

## Kepuasan kerja dokter spesialis di RSP dr Ario Wirawan Salatiga tahun 2013 = Working satisfaction specialist doctor at dr Ario Wirawan lung general hospital Salatiga in 2013

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### Abstrak

RSP dr. Ario Wirawan Salatiga sangat mendukung Program Jaminan Kesehatan Nasional (JKN) yang telah diluncurkan per tanggal 1 Januari 2014, yang juga merupakan salah satu bentuk tantangan bagi dokter spesialis untuk tetap melakukan pelayanan terbaik dalam rangka melayani kebutuhan dasar kesehatan masyarakat yang layak. Penelitian ini menggunakan pendekatan kualitatif dengan depth interview dan dari hasil wawancara terstruktur terungkap bahwa mayoritas belum merasa puas terhadap pembagian jasa pelayanan dan menginginkan transparansi administrasi keuangan para dokter spesialis, serta mengharapkan peningkatan sarana dan fasilitas yang ada. RSP dr. Ario Wirawan beserta para dokter spesialis sangat mendukung program BPJS.

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dr. Ario Wirawan Lung General Hospital in Salatiga, very supportive to The National Health Insurance program which has been launched on January 1, 2014. This is one of the challenges for specialists to keep doing the best services in order to serve the basic needs of public health and eligible. Research on specialists satisfactions have give a fairly good result on majority of the research variables. This study used a qualitative approach with a depth interviews and structured interviews revealed that the majority do not feel satisfied with the services division and wants transparency of financial administration specialists, as well as the expected increase in facilities and existing facilities. dr. Ario Wirawan Lung General Hospital and specialists were appreciated with BPJS program.