

INTISARI

PENGARUH STRES KERJA TERHADAP KUALITAS PELAYANAN KEPERAWATAN DI IGD DI RSUD MERAUKE

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Latar Belakang: Perawat merupakan salah satu profesi yang rentan mengalami stres kerja. Stres kerja yang terjadi dapat menimbulkan dampak secara langsung maupun tidak langsung terhadap aspek fisik, psikologis maupun perilaku. Tingkat stres yang tinggi yang dihadapi oleh perawat didalam bekerja akan sangat mempengaruhi kualitas pelayanan keperawatan yang diberikan kepada pasien dan secara tidak langsung akan mempengaruhi ritme kinerja para perawat.

Tujuan: Mengetahui pengaruh stress kerja terhadap kualitas pelayanan kepada pasien di Instalasi Gawat Darurat Rumah Sakit Umum Merauke.

Metode: Penelitian ini merupakan penelitian kuantitatif dengan rancangan deskriptif korelasional. Populasi penelitian seluruh perawat IGD sebanyak 40 orang, sampel berjumlah 40 orang, teknik sampling menggunakan total sampling, instrument penelitian berupa kuesioner stress kerja dan kualitas pelayanan, teknik analisis data menggunakan uji univariat dengan prosentase dan uji bivariat dengan regresi linear sederhana.

Hasil: (1) Sebagian besar stres kerja termasuk kategori kurang (22 orang atau 55%), (2) Sebagian besar kualitas pelayanan perawat termasuk kategori baik (28 orang atau 70%), (3) Terdapat pengaruh yang signifikan antara stress kerja terhadap kualitas pelayanan keperawatan di IGD di RSUD Merauke (p value = 0,0001).

Simpulan: Terdapat pengaruh yang signifikan antara stress kerja terhadap kualitas pelayanan keperawatan di IGD di RSUD Merauke

Kata Kunci: Stres kerja, kualitas pelayanan keperawatan

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ABSTRACT

THE EFFECT OF WORK STRESS ON THE QUALITY OF NURSING SERVICES AT EMERGENCY DEPARTMENTS IN RSUD MERAUKE

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Background: Nurses are one of the professions that are prone to work stress. Job stress that occurs can have a direct or indirect impact on physical, psychological and behavioral aspects. High stress levels faced by nurses in work will greatly affect the quality of nursing services given to patients and indirectly will affect the rhythm of the performance of the nurses.

Objective: To determine the effect of work stress on the quality of service to patients in the Emergency Departments of RSUD Merauke.

Method: This research is a quantitative study with a descriptive correlational design. The study population of all emergency departments nurses was 40 people, a sample of 40 people, sampling techniques using total sampling, research instruments in the form of work stress questionnaires and service quality, data analysis techniques using univariate tests with percentage and bivariate tests with simple linear regression.

Results: (1) Most work stress is categorized as less (22 people or 55%), (2) Most of the quality of care for nurses is in the good category (28 people or 70%), (3) There is a significant influence between work stress on the quality of nursing services at the emergency departments RSUD Merauke (p value = 0,0001).

Conclusion: There is a significant effect between work stress on the quality of nursing services in the emergency departments RSUD Merauke

Keywords: Job stress, quality of nursing services
