

ABSTRACT

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The correlations between stres at work and nurse perception of service quality to hospitalized persons (study for nurse Jakarta Moslem Hospital). (M. Nisfianoor, M.si., Psi.); Psychology study programme, undergraduate programme, Tarumanagara University (1-68 Pages, P1-P5, L1-L36).

The purpose of this research is to find out the correlation between stres at work and nurse perception of service quality to hospitalized persons. Stres is the non-specific response of the body to any demand. Work stres is the results interaction between work condition with the worker characteristic where job's demand upon worker skill. Service quality is the better performance which be expected and controlling for satisfying the costumer. Questionnaire design is used in this research and 181 nurse participate in this research. The pearson coefficients of correlation is used to analyzed the data. This research show that there is negative significant correlation between stres at work and nurse perception of service quality to hospitalized persons release $r_{xy}=-0,193$, $p<0,05$.

Key word: Stres at work, Perception, Service quality, Nurse.