

## ABSTRAK

**Zuyina Nuru.** 2013. Hubungan Stres Kerja Perawat Dengan Mutu Pelayanan Keperawatan di Ruang Rawat Inap RSUD Toto Kabila Gorontalo Tahun 2013. Skripsi, Jurusan SI Keperawatan, Fakultas Ilmu-Ilmu Kesehatan dan Keolahragaan Universitas Negeri Gorontalo, Pembimbing I DR. Werna Nontji S.Kp, M.Kep dan Pembimbing II dr. Vivien Novarina A. Kasim , M.Kes.

Stress kerja merupakan suatu ketidakseimbangan antara tuntutan pekerjaan dengan kemampuan individu dimana bila terjadi kegagalan akan berdampak penting bagi individu tersebut. Stress kerja dapat timbul pada setiap orang, seperti tenaga kesehatan yang ada di rumah sakit salah satunya perawat.

Desain Penelitian menggunakan survey analitik dengan pendekatan *cross sectional*. Populasi adalah seluruh perawat yang bertugas di ruang rawat inap RSUD Toto Kabila yang berjumlah 69. Pengambilan sampel secara *simple random sampling*.

Penelitian bertujuan mengetahui hubungan stress kerja perawat dengan mutu pelayanan keperawatan di ruang rawat inap RSUD Toto Kabila. Uji statistik univariat didapatkan perawat mengalami stress tinggi sebanyak 24 orang (45,3%) dan perawat mengalami stress rendah 29 orang (54,7%). Sedangkan mutu pelayanan keperawatan didapatkan 26 perawat (50,9%) yang menerapkan mutu pelayanan kurang, dan 27 perawat yang menerapkan mutu pelayanan yang baik.

Hasil uji statistik *chi square* di dapatkan hubungan yang bermakna antara stress kerja perawat dengan mutu pelayanan keperawatan dengan *p-value* sebesar 0.040 ( $\alpha$  0.05).

Ada hubungan signifikan antara stress kerja perawat dengan mutu pelayanan keperawatan di ruang rawat inap.

Saran yaitu perlunya management stress agar perawat dapat mengatasi masalah stress tersebut dengan baik, sehingga tidak akan menimbulkan masalah yang serius.

*Kata kunci: stress kerja, perawat, mutu*

## ABSTRACT

**Zuyina Nuru.** 2013. The Relationship between Work Stress of Nurse and quality of nursing service in the Patient's Rooms of RSUD Toto Kabila, Gorontalo 2013. Skripsi, Department of S1 Nursing, faculty of Sport and Health Sciences, Universitas Negeri Gorontalo, The principal supervisor was DR. Werna Nontji S.Kp, M.Kep and the co supervisor was dr. Vivien Novarina A. Kasim, M.Kes.

Work stress is an imbalance of work demand and individual skill as failure comes and it will affect the individual concern. Work stress is occurred to everybody including health officer called nurses in the hospital.

Research design was analytic survey by having cross sectional approach. The population were all nurses amounted 69 to be responsible in patient's room of RSUD Toto Kabila. Technique of sampling was simple random sampling.

The research aimed to find out the relationship between work stress of nurse and quality of nursing services in the patient's rooms at RSUD Toto Kabila. Statistical test of univariate described nurses having high work stress amounted 24 nurses (45,3%) and low work stress amounted 29 nurses (50,9%). Meanwhile, the quality of nursing services has showed that there were 26 nurses (50,9%) applying enough service category and there were 27 nurses applying good services category. Statistical test of chi square gained the meaningful relationship between work stress of nurses and quality of nursing services as p-value amounted 0.040 ( $\alpha$  0.05).

There is a significant relationship between work stress of nurse and quality of nursing services in the patient's rooms at RSUD Toto Kabila.

It is suggested to provide stress management in order to overcome nurses' problem regarding to their work, so it will not cause serious problem.

*Key words: Work Stress, Nurses, Quality*