



ABSTRACT

Background: There are 5 dentists and 5 general doctors in the Audit Board polyclinic. In 2001, none general doctors was in the Audit Board for 6 (six) months because all of them were moving out to Jakarta local government, the absent of doctors in a year reached to 30%, and there was bad distribution of patients. Some of patients' complaints toward doctors' service was assumed that level of doctors' satisfaction working in the Audit Board polyclinic was low. That is the reason why this topic was studied.

Method: The method of the study was case study using qualitative method with in depth interview. The result of interview was recorded, interpreted, and concluded.

Result: The result shows that age and period of work were influence on level of satisfaction, in which respondent with > 40 years and 10 years working was satisfied, while motivation, intrinsic and extrinsic, showed the other way.

Conclusion: The age and period of working influenced much on satisfaction because the older they are, the more they interest to their jobs and the wiser they respond to their jobs. The only man respondents clarified that he was satisfied. On intrinsic motivation/motivator, all variables such as job performance, acknowledgment of job result and the willingness to go advance are in low level of job satisfaction. Interesting job shows satisfied level. On extrinsic motivation/hygiene, most of variables, such as work condition, correlation between personals, show satisfaction level except correlation between staffs and their managers. On compensation area shows that most doctors are dissatisfied.

Keywords: Demographic characteristic, motivation, job satisfaction