

INTISARI

Latar belakang: Tingginya kebutuhan masyarakat untuk pelayanan gigi di RSUD Panembahan Senopati mendorong untuk meningkatkan kualitas pelayanan. Kepuasan kerja mempengaruhi kualitas pelayanan dokter dan perawat gigi. Terbatasnya dana CPD yang diberikan oleh rumah sakit, kebijakan remunerasi dan tarif pelayanan gigi yang dirasa belum sesuai dengan pekerjaan dapat mempengaruhi kepuasan kerja tenaga kesehatan gigi.

Tujuan penelitian: Mendeskripsikan kepuasan kerja tenaga kesehatan gigi terhadap CPD, remunerasi dan tarif pelayanan di RSUD Panembahan Senopati.

Metode penelitian: Penelitian kualitatif dengan rancangan studi kasus deskriptif. Penelitian dilakukan di poli gigi RSUD Panembahan Senopati dengan 12 responden tenaga kesehatan gigi dan 4 responden pihak manajemen.

Hasil penelitian: Sebanyak 9 responden menyatakan kepuasan dan 3 responden ketidakpuasan yang berhubungan dengan CPD. Sebanyak 6 responden menyatakan kepuasan, 4 responden menyatakan ketidakpuasan dan 2 responden tidak tahu yang berhubungan dengan remunerasi. Sebanyak 4 responden menyatakan kepuasan, 7 responden ketidakpuasan dan 1 responden tidak tahu yang berhubungan dengan tarif pelayanan.

Kesimpulan: Sebagian besar tenaga kesehatan gigi merasa puas dengan CPD dari anggaran dananya dan remunerasi yang sudah sepadan dengan kinerja. Sebagian besar tenaga kesehatan gigi merasa kurang puas dengan tarif pelayanan yang masih rendah. Ada perbedaan persepsi kepuasan antara dokter gigi spesialis, dokter gigi, dan perawat gigi terhadap CPD, remunerasi dan tarif pelayanan dikarenakan perbedaan persepsi individu terkait kepuasan, penerapan keadilan dan kesesuaian dengan beban kerja.

Kata kunci: CPD, remunerasi, tarif pelayanan, kepuasan kerja, studi kasus

THE SATISFACTION PERCEPTION OF DENTAL HEALTH WORKERS TO CONTINUING PROFESSIONAL DEVELOPMENT (CPD), REMUNERATION AND DENTAL SERVICE RATE IN RSUD PANEMBAHAN SENOPATI

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ABSTRACT

Introduction: The high demand of society for dental services in RSUD Panembahan Senopati push to improve service quality. Job satisfaction affects the quality care of dentist and dental nurses. Limited funding CPD provided by hospitals, remuneration and dental services rate policy which are deemed not appropriate for the work. It can affect job satisfaction of dental health workers.

Purpose: The study aims to describe the job satisfaction of dental health worker who related to CPD, remuneration and service rate in RSUD Panembahan Senopati.

Research Method: This research is a qualitative descriptive case study design. The study was conducted in a dental poli clinic of RSUD Panembahan Senopati with 12 dental health worker respondents and 4 management respondents.

Research Result: As amount of 9 respondents expressed satisfaction and 3 respondents dissatisfaction related to CPD. A total of 6 respondents expressed satisfaction, 4 respondents expressed dissatisfaction and 2 respondents did not know which relates to remuneration. A total of 4 respondents expressed satisfaction, 7 respondents expressed dissatisfaction and only one responder did not know related to service rate.

Conclusion: Dental health workers in RSUD Panembahan Senopati dominantly satisfied with CPD from their budget rate and remuneration which is equal to their works. Other health workers dominantly also felt unsatisfied to service rate policy which become still low payment. There was satisfaction perception between spesialistic dentists, dentists, and dental nurses to CPD, remuneration, and service rate which was caused by individual perception, justice applied, and the burden of their work properness.

Keyword: CPD, remuneration, service rate, job satisfaction, case study

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