

INTISARI

Latar Belakang: Saat ini pola pembiayaan kesehatan di Fasilitas Kesehatan Tingkat Pertama (FKTP) termasuk pada dokter gigi primer yaitu berupa kapitasi. Data menunjukkan bahwa dari 922 dokter gigi di Propinsi DIY, hanya 33 dokter gigi yang bekerja sama dengan BPJS Kesehatan, dengan jumlah peserta yang bervariasi. Penelitian menunjukkan bahwa rerata tingkat kepuasan dokter rendah terhadap pembayaran kapitasi. Kepuasan dan persepsi dokter terhadap pembayaran kapitasi akan mempengaruhi kepuasan pasien terhadap pelayanan dokter gigi.

Tujuan: Mengidentifikasi hubungan antara persepsi dan kepuasan dokter gigi primer terhadap pembayaran kapitasi dengan kepuasan pasien BPJS Kesehatan di propinsi DIY pada era JKN.

Metode penelitian: Penelitian ini merupakan penelitian analitik dengan rancangan *cross sectional*, dengan tipe *concurrent triangulation mixed methods*, berupa data kuantitatif dan data kualitatif. Unit analisis yaitu dokter gigi primer yang bekerja sama dengan BPJS Kesehatan. Pengambilan sampel untuk dokter gigi primer berupa *total sampling* sebanyak 33 orang. Pengambilan sampel untuk pasien melalui perhitungan besar sampel diperoleh 165 pasien.

Hasil dan pembahasan: Hasil analisis regresi menunjukkan bahwa nilai R^2 sebesar 0,0004, *p value* 0,92 (*p value* > 0,05) yang artinya hasil yang diperoleh tidak signifikan secara statistik. Kepuasan dokter gigi tertinggi pada ketepatan waktu pembayaran kapitasi dengan rata-rata sebesar 3,91 dan kepuasan dokter gigi terendah pada besaran kapitasi dokter gigi dengan rata-rata sebesar 1,79. Hasil data kualitatif menjelaskan bahwa aspek kepesertaan menjadi perhatian utama seperti pada ketidakmerataan jumlah peserta, eligibilitas peserta, mutasi peserta, serta mekanisme *enrollment* peserta.

Kesimpulan: Meskipun dokter gigi primer menyatakan keberatan terhadap besaran kapitasi gigi, namun mereka tetap memberikan pelayanan yang baik untuk pasien demi menjaga reputasi serta kualitas pelayanan.

Kata Kunci : Kapitasi gigi, kepuasan dokter/dokter gigi, kepuasan pasien, BPJS Kesehatan

ABSTRACT

Background: Today, health financing patterns in primary health care (FKTP) including the primary dentist is capitation payment. Data shows that from the 922 dentists in the DIY, there are only 33 dentists who work with BPJS, with various numbers of participants. Research shows that the average level of dentist satisfaction toward the capitation payments was low. Satisfaction and perceptions of dentist to capitation payment will affect patient satisfaction with dentist service.

Objective: To identify the correlation between perception and satisfaction of primary dentist to capitation payments with BPJS patient satisfaction in the program of JKN in Yogyakarta Province.

Methods: This was an analytical study with cross-sectional design, with the type of concurrent triangulation mixed methods, in the form of quantitative data and qualitative data. The unit of analysis was the primary dentist in collaboration with Health BPJS. Sampling for primary dentists was in a form of total sampling as many as 33 people. Sampling for the patient from calculation, the samples obtained were 165 patients.

Results and discussion: The results of the regression analysis showed that the R^2 value was 0.0004, p value was 0.92 (p value > 0.05), which means the result was not statistically significant. The highest satisfaction of dentists on the punctuality of capitation payments was 3.91 in average and the lowest in satisfaction dentist capitation dentist was 1.79 in an average. The result of qualitative data explained that participant aspect became a major concern such as inequality in the number of participants, the eligibility of participants, mutation of participants, and the mechanism of participant's enrollment.

Conclusion: Although the primary dentist expressed disagreement with the amount of dental capitation, but they still provide a good service to the patients in order to maintain their good reputation and quality of care.

Keywords: Dental capitation, satisfaction of doctors/dentists, patient satisfaction, Health BPJS