

KEPUASAN DAN MOTIVASI TENAGA MEDIS : STUDI KASUS TERHADAP PENDAPATAN, KOMPENSASI DAN LINGKUNGAN KERJA PADA RSUD Dr. SOEDIRMAN KABUPATEN KEBUMEN

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INTISARI

Latar Belakang : Kualitas jasa layanan di Rumah sakit sangat ditentukan oleh kinerja tenaga medis yang merupakan sumber daya manusia yang paling menentukan berhasil tidaknya capaian kinerja rumah sakit. Manajemen rumah sakit harus benar-benar memperhatikan masalah kepuasan kerja dan faktor-faktor yang mempengaruhi motivasi kerja tenaga medis. Perlu diketahui mengenai kepuasan dan motivasi dikalangan tenaga medis yang bertugas di RSUD dr. Soedirman Kabupaten Kebumen khususnya pada sisi pendapatan, kompensasi dan lingkungan kerja.

Tujuan penelitian: Untuk mengetahui hubungan pendapatan, kompensasi, dan kondisi kerja terhadap Kepuasan Dan Motivasi Tenaga Medis di RSUD dr. Soedirman Kabupaten Kebumen.

Metode Penelitian : Penelitian dilakukan di RSUD dr. Soedirman Kabupaten Kebumen. Penelitian kualitatif dengan rancangan studi kasus, obyek penelitian adalah tenaga medis di RSUD dr. Soedirman Kabupaten Kebumen. Data yang dipergunakan berupa data primer hasil survey dan didukung dengan data sekunder berupa data umum.

Hasil penelitian : Insentif antar jenis tenaga medis cukup beragam dengan *range* yang cukup lebar, hal ini menyebabkan ketidak puasan. Sebagian besar responden (n=34) pernah mendapatkan tunjangan pendidikan berupa in house training. 57 % responden berpendapat bahwa gedung baru tempat bekerja saat ini bagus, 28 % menyatakan sedang, dan 15 % berpendapat bahwa gedung itu jelek. 85% menyatakan tidak tertarik untuk meninggalkan profesinya sekarang sebagai tenaga medis. 15% menyatakan ragu-ragu apakah akan meninggalkan profesi sekarang atau tidak. 62 % responden menyatakan puas dengan kategori tinggi, 27 % responden yang kurang puas karena menyatakan sedang dengan kondisi pekerjaan yang ada. 11 % responden menyatakan puas dengan kategori rendah.

Kesimpulan : Sistem remunerasi diatur dengan Peraturan Bupati. Terdapat disparitas pendapatan dan insentif yang diterima, menyebabkan responden pendapatan rendah memilih kepuasan kerja pada level sedang dan rendah, namun tidak menimbulkan keinginan berpindah tempat pekerjaan. Terdapat responden yang mengeluhkan kondisi kerja jelek dan hal ini menyebabkan kepuasan kerja mereka dalam kategori rendah.

Kata kunci :

kepuasan kerja, motivasi, remunerasi, kondisi kerja

**HEALTH WORKER SATISFACTION AND MOTIVATION : CASE STUDY
OF INCOMES, ALLOWANCES AND WORKING CONDITION IN RSUD Dr.
SOEDIRMAN KEBUMEN**

ABSTRACT

Background: *Quality of services in hospital is determined by the performance of medical workers. It is a human resources that mostly determine the hospital performance. The Manager should really pay attention to the problem of job satisfaction and the factors that affect the work motivation of medical workers. Thus needs to be known about the satisfaction and motivation among medical personnel who served in RSUD dr. Sudirman Kebumen particularly on incomes, allowances and working environment.*

Research Objective: *To examine the effect of medical worker incomes and work environment to their satisfaction and motivation.*

Research Methods: *This is qualitative research with case study design, research objects are medical staff. We used questionnaire based on Impact Toolkit "Health Worker Incentives Survey (HWIS)" from University of Aberdeen. The data used in the form of primary data and the survey results are supported by a common secondary data on RSUD dr. Sudirman Kebumen.*

Result : *Distribution of incentives between types of medical workers is quite varied with a fairly wide range between the greatest to lowest, this causes dissatisfaction, although still acceptable as a consequence of differences in the number of cases / patients treated in the hospital. Most respondents (n = 34) got education benefits in the form of in-house training. 57% of respondents believe that the new building is now a great place to work, 28% said medium, and 15% found it ugly building. 85% of respondents are not interested to leave the profession now as a medical staff. 15% of respondents undecided whether to leave the profession now or not. 100% of respondents claimed no one would resign from RSUD dr. Soedirman. Regarding the present work, 62% of respondents expressed satisfaction with the high category, 27% of respondents were not satisfied because the working conditions. Some 11% of respondents expressed satisfaction with the work in low category.*

Conclusions : *Remuneration system issued by Bupati Kabupaten Kebumen. There is a sizeable disparity between medical personnel and civil servants PTT, and between types of medical personnel in terms of the amount of revenue and services received, it causes the majority of respondents have low incomes choose the level of job satisfaction at the level of medium and low, but caused no desire to move the work place. While the working conditions the majority of respondents expressed great, but there are respondents who complained of poor working conditions and this led to their job satisfaction in the low category.*

Keywords : *Job satisfaction, motivation, remuneration, working conditions*