

HUBUNGAN MUTU PELAYANAN KESEHATAN GIGI DAN MULUT TERHADAP TINGKAT KEPUASAAN PASIEN DI KLINIK GIGI SMILE KOTA BEKASI

ABSTRAK

Latar Belakang: Mutu pelayanan kesehatan merupakan standarisasi pelayanan ideal yang harus diberikan oleh tenaga kesehatan, guna mendapatkan perbandingan yang setara berupa kepuasan pasien. **Tujuan** penelitian ini untuk mengetahui hubungan antara mutu pelayanan kesehatan gigi dan mulut terhadap Tingkat kepuasan pasien di Klinik Gigi Smile Kota Bekasi. **Metode** menggunakan survey dengan pendekatan desain rancangan penelitian "*cross sectional*". Pelaksanaan penelitian ini dilakukan dari tanggal 21 Agustus 2023 sampai 9 september 2023. Populasi dalam penelitian ini adalah semua pasien yang berkunjung dan telah menerima perawatan di ruang pemeriksaan Gigi Klinik Gigi Smile. Teknik pengambilan sampel dilakukan secara aksidental (*accidental*) ini dilakukan dengan mengambil kasus atau responden yang kebetulan ada atau tersedia di suatu tempat sesuai dengan konteks penelitian, didapatkan 136 responden dengan rentan usia 20 -61 tahun. Pengambilan data kuesoner dilakukan dengan cara mengirimkan link goggle form dari aplikasi *Whats App* milik klinik. Dan mengirimkan langsung ke pasien yang datang ke klinik setelah menerima perawatan gigi dan mulut di klinik gigi smile kota Bekasi. Uji statistic yang digunakan untuk menganalisis hubungan antara variable menggunakan uji *orrelation Spearman's rho*. Hasil Penelitian mutu pelayanan Kesehatan gigi dan mulut yaitu kriteria sangat baik (83.1%), hasil Tingkat kepuasan pasien yaitu kriteria sangat puas (74.3%), **Hasil:** Uji statistic diperoleh nilai *p value*: 0,000 (<0,05) dengan korelasi koefisien: 0.710 **Kesimpulan:** Terdapat hubungan signifikan yang kuat searah antara variable mutu pelayanan Kesehatan gigi dan mulut terhadap tingkat kepuasan diklinik gigi smile kota Bekasi.

Kata Kunci : Mutu pelayanan, Kepuasan Pasien.

THE RELATIONSHIP BETWEEN THE QUALITY OF DENTAL AND ORAL HEALTH SERVICES AND THE LEVEL OF PATIENT SATISFACTION AT SMILE DENTAL CLINIC, BEKASI CITY

ABSTRACT

Background: *The quality of health services is the standardisation of ideal services that must be provided by health workers to obtain an equal comparison in the form of patient satisfaction. The aim of this research is to determine the relationship between the quality of dental and oral health services and the level of patient satisfaction in Smile Dental Clinic, Bekasi City. The method used is a survey with a "cross sectional" research design approach. This research was conducted from 21 August 2023 to 9 September 2023. The population of this study were all patients who visited and received treatment at the dental examination room of Smile Dental Clinic. The sampling technique was accidental, by taking cases or respondents who happened to be present or available in a place according to the research context. We obtained 136 respondents between the ages of 20 and 61. Questionnaire data is collected by sending a Goggle form link from the clinic's WhatsApp application. And sent directly to patients who come to the clinic after receiving dental and oral treatment at Smile Dental Clinic in Bekasi City. The statistical test used to analyse the relationship between variables is Spearman's rho correlation test. The results of the survey on the quality of dental and oral health services is a very good standard (83.1%), and the results of patient satisfaction is a very satisfied standard (74.3%),* **Results:** *Statistical tests obtained p-value: 0.000 (<0.05) with correlation coefficient: 0.710* **Conclusion:** *There is a strong significant relationship in the same direction between the variable quality of dental and oral health services and the level of satisfaction at the smile dental clinic in Bekasi city.*

Keywords: Quality of service, patient satisfaction.