


## The BPJS Patient Medical Services on Doctor Work Satisfaction at Public Hospital Royal Prima Medan

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Article Info	ABSTRACT
<b>Keywords:</b> Job satisfaction, doctors, medical services.	A health worker who has an important role in the service at a hospital is a doctor. At RSU Royal Prima Medan, the medical services received by doctors are considered insufficient which causes dissatisfaction with doctors at work. Based on the results of the performance evaluation of doctors in December 2017, the percentage decreased from 80% to 76.3%. This study was to analyze perceptions about the distribution of the amount of medical services, the timeliness of providing medical services, the compatibility of medical services with performance, the distribution system, transparency, work environment, co-worker relations, and promotion opportunities on doctor's job satisfaction. This study uses a type of survey. All 48 specialist doctors at RSU Royal Prima Medan are the population as well as the sample in this study. Analysis was performed on bivariate data using chi-square and then for multivariate data using logistic regression test $\alpha = 0.05$ . The doctor's satisfaction level is influenced by the distribution system and promotion opportunities. The opportunity for promotion has a regression coefficient (B) of 2,887 so that it is the main factor influencing the level of doctor satisfaction.
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### INTRODUCTION

The quality of a hospital is influenced by the performance of doctors. If during the work the doctor feels comfortable then the doctor's performance is high. In Indonesia in 2013 before the enactment of the National Health Insurance system (JKN) through the Health Insurance Administration Agency (BPJS), take home pay specialist doctors who became civil servants and practiced in government hospitals referred to the staffing regulations set by the government. For example, a doctor with class IV, who has worked for more than 20 years, has an average basic salary of around Rp. 4-5 million. If you add a fixed incentive of IDR 1.5 million and patient visit services, the average take home pay received is around IDR 10 million. This is for specialist doctors who do not need the ability to act medically, such as an internal medicine specialist or a dermatologist. Meanwhile, for specialist doctors who need the ability to perform medical procedures, for example a heart surgeon, the take home pay can reach IDR 20 million. However, the amount received is not comparable to the income of specialist doctors in private hospitals, which can reach IDR 50 million (Lubis, 2013).

One of the payment methods, namely fee for service (FFS), has been considered as the cause of increasing health costs, so that in many countries the FFS method has begun to be abandoned and replaced by new methods such as pay for performance (PFP). The National Health Insurance System (JKN) fundamentally changes the model and payment mechanism for health facilities. Doctors at clinics and hospitals are no longer paid in cash directly by patients, but are paid prospectively by the Health Social Security Administration Agency (BPJS).

Doctors at the Royal Prima Medan General Hospital based on the average reception of medical services, it can be seen that orthopedic specialists are doctors who have the highest acceptance of medical services, while the lowest is medical services of neurologists. The difference in medical services is influenced by the doctor's achievements in handling the number of patients and medical procedures performed on patients. This condition causes specialist doctors to be dissatisfied with the medical services received in BPJS patient care. As a result, it has an impact on the credibility of doctors and the maximum doctor's services.

## METHODS

This research is a type of explanatory research conducted at the Royal Prima Medan General Hospital, which is a class B hospital. The research was conducted from August 2022 to December 2022. The population in this study were all doctors at the Royal Prima Medan General Hospital. 48 specialist doctors. The data collection method in this study was taken from primary and secondary data. Data analysis method with multiple logistic regression test (logistic regression).

## RESULTS

### Result Activity

In this research activity there were 48 people who were used as respondents. This study was dominated by male respondents 58.3% or 28 people; for the age group of respondents dominated by the ages of 25 to 45 years of 56.3% or 27 people; for the duration of the respondent's work > 2 years, namely 75% or 35 people; a total of 77.1% or 37 respondents who were non civil servants. All respondents' answers were then categorized into satisfied and dissatisfied as shown in the table below.

**Table 1.** Distribution of Physician Job Satisfaction Categories

Job satisfaction	Amount	%
Satisfied	14	29,2
Not satisfied	34	70,8

Description: n = 48 (100%)

Based on the research results, it was found that 34 respondents (70.8%) stated that job satisfaction was not satisfied, 14 respondents (29.2%) stated that they were satisfied.

### Bivariate Analysis

Chi-square test results between perceptions related to total medical service factors, timeliness, suitability of work results to total medical services, distribution system, openness, scope of work, co-worker relationships and advertising or promotion

opportunities with the work satisfaction of doctors at Rumah Hospital Royal Prima Medan General Hospital can be seen in the table below. Correlation between Perceptions of the Amount of Medical Services, Timeliness, Suitability of Medical Services and Performance, Medical Services Distribution System, Transparency, Work Environment,

**Table 2.** Co-worker Relationships and Promotional Opportunities with Doctors' Job

Variable	Satisfaction				Total		P-value
	Job satisfaction						
	Satisfied		Not satisfied		N	%	
	N	%	N	%	N	%	
Number of medical services							
Good	9	47,4	10	52,6	19	100	0.025
Not enough	5	17,2	24	82.8	29	100	
Punctuality							
Good	7	35	13	65	20	100	0.015
Not enough	7	25	21	75	28	100	
Compatibility of medical services with performance							
Good	9	39,1	14	60,9	23	100	0.035
Not enough	5	20	20	80	25	100	
Sharing system							
Good	11	44	14	56	25	100	0.018
Not enough	3	13	20	87	23	100	
Transparency							
Good	7	46,7	8	53,3	15	100	0.007
Not enough	7	21,2	26	78.8	33	100	
Work environment							
Good	11	40,7	16	59,3	27	100	0.045
Not enough	3	14,3	18	85.7	21	100	
Coworker relationship							
Good	12	42,9	16	57,1	28	100	0.014
Not enough	2	10.0	18	90.0	20	100	
Promotional opportunity							
Good	10	58,8	7	41,2	17	100	0.001
Not enough	4	12,9	27	87,1	31	100	

The relationship between the perception of the amount of medical services with the job satisfaction of doctors. The results showed that of the 29 respondents who stated that the number of medical services was lacking, there were 24 people (82.8%) who stated they were dissatisfied with job satisfaction, while of the 19 respondents who stated the number of medical services was good, there were 10 people (52.6%). ) who expressed dissatisfaction with job satisfaction. The Chi square test obtained a score of  $p = 0.025$  ( $\alpha = 5\%$ ), so that it can be concluded that there is an important relationship between the perception of total medical services and the performance satisfaction of doctors.

The relationship between perceptions about the timeliness of receiving medical services and doctor's job satisfaction The results showed that of the 28 respondents who

stated that the timeliness of receiving medical services was lacking, there were 21 people (75%) who gave statements of dissatisfaction with job satisfaction, then of the 20 people who stated that the timeliness of receiving medical services was good, there were 13 people (65%) ) who expressed dissatisfaction with job satisfaction. The Chi square test obtained a score of  $p = 0.015$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important link between perceptions regarding the timeliness of receiving medical services and the satisfaction of doctors' performance.

The relationship between perceptions about the suitability of medical services to the performance of doctors From the research activities that have been carried out, the results state that of the 25 respondents who gave statements about the suitability of medical services for work, less than 20 people or 80% gave statements of dissatisfaction with job satisfaction, while of the 23 respondents who gave statements of suitability for services with good performance, there were 14 people (60.9%) who stated that they were not satisfied with job satisfaction. The Chi square test obtained a score of  $p = 0.035$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important link between perceptions regarding the suitability of medical services for work results and doctor's performance satisfaction.

The link between the perception of the medical service distribution system and the job satisfaction of doctors, The results showed that of the 25 respondents who stated that the medical service distribution system was good, there were 14 people (56%) who stated they were dissatisfied with job satisfaction, while 23 respondents who stated that the medical service distribution system was lacking, 20 people (87%) stated dissatisfied with job satisfaction. The Chi square test obtained a score of  $p = 0.018$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important link between perceptions regarding the medical service distribution system and the satisfaction of doctors' performance.

The relationship between perceptions regarding openness or transparency on doctor's performance satisfaction From the research activities stated that out of 33 respondents and those who gave statements of openness or transparency less than 26 people (78.8%) stated they were dissatisfied with job satisfaction, while out of 15 respondents who stated good transparency there were 8 people (53.3 %) who gave statements of dissatisfaction with job satisfaction. The Chi square test obtained a score of  $p = 0.007$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important relationship between perceptions regarding openness or transparency towards doctors' job satisfaction.

The link between perceptions related to the work environment on doctor's performance satisfaction From the research activities, the results stated that out of 27 respondents who gave statements about a good work environment, 16 people (59.3%) gave statements of dissatisfaction with job satisfaction, then from 21 respondents 18 people (85.7%) gave statements dissatisfied with job satisfaction. The Chi square test obtained a score of  $p = 0.045$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important link between perceptions regarding the work environment and the satisfaction of doctors' performance.

The link between perceptions related to co-worker relationships on doctors' performance satisfaction. The results showed that of the 28 respondents who stated that co-worker relations were good, 16 people (57.1%) stated that they were dissatisfied with job satisfaction, while of the 20 respondents who stated that co-worker relations were not good, there were 18 people (90%). who expressed dissatisfaction with job satisfaction. The Chi square test obtained a value of  $p = 0.014$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is an important link between perceptions regarding co-worker relationships on doctors' performance satisfaction.

The relationship between perceptions of promotion opportunities and satisfaction of doctors' performance results of the study stated that of the 31 respondents who gave a lack of promotion opportunities, 27 (87.1%) expressed dissatisfaction with job satisfaction, while 10 of the 17 respondents who stated good promotion opportunities (58.8%) who expressed satisfaction with job satisfaction. The Chi square test obtained a value of  $p = 0.001$  ( $\alpha = 5\%$ ), so that a conclusion can be drawn that in this study there is a significant relationship between perceptions of promotion opportunities and doctors' performance satisfaction.

### Multivariate Analysis

**Table 3.** Multiple Logistic Regression Test Results

Variable	B	Sig	Exp B	95% CI	
				Lower	Upper
Number of medical services	.613	.623	1,845	.161	21,160
Punctuality	-2,529	.219	080	001	4,484
Compatibility of medical services with performance	062	.969	1,064	045	25,378
Sharing system	2,751	.081	15,657	.709	345,580
Transparency	1.167	.432	3,212	.175	59,130
Work environment	-19,719	1,000	.000	.000	
Relations with coworkers	21,947	1,000	3,401	.000	45,223
Promotional opportunity	1,850	.064	6,361	.895	
<i>Constant</i>	-7,627	.006	.000		

Based on results of the multiple logistic regression test show that as many as 3 variables meet the requirements for the regression test, namely the timeliness variable, the distribution system variable and the promotion opportunity variable where the significant value of these three variables is  $<0.25$  which will then be tested to find out the most significant variable. has an effect on doctor satisfaction as shown in Table below.

**Table 4.** Final Result of Multiple Logistic Regression

Variable	B	Sig	Exp B	95% CI	
				Lower	Upper
Punctuality	-.696	.444	.499	084	2,959
Sharing system	2,633	.014	13,910	1,700	113,808
Promotional opportunity	2,887	.002	17,933	2,901	110,873
<i>Constant</i>	-6,174	.009	.002		

Based on the multiple logistic regression final results table above, it was found that only 2 variables had an effect on the doctor's satisfaction with the performance of the Royal Prima Medan General Hospital, namely the distribution system variable and the promotion opportunity variable. The variable that has the greatest influence on doctor satisfaction is the promotion opportunity variable with a regression coefficient  $B = 2.887$ .

## Discussion

In this study, there are 8 factors that are thought to influence the job satisfaction of doctors at the Royal Prima Medan Hospital, such as the perception factor about the amount of medical services, the perception factor about timeliness, the perception factor about the compatibility of medical services with performance, the perception factor about the distribution system, the perception factor about transparency, perception factors about the work environment, perception factors related to co-worker relations, and perception factors related to promotion opportunities. The results of the bivariate test showed that the 8 factors had a significant relationship with the job satisfaction of doctors at the Royal Prima Medan General Hospital. This means that these eight factors can be used as a benchmark in increasing the job satisfaction of doctors in an organization.

The statistical test using the logistic regression test showed that only two variables had an effect on doctors at RSU Royal Prima Medan, namely the perception variable regarding the distribution system and the perception variable about promotion opportunities. Perceptions of promotion opportunities are the most dominant factor influencing the job satisfaction of doctors at the Royal Prima Medan General Hospital.

According to the respondent's perception, the medical service distribution system is a way for the hospital to distribute the amount of medical services based on what the respondent has done. The results of the logistic regression test showed that the medical service distribution system variable had a significant effect on the work satisfaction of doctors at RSU Royal Prima Medan. The results of this study are in line with research conducted by Rosmita (2012) and Nafiah (2016) that the medical service distribution system is the dominant factor affecting job satisfaction.

The results of the logistic regression test showed that the promotion opportunity variable had a dominant, significant influence ( $p < 0.05$ ) on the job satisfaction of doctors at the Royal Prima General Hospital Medan. This is because there is an offer from the hospital to the respondent regarding the opportunity to get a higher position or position and the respondent will have the opportunity to increase his salary but there has been no offer from the hospital to the respondent to attend training or an offer to continue their study assignments so that the respondent get more expertise. Respondents who wish to continue their study assignments must look for these opportunities themselves and take long time off during their study assignments without getting paid. This was felt to be somewhat detrimental by the respondent because the respondent hoped to get the opportunity to continue studying in college or attend training provided by the hospital. From this research activity, the results are in line with theories related to job satisfaction, namely Keith Davis in Mangkunegara (2016) who says that promotion opportunities, namely the availability of opportunities to advance, are factors that influence one's job satisfaction.



## CONCLUSION

Based on the discussion of the results of the research activities described above, several conclusions can be drawn such as perceptions about medical services received in BPJS patient services at the Royal Prima Medan General Hospital in terms of the number of medical services as much as 82.2% of respondents said that the number of services the medical treatment provided did not match the amount promised at the start of admission. As many as 70.8% of respondents felt dissatisfied with working at the Royal Prima Medan General Hospital. This is because medical services are not in accordance with the perceptions of doctors. There is an influence between perceptions of the medical service distribution system from BPJS patient care and promotion opportunities on the job satisfaction of doctors at the Royal Prima Medan General Hospital.

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