

# Faktor-faktor yang berhubungan dengan kepuasan terhadap imbal jasa medis dokter di RSUD Sanjiwani Gianyar tahun 2018 = Factors related to physician satisfaction toward incentive in Sanjiwani Gianyar Hospital 2018 / I Nyoman Rudi Susantha

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Abstrak

**ABSTRAK**

Nama : I Nyoman Rudi Susantha  
Program Studi : Kajian Administrasi Rumah Sakit  
Judul : Faktor-Faktor Yang Berhubungan Dengan Kepuasan Terhadap imbal jasa Medis dokter Di RSUD Sanjiwani Gianyar Tahun 2018.  
Pembimbing : Dr. drg. Mardiaty Nadjib, M.S  
Latar Belakang: Penelitian ini bertujuan untuk menganalisis faktor-faktor yang berhubungan dengan kepuasan terhadap imbal jasa medis dokter di Rumah Sakit Sanjiwani Gianyar.  
Metode: Penelitian observasional ini menggunakan metode potong lintang melalui pendekatan kuantitatif dan kualitatif. Responden kuantitatif adalah 75 orang dokter umum dan dokter spesialis yang memenuhi kriteria inklusi sudah menerima jasa medis minimal tiga kali. Informan penelitian terdiri dari Direktur RSUD Sanjiwani, Wadir Pelayanan, Wadir Umum, Wadir Keuangan Kepala KMF, Ketua Tim Jasa Pelayanan, Kepala KSM Bedah, Kepala KSM Neurologi, Kepala KSM Interna, Kepala KSM Pediatri total berjumlah 11 orang.  
Hasil: Lima elemen imbal jasa medis yang diteliti diantaranya: besar jasa medis, cara pembagian jasa medis, waktu pembagian jasa medis, kesesuaian jasa medis, serta perbandingan jasa medis yang diterima dengan rumah sakit lainnya. Hasil penelitian menunjukkan adanya hubungan antara sistem pembagian jasa medis, komunikasi dan kepemimpinan, dengan kepuasan terhadap imbal jasa medis dokter p

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**ABSTRACT**

Name I Nyoman Rudi Susantha  
Study program Kajian Administrasi Rumah Sakit  
Title Factors Related To Physician Satisfaction Toward Incentive in sanjiwani gianyar hospital 2018.  
Consellor Dr. drg. Mardiaty Nadjib, M.S  
Introduction This research was aimed at analyzing factors which related with the satisfaction of doctors rsquo incentive amount in Sanjiwani Hospital Gianyar.  
Method The method used in this observational research was cross sectional, and the data was analyzed by using quantitative and qualitative approach. There were 75 quantitative respondents in this research. They are general practitioners and medical specialist who have met the inclusive criteria and received minimum three times doctor incentive. There were 11 informants in this research, namely, the Director of Sanjiwani Hospital, Service Director, General Vice Director, Financial vice Director, Head Departments, Service Team Leader, Head of Surgical Department, Head of Neurological Department, Head of Internal Department, and Head of Pediatric Department.  
Results The elements of doctor rsquo s incentive which were analyzed in this research namely, the amount of doctor rsquo s incentive, the procedure distributing the doctor rsquo s incentive, the time to distribute the doctor rsquo s incentive, the appropriateness of doctor rsquo s incentive, and the comparison between the amount of doctor rsquo s incentive in Sanjiwani Hospital and the other hospitals. The result of this research shows that there is a correlation between the procedure of distributing doctor rsquo s incentive, communication and leadership with the satisfaction of doctor rsquo s incentive p