

ABSTRAK

Latar Belakang: Kinerja perawat merupakan salah satu indikator utama mutu pelayanan rumah sakit yang dipengaruhi oleh berbagai faktor, termasuk kondisi fisiologis dan psikologis. Indikator biometrik seperti tekanan darah, denyut jantung, dan saturasi oksigen dapat mencerminkan kondisi kesehatan fisik perawat yang berpotensi memengaruhi tingkat stres kerja serta kinerja pelayanan. **Tujuan:** Penelitian ini bertujuan untuk menganalisis hubungan indikator biometrik dengan kinerja pelayanan perawat melalui stres kerja sebagai variabel intervening di RSUD Teuku Umar Aceh Jaya. **Metode:** Penelitian ini menggunakan desain penelitian kuantitatif dengan pendekatan **cross sectional**. Populasi penelitian adalah seluruh perawat di RSUD Teuku Umar Aceh Jaya, dengan jumlah sampel sebanyak **137 responden** yang dipilih menggunakan teknik **proportional stratified random sampling**. **Hasil:** Hasil penelitian menunjukkan bahwa sebagian besar responden berjenis kelamin perempuan (77,4%), bekerja pada shift pagi (44,5%), memiliki tingkat stres kategori normal (88,3%), serta memiliki kinerja pelayanan kategori baik (98,5%). Rata-rata tekanan darah sistolik responden sebesar **114,77 ± 9,24 mmHg**, tekanan darah diastolik **77,29 ± 7,43 mmHg**, heart rate **81,91 ± 11,53 kali/menit**, dan saturasi oksigen **97,45 ± 9,43%**. Hasil analisis menunjukkan bahwa indikator biometrik memiliki hubungan dengan kondisi stres kerja yang selanjutnya berpengaruh terhadap kinerja pelayanan perawat. **Kesimpulan:** penelitian ini menunjukkan bahwa kondisi biometrik perawat berperan dalam memengaruhi stres kerja yang berdampak terhadap kinerja pelayanan. Oleh karena itu, pemantauan kondisi kesehatan fisik perawat secara berkala perlu dilakukan sebagai upaya meningkatkan kualitas pelayanan keperawatan di rumah sakit.

Kata Kunci: indikator biometrik, stres kerja, kinerja pelayanan, perawat, DASS-21, NASA-TLX.

ABSTRAC

Background: Nurses' performance is one of the primary indicators of hospital service quality and is influenced by various physiological and psychological factors. Biometric indicators, including blood pressure, heart rate, and oxygen saturation, reflect nurses' physical health conditions that may affect work stress and service performance.

Purpose: This study aimed to analyze the relationship between biometric indicators and nurses' service performance through work stress as an intervening variable at Teuku Umar Aceh Jaya Regional General Hospital.

Method: This study employed a quantitative research design with a cross-sectional approach. The study population consisted of all nurses at Teuku Umar Aceh Jaya Regional General Hospital. A total of 137 respondents were selected using proportional stratified random sampling. Biometric data were collected by measuring blood pressure, heart rate, and oxygen saturation using digital devices. Work stress was assessed using the Depression Anxiety Stress Scale-21 (DASS-21), mental workload was measured using the NASA Task Load Index (NASA-TLX), and service performance was evaluated using a nurse performance questionnaire. Data were analyzed using univariate analysis, Shapiro–Wilk normality test, Spearman correlation test, and multivariate analysis. **Results:** showed that most respondents were female (77.4%), worked morning shifts (44.5%), experienced normal levels of work stress (88.3%), and demonstrated good service performance (98.5%). The mean systolic blood pressure was 114.77 ± 9.24 mmHg, diastolic blood pressure was 77.29 ± 7.43 mmHg, heart rate was 81.91 ± 11.53 beats per minute, and oxygen saturation was $97.45 \pm 9.43\%$. The findings indicated that biometric indicators were associated with work stress, which subsequently influenced nurses' service performance. **Conclusion:** nurses' biometric conditions contribute to work stress, which subsequently affects service performance. Therefore, regular monitoring of nurses' physical health is recommended to improve the quality of nursing services in hospitals.

Keywords: biometric indicators, work stress, service performance, nurses, DASS-21, NASA-TLX.