AN ANALYSIS OF STRESS FACTORS AMONG NURSES USING FERMATEAN FUZZY STEPWISE WEIGHT ASSESSMENT RATIO (SWARA)

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ABSTRACT

This study investigates the stress factors affecting nurses at Tuanku Ja'afar Hospital, Seremban, utilizing the Fermatean Fuzzy Stepwise Weight Assessment Ratio Analysis (SWARA) methodology. Nurses face various stressors, including low salaries, workloads, workplace inequality, and neglect of rights, which contribute significantly to burnout and reduced job satisfaction. Data were collected from six experts from nurses through interviews and questionnaires to evaluate and rank eight of identified stress factors. The findings reveal that low salary, with a weight of 0.1657, is the most significant stressor, followed by workload 0.1406 and neglect of rights 0.1303. Personal problems, ranked as the least significant factor. This study demonstrates the usefulness of Fermatean Fuzzy SWARA in managing decision-making under uncertainty and provides actionable insights for developing targeted stress management interventions. By addressing these stressors, the research aims to improve nurse's well-being, enhance job satisfaction, and ultimately contribute to better patient care outcomes.

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