, nurses are exposed to various clinical stressors, which require them to prioritize patient care over their personal needs. This involves compassionate care for dying patients and perseverance in the face of discrimination in clinical settings (Antiquando & Saguban, 2024).

Additionally, as reported by the Department of Health, the ratio of nurse to patient as standard policy is 1:12, but in reality, here in the Philippines, the ratio often ranges from 1:20 to 1:50, which greatly exceeds the 1:12 standard. But the negative effect on staff nurses is long shifts of duty lasting 12 to 16 hours without corresponding payment, since they already exceed 4 hours and up to 8 hours, resulting in excessive workload that leads to burnout (Alibudbud, 2023).

According to Tsegaw et al. (2022), this work-related stress results in adverse emotional, physical, and psychological effects for all nurses. The author points out that stressed nurses struggle to provide holistic nursing care and may contribute to increased patient mortality. Additionally, work-related stress increases the risk of medical errors among nurses. As stated in the research, work-related stress has negative impacts on both individuals and organizations. Nurses may experience job dissatisfaction, decreased enjoyment of work, anxiety, loss of concentration, and difficulty focusing on tasks due to heavy workloads.

Every individual in different societies needs to develop traits of a well-being person, based on their human experiences, encompassing physical health and overall quality of life. Well-being involves both

quality of life and a sense of purpose and meaning. A well-being person is characterized by good qualities, including happiness and contentment in life; distress is rarely experienced, but physical and mental health are present, enabling individuals to manage their daily lives effectively. Well-being at work is manifested by different factors that influence an individual's performance, such as professionalism, life satisfaction, and freedom from unsafe environmental conditions. It encompasses cognitive and affective aspects of well-being in the workplace. Mental knowledge affects the attitude toward job satisfaction, including satisfaction with colleagues and compensation. Affective aspects relate to feelings as quick actions based on emotion and involve different emotions that create worries that lead to depression, feelings of enthusiasm and contentment (Almeida et al., 2024).

Moreover, according to Al-Hendawi et al. (2024), well-being encompasses more than just daily experiences of positive emotions in various circumstances. It also emphasizes the realization of an individual's potential. Furthermore, well-being involves overall life satisfaction, incorporating diverse emotions across different areas of life. These elements become integral components of the physical, mental, emotional, and holistic aspects of an individual's wellness. Physical well-being is vital for individuals, especially in organizational settings, as healthy employees are more productive and effective (Antiquando & Saguban, 2024).

In more detail, physical well-being encompasses the way an individual cares for their body, demonstrating self-respect and promoting a healthy lifestyle. It involves being aware of habits that support physical health, such as physical activity, balanced nutrition, enough sleep, and responsible substance use. Furthermore, physical well-being requires an understanding of the body's needs for optimal health, to prevent diseases or illnesses. Similarly, emotional well-being refers to an individual's ability to effectively manage a wide range of thoughts and feelings. It also encompasses self-awareness, allowing a person to assess their limits, know when to pause, and readily seek support from those around them or from professionals (Trustees of Boston University, 2022). Mental well-being is about how well someone handles life's challenges, stays productive, and participates in their community (Paez et al., 2025).

Additionally, factors such as heavy workload, environmental noise, and high workplace stress can affect sleep quality and lead to ongoing sleep disturbances, causing both physical and mental fatigue among nurses (Diana, T. S., 2024). Furthermore, according to Laguador (2017), spending most of the days on work-related stressors can neglect other important aspects of people's lives, which results in stress and unhappiness. It was also stated that those facing challenges in dedicating time for themselves, including healthcare workers, struggle with maintaining a healthy work-life balance, an essential factor for improving work performance, personal health, and relationships. These stresses often lead to burnout and decreased work productivity.

Republic Act No. 7305 promotes health consciousness among all people. Its main concern is to ensure effective health programs that primarily aim for the welfare of health workers, including nurses. Specifically, the Act seeks to promote and improve the overall well-being of these professionals, which encompasses their holistic well-being. Furthermore, it strives to improve nurses' working conditions, fostering an environment where they can achieve job satisfaction and fulfillment in their assigned duties.

Also, as stated in the Republic Act No. 9173, imposing the main responsibility of nurses for health as well as avoiding any kind of disease. For nurses to be effective in promoting better health, their well-being at work is paramount. To promote it, a nurse must be committed to their work and maintain a balance between professional and personal satisfaction, which leads to better performance in their assigned work, considering an individual's ability to make decisions, speak and act independently. Likewise, it supports nurse well-being by emphasizing the state's responsibility to ensure nurses' ability to work in humane conditions, practice the profession effectively and achieve dignified nurses. The said characteristics mentioned is for the overall welfare of the nurse.

This holistic view of well-being in organizations naturally extends to workplace spirituality, which involves a holistic approach to service. Workplace spirituality can significantly improve employee

conditions and organizational performance. With a spiritual action for work, an individual becomes alert and energetic in every situation, ready to perform well and develop well-being, including satisfaction and joy in every task assigned, along with good interpersonal connections with others (Dal Corso et al., 2020).

Regarding coping strategies, adaptive or maladaptive are ways in which individuals can cope during stressful situations. Maladaptive coping involves emotions, focusing on oneself to manage stress and reduce unpleasant experiences, which makes it a work-related stressor. But then, in adaptive coping, it focuses on the problem by identifying the causes of the stressor to overcome it, even in stressful situations. It is clearly stated that maladaptive coping has an outcome that resulted to worries, a negative outlook in life and is linked to stress (Rahmani et al., 2024).

Expanding on this concept, Lazarus & Folkman (1984), as cited in Sierakowska & Doroszkiewicz (2022), argue that individuals employ various coping strategies to navigate stressful situations. They note that Endler and Parker (1990), as cited in Sierakowska and Doroszkiewicz, (2022), categorize these approaches into three main styles: problem-focused coping, which involves actively working to resolve the source of the stress; emotion-focused coping, which centers on managing one's own feelings and emotional responses to the stressor; and avoidance-oriented coping, which entails sidestepping the problem, often by diverting attention to other activities or seeking social interaction.

According to Maresca et al. (2022), cognitive coping is used to manage internal or external demands that an individual assesses as overwhelming their resources. These stress management approaches can include cognitive or behavioral coping, avoidance strategies, emotion-focused coping, or even substance use.

One example of adaptive coping was meaning-focused coping, which focuses on people's goals and values, which are the main concerns in coping with stress (Tsamouris, 2025). Also, according to Song et al. (2025), meaning-focused coping alters an individual's actions in situations that cannot be controlled. So, an individual can apply being a well-being person in times of distress. Another example, according to Grindler's Nation (2024), of adaptive coping was building strong relationships with colleagues, which was also a significant factor in fostering workplace resilience, as these connections offer vital emotional support, contribute to a positive work environment, and enhance teamwork and collaboration.

Similarly, social support was an example of adaptive coping, which is the support of a social network in comforting a person as a consequence of overcoming a stressful situation. It is stated that individuals with higher social support, when faced with work stressors, will find it easier to be assisted and to understand the situation, enabling them to manage work stress and still enjoy their nursing profession. Thus, individuals reported less negative emotion when social support was higher (Liao, 2022). Likewise, coping strategy that can further enhance resilience was the support from the family, friends, and relatives. also, practicing a healthy lifestyle such as regular exercise, relaxation techniques, adequate sleep, and proper nutrition could enhance overall well-being and the ability to cope with stress (Frances Kelly, 2023).

Furthermore, regarding self-care, Vivian et al. (2019) define self-care as taking care of oneself, including good habits for the physical, emotional and spiritual aspects of life. Practicing self-care can help prevent and manage stress, and help to become a well-being person who can overcome stressful situations. Likewise, according to Payne (2021), taking regular breaks during work is essential to avoid feeling overwhelmed. Additionally, according to Kwon, J. (2023), self-care involves complete rest and sleep, relaxation, engaging in healthy habits or reflecting, and good communication with others to find inspiration through social support. Likewise, seeking professional therapy can be a healthy habit that promotes an individual's health and well-being.

Research consistently demonstrates a strong link between the coping strategies nurses employ to manage stress and their overall mental health. Specifically, escape-avoidance and distancing are associated with increased psychological distress and reduced emotional well-being, which is an example of maladaptive coping. This contrasts with positive reappraisal, which tends to predict better mental health outcomes. Coping strategies can be categorized as approach or avoidant. The approach strategies are

typically considered adaptive because they directly address and resolve stressful situations. This includes coping, planning, positive reframing, and seeking support. With avoidant coping, the stressors were left unresolved, and the behaviors used were venting, denial, behavioral disengagement, substance abuse, and self-blame (Barr, 2024).

The specific types of coping strategies that individuals use have a significant and varied impact on their mental well-being and overall functioning. Constructive coping strategies can be developed to improve the mental abilities of a well-being person. These strategies can generate positive feelings that correlate with better performance, ultimately leading to greater job satisfaction and helping to prevent mental exhaustion. This constructive coping strategy focuses on avoiding excessive stress when sadness occurs, which can help individuals become more confident and determined to succeed in their professions, especially when supported by others. Conversely, if a person relies on passive coping strategies such as dependency and only depends on their mental capabilities, seeking professional advice is advisable. Similarly, isolating oneself from groups or teamwork and suppressing emotions are not healthy practices. All of these factors can harm mental health, and if an individual has low self-worth, it can negatively affect their quality of life since poor performance may result (Jawabreh, 2024).

According to Payne (2021), seeking clarity about the best course of action in difficult situations can help determine whether a situation warrants worry and, in turn, enhance overall well-being. A straightforward, steady pace can help prevent feeling overwhelmed and manage tasks efficiently. Taking regular breaks during work was essential to avoid feeling overwhelmed. Additionally, it was important to ensure that personal feelings do not negatively impact work performance and to seek self-support when needed.

Ultimately, the effective application of these coping strategies contributes to an individual's resilience, which is defined as an individual's capacity to recover quickly from difficulties. Resilient individuals are often characterized by a strong sense of self-efficacy, a belief in their capacity to influence outcomes, which empowers them to proactively manage their circumstances. Resilience provides individuals with the essential tools to overcome challenges, find solutions, and ultimately emerge stronger from adversity. Resilience also involves the capacity to build strength to effectively handle work-related stress, adapt to change, and bounce back from setbacks and endure challenges, while learning from them (Grinder's Nation 2024).

Specifically, according to Rana Books (2023), resilience is the ability to bounce back and adapt in the face of challenges, adversity, and stress. A resilient person develops the skills and mindset to be effective in different situations and maintains emotional well-being, persevering through hardship and overcoming struggles with inner strength. Key components of resilience include adaptability, in which a resilient person develops the flexibility to adjust to every circumstance, and a positive outlook, characterized by optimism and the belief that all challenges can be overcome, recognizing that setbacks are temporary.

Emerging research shows that resilience can be taught and enhanced through training and therapy. Therefore, this kind of therapy should be supported and integrated into programs. Resilience may be conceptualized as a skill that can be refined, even if individuals start with varying levels of innate resilience. Presenting this perspective early on promotes hope and motivates them to enhance their own resilience (Brandon Beaber, 2022).

Related Studies

The study by Dantis et al. (2024) investigated the correlation between work-related stressors and coping strategies among nurses at a selected tertiary hospital in Bulacan, Philippines. It explored how various factors, including demographics, work characteristics, and coping strategies, influence nurses' experiences of stress and their ability to manage it. The study highlighted the prevalence of work-related stressors among nurses, particularly those in critical care units. It also emphasized the importance of coping strategies in managing stress and promoting nurses' well-being (Dantis et al., 2024).

The study by Dantis et al. (2024) and the present study explored nurses' experiences, focusing on well-being and coping strategies. While they shared a focus on work-related stressors, they differed in research design, sample size, and specific findings. This study utilized a quantitative approach with a larger sample, while the present study employed a qualitative design with a smaller sample. This study identified factors such as age, marital status, and duty area as influencing work-related stressors and coping strategies. The present study would likely delve deeper into the subjective experiences and narratives of nurses. Both studies highlighted the need for resiliency programs to support nurses in managing stress and maintaining their well-being.

The study by Turnbach et al. (2024) was a quantitative cross-sectional design that compares the well-being of emergency and inpatient nurses in Magnet hospitals. It aims to identify factors contributing to emergency nurses' higher rates of burnout, job dissatisfaction, and intent to leave, and to suggest potential interventions to improve their well-being. It found that emergency nurses experienced significantly higher burnout, job dissatisfaction, and intent to leave, primarily due to inadequate staffing, high workload, and poor communication. Despite these challenges, the study identified promising interventions, such as improving nurse staffing levels and supporting clinicians to take breaks, to enhance emergency nurses' well-being and reduce turnover.

The study by Turnbach et al. (2024) and the present study shared a common focus on nurse well-being but differed in terms of sample size, research design, scope, and specific objectives. This study has a larger sample size and a quantitative approach, aiming to identify differences in well-being between emergency and inpatient nurses in Magnet hospitals and to discover effective interventions. While the present study was small and qualitative, it delves deeper into staff nurses' individual experiences and coping strategies. While both studies contributed to understanding nurse well-being, they offered different perspectives and insights. Together, they provided valuable insights into the challenges faced by both emergency and inpatient nurses, aligning with our study's exploration of work-related stressors.

According to Costa et al. (2021), the study specifically examined the stressful situations nurses in hospital emergency units face, the coping strategies they used to manage stressors, and the negative effects on their well-being. The study emphasized the importance of effective coping strategies for nurses in preventing the negative effects of stress on their work performance and mental health. According to the results, problem-focused and emotion-focused coping were the strategies nurses used to reduce the effects of stress.

Both the study by Costa et al. (2021) and the present study shared a common focus on nursing well-being and coping, but their methodological differences and research contexts suggested that their findings may differ to some extent. This study, using a descriptive, exploratory approach, examined the stressful situations nurses face and their coping strategies. In contrast, the present study, employed a qualitative simple narrative inquiry, delved deeper into nurses' subjective experiences, potentially revealing more nuanced insights into their well-being and coping strategies. Additionally, the different research locales and problem statements might influence the specific findings of each study.

This study by Kohnen et al. (2024) examined the relationship between engaging leadership and nurse well-being, focusing on burnout and work engagement. It examined how leadership influences these outcomes through job characteristics and intrinsic motivation. The study used a cross-sectional design and analyzed data from 1117 direct care nurses in Belgian hospitals. Key findings suggested that engaging leadership was positively associated with nurse well-being, with job demands, resources, and intrinsic motivation mediating this association. This study contributed to the literature on nurse well-being and job satisfaction by highlighting the importance of engaging leadership.

Kohnen et al.'s (2024) study and the present study, while different in scope and approach, can complemented each other. The larger-scale survey provides quantitative data on factors influencing nurse well-being, while the smaller-scale narrative inquiry study offers in-depth insights into nurses' lived experiences. Together, these studies can inform the development of more comprehensive and effective

nursing resiliency programs. The findings of this study suggested that engaging leadership, job resources, and intrinsic motivation can positively impact nurse well-being. On the other hand, the present study revealed common themes of stress, coping strategies, and the need for interventions that address both individual and organizational factors. Combining these insights, nurse's resiliency programs can be designed to meet nurses' needs and address both individual and organizational factors.

The study by Jarden et al. (2019) focused on the well-being of intensive care nurses. It emphasized that there were limited studies in this area and highlighted the various definitions of well-being they used. The study recommended further research to better understand and address the challenges faced by ICU nurses, and to develop and evaluate tailored interventions. The results of the study proved that prioritizing nurses' well-being was crucial and needs to be supported.

Jarden et al.'s (2019) study and the present study, while similar in their focus on nurses' well-being, differed in terms of sample size, scope, research design, and specific research questions. The systematic review provided a broader overview of the literature, while the present study focused on a specific hospital setting and department. Both studies contribute to a better understanding of nurses' experiences and can inform the development of customized resiliency programs. Key findings from the systematic review included the diverse definitions of well-being and the need for further research, while the present study provided insights into specific stressors, coping strategies, and resiliency program as an output.

According to Lee et al. (2019), the study investigated the relationship among psychological well-being, coping strategies, and patient safety among nurses. It focused on understanding the impact of coping strategies on nurses' mental health and their ability to provide quality care. This study emphasized the effect of approach-oriented and avoidant coping strategies on psychological well-being and patient safety outcomes.

A study by Lee et al. (2019) and the present study, while differed in scope and methodology, shed light on the complex interplay of stress, well-being, and coping strategies among nurses. The findings from both studies can inform the development of targeted interventions to support nurses and enhance patient care. This study, with its larger sample size and quantitative approach, provided valuable data on the correlation between coping strategies and well-being. In contrast, the present study, with its smaller sample size and qualitative approach, offered a deeper understanding of nurses' subjective experiences of stress and coping.

According to Dal Corso et al. (2022), the study explored the relationship among workplace spirituality, supervisor behaviors, and employee burnout. This examined how workplace spirituality mitigates the effects of burnout among employees due to supervisors' behaviors. The results showed that supervisors' behaviors that can contribute to burnout among employees were mitigated by workplace spirituality, and that both workplace spirituality and positive supervisor behaviors reduced employee burnout. Therefore, fostering workplace spirituality was important.

A study by Dal Corso et al. (2022) and the present study explored employee well-being within organizational contexts. This study examined the relationship among supervisor behaviors, workplace spirituality, and employee burnout across a broader range of employees. The present study was specifically limited to staff nurses and focused on their well-being, coping strategies, and work-related stressors. Despite these differences, both studies found that supportive work environments and positive organizational factors are crucial for promoting employee well-being. This study highlighted the importance of supervisor behaviors and workplace spirituality in reducing burnout, while the present study provided insights into the specific work-related stressors and coping strategies used by staff nurses. Both studies emphasize the need for organizations to create supportive, nurturing environments that promote employee well-being.

This study by Penque (2019) investigated the effects of Mindfulness-Based Stress Reduction (MBSR) on the well-being and job performance of registered nurses. It explored how MBSR can influence mindfulness, self-compassion, empathy, serenity, work satisfaction, job burnout, and incidental overtime among nurses working in a tertiary care hospital. The study found positive effects of MBSR on mindfulness,

self-compassion, and serenity, but no significant effect on empathy or work satisfaction. Additionally, MBSR was associated with reduced job burnout. While the study has limitations such as the lack of a randomized controlled group, it contributed to the growing body of research on the benefits of mindfulness-based interventions for healthcare professionals.

The study by Penque (2019) and the present study differed in several key aspects. This study, with a larger sample size and quantitative focus, found positive effects of MBSR on specific psychological factors and job burnout. The present study, with a smaller sample size and a qualitative approach, likely explored themes related to work-related stressors, coping strategies, and their impact on staff nurses' well-being. In addition, the study's qualitative findings provided insights into specific needs and work-related stressors faced by staff nurses, informing the development of more resiliency programs.

This study by Desai et al. (2024) investigated how heartfulness meditation and gratitude practice affect compassion satisfaction, burnout, secondary trauma stress, and work engagement among healthcare providers in the United States. The results showed that heartfulness meditation was associated with significant improvements in burnout and work engagement, with a trend toward increased compassion satisfaction, compared with a gratitude practice (Desai et al., 2024).

Desai et al. (2024) investigated how two interventions affect compassion satisfaction, burnout, secondary traumatic stress, and work engagement among healthcare providers in the United States. They used a randomized controlled trial. The results showed that, compared with gratitude practice, heartfulness meditation reduced burnout and increased work engagement. This study aims to improve the well-being of healthcare providers. The present study was a qualitative narrative inquiry that offered insights into the experiences of staff nurses regarding work-related stressors, well-being, and coping strategies, with the goal of enhancing well-being.

The study on compassion fatigue and workplace well-being among healthcare professionals in Western Visayas, Philippines, found that although most participants reported low levels of compassion fatigue and high levels of workplace well-being, there were significant differences by age and marital status. Younger and single healthcare professionals were more likely to experience higher levels of compassion fatigue. However, the study did not find a strong correlation between compassion fatigue and workplace well-being, suggesting that other factors might also influence overall well-being (Alojado & Madrigal, 2024).

The study by Alojado & Madrigal (2024) and the present study focused on the well-being of healthcare professionals but differed in their methodologies and scope. This study used quantitative methods to examine compassion fatigue and workplace well-being among a broader group of healthcare professionals. The present study, on the other hand, employed qualitative methods to delve deeper into the experiences of staff nurses, specifically their work-related stressors, well-being, and coping strategies. While this study provided a quantitative overview, the present study would offer a more in-depth understanding of nurses' perspectives. Both these studies can inform comprehensive strategies to improve the well-being of healthcare professionals.

The study by Garces-Cabanas & Dano (2022) explored the lived experiences of frustration among millennial nurses in both public and private tertiary hospitals in Cebu City, Philippines. Utilizing a qualitative descriptive phenomenological design and purposive sampling, the researchers conducted in-depth semi-structured interviews to uncover the root causes of workplace dissatisfaction. Through Colaizzi's data analysis process, five major themes emerged: challenging, controlling, cold-shouldering, censuring, and unvalued experiences. The findings highlighted that those frustrations often resulted from a deep sense of insecurity and unfulfilled needs within the clinical setting. The study concluded that nurse managers must remain vigilant and redesign systemic approaches to eliminate stigma and foster a more supportive environment, particularly for the younger generation of the nursing workforce.

This study was highly relevant to the present study, as both examined staff nurses' subjective experiences of workplace stressors and their impact on professional well-being. Both studies identified

organizational culture and interpersonal dynamics, such as feeling undervalued, as critical factors necessitating the development of resilience interventions. However, the present study differed in its methodology and data-collection tools. While the study employed a phenomenological approach with oral interviews, the present study uses a simple narrative design with 15 participants, gathering data through written narratives and open-ended questionnaires. Furthermore, while the study focused on the frustrations of millennial nurses, the present study examines a broader range of work-related stressors and specific coping strategies to inform a nurse's resiliency program.

The study by Saribudak & Üstü (2024) assessed the effectiveness of the compassion fatigue resiliency program for nurses, particularly those working in high-stress oncology and hematology settings. These nurses were at high risk of burnout and stress due to constant exposure to patient suffering and death, which can lead to high turnover, medical errors, and poor mental health. The study uses a mixed-methods approach. Fifteen nurses have participated in the program. For the quantitative results, there was no statistically significant decrease in stress or burnout scores. However, the qualitative findings from interviews showed a positive outcome: the nurses became more aware of their stress, managers improved communication, and patient satisfaction with care increased after the nurses completed the program.

This study was highly relevant to the present study because both involved a resiliency program for nurses aimed at positive outcomes. However, the present study differed in its methodology and data-collection tools. While the study employed a mixed-methods approach with oral interviews and quantitative data, the present study uses a simple narrative design with 15 participants, gathering data through written narratives and open-ended questionnaires. This study and the present study both included a resiliency program that focused on awareness of stress, stress management, and coping strategies. This study's results showed that the training program improved nurses' coping skills, communication skills, and patient care satisfaction.

METHODS

Research Design

This qualitative study used a simple narrative inquiry research design. This approach was chosen to describe the individual experiences of staff nurses regarding their work-related stressors, well-being, and coping strategies. By focusing on personal narratives, the study provided rich, in-depth insights that guided the development of a nurse's resiliency program.

Narrative research appeals to those interested in qualitative inquiry that examines people's experiences from their unique perspectives, emphasizing a constructivist-oriented approach rather than a single objective truth. At its core, this research was intensely personal, delving into the unique life stories and significant events that shape an individual's journey (Parks, 2023). It prioritized understanding participants' perspectives. It was used to explore staff nurses' experiences with work-related stressors, well-being, and coping strategies for addressing work-stressful situations. Through a written narrative and an open-ended questionnaire, thematic analysis was utilized to examine patterns and identify recurring ideas. By gaining insight into their perspectives and experiences regarding work-related stressors, well-being, and coping strategies, the researcher aims to guide the development of a nurse's resiliency program, the study's output.

Research Locale

This study was conducted at four different government hospitals located in Quezon Province. These hospitals serve as vital healthcare providers in their respective areas, collectively offering comprehensive emergency, surgical, operating, recovery, labor and delivery, animal bite treatment, laboratory, and radiology services. All of them are level 1 hospitals. Two of these hospitals have 75-bed capacity, one has 50-bed capacity, and the other has 25-bed capacity. The three hospitals reported a 1:25 nurse-patient ratio. One hospital noted that their ER/Ward has a 1:20 nurse-patient ratio, and the OPD has a 1:50 nurse-patient

ratio. Data showed that last year, three hospitals experienced the resignation of one staff nurse each, while one hospital lost two staff nurses. Those who remained were motivated by family ties, the desire to stay close to family, to gain more experience, or because they preferred to work in their hometown. The researcher conducted simple narrative inquiries with participants from the nursing service departments of these four hospitals in Quezon Province. This research explored nurses' work-related stressors, well-being, and coping strategies across these diverse settings. Focusing on multiple, yet distinct, environments allowed for a broader yet still in-depth understanding of the well-being and coping strategies of staff nurses in government hospitals in Quezon Province. Since studying staff nurses in government hospitals in Quezon Province regarding their unique experiences with work-related stressors, well-being, and coping strategies, Based on their work environment, this research could help develop a nurse's resiliency program that might be adapted for similar hospitals in the region.

Research Participants

The study involved 15 participants, specifically staff nurses employed at government hospitals in Quezon Province. They were purposively recruited based on the following inclusion criteria: a) participants must be registered nurses, b) actively working as staff nurses in direct patient care roles within the specified hospitals, and c) willing and able to provide informed consent for voluntary participation. Staff nurses were included regardless of their age, sex, or years of experience. The participant group included staff nurses from various departments to ensure a diverse range of experiences. To include participants from different settings, staff nurses from the emergency department, general ward, and operating/delivery room were involved. Purposive sampling was used.

Research Instrument

The researcher formulated a written narrative and an open-ended questionnaire to collect, analyze, and interpret qualitative data that addressed the study's objectives. To ensure that the questionnaire was valid and accurate it underwent validation. These experts held master's degrees and had the necessary knowledge, namely a nurse supervisor, a psychologist, and a clinical educator or mentor. After the validation process, a written narrative and an open-ended questionnaire were prepared for use in conducting a simple narrative inquiry qualitative research design. Moreover, participants were granted flexibility in responding in English, Filipino, or both languages to encourage comprehensive and thoughtful answers. This approach facilitated in-depth data collection through follow-up using a written narrative and an open-ended questionnaire. Upon validation, the written narrative and open-ended questionnaire were submitted to the Oral Examination Committee for approval before administration. The open-ended narrative captures insights into individual experiences directly from participants in their own words (Kruger et al., 2025).

Data Collection Procedure

After receiving approval from the Dean of the Master of Science in Nursing, the researcher sought approval from the Chief Nurses of the selected government hospitals in Quezon Province to conduct the study within their institutions. Once all necessary approvals were obtained, the researcher began data collection and analysis. Fifteen participants were invited to participate in the study using a written narrative, open-ended questionnaire. They underwent debriefing sessions to understand the study's purpose and expected outcomes. Additionally, the researcher obtained informed consent from the participants in the study area. After signing the consent, the participants started answering the written narrative and open-ended questionnaire. They were encouraged to ask questions or express concerns regarding the questionnaire. After completing the written responses, the open-ended questionnaire was given to the researcher. The responses were then transcribed and analyzed using NVivo 14 software. Through these answers, the staff nurses provided data on their work-related stressors, well-being, and coping strategies. Throughout the process, the researcher maintained participant confidentiality and data security. Data collection was conducted within a specific timeframe to ensure accuracy and relevance.

Data Analysis

In this study, the researcher used thematic analysis to examine data collected from a written narrative and an open-ended questionnaire about staff nurses' work-related stressors, well-being, and coping strategies. Braun and Clarke's thematic analysis framework, which includes theme analysis as a tool for identifying, analyzing, and reporting patterns within qualitative data, was employed (Ahmed, 2025). The data from participants were analyzed using this method, allowing for a thorough investigation of their responses. This involved familiarizing with the data, organizing it, and transcribing it verbatim. Coding the transcripts revealed themes and ideas from the participants' responses. Each relevant response was labeled with a code to organize the data. Concepts that did not provide useful insights were removed. Several significant concepts emerged from the thematic analysis, including: Structural and Operational Demands and clinical and professional pressure as work-related stressors; Physiological Exhaustion, Emotional and Psychological Strain and Exhaustion, Work-Life Interference, Satisfaction in Life, Strategic Self-Care and Boundary Setting, and Cognitive and Emotional Resources, which affected their well-being; and Professional Mastery and Resource Management, Cognitive and Emotion-Focused Coping, Meaning-Focused Coping, Appraisal Coping, Social Support Coping, Self-Care and Physiological Regulation, along with Maladaptive Coping and Barriers to Resiliency, which were their coping strategies for addressing stressful work situations. NVivo 14 software was then used as a powerful tool to manage, organize, and facilitate this systematic analysis process, helping to explore the unique and diverse experiences of staff nurses.

NVivo is a tool designed to help researchers analyze complex data. It can handle large amounts of information from various sources, including written text and multimedia. With its easy-to-use features, NVivo makes it simpler to organize, categorize, and understand data. Researchers can use this tool to discover hidden patterns and connections within their research, leading to deeper insights. NVivo is a valuable resource for anyone studying complex topics and seeking a thorough understanding of their research subjects (Kraiwanit et al., 2023).

NVivo is a computer program that helps researchers understand information from interviews, notes, and other kinds of text. It is like a digital organizer where can put all the data and sort it into different groups based on what are looking for. The key part is labeling parts of the text with special words or tags to find patterns. NVivo can also help to see how often certain words appear and show the connections between different ideas. This helps researchers understand the big picture of what people are saying.

Specialist Informants

The specialist informants were as follows: (1) Nurse Supervisor: They have an overview of the nursing department, including staff workload, resources, and organizational culture. (2) Clinical Educator or Mentor: They can provide perspectives on the challenges faced by new and experienced staff nurses.

In qualitative research, where the richness and depth of data are paramount, specialist informants play an indispensable role. These individuals are carefully chosen because they possess extensive knowledge or unique experience in a specific area, offering exclusive insights that are crucial for a comprehensive understanding of complex phenomena (Kibuacha, 2024).

Ethical Considerations

This research on staff nurses' work-related stressors, well-being, and coping strategies prioritized ethical conduct. The researcher obtained informed consent from all participating staff nurses. This process involved a thorough explanation of the study's purpose, data collection methods (written narrative, open-ended questionnaire), and how their information would be used. Participation was entirely voluntary, and staff nurses could withdraw at any time without penalty. If a participant chose to withdraw, all previously collected data would be destroyed immediately to protect their confidentiality. Due to the sensitive nature of the topic, confidentiality was a top priority. Staff nurses' identities were carefully anonymized, and their data were securely stored in all research outputs to safeguard their privacy. The Data Privacy Act of 2012 guided the protection of personal data in information and communication systems. The data collection

process was conducted respectfully and focused. The researcher was committed to providing support and resources to participants throughout the study. An optional debriefing session was offered to address any remaining concerns or questions. After the study's completion and the final data analysis, all collected data were permanently destroyed.

RESULTS AND DISCUSSION

Part I. Staff Nurses' Work-Related Stressors

This section discusses the staff nurses' descriptions of their work-related stressors. Two themes emerged from the analysis of the participants' responses. The first one was the structural and operational demands, and the other one was the clinical and professional pressure.

Table 1 shows that staff nurses encountered work-related stressors stemming from structural and operational demands. P1 experienced long hours and demanding tasks, while P3 worked extended hours because of being awake for nearly 10 hours straight as part of their workload. For P5, long hours of standing during surgeries contributed to work-related stress. P8 faced excessive patient loads, resulting in extended hours due to mandatory overtime. Similarly, P13 dealt with demands such as long shifts, prolonged standing, and attending to multiple patients.

Table 1. Staff nurses' work-related stressors with a theme of structural and operational demands

	Exemplars	Codes	Theme
P1	<i>"I am still adjusting to the long hours and demanding tasks."</i>	Workload and Staffing Imbalance	Structural and Operational Demands
P2	<i>"Challenged because of the fast-paced environment."</i>	Workload and Staffing Imbalance	
P3	<i>"Being awake for almost 10 hours straight and the rotating shifts are a major stressor for me."</i>	Workload and Staffing Imbalance and Operational Strain	Structural and Operational Demands
P4	<i>"Heavy workload, especially when there are not enough staff on duty. Sometimes, I handle more patients than the ideal ratio."</i>	Workload and Staffing Imbalance,	
P5	<i>"Long hours of standing during surgeries"</i>	Workload and Staffing Imbalance	
P6	<i>"Understaffed, handling multiple laboring mothers at the same time, especially when one suddenly becomes an emergency case. Long hours of assisting deliveries, especially when there are multiple cases overnight. Census is high."</i>	Workload and Staffing Imbalance	
P7	<i>"Heavy workload- as a nurse, I feel this at times. I am alone at the ER, particularly when my partner in duty has an emergency transfer to Lucena or Manila, and long working hours- every day, I experience this because there are a lot of patients in the ER."</i>	Workload and Staffing Imbalance	
P8	<i>"Heavy workload, excessive patient load, long working hours, and mandatory overtime. Also, insufficient staffing and high patient-to-nurse ratios. And inadequate equipment, recognition, compensation, limited support, and growth opportunities. Demanding routines."</i>	Workload, Staffing Imbalance, Equipment Scarcity, and Lack of Support	
P9	<i>"Handling multiple patients with different needs at the same time, especially when there is a staff shortage. Long duties."</i>	Workload and Staffing Imbalance	
P10	<i>"Staff shortages leading to excessive workload"</i>	Workload and Staffing Imbalance	
P11	<i>"Workload overwhelming"</i>	Workload	

P12	<i>"Heavy workload and staffing shortage. The patient-to-nurse ratio often led to long hours and feelings of being rushed."</i>	Workload and Staffing Imbalance
P13	<i>"Demands of long shifts, standing for extended hours, and attending to multiple patients"</i>	Workload and Staffing Imbalance
P14	<i>"There are a lot of patients, but only a few nurses on duty, and when I have to work alone, especially during busy shifts in the emergency room."</i>	Workload and Staffing Imbalance
P15	<i>"Being understaffed. Sometimes, many patients arrive simultaneously, but only a few of us are on duty and lack of equipment. When you need equipment, but it is not available in the ward, or you have to borrow it from another unit. Also, when my duties are back-to-back."</i>	Workload, Staffing Imbalance, Equipment Scarcity, and Operational Strain

Heavy workload involves long working hours each day and caring for many patients, according to P7. P9 mentioned staffing shortages as the cause of stress when handling multiple patients with different needs simultaneously. P10 also experienced stress due to staff shortages, which led to an excessive workload. In P11, the workload was overwhelming. For P12, the work-related stressor was staffing shortages, resulting in a heavy workload. Long hours spent and the patient-to-nurse ratio contribute to feelings of being rushed. For P13, the work-related stressor was related to shortages of staff nurses on duty, which demands long shifts and extended hours to attend to multiple patients. Then, for P14, the work-related stressor was when there were many patients but few staff nurses on duty, making it difficult to work in the emergency room. For P15, staffing shortages became the work-related stressor when patients arrived simultaneously, and there were only a few nurses on duty to attend to their needs. P2 experienced intense workload demands due to the need to act quickly.

Regarding work-related stressors faced by staff nurses, these stem from structural and operational demands, such as heavy workloads, long shifts, attending to multiple patients, back-to-back duties, and rotating schedules. Despite managing several patients and daily work stressors, staff nurses must overcome excessive workloads and extended shifts to build resilience in their roles.

After the workload and staffing imbalances, some participants mentioned other factors that contributed to their work-related stress. Just like P8 explained, the inadequate equipment caused problems due to scarcity, which could affect the quality of service to patients. P15 also mentioned that a lack of equipment became an issue, as they needed to borrow from another unit. There must be sufficient equipment in every unit so that staff nurses do not have any problems in attending to the needs of every patient assigned to them.

According to P3, one of the work-related stressors was rotating shifts because it was difficult to switch shifts during duty. P15 added that duties were back-to-back due to staff shortage. P8 also identified a lack of recognition and compensation for their effort, along with a desire for growth opportunities, as sources of stress.

The theme of structural and operational demands shows that management is responsible for equipment scarcity, back-to-back duties, shift rotation, and lack of support, which staff nurses described as their work-related stressors. Staff nurses need to be equipped with the knowledge and skills to manage work-related stressors resulting from the hospital's structural and operational demands. Hospital management must build a solid structure suited to the type of hospital established. Additionally, the hospital should recognize the efforts of its staff nurses and offer opportunities for ongoing professional development.

In the Philippines, work-related stress among healthcare professionals is a growing issue. The Department of Health (DOH) has acknowledged that nurses, particularly those employed in public hospitals, are highly vulnerable to occupational stress due to chronic understaffing, insufficient resources, and high patient loads (Jakaria & Jalilul, 2025).

These findings are also supported by Alibudbud (2023), who reported that the typical nurse-to-patient ratio in the Philippines is 1:20 but can rise to 1:50, far exceeding the 1:12 standard set by the Philippine Department of Health. This significant gap between the actual and standard ratios directly indicates an excessive workload due to understaffing, resulting in extreme pressure on individual nurses. Additionally, this high nurse-to-patient ratio can lead to 12- to 16-hour shifts without overtime pay, further contributing to the heavy workload.

Likewise, the scarcity of the equipment causes additional stress to staff nurses was supported by the study of Akpor, O., & Olorunfemi, O. (2023), which states that the agony of not only the patients but also the nurses was due to shortage of essential equipment needed to render the required services, which affected the quality of service to patients and increases stress on nurses. Also, according to Dantis et al. (2024), nurses' work-related stressors are caused by job overload, leading to excessive work. Likewise, the cause of work-related stress is a lack of support from co-workers.

Table 2. *Staff nurses' work-related stressors with the theme of clinical and professional pressure*

	Exemplars	Codes	Theme
P1	<i>"I sometimes feel pressure to perform well and fear making mistakes."</i>	Fear of Medical Error	Clinical and Professional Pressure
P2	<i>"When multiple trauma patients arrived simultaneously. Constant exposure to emergencies"</i>	Acuteness and Unpredictability	
P3	<i>"I had to assist with a code blue after being awake for almost 10 hours straight."</i>	Acuteness and Unpredictability	
P4	<i>"It was overwhelming to manage all at once. Hardly difficult patients or families."</i>	Acuteness, Unpredictability, and Interpersonal Demand	
P5	<i>"During back-to-back surgeries or when there is an emergency operation added to an already full schedule, and the pressure to respond quickly while maintaining sterility is very high."</i>	Acuteness, Unpredictability, and Aseptic Urgency	Clinical and Professional Pressure
P6	<i>"When continuous emergencies make me feel overwhelmed and unpredictable timing of deliveries. Also, when patients are uncooperative."</i>	Acuteness, Unpredictability, and Interpersonal Demand	
P8	<i>"Dealing with patient death and to traumatic events."</i>	Acuteness and Unpredictability	
P11	<i>"Handling difficult or sensitive cases and a fast-paced environment. Also, being assigned duties outside one's area of training."</i>	Acuteness, Unpredictability, Role Incongruence	
P13	<i>"When dealing with difficult patients, emergencies, or witnessing suffering. Dealing with different types of patients with different attitudes is one of the most common stressors that I regularly experience. Uncooperative or sometimes rude patients."</i>	Acuteness, Unpredictability, and Interpersonal Demand	Clinical and Professional Pressure
P15	<i>"When there are simultaneous emergency cases during endorsement. It is also stressful when there are demanding relatives."</i>	Acuteness, Unpredictability, and Interpersonal Demand	

Table 2 shows the staff nurses' work-related stressors under the theme of clinical and professional pressure. P2 mentioned that multiple trauma patients arriving simultaneously created pressure due to the acuteness and unpredictability of the situation. P3 needed to assist with a code blue after being awake for nearly 10 hours straight, which increased stress because of the acuteness and unpredictability of the patient's condition. P4 felt overwhelmed because she had to manage everything at once, creating pressure and stress. For P5, stress occurred when an emergency operation was added to an already full schedule. The acuteness and unpredictability of such situations also contributed to pressure. P6 reported that ongoing emergencies and unpredictable delivery timing became significant work-related stressors. According to P8, stress also occurred from too much exposure to traumatic events. However, P11 noted that handling difficult or sensitive cases. Then, P13 stress also happened when dealing with difficult patients, emergencies, and witnessing the suffering of the patients.

According to P1, there was sometimes pressure to perform well and a fear of making mistakes. Continuing with P5, the stress was the pressure to respond quickly while maintaining sterility. P11 mentioned that being assigned to duties outside one's area of training. For P4 was hardly difficult patients or families and P6 also noted that stress occurred when patients were uncooperative. P13, the stressor was dealing with uncooperative or rude patients. P15 added a work-related stressor, dealing with demanding relatives, and how to handle them.

Under the theme of clinical and professional pressure, staff nurses face different work-related stressors when managing various patient cases. They describe their work-related stressors, especially when situations were acute and unpredictable, which left them feeling overwhelmed. Additionally, there was pressure not to make mistakes, particularly when assigned tasks outside their training, and the need to respond quickly in sterile environments. These work-related stressors must be addressed by the staff nurses. When high-acuity cases occur simultaneously and the situation was unpredictable, staff nurses and doctors need to review cases to better prepare for such circumstances and reduce stress. During busy schedules, an added emergency operation becomes another stressor that staff nurses must overcome. They need to manage the pressure and stress, develop strategies to reduce these pressures, work systematically to maintain efficiency even under stress, and become more adaptable to patients with rude or uncooperative behavior which was also the work-related stressors of the staff nurses.

In a clinical setting, staff nurses need to be professional in all aspects of stressful situations related to their assigned duties. It becomes crucial to overcome difficulties and face work-stressful situations. Having a well-being professional helps individuals develop resilience. The pressure experienced can be alleviated through strong determination. To manage clinical and professional stress, which often involves the subjective experience of intense work demands.

According to Zabin et al. (2025), factors contributing to work-related stress among nurses include heavy workloads, as the nursing profession is inherently demanding, and staffing shortages, along with different emotional demands from patients and the hospital environment. When the patient needs the nurse's intervention regarding their illness and the complexity of the disease, the intensity of care for the patient becomes a barrier to staff nurses' performance. Nursing requires providing high-quality care while facing stressful situations and various work stressors. Thus, nursing is considered a stressful profession.

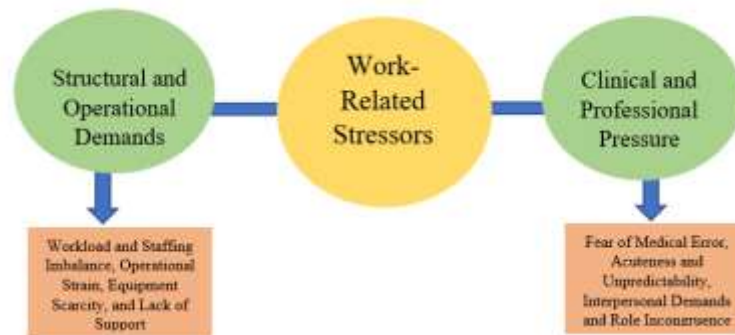


Figure 2. *Staff Nurses' Work-Related Stressors*

The staff nurses' work-related stressors were grouped into two themes: structural and operational demands, and clinical professional pressure. Under structural and operational demands, all of the staff nurses experienced workload and staffing imbalances; two of them faced operational strain and equipment shortages, while one experienced a lack of support that can hinder patient quality care. Under the theme of clinical and professional pressure, nine of them found that the urgency and unpredictability of situations cause stress, and four of them faced interpersonal demands from patients and relatives. One experienced fear of medical errors, and another faced role incongruence, which also contributes to their stress.

Part II. Staff nurses' well-being

This section discusses the staff nurses' descriptions of their well-being. Six themes emerged from the analysis of the participants' responses. Physiological exhaustion, emotional and psychological strain and exhaustion, work-life interference, satisfaction in life, strategic self-care and boundary setting, and cognitive and emotional resources.

Table 3. *Staff nurses' well-being with the theme of physiological exhaustion*

	Exemplars	Codes	Theme
P1	"I sometimes feel easily fatigued, especially during consecutive duties."	Energy Loss	Physiological Exhaustion
P2	"I usually skip meals or eat late."	Nutritional Neglect	
P3	"My sleep cycle is irregular. I often feel fatigued and have headaches."	Sleep Neglect, Energy Loss and Bodily Pain	
P4	"Physically, I often feel tired because of long shifts and sometimes lack sleep."	Physical exhaustion and Sleep Neglect	
P5	"Physically, my well-being is challenged due to long hours of standing during surgeries. My back and legs often ache after several procedures."	Musculoskeletal Strain and Bodily Pain	
P6	"There are nights when I do not get enough rest."	Rest Neglect	
P7	"I feel that I am really exhausted due to work demands and have imbalances with my rest periods and sleep."	Physical Exhaustion, Sleep and Rest Neglect	
P8	"Demanding routines and the need to be continually alert take a toll on my body."	Physical Exhaustion	
P9	"Physically, I sometimes feel tired after long duty."	Physical Exhaustion	
P10	"Energy levels decreased."	Energy Loss	

P11	<i>"Sometimes causes body aches."</i>	Musculoskeletal Strain and Bodily Pain
P12	<i>"Tired after long shifts and sometimes lacks rest."</i>	Physical Exhaustion and Rest Neglect
P13	<i>"Physically, the demands of long shifts and standing for extended hours and attending to multiple patients can be exhausting. Stress can cause fatigue. Difficulty sleeping"</i>	Physical Exhaustion, Energy Loss and Sleep Neglect
P15	<i>"I'm often really tired. I haven't had enough sleep. There is stress and fatigue."</i>	Physical Exhaustion, Sleep Neglect, and Energy Loss

Table 3 shows staff nurses' well-being in relation to physiological exhaustion. Their well-being was affected by physiological exhaustion, which is why P1 experienced fatigue easily. P3 felt fatigued and had a headache. P4 has physical issues, such as frequent fatigue and energy loss. P8 experienced physical toll, such as chronic fatigue. P9 also felt tired and was experiencing energy loss. P10 energy levels decreased. P13 felt fatigued. P15 often felt tired and exhausted. P2 usually skips meals or eats late, affecting physical health. P3's sleep cycle became irregular. P4 mentioned sometimes lacking sleep. P6 reported nights without enough rest. P7 clearly stated having imbalances in rest periods and sleep. P12 sometimes lacked rest, and P13 had difficulty sleeping. P5 experienced aches in the back and legs. P11 also experienced body aches. P13 finds standing for extended hours exhausting. P15 hasn't had enough sleep.

It shows that an excessive workload leads to fatigue, energy loss, sleep deprivation, nutritional neglect, musculoskeletal strain, and bodily pain. Physiological exhaustion, caused by prolonged stress, intense physical exertion, or inadequate recovery, impacts the physical well-being of staff nurses.

Work-related stress, which is often tied to heavy workloads, results in negative physical effects for every nurse, thus establishing the foundation for physical exhaustion (Tsegaw et al., 2022). Factors such as heavy workload and high levels of stress in the workplace can affect sleep quality and lead to ongoing sleep disturbances, which cause physical fatigue among nurses (Diana, T. S., 2024).

Table 4. *Staff nurses' well-being with the theme of emotional and psychological strain and exhaustion*

	Exemplars	Codes	Theme
P1	<i>"I experience anxiety because I want to perform well and meet expectations."</i>	Psychological Pressure and Anxiety	Emotional and Psychological strain and exhaustion
P2	<i>"It was emotionally draining to see severe injuries. Makes me emotionally numb."</i>	Emotional Exhaustion and Numbing	Emotional and Psychological strain and exhaustion
P3	<i>"It was mentally exhausting. Over time, it has made me more prone to burnout and decreased my motivation to report for work."</i>	Cognitive Exhaustion and Professional Deterioration	
P4	<i>"Emotionally, there are days when I feel drained. Mentally, I sometimes experience stress and anxiety about my expectations."</i>	Emotional Exhaustion, Psychological Pressure, and Anxiety	
P5	<i>"Mentally, I feel drained, and emotionally, I feel pressure."</i>	Cognitive Exhaustion and Psychological Pressure	
P6	<i>"Emotionally draining when complications arise or when patients are uncooperative. Mentally, there are times when continuous emergencies make me feel overwhelmed."</i>	Emotional Exhaustion and Cognitive Overload	

P8	<i>"This affects my mental well-being. It decreased my concentration, memory, and decision-making abilities."</i>	Cognitive and Professional Deterioration
P9	<i>"These stressors sometimes make me feel mentally exhausted. I also experience emotional strain."</i>	Cognitive and Emotional Exhaustion
P10	<i>"Mental well-being- worrying about errors or about whether I'm doing enough."</i>	Psychological Pressure and Anxiety
P11	<i>"Can cause anxiety, confusion, and lack of confidence."</i>	Cognitive and Professional Deterioration
P12	<i>"It is a rollercoaster of emotions."</i>	Emotional Instability
P13	<i>"It affects emotionally. It can be draining."</i>	Emotional Exhaustion
P15	<i>"Emotionally, there are days when I feel drained."</i>	Emotional Exhaustion

Table 4 displays the well-being of staff nurses, emphasizing emotional and psychological stress and exhaustion. For P2, it was emotionally draining to witness severe injuries, leaving a feeling of emotional numbness. P4 experienced days that felt nearly drained. P5 was affected both emotionally and mentally, feeling exhausted. P6 felt emotionally drained when complications arose. P7 reported feeling exhausted due to work demands. P9 experienced both mental exhaustion and emotional strain. P13 and P15 felt emotionally drained. P1 experienced anxiety due to the desire to perform well. P4 experienced stress and anxiety about expectations. P5 felt emotional pressure. P10 worried about errors and whether was doing enough. P11 stated that it can cause anxiety, confusion, and a lack of confidence. P3 experienced intense mental exhaustion, and over time, this led to burnout, decreasing motivation to report to work. P8's mental well-being was affected, resulting in decreased concentration.

A staff nurse's well-being tells us that a staff nurse must avoid being emotionally and mentally drained. This emotional and psychological strain and exhaustion is a state of severe mental and emotional depletion caused by prolonged work-related stress that affects the well-being of the staff nurses. It manifested as profound fatigue, irritability, and reduced performance, often resulting in burnout. This psychological strain was an overwhelming burden on the mind, often resulting from long-term work-related stress. This emotional and psychological strain and exhaustion require active rest.

Globally, numerous studies have linked work-related stress to detrimental outcomes, including a heightened risk of depression, anxiety, and professional burnout (Jakaria & Jalilul, 2025) reported that approximately 264 million individuals worldwide suffer from depression, often exacerbated by workplace pressure, with healthcare environments being a focal point of concern. This highlights that these work-related stressors have led to an increase in anxiety and emotional exhaustion.

Table 5. Staff nurses' well-being with the theme of work-life interference

Participant No.	Exemplars	Codes	Theme
P3	<i>"I feel detached at times because I don't get to spend much time with my family."</i>	Strained Social and Family Connections	Work-Life Interference
P7	<i>"It really affects my well-being because I feel that I cannot have a work-life balance."</i>	Strained Social and Family Connections	
P15	<i>"Sometimes I can't attend family gatherings because I have a duty."</i>	Strained Social and Family Connections	

Table 5 presents staff nurses' well-being regarding work-life interference. P3 experienced detachment due to a lack of time to be with the family. P7 felt cannot have a work-life balance. P15 mentioned no time for family gatherings because of the duty.

Staff nurses experienced work-life imbalance. There was a conflict between the family and their work life. Staff nurses do not enjoy family gatherings that resulted to strained social and family connections, which affect their life satisfaction. It is a state where the bond feels fragile, strained, or negative rather than supportive and nourishing.

According to Laguador J. (2017), the feeling of neglecting other important aspects of life because of spending most of their days in work-related activities has a negative impact on well-being, leading to stress and unhappiness. The healthcare workers face the greatest challenges in finding time for self-care. They are also the worst at maintaining a healthy work-life balance, which is important for personal health, relationships, and work performance.

Table 6. *Staff nurses' well-being with the theme of satisfaction in life*

Participant No.	Exemplars	Codes	Theme
P1	<i>"I want to perform well and meet expectations."</i>	Motivation for Growth and Learning	Satisfaction in Life
P5	<i>"I feel pride because of the teamwork and precision in the OR."</i>	Professional Fulfillment and Purpose	
P6	<i>"It is fulfilling to witness successful births."</i>	Professional Fulfillment and Purpose	
P13	<i>"Fulfilling because it is my dream to become a nurse."</i>	Professional Fulfillment and Purpose	
P14	<i>"I am currently enjoying my work, maintaining a healthy work-life balance, and surrounded by supportive and awesome coworkers."</i>	Professional Fulfillment and Purpose	

Table 6 presents staff nurses' well-being, focusing on life satisfaction. P5 felt fulfilled by the teamwork and precision they demonstrated in the OR. Also, P6 felt fulfilled in witnessing successful births. P14 found satisfaction in working and maintaining a healthy work-life balance, surrounded by supportive coworkers. P13 felt fulfilled because of a dream to be a nurse. Meanwhile, P1's motivation to grow and learn also indicates life satisfaction.

Enjoying work can help maintain a healthy work-life balance with the support of coworkers. Likewise, dreaming of becoming a nurse helps to feel fulfilled and satisfied, with high motivation for growth and learning.

According to De Tablan & Polinar (2024), employees experience job satisfaction when they feel content and fulfilled in their roles and work environment, and they perform well when satisfied. Also, well-being involves both quality of life and a sense of purpose and meaning. It is characterized by happiness, contentment, low levels of distress, and intact physical and mental health, enabling individuals to manage their daily lives effectively. Cognitive aspects refer to general job satisfaction, including satisfaction with colleagues (Almeida et al., 2024). Similarly, emotional well-being refers to an individual's ability to effectively manage a wide range of thoughts and feelings, readily seek support from those around them or from professionals (Trustees of Boston University, 2022).

Motivation for growth as a constructive coping strategy increases mental well-being, stimulates positive feelings and performance, increases work satisfaction, and reduces mental exhaustion. This constructive coping strategy can help individuals avoid excessive stress when sadness occurs, thereby

increasing their confidence and determination to succeed in their professions, especially when supported by others (Jawabreh, 2024).

Table 7. *Staff nurses' well-being with the theme of strategic self-care and boundary setting*

	Exemplars	Codes	Theme
P8	<i>"Prioritize self-care practices like hobbies."</i>	Prioritizing Self-Care Practices	Strategic Self-Care and Boundary Setting
P9	<i>"I try to maintain my health through proper rest and balanced meals."</i>	Prioritizing Self-Care Practices	
P14	<i>"I'm currently maintaining a healthy work-life balance."</i>	Maintaining a Healthy Work-Life Balance	
P15	<i>"I've also learned when I need to rest and dedicate time for myself."</i>	Prioritizing Self-Care Practices	

Table 7 shows that staff nurses actively engage in strategic self-care and boundary-setting to protect their well-being. P8 and P14 reported actively sustaining their well-being despite continuous exposure to work-related stressors. P8, P9 and P15 were still able to prioritize self-care practices like hobbies and maintaining health through proper rest and balanced meals. P14 reinforced this by mentioning actively maintaining a healthy work-life balance.

These self-care and boundary-setting actions are crucial self-directed strategies that help staff nurses regulate and protect their physical, emotional, and mental health amid the continuous demands of their high-stress profession. Based on these responses, staff nurses demonstrated that they still maintain their well-being by knowing when to have time to themselves. To maintain well-being, one needs to practice various strategic self-care habits and set boundaries in life. Regarding self-care, it involves dedicating time to oneself, eating proper nutrition, and ensuring relaxation to stay physically fit. Boundary setting includes avoiding excessive overtime. Different strategic care practices involve intentional, proactive planning to maintain physical, mental, and emotional well-being, avoid burnout, and manage stress. Likewise, in boundary setting, it is the practice of saying no to excessive demands.

According to Kwon, J. (2023), self-care involves complete rest and sleep, relaxation, engaging in healthy habits or reflecting, and good communication with others to find inspiration through social support. Likewise, seeking professional therapy can be a healthy habit that promotes an individual's health and well-being. Correspondingly, mental well-being requires balancing the ability to handle life's challenges with the need to stay productive, underscoring the necessity of a work-life balance to sustain health and engagement (Paez et al., 2025). Likewise, according to Frances Kelly (2023), prioritizing physical health through regular exercise, relaxation techniques, adequate sleep, and proper nutrition all contribute to overall well-being. Similarly, seeking support from family, friends, and relatives can further enhance resilience.

Table 8. *Staff nurses' well-being with the theme of cognitive and emotional resources*

	Exemplars	Codes	Theme
P1	<i>"I try to keep a positive mindset and take every experience as part of my growth."</i>	Staying Positive	Cognitive and Emotional Resources
P2	<i>"Teamwork in the ER helps me stay resilient."</i>	Teamwork and Resilience	
P3	<i>"I have learned to adapt."</i>	Learning to Adapt	
P4	<i>"I try to stay positive."</i>	Staying Positive	

P5	<i>"It takes a lot of focus and alertness."</i>	Focused and Alert
P6	<i>"I try to stay strong and focused."</i>	Staying strong and focused
P7	<i>"I keep on being optimistic that I can survive these challenges."</i>	Staying Positive
P9	<i>"I managed to stay positive."</i>	Staying Positive
P15	<i>"I make a conscious effort to stay positive despite the challenges"</i>	Staying positive

Table 8 shows that staff nurses actively utilized both cognitive and emotional resources to maintain resilience and counteract the effects of compromised well-being. P2, P3, and P6 acknowledged that while their physical, emotional, and mental well-being were affected by challenges, they remained resilient. For instance, P3 showed adaptation by learning to manage the difficulty of staying alert during long night shifts, and P6 exhibited focused strength despite exhaustion and emotional draining. P5 stated that it takes a lot of focus and alertness. P2 demonstrated resilience by relying on external support, specifically noting that teamwork in the ER helps me stay resilient. Furthermore, P1, P4, P7, P9, and P15 used positive thinking and optimism as strategies to counteract stress.

Although they acknowledged that their well-being was negatively affected by high workload demands and exhaustion, they made a conscious effort to stay optimistic, focused, alert, and strong despite these experiences, thereby maintaining their well-being and resilience, an essential factor in achieving good performance. They can use emotion regulation to cope with stress and maintain motivation. This makes it easier because it allows individuals to manage feelings, handle adversity, and thus maintain emotional stability.

Cognitive and emotional resources are the mental, intellectual, and psychological capacities that enable the processing of information, the management of tasks, and the regulation of emotions. Both resources are essential for staff nurses to overcome the work-related stressors, with a positive attitude and proper management, an individual can attain emotional and psychological resilience. To solve any problems that may arise during their duty, emotional intelligence becomes crucial, as it helps manage anxiety, interpret emotions, and recover from stress, thus avoiding burnout. Therefore, both cognitive and emotional resources can serve as adaptive tools in response to environmental changes, helping staff nurses become healthy and resilient.

The strategy of staying positive functions as the crucial emotional response used to actively manage and counteract the negative affective states nurses face in the workplace, such as anxiety and depression. Furthermore, this cognitive effort is key to achieving the necessary functional states; it allows nurses to maintain the required emotional stability and focus to achieve the desired state of contentment and preserve their sense of purpose, thereby ensuring they can manage their daily lives effectively, which inherently requires them to be alert and engaged in their duties (Almeida et al., 2024).

Similarly, according to Rana Books (2023), a resilient person develops the skills and mindset to be effective in various situations and maintains emotional well-being, demonstrating perseverance during tough times and overcoming struggles through inner strength. Key elements of resilience include adaptability, where a resilient individual becomes flexible enough to adjust to any circumstance, and a positive outlook, characterized by optimism and the belief that all challenges can be overcome, recognizing that setbacks are temporary and surmountable.



Figure 3. *Staff Nurses' Well-Being*

The well-being of staff nurses was impacted by physiological exhaustion, emotional and psychological stress, work-life interference, life satisfaction, strategic self-care and boundary setting, and cognitive and emotional resources. All 15 staff nurses experienced physiological exhaustion, 8 faced emotional and psychological stress, and 3 encountered work-life interference. However, it was clear that 5 nurses still found satisfaction in life, which motivated their growth, learning, and sense of professional fulfillment, because it is their purpose. Additionally, 4 of them maintained a healthy lifestyle by prioritizing self-care and boundary setting. Furthermore, 9 nurses had the cognitive and emotional resources to preserve their well-being by staying positive, working well in teams, adapting to challenges, remaining focused and alert, and staying resilient despite work-related stress.

Part III. Staff Nurses' Coping Strategies

This section discusses the staff nurses' descriptions of their coping strategies in addressing work-stressful situations. Seven themes emerged from the analysis of the participants' responses. The professional mastery and resource management, cognitive and emotion-focused coping, meaning-focused coping, social support coping, self-care and physiological regulation, appraisal coping, and maladaptive coping and barriers to resiliency.

Table 9. *Staff nurses' coping strategies in addressing work-stressful situations with the theme of professional mastery and resource management.*

	Exemplars	Codes	Theme
P1	<i>"I observe how experienced nurses handle similar cases and seek guidance from my senior nurses. I ask for help or clarification, and I reflect on what I did."</i>	Observation, Seeking Support and Reflection	Professional Mastery and

P4	<i>"I prioritize tasks. I tell myself to focus on what is more urgent first, and I also try to ask for help from my co-nurses. I reflect what I can do better next time."</i>	Clinical Prioritization, Seeking Support and Reflection	Resource Management
P5	<i>"Support from my team helped me the most, and I usually debrief with my colleagues to process what happened."</i>	Seeking Support and Reflection	
P6	<i>"I immediately assess which one needs urgent attention and call for assistance if necessary. I take time to reflect."</i>	Clinical Prioritization, Seeking Support and Reflection	
P7	<i>"By handling one patient at a time in a fast but holistic manner in a specific time frame."</i>	Clinical Prioritization and Workflow Efficiency	
P8	<i>"Seeking support and delegating tasks."</i>	Seeking Support and Active Delegation	
P9	<i>"I prioritize tasks according to urgency and seek help from my colleague when necessary."</i>	Clinical Prioritization and Seeking Support	
P10	<i>"I seek support from my colleagues or supervisor when needed. I prioritize tasks and handle the most urgent ones first to avoid feeling overwhelmed."</i>	Seeking Support and Clinical Prioritization	
P11	<i>"I prioritize tasks and handle the most urgent ones first to avoid feeling overwhelmed."</i>	Clinical Prioritization	
P12	<i>"Delegate for help from someone."</i>	Active Delegation	
P13	<i>"Reflection after each shift"</i>	Reflection	

Table 9 shows adaptive coping strategies, according to P4, P6, P9, and P11, for managing work-stressful situations: they must prioritize their patients according to urgency. However, P7 handle patients differently because P7 believes in prioritizing by managing one patient at a time quickly but holistically within a specific time frame. For P4, P6, and P13, reflection after each shift helps control stress. Also, P1 practices reflection after what happened and seeks guidance from a senior nurse for clarification, similar to P4, P5, P6, P8, P9 and P10, who ask for help from colleagues. P5 debriefs with colleagues about the process of handling specific situations. Meanwhile, P8 and P12 delegates help when necessary.

The staff nurses used adaptive coping strategies in addressing work-stressful situations, such as clinical prioritization, observation, delegation, and asking for help from co-workers, which can help to avoid mistakes, especially when the work is critical, as many people's lives may depend on it. Also, reflection on what happened. Resource management should be a key focus. For staff nurses, proper planning and correct scheduling were essential to prevent overloading or over-allocating. Developing adaptive coping strategies was vital to overcoming work-related stress and maintaining well-being, thereby fostering resilience.

According to Lazarus & Folkman (1984), as cited in Sierakowska and Doroszkiewicz, (2022), individuals employ various coping strategies to navigate stressful situations. Categorize these approaches into three main styles, one of which is the problem-focused coping, which involves actively working to resolve the source of the stress (Endler and Parker 1990 as cited in the Sierakowska and Doroszkiewicz, 2022). Active coping, planning, and seeking support (Barr, 2024). Additionally, adaptive coping focuses on the problem by identifying the causes of the stressor to overcome it, even in stressful situations. (Rahmani et al., 2024).

Table 10. Staff nurses' coping strategies in addressing work-stressful situations with the theme of cognitive and emotion-focused coping.

	Exemplars	Codes	Theme
P1	<i>"I tell myself to stay calm."</i>	Staying calm	Cognitive and Emotion-Focused Coping
P2	<i>"I have learned to stay calm, and I also practice meditation or prayer to stay emotionally grounded and deep breathing."</i>	Staying calm, Spiritual and Mental Grounding	
P4	<i>"I take a deep breath."</i>	Mental Grounding	
P5	<i>"I try to remain calm and collected."</i>	Staying calm	
P6	<i>"I try to stay calm; I also pray for strength and peace of mind before every duty."</i>	Staying calm, Spiritual and Mental Grounding	
P7	<i>"I stay calm."</i>	Staying calm	
P8	<i>"Breathing exercises and mindfulness"</i>	Mental Grounding	
P9	<i>"I try to stay calm, and I also practice deep breathing."</i>	Staying calm and Mental Grounding	
P13	<i>"Mindfulness."</i>	Mental Grounding	
P14	<i>"I cope by staying calm."</i>	Staying calm	
P15	<i>"Take a deep breath and calm down."</i>	Mental Grounding and Staying Calm	

Table 10 shows the coping strategies used by staff nurses for work-related stress, focusing on cognitive and emotion-focused methods. To manage stress, they tried to stay calm, as noted by P1, P2, P5, P6, P7, P9, P14, and P15. For example, P2 practices meditation and prayer to stay emotionally grounded and maintain emotional stability. P4 takes deep breaths to remain calm, while P8 and P9 perform breathing exercises. Additionally, P6 prays and asks for strength and peace of mind before each shift. Similarly, P8 and P15 find practicing deep breathing useful.

Staff nurses demonstrated positive coping strategies through activities such as meditation, prayer, and deep-breathing exercises to manage work-related stress and stay calm in work-stressful situations. Cognitive and emotion-focused coping techniques were used to manage stress, reduce negative emotions, and navigate stressful situations in the work environment.

This adaptive cognitive and emotion-focused coping was considered a crucial factor, as it helps manage reactions to the stressor. The staff nurse must practice effective healthy coping strategies to foster resilience and maintain well-being, enabling good performance despite work-related stress. Also, in the spiritual and mental grounding section, there was a prayerful action to guide coping with work-related stress.

According to Maresca et al. (2022), cognitive coping is used to manage internal or external demands that an individual assesses as overwhelming their resources. On the other hand, emotion-focused coping is explicitly defined as the approach that centers on managing one's own feelings and emotional responses to the stressor (Endler & Parker, 1990, as cited in Sierakowska & Doroszkiewicz, 2022). The act of staying calm, using prayer, meditation and breathing exercises were direct internal behavior used to manage one's own feelings, such as panic or overwhelm. Furthermore, this conscious self-regulation emphasizes that effective coping hinges on being flexible and adapting strategies as needed (Sierakowska

& Doroszkiewicz, 2022), as these serve as the necessary internal strategies to prevent emotional flooding and enable the nurse to adapt and move toward problem resolution.

Table 11. Staff nurses' coping strategies in addressing work-stressful situations with the theme of meaning-focused coping.

	Exemplars	Codes	Theme
P9	<i>"Reminding myself of the importance of my role."</i>	Reaffirming Professional Purpose	Meaning-Focused Coping
P14	<i>"I remind myself of the reason why I started this profession to help people and make a difference in their lives."</i>	Reaffirming Professional Purpose	
P15	<i>"I constantly remind myself why I chose to become a nurse because I want to help."</i>	Reaffirming Professional Purpose	

Table 11 shows that the motivation for choosing their profession was to become a nurse from the start. Both participants, 14 and 15, reminded themselves why they took up the nursing profession. P9 reminded the importance of their role. They believed they could be an instrument for others, making a positive difference in their lives through their service. Their strong motivation, it creates meaningful coping by focusing on finding a good purpose in providing quality care as part of healthcare for patients.

In meaning-focused coping, sharing motivation for career success can help recover from past obstacles that led to burnout. As the core goals were renewed, this led to increased motivation and the ability to visualize progress by asking different questions about work problems. This process can boost engagement with work and help manage all work-related stress. Consequently, be guided by daily actions to ensure work aligns with the professional mission. Staff nurses used meaning-focused coping, finding their work not only meaningful but also enjoyable. They focused their minds on their personal mission as coping strategies to overcome work-related stress.

Meaning-focused coping helps staff nurses be more engaged in their work because employees with a strong, reaffirmed purpose have a sense of direction that gives them the mental strength to overcome work-related stress. With a solid purpose at the core of their professional mission, it becomes easier to navigate career choices. Likewise, meaning-focused coping helps staff nurses make better decisions grounded in a clear purpose for choosing nursing as a lifelong profession.

Meaning-focused coping, which focuses on people's goals and values, which are the main concerns in coping with stress (Tsamouris, 2025). Also, according to Song et al. (2025), meaning-focused coping alters an individual's actions in situations that cannot be controlled. So, an individual can apply being a well-being person in times of distress.

Table 12. Staff nurses' coping strategies in addressing work-stressful situations, with a focus on social support.

	Exemplars	Codes	Theme
P1	<i>"My family's emotional support also kept me motivated to continue despite the challenges."</i>	Emotional Support	Social Support Coping
P2	<i>"Spending time with my family and relying on teamwork."</i>	Emotional and Professional Support	
P3	<i>"Talk to a trusted friend about what I am feeling."</i>	Emotional Support	
P4	<i>"I usually talk about it with my friends"</i>	Emotional Support	
P5	<i>"Support from my team helped me the most."</i>	Professional Support	

P6	<i>"I cope by focusing on teamwork and sometimes share my experiences with trusted colleagues. Talking about the situation helps me release the tension."</i>	Emotional and Professional Support
P8	<i>"Communicating with team members and talking to family members."</i>	Emotional and Professional Support
P9	<i>"What helped me the most was the support and teamwork of my colleagues and spending time with my family."</i>	Professional and Emotional Support
P10	<i>"Support from colleagues."</i>	Professional Support
P12	<i>"Talking with some colleagues."</i>	Professional Support
P13	<i>"Nice colleagues really help a lot."</i>	Emotional Support
P15	<i>"I also talk to my co-nurses to vent or ask for help if needed, support from my family, and my husband."</i>	Emotional and Professional Support

Table 12 shows that another way of coping work-stressful situation was through family and professional support. As experienced by P1, P2, P8, P9, and P15, spending time with the family provides emotional support and helps release tension, which was one of the coping strategies used to address work-stressful situations. Social support coping was how they described their strategies for overcoming work-related stressors, and for P3 and P4, it was their friends they talked to for emotional support. But P5, P6, P8, P10, P12, and P13 support from the team or teamwork in the hospital, and trusted colleagues to release tension. Then, P15 received emotional and professional support from co-nurses, as it was one way to ask for help if needed.

As described by the staff nurse, social support from family, friends, and co-workers provided emotional and professional support. All of this social network was essential in reducing emotional and psychological distress. Building resilience, as well as advice and practical assistance. Staff nurses describe their coping strategies by spending time with family, friends, and colleagues in the hospital, who provide love, care, empathy, trust, and listen to their problems. There was someone to lean on during work-stressful situations.

Staff nurses seek advice and help from family and friends. These social networks act as a stress buffer by helping staff nurses to release tension. These coping strategies improve well-being and build resilience among staff nurses, helping them overcome work-related stress. This reduces the negative impact of work-related stress, and it has become effective for staff nurses to apply social support coping.

Social support was an example of adaptive coping, which is the support of a social network in comforting a person as a consequence of overcoming a stressful situation. It is stated that individuals with higher social support, when faced with work stressors, will find it easier to be assisted and to understand the situation, enabling them to manage work stress and still enjoy their nursing profession. Thus, individuals reported less negative emotion when social support was higher (Liao, 2022).

Table 13. Staff nurses' coping strategies in addressing work-stressful situations with the theme of self-care and physiological regulation.

	Exemplars	Codes	Theme
P3	<i>"Maintaining a routine, eating healthy food, and staying hydrated during shifts. Sleep is my main coping strategy."</i>	Physiological Maintenance	Self-Care and Physiological Regulation
P5	<i>"I cope by exercising and getting enough rest, which helps clear my mind and regain energy."</i>	Physiological Maintenance and Physical Activity	

P6	<i>"I take time to rest."</i>	Physiological Maintenance
P7	<i>"Taking adequate break time with proper meals can help me cope with these situations."</i>	Physiological Maintenance
P8	<i>"Regular breaks and times for self-care. Engage in activities that bring joy and relaxation, such as exercise, meditation, or hobbies."</i>	Physiological Maintenance, Leisure Recovery, and Physical Activity
P9	<i>"I cope by resting and engaging in activities that help me relax."</i>	Physiological Maintenance and Leisure Recovery
P12	<i>"I do move my body, like walking/stretching, listening to music, by going to a place where I can recharge and think."</i>	Physical Activity and Leisure Recovery
P13	<i>"Taking short breaks when possible."</i>	Physiological Maintenance
P15	<i>"When I get home, I make sure to rest. Sometimes I watch movies, take care of my pets, travel out of town, or just relax."</i>	Physiological Maintenance and Leisure Recovery

Table 13 illustrates that self-care served as a vital coping strategy for managing workplace stress. Participants used various strategies to restore their well-being: P3 and P7 prioritized nutrition and sleep to regain energy, while P5, P6, P9, and P15 focused on physical exercise and rest. For P8, the emphasis was on scheduled breaks and hobbies that foster joy. Similarly, P12 sought physical activity and nature-based relaxation to recharge. Brief intermissions were the primary method for P13, whereas P15 employed a diverse range of activities, including media consumption, pet care, and travel.

Relaxation, rest, exercise, and taking breaks were what the staff nurses practiced to cope with work-related stress. Self-care needs to be practiced, and staff nurses must engage in these activities to support physical health. Staff nurses describe coping strategies that demonstrate self-care habits required by their daily activities, such as maintaining a nutritious diet, getting enough sleep, and taking time to rest to manage work-related stress.

Self-care must be practiced intentionally by taking steps to improve or maintain physical well-being as a coping strategy. The staff nurses must be physically fit to perform demanding duties and to complete their workload while making time for self-care.

According to Vivian et al. (2019), self-care is defined as taking care of oneself, including good habits for the physical, emotional and spiritual aspects of life. Practicing self-care can help prevent and manage stress and help become a well-being person who can overcome stressful situations. Likewise, according to Payne (2021), taking regular breaks during work is essential to avoid feeling overwhelmed.

Table 14. *Staff nurses' coping strategies in addressing stressful situations with the theme of appraisal coping.*

	Exemplars	Codes	Theme
P1	<i>"Mistakes are part of learning."</i>	Positive Reframing	Appraisal Coping

Table 14 shows the appraisal coping with a positive reframing code. Participant 1 claimed that mistakes were part of learning. This kind of approach helps to modify the meaning of this stressor. In this coping strategy, it helps reduce the emotional impact, as participant 1 believed that learning meant mistakes were part of it.

In appraisal-focused coping, learning that includes good memory, but especially learning from the good things in bad things that have happened. To describe coping strategies in a work-stressful situation,

there was a learning process as they focused on their thoughts, from the mistakes made, there was learning toward growth and development as a staff nurse.

Staff nurses applied appraisal coping by modifying the type of stressor they were facing, recognizing that learning from mistakes is possible. Since experience is the best teacher. It is the best way for staff nurses to develop coping strategies in stressful work situations. As they focus on the situation, they can visualize the best remedy for what they are experiencing, especially when errors occur. It can reduce the emotional aspect of work-stressful situations by involving cognitive strategies, a technique for the learning process. Positive reframing is an approach strategy that is typically considered adaptive, as it aims to directly address and resolve stressful situations (Barr, 2024).

Table 15. Staff nurses' coping strategies in addressing work-stressful situations with the theme of maladaptive coping and barriers to resiliency.

	Exemplars	Codes	Theme
P1	<i>"I avoided asking questions because I did not want to bother my seniors or look incompetent."</i>	Self-Imposed Isolation	Maladaptive Coping and Barriers to Resiliency
P2	<i>"I tried to cope by eating comfort food after work, but it only made me feel sluggish and did not address the root of my stress."</i>	Physiological Mismanagement	
P3	<i>"I used to stay up scrolling on my phone."</i>	Physiological Mismanagement	Avoidant Suppression
P4	<i>"I tried ignoring my stress and just pushing through, but it did not work; the more I suppressed my feelings, the more exhausted and irritable I became."</i>	Avoidant Suppression	
P5	<i>"I once tried to cope by ignoring my stress and just pushing through the shift."</i>	Avoidant Suppression	Self-Imposed Isolation
P6	<i>"I tried keeping my stress to myself, thinking I just needed to be strong. But it did not work; it only made me feel more anxious and tired."</i>	Self-Imposed Isolation	
P7	<i>"Sleeping after work because I was awake early and failed to sleep again, which contributed to my poor concentration on my shift."</i>	Physiological Mismanagement	Physiological Mismanagement
P8	<i>"Relying on unhealthy habits like overeating and oversleeping. They lead to additional problems such as addiction or a strained relationship."</i>	Physiological Mismanagement	
P9	<i>"Sometimes, trying to ignore my stress and overwork myself to finish tasks quickly."</i>	Avoidant Suppression and Cognitive Overloading	Avoidant Suppression
P12	<i>"I tried to hide my real feelings."</i>	Avoidant Suppression	
P14	<i>"Ignoring stress didn't work."</i>	Avoidant Suppression	Avoidant Suppression
P15	<i>"I try to ignore the stress."</i>	Avoidant Suppression	

Table 15 shows behaviors such as avoidant suppression, physiological mismanagement, self-imposed isolation, and cognitive overloading, all of which are forms of maladaptive coping and barriers to resilience among staff nurses. Based on what P4, P5, P9, and P15 reported, they tried to ignore their stress and just push through the shift. However, P6 tried to keep the stress. P14 experienced a different approach because ignoring stress did not work. P12 tried to hide their true feelings. P2 coped with stress by eating

comfort food after work. In contrast, P8 relied on unhealthy habits, practicing overeating, and oversleeping to deal with stress. P7 slept after work, then woke up early and couldn't sleep again. P3 stayed up scrolling on the phone. P9 overworked to finish tasks quickly. Finally, P1 was reluctant to ask questions, fearing they would bother the senior nurse or appear incompetent.

The table shows negative ways to cope with work-related stress. Unhealthy habits pose a barrier to developing resilience and physiological resilience, especially among staff nurses. Also, ignoring and hiding stress can cause one to become more tired and irritable, and to perform poorly. Moreover, not asking for help from others. This maladaptive coping refers to negative, ineffective strategies used to manage stress, leading to the experience of difficult emotions that may affect or worsen long-term mental and physical well-being. Since it is an unhealthy habit and ineffective strategies, it has become a barrier to resilience. Behavior like this is difficult to overcome and makes it harder to manage work-related stress.

According to Rahmani et al. (2024), strategies that focus on oneself to manage stress and reduce unpleasant emotions are considered maladaptive coping strategies. Also, these maladaptive coping strategies cause adverse effects such as anxiety, stress, and negative feelings. Also, emotion-focused coping strategies, such as escape-avoidance and distancing, are associated with increased psychological distress and reduced emotional well-being. Further supporting this, escape-avoidance coping has been shown to predict negative moods among hospital nurses (Barr, 2024). Avoidance-oriented coping, which entails sidestepping the problem, often by diverting attention to other activities or seeking social (Sierakowska & Doroszkiewicz, 2022).



Figure 4. *Staff Nurses' Coping Strategies in Addressing Work-Stressful Situations*

The 11 staff nurses used adaptive coping strategies, including professional mastery and resource management; cognitive and emotion-focused coping; meaning-focused coping; social support coping; self-care; physiological regulation; and appraisal coping to address work-related stress. Under professional mastery and resource management, these nurses employed methods such as observing others to learn, seeking support when necessary, reflecting after events to identify improvements, prioritizing clinical tasks by urgency, actively delegating to divide tasks, and improving workflow efficiency. 11 staff nurses experienced cognitive and emotion-focused coping; they stayed calm and used breathing exercises and prayer, which were very important. Regarding meaning-focused coping, three staff nurses used it by reaffirming their professional purpose, such as why they chose nursing, to help and save lives. Under social

support coping, twelve staff nurses relied on support from family, friends, and colleagues. 1 staff nurse experienced appraisal coping by using positive reframing to manage work-related stress. Conversely, 12 staff nurses also used maladaptive coping strategies, including self-imposed isolation, not asking for help, physiological mismanagement such as eating unhealthy foods, overeating, and oversleeping, avoidant suppression like ignoring stress, and cognitive overload from overworking, all of which led to negative outcomes like increased exhaustion, irritability, anxiety, and poor concentration.

Part IV. Research Output: Nurse's Resiliency Program

The findings from staff nurses' descriptions of their work-related stressors, well-being, and coping strategies serve as direct input for developing a relevant and effective nurse's resiliency program. This program will identify evidence-based staff nurses' work-related stressors, factors contributing to staff nurses' well-being, effective coping strategies for addressing work-stressful situations, and strategies for transitioning from maladaptive to adaptive coping. This will help not only employed staff nurses in government hospitals improve their coping strategies and become more resilient, but also future staff nurses, who will be more aware of evidence-based work-related stressors, well-being, and coping strategies for addressing work-related stressful situations.

Summary of Findings

The data were generated from 15 participants from the selected government hospitals in Quezon Province. Based on the presentation, analysis, and interpretation of the gathered data, the following findings were derived:

1. Staff nurses describe work-related stressors due to system environmental, clinical, and professional pressure. They describe it as failing to meet their own professional standards due to pressure experienced on work environment. Based on the findings, staff nurses describe work-related stressors as an overwhelming, chronic state of physical, mental, and emotional exhaustion resulting from demands that exceed their available resources, and it was characterized by a feeling of being in a constant alarm situation where the pressure to deliver high quality patient care was hindered by systemic issues leading to feeling of inadequacy, and burnout.
2. Staff nurses frequently describe their well-being as a complex, multi-dimensional state heavily influenced by the work environment, ranging from job satisfaction and professional pride to significant physical, mental, and emotional exhaustion. The emotional and psychological strain and exhaustion affect the well-being of the staff nurses. Their well-being must be maintained to avoid emotional and mental exhaustion. Work-life imbalance really affects life satisfaction. Enjoying the work can maintain a healthy work-life balance with the support of colleagues, and it becomes crucial to have a desire for growth and learning. Likewise, staff nurses must be actively engaged in strategic self-care and boundary setting to protect their well-being. Staff nurses actively utilized both cognitive and emotional resources to maintain resilience.
3. It becomes crucial for staff nurses to use adaptive coping strategies. It involved professional mastery and resource management as approaches. Cognitive and emotion-focused coping, as well as spiritual and mental aspects, play a significant role in coping strategies. Meaning-focused coping also greatly helps staff nurses by aligning their actions with their professional and personal missions. Regarding positive reframing, staff nurses modify their work-related stressors as a coping strategy. Family and professional support also significantly aid in managing work-related stress. Staff nurses also described practicing self-care and physiological regulation to stay physically fit and cope with work-related stress. The strategy to avoid was the maladaptive coping strategies, which are considered negative because they are ineffective.
4. Based on the experiences of staff nurses regarding work-related stressors, well-being, and coping strategies, the researcher developed a nurse's resiliency program. This program will identify staff

nurses' evidence-based work-related stressors, factors affecting staff nurses' well-being, effective coping strategies in work-stressful situations, and strategies from maladaptive to adaptive coping to foster long-term resilience in staff nurses.

CONCLUSIONS

The conclusions based on the the study's findings are as follows:

1. Based on the findings, staff nurses describe their work-related stressors as overwhelming and thus include a chronic state of physical, emotional, and mental exhaustion. As experienced by the staff nurses, staffing shortages were among the work-related stressors due to an insufficient number of staff nurses on duty to attend to patients' needs. Excessive workload was a factor that caused hindrances to perform the tasks well, which may result in mistakes, instilled fear in the staff nurses. Likewise, equipment scarcity, how to respond quickly to every stressful work situation, and when assigned to other areas of duty.
2. It was clearly stated that emotional and psychological strain and exhaustion were a state of severe emotional and mental problems caused by prolonged work-related stressor that affects the well-being of the staff nurses as well as the physiological exhaustion, which also affects staff nurses' well-being. According to staff nurses, their well-being was described as a complex, multidimensional state that is heavily influenced by work-stressful situations and may still result in job satisfaction for staff nurses who possess well-being. Many factors affected the well-being of staff nurses, and their effect was reduced work performance due to prolonged work-related stress.
3. Adaptive coping strategies are essential for addressing work-related stress. To manage such stress, it is better to stay calm. Additionally, maintaining a prayerful and healthy lifestyle is part of adaptive coping strategies that help sustain work-life balance and promote job satisfaction and resilience. Furthermore, they need to replace unhealthy habits with adaptive coping strategies to enhance well-being and build resilience.
4. The nurse's resiliency program offers important and evidence-based insights on how to address work-related stressors and improve coping strategies for staff nurses. This will also serve as a guide for future staff nurses on building resilience in the nursing profession, fostering resilience within the field.

Recommendations

Based on the study's significance and the synthesis of its findings and conclusions, the following recommendations are presented.

Staff Nurses. To participate in the nurse's resiliency program. The researcher recommends putting into action and sharing the learnings from the evidence-based nurse's resiliency program. Also, to be a supportive and positive co-worker, which is crucial for promoting staff nurses' well-being. Likewise, be a resilient staff nurse.

Patients. Awareness of the work-stressful situations that the staff nurses have in their every duty and that having well-being staff nurses will benefit them through rendering safe and quality care. Likewise, to avoid being rude and uncooperative to them.

Nurse Administrators. To prioritize the well-being of staff nurses, help them adapt to stressful work situations by supporting work-life balance, offering more flexible schedules, and providing manageable workloads to reduce physical, emotional, and mental exhaustion. Share positive insights and adaptive coping strategies with staff nurses. Encourage their professional growth and participation in training programs like the nurse's resiliency program. Implement policy improvements to better manage workload demands and foster resilience. Likewise, fostering a sense of workplace spirituality, which in turn leads to reduced burnout.

Provincial Health Office and Quezon Provincial Hospital Network. To institutionalize the specific coping strategies that effectively foster resilience among staff nurses in the government hospital in Quezon Province. Acknowledge the voices of the staff nurses regarding work-related stress in their province by helping them to stay and enjoy their work. Also, it reduces the burden of recruitment and training of new staff nurses.

Department of Health. Be the voices of the staff nurses in the government hospital in Quezon Province by having insights regarding the human resource component of staff nurses in the government hospital in Quezon Province, and use it to develop and improve policies to address these work-related stressors of the staff nurses and create more resiliency programs to enhance and uplift the well-being of the staff nurses.

Future Researchers. The researcher encourages future research to further explore the work-related stressors, well-being, and coping strategies of staff nurses in different geographical areas. Also, conduct a study to determine whether there are improvements in the well-being of staff nurses at the government hospital in Quezon Province.

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