Laugh Therapy: in Effort to Decrease Work Stressing of Nurse

Hartanti
University of Surabaya, Surabaya, Indonesia

1 INTRODUCTION

Living in the city has already been a particular problem; moreover there are so many situations in occupation of healthy sector, as a nurse, that cause sress. Work stress that is suffered by nurse, can be sourced from demand of work environment and organization in hospital, demand of patient and characteristic of nurse's job. The most of people can't work self without helping of the others, so is a nurse. The role of nurse is so big in recovery of patient. A nurse which working in the hospital have relationship to patient. They will have relationship with a doctor. After a doctor make diagnosis and then appoint a medicine, furthermore continue to the nurse about the result of diagnosis. If occur change in patient self, then any change wether progression or decline of physical patient must be reported to the doctor. That's why needed a good cooperation and communication between a nurse and a doctor. Moreover his time status and authority's nurse not only as a assistant of doctor, but also responsible to make a decision in the practise. This meaning that occusement of proffesionallism of nurse in doing the duty as well as posible. Nurse is pioneer of service who has a role in determining bad or good service in hospital. That's why nurse proffesion is a proffesion which very stressable.

Accusement of work environment and organization in the hospital, patient, and characteristic of duty can be sources of work stressing for nurse. Most of stressor from organization is accusement of higher and confrere to do as maximal posibility of duty. Work stressing is usual phenomenon experienced by people who working at the healthy sector (Ellis, 1995).

When we see the laughing person, we think first is something funny. Even to create humor is not easy, cause needed cost and intelligence or creativity. As in the daily life, no all person own high sense of humor. To make a laugh we have to buy cassette of humor, vcd humor, or books of humor, or waching TV at the humor program.

To create laught via humor must need cost to invite comedian group for children. Opportunitely this humor therapy also limited by someone's interest. Interest of humor from people is different. There are interests of humor about politic, science, ever there is someone just laughs if see action and motion Charlie Chaplin, Mr. Bean, and Srimulat Group.

The youth and children easier laugh more are adult the frequency will be decreased. This case is caused by over serious attitude, that's way our humor is decreasing too. Besides the children can be free laugh in the situation without anything condition, but more adult will be more limited, as laugh slowly, that is not polite.

In the daily life only few cases which use make soo laugh, while there are hundreds cases even can make us sad and crying, moreover increasing cost of goods and phenomenon of economy more and more difficult, the case make people will be more stress so it will make more difficult to laugh.

Nowadays, we can't base on sense of humor to create laugh, because humor is a phenomenon which have relationship with mental and intelligence, and not all people have sense of humor. Joke can't make you laugh everyday and sense of humor doesn't belong to people. The

important question is how to laugh and who will make you laugh? The first, Madan Kataria is a doctor who practice in Mumbai (India), have developed new technique: laugh of group gratis yoga. Every session of laugh started by breathe so much, and followed by few of techniques of stimulating laugh.

There are some ways used to omit work stressing, they are meditation, relaxation, practise of time management, yoga, and so on. Researchers choose sense of humor as one of way to decrease work stressing because have relationship with emotion. Consideration hold this training to see how the role of emotion in the work environment of someone.

The research has objective to know the effect of the training laugh therapy to work stressing which experienced the nurse. Meanwhile its benefit: by theoretic are

a. Able to add the theoretic reference about how to solve the work stressing

b. Able to add the empiric evidence about effectivity of training laugh therapy in solving the work stressing. By practice, if the result of the research show there is significant effect after laugh therapy in solving to the work stressing, then it can be used as model or way of thinking in the decreasing of work stressing.

2 METHOD OF THE RESEARCH

Dependent variable is work stressing and independent variable is laugh therapy. The subject in this research is 62 nurses. Sampling technique use purposive sampling because researcher to have criteries in selecting subject. Selection of subject is done with use matching group design system with category of evaluation E as the experiment group and k as the controll group. Tool of pooling data shich used questionaire.

Design of research which used in the research is quasi experiment two grooup pre test post test design. The purpose of quasi experiment is the control group and the experiment group, it also use treatment ever do random assignment. The design of research can be described as following:

KE	X1	X	X2
KK	X3	O	X4

X: Laugh Therapy
X1: Experiment pre-test froup (before treatment of laugh)
X2: Experiment post-test group (after treatment of laugh)
X3: Controll pre-test group
X4: Controll post-test group

3 DISCUSSION

Result of research prove that between group which given and not training of laugh therapy there is different very significant in the score of work stressing. The other result supporting success training of laugh therapy is the differencce of work stressing scare between before and after training of laugh therapy, at the experiment groups. The differene explain that training at laugh therapy can decrease work stressing. When doing training, the nurses learn to manage and controlle emotional, so in facing the special situation. The nurses can respond the situation with more positive. This case is as Martin (2003) about most model theory show that emotional some body influences some body responds the special situation. If the individual able to manage and controll the emotional well, then they can respond the situation with positive so it will not lead stress, and the otherhand. This case as Selye's theory (1995) which state that the negative emotional can lead work stressing. Also equal recognition of subject who said that by knowing the emotion, then controll and manage it, the nurse become more able to understand the others. So able to do interaction more over with the others, learn for not angry, and offended directly with the somebody else so decreasing their work stressing.

This training can be said success although there are 8 nurses (25.806%) in the same category, but the most of subject of training experience. Decreasing of work stressing. This case caused

by some causes, as following: the result of observation show there is seriousness of participant in joining every session training. The result of evaluation show there is application of matter which given by researcher to nurse in the real life. Except the emotion effect on someone's stressing although there is several other factors which possible (Martin, 2003). Success training of laugh therapy is also have relationship with sharing when holding of training, each participant can learn to communicate with the participant else in the group. Each participant also can learn to understand themselves in relationship with the others and can learn to communicate effectively. The group can be considered as a social microscomic. Each participant can use group as place to practice and try a new behavior. Received support of the other participant is very important something in their learning proccess (Prawitasari, 1987).

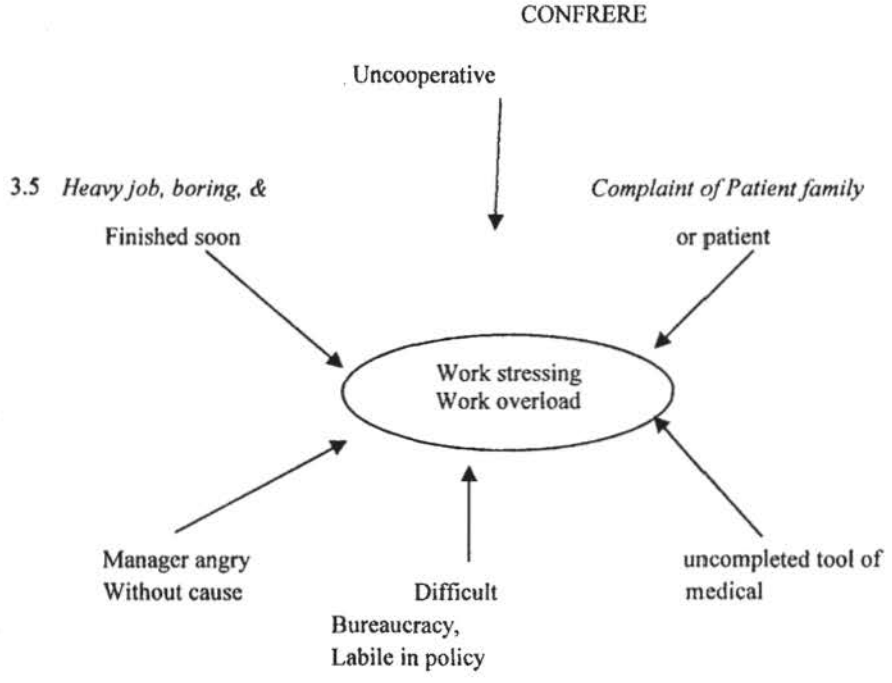
In the group, the participant has opportunity to understand that the other person also has the some problem and they can help them. This case is different with working situation which is not cooperative tendency (38.710%), confrere won't cooperate and be egocentric (25.806%), meanwhile 22.581%. Shows that among confrere have not harmonious relationship and their behavior are annoying. This the training can lead to self confidence of participants.

The other group can be as a sourch of support if needed. The participant can learn to get skill each other. They also take and give feedback and responding each other. The participant who at the first has frightened to express themselves. They will get the different reality with their belief. So expected they will more active in doing interaction.

At the training of group looks the participant more objective and flexible in evaluating the other participant than evaluating themselves. Also they are easy to find and recognize negative way of the other participant's mind, than in the existing self. This reality will be focus in the group training. Ability of the participant evaluates and recognizes way of mind the other participant will able to evaluate and recognize to their negative way of mind. So member of group do a testing of reality each other and this cause will encrease capability each participant in improving the wrong reaction.

Training of group give opportunity to the participant learns communication with the other participant. Learn to respond the other person and learn to solve a conflict. Some researches about effectively treatment of group, fund proof that success modality of treatment which given is supported with use treatment of group (Penninx, 1998, Morgan, 1999).

Stress also is defined as an excess of occusement on ability of individual in complying it. The schemes in this below are factors caused work overload:



The scheme upon describe that work stressing of nurse can be an individual or organizational. This case equal with model "The occupational Indicators" scheme (Bright & Jones, 2001) state that work stressing is caused by various factors, those are, oppressed situation at the workplace, for examples uncompleted tool of medical, work overload and boring, complaint of patient. Except that the bureaucratic structure and organization atmosphere, labile in policy, manager is easy angry without cause, uncooperative among confrere.

Many cases which must be done by nurses, but the available time to finish it is limited. Sometimes often found overlap of duty, so it can hamper the solution. Some researcher state that the stress happen cause the unsuitable condition between the people and their environment so lead to unability somebody to face many accusement effectively. (Cookfair, 1996).

Stressor or sourch of stress is very variable and having the reaction which variable too at every body. Accourding to Cooper (Rice, 1999), there are some stressor in the job, those are, work overload, available work time is not enough, so this condition not able to inspire passion work.

4 CONCLUSSION

The result of research is as following:

- The nurse who get training of laugh therapy experience decreasing of work stressing and the otherhand.
- The factor else which can decrease work stressing, that are cooperation in the group, interaction among confrere, via relation well, like emphaty, feedback, and sensitivity on subject's problem, safety feel, and moral support.
- Success training at laugh therapy also influenced by seriousness of subject in joining training just seriousness of subject in doing training will experience decreasing of work stressing. There is or not nurse's work stressing is only individual, but organizational. Work stressing which nurse's experince is caused by pressing situation which happen at work place in the physical environment, work overload in the physical environment, over workload and boring, and getting complain from patient or patient family frequently.
- Except bureaucratic structure and organization atmosphere, change of policy quickly, chief is angry without cause, and bad interpersonal relationship.

REFERENCE

Bright, J., & Jones, F. (2001). *Stress: myth, theory and research.* New Jersey: Prentice Hall.

Cookfair, J.M. (1996). *Nursing care in the community.* Usa:Mosby Year Book Inc.

Ellis, R.B. (1995).*Interpresonal Communication in nursing.*New York:Churchill Livingstone

Kataria, M. (1999). *Laugh for no reason.* Mumbai: Madhuri International.

Martin, A.D. (2003). *Emotional quality management: refleksi, revisi, dan revitalisasi hidup melalui kekuatan emosi,* Jakarta: Arga.

Morgan, T., & Cummings, A.L. (1999). Changed Experienced during group therapy by female survivors of chilhood sexual abuse. *Journal of Consulting and clinical psychology,* 67 (1), 28-36.

Penninx, B.W.J.H, Tilburg, T.V., Bocke, A.J.P., Deeg, D.J.H. Kreegsman, D.M.W., & Van Eijk, J.T.M. (1998). Effect of social support and personal copping resources on depressive symptoms: different for various chronic diseases?*Journal of consulting and clinical psychology*, 17(6), 551-558.

Prawitasari, J.E. (1987). Konseling Kelompok. *Media Psikologi Indonesia Anima,* 8, 9-16

Rice, P. L.(1999). *Stress and health* (3rd ed). Pacific Grove, C.A.: Brooks/Cole Publishing Company.

Selye, H. (1995). *Selye's guide to stress research.* USA: Van Nostrand Reinhold Company Inc.

Anniversary
Faculty of Psychology
University of Surabaya

Proceeding of International Conference

IMPROVING THE QUALITY OF HUMAN LIFE:

Multidisciplinary Approach on Strategic Relevance for Urban Issues

September 6-7, 2007
JW Marriott Hotel Surabaya, Indonesia

TABLE OF CONTENTS

Table Of Contents i

Preface v

Acknowledgments vi

Opening Remarks vii

CHAPTER I: Keynote Speakers

Reconciling Work and Family Responsibilities: A Global Perspective 1
Anne Bardoel

Improving Quality of Race Relation: Malaysian Experience in Reducing Social Distance 9
Aminudin Mohd Yusof

Health Promoting Opportunities in Urban Environment 22
Jan Vinck

Marginalized Society in Surabaya City: A Proposed Solution of Handling Effort 31
Yusti Probowati

Healthy Urban Planning: Meaning of Sustainable Development to Improve the Quality of Human Life in the City 38
Haryo Sulistiarso

CHAPTER II: Presenters

Knowledge, attitude, and awareness of sustainable development education among urban Malaysian school teachers 44
Aziah binti Ismail, Abdul Ghani Kanesan Abdullah

Practicing the sensitivity of social life to chemical engineering students at the University of Surabaya through cooperative learning 51
Akbarningrum Fatmawati, N. Suseno, L. Hwa, Ivonne Edrika

Crime and the city: an economic story and evidence 57
Andi Irawan

The effect of gender awareness training toward teachers' and students' gender based stereotype 66
Aniva Kartika

Effort on improving the quality of educational system in university 72
Artiawati Mawardi

The relationship between religiousity and the the quality of life of Javanese women quake survivors in Yogyakarta 78
Choirul Anam, A.M Dipenogoro

Sex education for *'anak jalanan* 86
Ihsana Sabriani Borualogo, Dewi Rosiana

By playing coconut shell game, intelligence and creativity can be increased: The field experiment to elementary school children in Kayuuwi village 2006 90
Djajati M. Lolowang, B.A. Lolowang, Jans Politon ,Fat B. Runtu, Anne Eondokambey, Betty Podung, Alfrets Makadada, Edita Pinangkaan, Julien Lasut

The needs of self development of scavengers in improving their standard of living: A causal study in Manado city 96
Djajati M. Lolowang, B. A. Lolowang, Anne Dondokambeys, Jans Politon, A. Makadada, Betty Podung, Jimmy Mangindaan, Edita Pinangkaan, Djemi Manampiring, Julien Lasut

Effect of organization culture dimension identification and demographical factors to the commitment of employees toward the organization 102
Emmy Mariatin, Arifin Hj Zainal

The international students' quality of life 107
Endang R. Surjaningrum

Quality of work life of public transportation drivers at Jakarta 116
Esther M. Kembaren

The quality of life of the humanitarian workers who work with children and women victims of abuse and violence 121
Evi Sukmaningrum

The development of poem instructional module based on Dick & Carey's Instructional System Design 127
Fadzilah Amzah, Haniza Zakaria

Sexual harassment against female labors in Semarang 133
Falasifatul Falah, Inhastuti Sugiasih

Housing environmental problem of low income people in Indonesian urban area 137
Firman Roesjadi Djoemadi

Family resiliency in prostitution neighbourhood 144
Fitri Andriani

From positive dialoque to positive relationship 149
Hari Setyowibowo, Tutty I. Sodjakusumah

Laugh therapy: An intervention to decrease work stress of nurse 155
Hartanti

Heavy metals: Cd, Pb, and Hg in the hair of autistic children 160
Indrajati Kohar, Michel Robert, Carine Churlaud, & Mulumba Kalombo

Understanding the struggle of university students in Indonesia 167
Jenny Lukito Setiawan

University students and their concerns: prevalence and degree of severity 173
Jenny Lukito Setiawan

The implication of service learning for education and micro business case study: packaging design class and PKK kabupaten Kediri 179
Listia Natadjaja

Change of fatherless teen 186
Livia Yuliawati

Improving the quality of human life: Theological approach on strategic relevance for urban ministry 193
Magdalena Pranata Santoso

The experimental inhibition tasks for detecting executive dysfunction 199
Margaretha

Using community art as a community development strategy 207
Monica E. Madyaningrum

The effectiveness of bibliotherapy in reducing body image dissatisfaction among high school girls 212
Monique Elizabeth Sukamto

How to understand and handle math difficulties encountered by students with Attention Deficit and Hyperactivity Disorder (ADHD) 217
Nanik

Adaptation and standardization of Career Maturity Inventory (CMI) on high school students in Jakarta 223
Ni Made Taganing Kurniati, Dona Eka Putri, Wahyu Raharjo, Hamdi Muluk, Tjut Rifameutia

Depression and self esteem among child sexual abuse victims in Malaysia 229
Nor Shafrin binti Ahmad, Rohany binti Nasir

The spread of DHF: the failure of improving the quality of human life 238
Oedojo Soedirham

Effects of individual brief counseling on students' truancy rate 243
Rahimi Binti Che Aman, Susie See Ching Mey

Work stress and risk-taking behavior in foreign currency dealers 247
Retno Triani, Putri Widyasari

School responsibility in promoting healthy-life culture 252
Singgih Widodo Limantoro

Externalizing problem of adolescents in Surabaya 259
Siti Atiyyatul Fahiroh

An assessment of counseling needs among international graduate students: implications for university students' programmes and services 263
Soerjantini Rahaju

Racial socialization in two cultures 269
Srisiuni Sugoto, Aminuddin Mohd Yusof

Effectiveness integrate methadone therapy with psychosocial service to psychological health of drug abusers 276
Swasti Wulanyani

Role playing method decrease anxiety of medical students 280
Swasti Wulanyani, Laksemi, Sudarmaja

The concept of urban reduction by socio-cultural settings and harmonious prosperity in suburb and city 285
Tungga Bhimadi

The obstacles faced by EAP in Indonesian workplace 291
Verina H. Secapramana

A touch of magic: The effectiveness of pet therapy program on subjective well-being of an elderly population in a nursing home 297
Vivi Setiono, Andrian Pramadi

Supporting factors for academic achievement in college student 301
Weny Savitry Sembiring, Pandia

Parent's qualities of live, needs, and problems in urban area 308
Yapina Widyawati, Hedwig E.Tulus

The dynamics of motivation of Ubaya Politeknik students in learning english 313
Yerly A. Datu

The use of Al'Qur'an treatment for drowsiness driver 320
Yohan Kurniawan, Rozmi Ismail, Mohd. Jailani Mohd. Nor

Gambling behavior and Short Message Service (SMS) lucky draw phenomenon 326
Yunita Faela Nisa, S. Permatasari

PREFACE

On September 6-7, 2007, the Faculty of Psychology - University of Surabaya hosted the International Conference entitled "Improving the Quality of Human Life: Multidisciplinary Approach on Strategic Relevance for Urban Issues". The event took place in Surabaya and was organized in conjunction with the 25th Anniversary of Faculty of Psychology, University of Surabaya. The International Conference was held at the JW Marriott Surabaya Hotel.

The need for multidisciplinary approach on improving the quality of human life has never been greater. Rapid economic and social changes may bring negative effects to the quality of human life. The changes have led to changing in various aspects of human life. It seems clear that multidisciplinary approach on strategic relevance for urban issues will continue to be important.

Taking the time to review our quality of life gives us a chance to re-evaluate what we are doing and where we want to go. It lets us fine-tune our direction, to ensure we are on track for what we most want. Therefore this conference provided opportunities for all participants to discuss ways of improving the quality of human life.

The conference presented three sub-themes related to the quality of life in urban settings: industrial and social setting, community health setting, educational, developmental and environmental setting. Each sub-theme produced numerous interesting discussions during the event, of which the full papers can be read in this proceeding. We wish for the proceeding to be fruitful and able to provide insight for readers, particularly those interested in the central theme on Improving the Quality of Human Life.

Surabaya, September 2007

Jenny Lukito Setiawan
Chair, Scientific Committee

Acknowledgments

We are truly indebted to our invited plenary speakers for their willingness to share their expertise and experience before the conference audience. It is partly from their contribution that this conference turns to big success. We would like in this opportunity to thank those people:

- Associate Professor Anne Bardoel
  Deputy Director, Australian Centre for Research in Employment and Work, Department of Management, Faculty of Business and Economics, Monash University, Australia

- Prof. Madya. Dr. Aminudin Mohd Yusof
  School of Psychology and Human Development, Faculty of Social Science and Humanities, University Kebangsaan Malaysia, Malaysia

- Prof. dr. Jan Vinck, Emeritus
  University of Hasselt, Belgium

- Dr. Yusti Probowati
  Faculty of Psychology, Surabaya University, Surabaya, Indonesia

- Dr. Ing. Haryo Sulistiarso
  Faculty of Architecture, Institut Teknologi Sepuluh November, Surabaya, Indonesia

We also thank to all presenters who participate in this conference.

OPENING REMARKS

The Honorable Speakers;
Distinguished Guests and Participants;
Ladies and Gentlemen:

I am very much honored to deliver the opening remarks of the 25th Anniversary of Faculty of Psychology, University of Surabaya (UBAYA) International Conference "Improving the Quality of Human Life: Multidisciplinary Approach on Strategic Relevance for Urban Issues". I also wish to take this opportunity to welcome all of the distinguished participants in beautiful city of Surabaya and to express my utmost appreciation to Mrs. Artiawati Mawardi the Chairperson of this conference and all the members of the committee who have been such gracious personnel, serve this a wholehearted conference.

It is the nature of every Higher Education Institution to be gratified with the values of truth, democracy, human rights, supporting marginal and lower class society, peace, and sustainable development. As a Higher Education Institution that possesses a high commitment upon those values, UBAYA organized this International conference not only as the commemoration of a silver jubilee in the history of Faculty of Psychology UBAYA, but more importantly also as the Social Responsibility of UBAYA upon the beneficial of the society. Perhaps the most important rationale the 25th Anniversary of Faculty of Psychology UBAYA International Conference will address is to gather various ideas and perspectives to respond the challenges of improving the quality of human life for the beneficial of the society.

Nowadays, we face complex and confusing problems surround us. If we try to take a glimpse to the condition of the environment where we live then we will know that the obstacles in our lives now are different with the condition we had several years ago. As people try to make some improvements in their lives, the other parts of the community may be still left behind. Either, they do not have the chance to improve or they have the chance but they fail to fulfill the improvement they want in their lives. The problem increases together with the increasing people's expectation of the quality of life. All those problems mostly deal with education, health and social life. We value all those three things as the judgment points whether we are facing a certain problem or we are doing fine.

We all agree that one of the bases of improving life lays on education. In reality, people still can not get equals access in gaining education, especially for people in lower-class society. Without enough education, it will be hard for the society to realize their condition, moreover facing their problems. Through education, people will find it easier to analyze something deeper because they have the knowledge to do it. That is why education not only helps people to understand themselves but also to understand others better. Modern life style also takes a great part in causing individual and social problems for both physical and mental health. Pathological behaviour gives rise to problems in area of sexual and reproductive health, impact of pollution on health, substance abuse, stress disorder, health-related attitudes and behaviors, physical and physiological health, pain and pain management and environment-behavior relationship. The effects of physical element and social changes are the discussions deal with industrial and social parts. Problems have appeared in these issues which include crowd and density, social conflict, criminality, multicultural issues, street hawkers (called 'anak jaianan' in Indonesian), and disaster management. Cities with growing industry have multifaceted impacts on labour life, city transportation, employee mental health, including work stress and burnout, and work-family conflict.

Those conditions take a great attention of certain people, in this case the scientists and practitioners. They hope to find the best solution to solve all the problems through multidisciplinary approach. That way will also help to improve the quality of life of the human kind. Definitely, we need to do something to make some progress for our lives and a better future. Putting a high concern upon the problems, several years ago, UBAYA has arranged 4 different centers named Center for Environmental Studies (PSL), Center for Human Rights Studies (PUSHAM), Centre for Urban Community Empowerment (PUSDAKOTA) and Center for Business and Industrial Studies (CBIS). As we can see from their names, Center for Environmental studies is concentrated on how to provide better environment to the society; Center for Human Rights Studies concerns with Human Rights (especially, on political and civil rights and also economic and socio-cultural rights, ECOSOB); Center for Urban Community Empowerment deals with how to assist and serve the marginal and lower class society; while Center for Business and Industrial Studies deals with business and industrial community. Having those 4 centers is not enough, as UBAYA also expects some supports from the society as well as its Faculties. On this opportunity, I would like to convey my sincere appreciation to the Faculty of Psychology UBAYA in organizing this International Conference. Yet, your obligation as a Faculty has not done yet, as I specially encourage and await this faculty to

continually develop contemporary ideas and strategies to respond all of the recent conditions and problems.

Let me conclude my remarks by wishing all of you a deeper, intensive, serious but enjoyable and productive discussion in this conference. Let me wish you every success in this Conference, and may all our fruitful works come to the excellent results.

Surabaya, September 6, 2007

Wibisono Hardjopranoto
Rector, University of Surabaya

Proceeding of International Conference

IMPROVING THE QUALITY OF HUMAN LIFE

Multidisciplinary Approach on Strategic Relevance for Urban Issues

Quality of life in urban settings is an area of study that has increased an amount of interest in recent years. Undoubtedly, urban life brings complex problems that interact to influence the quality of human life. In response to these issues, holistic recommendations for improving the quality of life based on multidisciplinary approach are highly needed. In this conference, scientists and practitioners from various disciplines (psychology, anthropology, sociology, economic, medical, engineering, architecture, etc) concerned with urban problems are encouraged to share and to discuss ideas.

Prof. Dra. ec. Wasisto Hardjoprandjo, M.S
Rector, University of Surabaya

Nowadays, we face complex and confusing problems surround us. If we try to take a glimpse to the condition of the environment where we live then we will know that the obstacles in our lives now are different with the condition we had several years ago. As people try to make some improvements in their lives, the other parts of the community may be still left behind. Either they do not have the chance to improve or they have the chance but they fail to fulfill the improvement they want in their lives. The problem increases together with the increasing people's expectation of the quality of life. All those problems mostly deal with education, health and social life. We value all those three things as the judgment points whether we are facing a certain problem or we are doing fine.

Dra. Antiawati Mawardi, M.App. Psych
Chair, International Conference

Today is a special day. We celebrate the 25th anniversary of the faculty of Psychology Surabaya University. It is not such a coincidence that we picked up "improving the quality of human life in urban area" to become the theme of the conference. As a growing city, Surabaya, like many cities elsewhere, experiences huge complex problems related to education, health, industry, and providing healthy settlements for its inhabitants. It needs our serious and active participation to propose alternative solutions based on academic research across disciplines.

This conference is in advance to enhance the vision of the Faculty of Psychology University of Surabaya, to be an excellent educational institution in psychology based on scientific endeavor and to apply life values in managing urban problems.

Faculty of Psychology University of Surabaya
Raya Kalirungkut Street - Tenggilis
Surabaya 60293
Indonesia
Fax: + 62 31 2981271
E-mail: psikologi_is@ubaya.ac.id