

**KORELASI ANTARA SELF MONITORING DAN CUSTOMER  
ORIENTATION PADA PERAWAT DI RUMAH SAKIT**

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**ABSTRAK**

Penelitian ini bertujuan untuk mengetahui korelasi antara *self monitoring* dan *customer orientation*. Peneliti berhipotesis bahwa terdapat hubungan yang positif antara *self monitoring* dan *customer orientation*. Subjek dalam penelitian ini adalah perawat yang telah memiliki pengalaman kerja di rumah sakit minimal satu tahun berjumlah 84 perawat. Data penelitian mengenai *self monitoring* dan *customer orientation* diungkap dengan menggunakan adaptasi *self monitoring scale* dan *customer orientation scale*. Skala *self monitoring* versi adaptasi memiliki estimasi reliabilitas 0.896 dan *customer orientation scale* versi adaptasi memiliki estimasi reliabilitas sebesar 0.886. analisis data menggunakan korelasi *Spearman's rho*. Hasil penelitian menunjukkan korelasi antara *self monitoring* dan *customer orientation* sebesar 0.842 dengan nilai  $p = 0,000$  ( $p < 0,05$ ), yang berarti ada hubungan positif yang kuat antara *self monitoring* dan *customer orientation* pada taraf signifikansi 5%.

Kata kunci : *self monitoring* dan *customer orientation*.

**CORRELATION BETWEEN SELF MONITORING AND CUSTOMER  
ORIENTATION ON NURSES IN HOSPITAL**

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***ABSTRACT***

*This research aimed to know the correlation between self monitoring and customer orientation. The hypothesis was there was a positif correlation between self monitoring and customer orientation. The subject were 84 nurses who had work experience in hospital minimized one year. The data about self monitoring was revealed by the adaptation of self monitoring scale with the reliability 0,896 and, customer orientation was revealed by the adaptation of customer orientation scale with the reliability 0,886. The result were shown that correlation coefficient of self monitoring and customer orientation was 0,842,  $p = 0,000$  ( $p < 0,05$ ), that means there was a positif and strong correlation between self monitoring and customer orientation at 5% significant level.*

*Keyword : self monitoring and customer orientation*