

Hubungan Kepuasan Kerja terhadap Kinerja Dokter di Instalasi Rawat Inap Rumah Sakit Meilia Selama Pandemi COVID-19

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Abstrak

Pendahuluan: Pandemi COVID-19 menyebabkan tantangan tersendiri bagi Rumah Sakit (RS) Meilia yaitu tingginya angka pasien pulang Atas Permintaan Sendiri (APS) karena mencari second opinion ke RS lain sebesar 22%, rendahnya kepatuhan visit dokter spesialis < 14.00 (50,56% dari target > 80%), rendahnya kepatuhan asesmen medis rawat inap 80%), dan tingginya turnover dokter spesialis yaitu 22%, serta belum adanya standar penilaian kinerja dokter. Penelitian ini bertujuan untuk mengetahui hubungan kepuasan kerja terhadap kinerja dokter di instalasi rawat inap RS Meilia selama pandemic COVID-19 tahun 2021. Metode: desain penelitian cross sectional dengan metode kuantitatif. Penelitian berlokasi di RS Meilia pada bulan Juni-Juli 2022. Untuk variabel kepuasan kerja menggunakan instrumen kuesioner kepuasan kerja yang cara penilaiannya mengadaptasi kuesioner Job Satisfaction Survey, namun dengan indikator yang disesuaikan dengan pandemi COVID-19. Penilaian kinerja dokter dilakukan dengan menggunakan data sekunder rekam medis secara retrospektif menilai kinerja dokter di instalasi rawat inap pada tahun 2021, berdasarkan indikator waktu, efek, dan reaksi pada dokter umum yang bekerja di instalasi rawat inap RS Meilia dan dokter spesialis yang pernah menjadi Dokter Penanggung Jawab Pasien (DPJP). Hasil penelitian: terdapat hubungan antara pendidikan terakhir (p -value = 0,02) dan status kepegawaian (p -value = 0,03) terhadap kepuasan kerja dokter di Instalasi Rawat Inap RS Meilia, terdapat hubungan antara kepuasan kerja, keadaan lingkungan kerja, tuntutan pekerjaan, dan gaji terhadap kinerja dokter di Instalasi Rawat Inap RS Meilia selama Pandemi COVID-19 ($p=0,04$; $p=0,03$; $p=0,03$; $p=0,04$; secara berurutan), sedangkan indikator kepuasan kerja yang lain dan variabel individu tidak berhubungan terhadap kinerja dokter di Instalasi Rawat Inap RS Meilia. Kesimpulan: terdapat hubungan antara kepuasan kerja terhadap kinerja dokter di Instalasi Rawat Inap RS Meilia Selama Pandemi COVID-19. Baik komite medis maupun manajemen rumah sakit diharapkan dapat membuat indikator kinerja yang baku sehingga ada evaluasi kinerja bagi dokter di RS Meilia. Dengan adanya evaluasi kinerja, pemberian gaji maupun jasa medis dapat sesuai dengan penilaian kinerjanya.

Introduction: The COVID-19 pandemic has caused its own challenges for the Meilia Hospital, namely the high number of patients going home on their own request (APS) to seek second opinion from another hospital of 22%, the low compliance of specialist doctor visits < 14.00 (50.56% of the target > 80%), low compliance with inpatient medical assessments 80%), and high turnover of specialists at 22%, and the absence of standards for assessing physician performance. This study aims to determine the relationship between job satisfaction and the performance of doctors in the inpatient installation of Meilia Hospital during the COVID-19 pandemic in 2021. Methods: cross sectional research design with quantitative methods. The research is located at Meilia Hospital in June-July 2022. For the job satisfaction variable, the job satisfaction questionnaire instrument is used, the assessment method is based on the Job Satisfaction Survey questionnaire, with indicators adapting COVID-19 situation. The doctor's performance assessment is carried out using secondary medical record data retrospectively assessing the

performance of doctors in inpatient unit in 2021, based on performance indicators of time, effects, and reactions of general practitioners who work in inpatient installations at Meilia Hospital and specialist doctors who have been the Incharge Doctor. Results: there is a relationship between the latest education (p-value = 0.02) and employment status (p-value = 0.03) on the job satisfaction of doctors at the Inpatient Unit of Meilia Hospital, there is a relationship between job satisfaction, job resources, job demands, and salaries on the performance of doctors at the Meilia Hospital Inpatient Unit during the COVID-19 Pandemic (p=0.04; p=0.03; p=0.03; p=0.04; respectively), while the other indicators of job satisfaction and individual variables are not related to the performance of doctors in the Inpatient Unit of Meilia Hospital. Conclusion: there is a relationship between job satisfaction and the performance of doctors at the Meilia Hospital Inpatient Installation during the COVID-19 Pandemic. Both the medical committee and hospital management are expected to be able to make standard performance indicators so that there is a performance evaluation for doctors at Meilia Hospital. With the performance evaluation, the provision of salaries and medical services can be in accordance with the performance appraisal.