

**HUBUNGAN TINGKAT KEPUASAN PASIEN DENGAN MUTU  
PELAYANAN KESEHATAN GIGI DAN MULUT  
DI UPT PUSKESMAS CIKAJANG  
KABUPATEN GARUT**

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**ABSTRAK**

**Latar Belakang :** Kepuasan pasien diartikan sebagai suatu perbandingan antara layanan atau hasil yang diterima dengan harapan pasien. Tujuan penelitian ini untuk mengetahui hubungan tingkat kepuasan pasien dengan mutu pelayanan kesehatan gigi dan mulut di UPT Puskesmas Cikajang Kabupaten Garut. **Metode :** menggunakan survei analitik dengan pendekatan *crosssectional study*. Pelaksanaan penelitian di UPT Puskesmas Cikajang Pada tanggal 04 September – 21 Oktober 2023. Jumlah sampel sebanyak 52 orang dengan menggunakan teknik *accidental sampling*. Pengumpulan data menggunakan kuesioner. Uji statistik yang digunakan untuk menganalisa hubungan antara variabel menggunakan uji *Correlation Spearman's rho*. Hasil penelitian tingkat kepuasan pasien yaitu kriteria sangat puas (92,3%) dan hasil mutu pelayanan kesehatan gigi dan mulut yaitu kriteria baik (86,5%). **Hasil :** uji statistik diperoleh nilai p value: 0,000 (<0,05) dengan korelasi koefisien: 0,732.

**Kesimpulan :** Ada hubungan antara tingkat kepuasan pasien dengan mutu pelayanan kesehatan gigi dan mulut di UPT Puskesmas Cikajang Kabupaten Garut.

Kata Kunci : Kepuasan Pasien , Mutu Pelayanan

**THE RELATIONSHIP BETWEEN THE LEVEL OF PATIENT  
SATISFACTION WITH THE QUALITY OF DENTAL  
AND ORAL HEALTH SERVICES AT UPT  
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**ABSTRACT**

**Introduction:** Patient satisfaction is defined as a comparison between the services or results received with patient expectations. The purpose of this study was to determine the relationship between the level of patient satisfaction with the quality of dental and oral health services at UPT Puskesmas Cikajang Garut Regency.

**Method:** using an analytical survey with *a crosssectional study approach*. The Purpose implementation of research at UPT Puskesmas Cikajang on September 4 – October 21, 2023. The number of samples was 52 people using *accidental* sampling techniques. Data collection using questionnaires. Statistical tests are used to analyze relationships between variables using *Spearman's rho Correlation test*. The results of the study on the level of patient satisfaction were very satisfied criteria (92.3%) and the quality results of dental and oral health services were good criteria (86.5%).  
**Result:** statistical test obtained p value: 0.000 (<0.05) with correlation coefficient: 0.732.

**Conclusion:** that there is a high and unidirectional significant relationship between the level of patient satisfaction with the quality of dental and oral health services at UPT Puskesmas Cikajang Garut Regency.

Keywords: Patient Satisfaction, Service Quality