

ABSTRAK

Kepuasan kerja di antara dokter adalah kunci utama untuk mendapatkan pelayanan kesehatan yang lebih baik. Perubahan metode pembayaran pada era JKN menimbulkan ketidakpuasan dokter spesialis dan dokter umum terhadap jasa medis yang diterima dalam pelayanan pasien BPJS. Penelitian ini bertujuan menganalisis pengaruh persepsi tentang pembagian jasa medis pasien BPJS terhadap kepuasan kerja dokter. Rancangan penelitian yang digunakan pada penelitian ini adalah penelitian non-eksperimen deskriptif analitik dengan pendekatan *cross sectional*. Penelitian dilaksanakan di Rumah Sakit Umum Royal Prima yang terletak di Kota Medan mulai bulan Mei 2021 sampai dengan Agustus 2021. Sampel dalam penelitian ini dipilih dengan menggunakan metode *purposive sampling* sehingga didapatkan sampel sebanyak 77 orang dengan kriteria inklusi yaitu telah bekerja minimal 2 tahun. Data dianalisis menggunakan uji *Chi-Square* dan uji regresi logistik berganda. Hasil penelitian menunjukkan total jasa tindakan medis yang diterima dokter umum per bulan yaitu 10 juta rupiah. Sedangkan total jasa medis kunjungan dan tindakan medis yang diterima dokter spesialis per bulan yaitu 25 juta rupiah. Berdasarkan hasil uji *Chi-Square*, dapat dilihat bahwa persepsi dokter tentang jasa medis (jumlah jasa medis ($p=0,000$), ketepatan waktu pemberian ($p=0,000$), kesesuaian jasa medis dengan kinerja ($p=0,003$), sistem pembagian ($p=0,004$), dan transparansi ($p=0,011$)) berpengaruh signifikan terhadap kepuasan kerja dokter. Dari hasil uji regresi logistik berganda menunjukkan variabel yang paling besar pengaruhnya adalah jumlah jasa medis. Variabel jumlah jasa medis memiliki nilai $Exp(B)=29,830$ (95%CI 3,037-293,034) yang berarti responden yang menyatakan jumlah jasa medis baik berpeluang lebih puas 29 kali dibandingkan yang menyatakan jumlah jasa medis kurang. Kepuasan kerja dokter dapat ditingkatkan dengan upaya pihak manajemen lebih terbuka kepada para dokter mengenai jasa medis dokter, memberikan dokter kesempatan untuk meningkatkan jenjang karir, dan melakukan evaluasi tentang kepuasan dokter secara berkala melalui kuesioner.

Kata kunci: Jasa medis, kepuasan kerja, dokter

ABSTRACT

Job satisfaction among doctors is the main key to getting better health services. Changes in payment methods in the JKN era led to the dissatisfaction of specialists and general practitioners with the medical services received in BPJS patient care. This study analyzes the effect of perceptions about the distribution of medical services for BPJS patients on the job satisfaction of doctors. The research design used in this study was a descriptive analytic non-experimental study with a cross-sectional approach. The study was conducted at the Royal Prima General Hospital located in Medan City from May 2021 to August 2021. The sample in this study was selected using the purposive sampling method so that a sample of 77 people was obtained with the inclusion criteria of having worked for at least 2 years. Data were analyzed using the Chi-Square test and multiple logistic regression. The results showed that the total medical services received by general practitioners per month was 10 million rupiah. Meanwhile, the total number of medical visits and services received by specialist doctors per month is 25 million rupiah. Based on the results of the Chi-Square test, it can be seen that doctors' perceptions of medical services (number of medical services ($p = 0.000$), timeliness of delivery ($p = 0.000$), suitability of medical services with performance ($p = 0.003$), distribution system ($p = 0.004$), and transparency ($p=0.011$)) had a significant effect on doctor's job satisfaction. The results of multiple logistic regression test show that the variable with the greatest influence is the number of medical services. The variable number of medical services has a value of $\text{Exp}(B) = 29,830$ (95% CI 3,037-293,034) that means that respondents who state the number of good medical services are 29 times more likely to be satisfied than those who state that the number of medical services is less. Doctor's job satisfaction can be increased by the management's efforts to be more open to doctors regarding doctor's medical services, giving doctors the opportunity to improve their career paths, and conducting periodic evaluations of doctor's satisfaction through questionnaires.

Keywords: Medical incentives, job satisfaction, doctors