

INTISARI

Latar Belakang dan Tujuan

Adanya berbagai keluhan dari Rumah Sakit, baik di tingkat daerah dan nasional, menyatakan bahwa mereka tidak puas terhadap tarif yang ditetapkan oleh BPJS. Mereka menyatakan bahwa tarif yang ditetapkan sangatlah tidak realistis. Tujuan penelitian ini untuk menguji pengaruh jasa medis, beban kerja dan penilaian prestasi kerja terhadap tingkat kepuasan kerja dokter spesialis terkait program pelayanan BPJS yang ada di Rumah Sakit Umum Daerah Panembahan Senopati, Bantul, D.I Yogyakarta.

Metode

Penelitian ini menggunakan metode analitik kuantitatif ditindak lanjuti dengan metode kualitatif. Populasi dari penelitian ini adalah dokter spesialis yang bekerja di RSUD Panembahan Senopati, mempunyai jabatan fungsional berjumlah 38 orang.

Hasil

Jumlah responden yang merasa puas dengan responden yang merasa tidak puas jumlahnya seimbang. Namun, berdasarkan nilai rata-rata sebesar menunjukkan bahwa rata-rata responden merasa tidak puas. Hal ini menunjukkan bahwa mayoritas dokter spesialis di RSUD Panembahan Senopati Bantul tidak puas terhadap kondisi kerja di RSUD Panembahan Senopati Bantul.

Kesimpulan

Terdapat pengaruh yang signifikan variabel jasa medis, variabel beban kerja, variabel prestasi kerja dengan kepuasan kerja dokter spesialis RSUD Panembahan Senopati Bantul.

Kata kunci : Jasa Medis, Beban Kerja, Prestasi Kerja, Kepuasan Kerja

ABSTRACT

Background and Aim

Various complaints from hospitals, both at the regional and national levels, stated that they were not satisfied with the rates set by the BPJS. They stated that the tariff set was very unrealistic. The purpose of this study was to examine the effect of medical services fee, workload and work performance assessment on the level of job satisfaction of specialist doctors related to the BPJS service program at Panembahan Senopati District General Hospital, Bantul, D.I Yogyakarta

Method

This study uses quantitative analytic methods followed by qualitative methods. The population of this study were specialist doctors who worked at Panembahan Senopati District General Hospital, having 38 functional positions.

Results

The number of respondents who were satisfied with the number of respondents who felt dissatisfied was balanced, namely 19 people each (50%). However, based on an average value of 78.58, it shows that the average respondent felt dissatisfied. This shows that the majority of specialist doctors in Panembahan Senopati Bantul District Hospital are not satisfied with the working conditions in Panembahan Senopati Bantul District Hospital.

Conclusion

There is a significant relationship between medical service fee variable (X1), workload variable (X2), work performance variable (X3) and job satisfaction of specialist doctors at Panembahan Senopati Hospital Bantul.

Keywords: *Medical Services Fee, Workload, Job Performance, Job Satisfaction*