

ABSTRACT

Background: The number of patients treated by the Puskesmas in the of the National Health Insurance (JKN) is increasing, the Puskesmas in Jambi City as many as 586,893 people (94.55%) have been registered as JKN participants. Nurses in the city of Jambi there are still health centers that still lack nurses. There is a tendency to increase the number of JKN patients treated, high workload but limit facilities, will affect the job dissatisfaction of nurses. The purpose of this study was to determine the relationship between services and working conditions with the job satisfaction of health workers in the era of the National Health Insurance (JKN) at the Jambi City Health Center in 2021.

Methods: This study used a cross sectional design. The total population is 155 nurses, with a total sample of 92 samples and the sampling technique used is accidental sampling. The study was conducted from October 2021 to May 2022. The date were analyze using the Chi Square statistical test.

Results: The results showed that the p-value the correlation between services and job satisfaction was $p=0.063$ and the PR value is 1.526 (0.977-2.384). While the correlation between working conditions and job satisfaction is $p=0.039$ and the PR value is 1.532 (1.030-2.278).

Conclusion: There is no correlation between services and job satisfaction and there is a correlation between working conditions and nurses at the Jambi City Puskesmas center. The advice that can be given is to always establish good communication between employees so that they can help each other in carrying out the work and the need for attention in providing services by considering the responsibilities and workload.

Keywords: Job Satisfaction, Services, Working Conditions.

ABSTRAK

Latar Belakang: Jumlah pasien yang ditangani Puskesmas pada era JKN ini semakin banyak, Puskesmas di Kota Jambi sebanyak 586.893 jiwa (94,55%) sudah terdaftar sebagai peserta JKN. Tenaga perawat di Kota Jambi masih terdapat Puskesmas yang masih kekurangan tenaga perawat. Adanya kecenderungan kenaikan jumlah pasien JKN yang ditangani, beban kerja tinggi tetapi fasilitas terbatas, akan berpengaruh pada ketidakpuasan kerja perawat. Tujuan penelitian ini untuk mengetahui hubungan jasa pelayanan dan kondisi kerja dengan kepuasan kerja tenaga perawat di era Jaminan Kesehatan Nasional (JKN) Puskesmas Kota Jambi tahun 2021.

Metode: Penelitian ini menggunakan rancangan *cross sectional*. Jumlah populasi sebesar 155 orang tenaga perawat, dengan jumlah sampel 92 sampel dan teknik sampel menggunakan *accidental sampling*. Penelitian dilakukan dari bulan Oktober tahun 2021 sampai Mei tahun 2022. Data dianalisis menggunakan uji statistik *Chi Square*.

Hasil: Hasil penelitian menunjukkan nilai p -value antara hubungan jasa pelayanan dengan kepuasan kerja sebesar $p=0,063$ dan didapatkan nilai PR 1,526 (0,977-2,384). Sedangkan hubungan kondisi kerja dengan kepuasan kerja sebesar $p=0,039$ dan nilai PR 1,532 (1,030-2,278).

Kesimpulan: Tidak ada hubungan antara jasa pelayanan dengan kepuasan kerja, dan ada hubungan antara kondisi kerja dengan tenaga perawat di Puskesmas Kota Jambi. Saran yang dapat diberikan adalah selalu menjalin komunikasi yang baik antar pegawai sehingga dapat saling membantu dalam melaksanakan pekerjaan dan perlunya perhatian dalam pemberian jasa pelayanan dengan mempertimbangkan tanggungjawab dan beban pekerjaan.

Jambi Kata Kunci: Kepuasan Kerja, Jasa Pelayanan, Kondisi Kerja.