

## ABSTRACT

### THE RELATIONSHIP BETWEEN WORK PSYCHOLOGICAL STRESS LEVELS AND NURSES' *CARING* AND *COMFORT* BEHAVIORS AT JAKARTA HOSPITAL

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**Background:** Nurses play an essential role in providing holistic health services that emphasize caring and comfort. However, high workloads often cause psychological stress that may affect service quality. This study is important to analyze the relationship between work stress and nurses' caring and comfort behaviors. **Objective:** To analyze the relationship between work psychological stress levels and nurses' caring and comfort behaviors at Jakarta Hospital. **Methods:** This study used a quantitative design with a cross-sectional approach. The sample consisted of 99 nurses, selected using Slovin's formula from a population of 131 nurses. The research instrument was a questionnaire, and data analysis used the Chi-Square test with a significance level of 0.05. **Results:** Nurses' work stress levels were mostly mild (47.5%), moderate (38.4%), and severe (14.1%). Caring behavior was mostly in the fair category (60.6%), followed by good (26.3%), and poor (13.1%). Comfort behavior was mostly high (69.7%) and moderate (30.3%). Bivariate analysis showed no significant relationship between work stress levels and caring behavior ( $p = 0.446$ ) as well as comfort behavior ( $p = 0.053$ ). **Conclusion:** The majority of nurses at Jakarta Hospital experienced mild to moderate psychological stress. Caring behavior was mostly fair, while comfort behavior was mostly high. There was no significant relationship between work stress levels and nurses' caring and comfort behaviors.

**Kata Kunci:** *Caring, Comfort, Nurses, Work stress.*