

HUBUNGAN MUTU PELAYANAN KESEHATAN GIGI DENGAN KEPUASAN PASIEN POLIKLINIK GIGI DI RSUD KAWALI

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ABSTRAK

Latar Belakang: Kepuasan pasien adalah tanggapan pasien terhadap kesesuaian tingkat kepentingan atau harapan pasien sebelum mereka menerima jasa pelayanan kesehatan gigi dan mulut dengan sesudah pelayanan kesehatan gigi dan mulut yang mereka terima. Data awal dijelaskan bahwa dari mutu pelayanan kesehatan yang belum sepenuhnya dapat memuaskan pasien, hal ini dilihat dari data sebanyak 60 orang responden, hanya 82% yang merasa puas dan 18% yang belum puas terhadap mutu pelayanan kesehatan di RSUD Kawali. **Tujuan:** Penelitian ini bertujuan untuk menganalisis hubungan mutu pelayanan kesehatan gigi dengan kepuasan pasien Poliklinik Gigi di RSUD Kawali Kabupaten Ciamis. **Metode:** Penelitian ini menggunakan metode penelitian deskriptif kualitatif dengan pendekatan *cross sectional*. Populasi dan sampel dalam penelitian ini adalah pasien dewasa berumur 18-60 tahun yang datang berobat ke Poliklinik Gigi RSUD Kawali dengan menggunakan teknik pengambilan sampel *Accidental Sampling* sebanyak 58 orang. **Hasil penelitian:** Penelitian menunjukkan bahwa sebanyak 82,8% mutu pelayanan kesehatan gigi dalam kategori baik dan mayoritas pasien merasa sangat puas yaitu sebanyak 72,4% serta terdapat hubungan antara mutu pelayanan kesehatan gigi dengan kepuasan pasien dengan p-value $0,000 < 0,05$. **Kesimpulan:** Ada hubungan sangat kuat antara mutu pelayanan kesehatan gigi yang baik dengan kepuasan pasien yang berkunjung ke Poliklinik Gigi di RSUD Kawali Kabupaten Ciamis. Disarankan bagi tenaga kesehatan hendaknya memberi pelayanan yang baik sesuai dengan SOP yang ada, sehingga akan mencapai tujuan kepuasan pasien.

Kata kunci : Mutu pelayanan kesehatan gigi, kepuasan pasien

THE RELATIONSHIP BETWEEN THE QUALITY OF DENTAL HEALTH SERVICES AND PATIENT SATISFACTION AT DENTAL POLYCLINICS AT KAWALI HOSPITAL

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ABSTRACT

Background: Patient satisfaction is the patient's response to the suitability of the patient's level of interest or expectations before they receive dental and oral health services with after the dental and oral health services they receive. The initial data explained that from the quality of health services that have not been able to fully satisfy patients, this is seen from the data of 60 respondents, only 82% are satisfied and 18% are not satisfied with the quality of health services at Kawali Hospital. Objective: This study aims to analyze the relationship between the quality of dental health services and patient satisfaction at the Dental Polyclinic at Kawali Hospital, Ciamis Regency. Methods: This study uses a qualitative descriptive research method with a cross sectional approach. The population and sample in this study were adult patients aged 18-60 years who came for treatment at the Dental Polyclinic of Kawali Hospital using the Accidental Sampling technique as many as 58 people. Results: The study showed that as many as 82.8% of the quality of dental health services was in the good category and the majority of patients were very satisfied, which was 72.4% and there was a relationship between the quality of dental health services and patient satisfaction with a p-value of $0.000 < 0.05$. Conclusion: There is a very strong relationship between the quality of good dental health services and patient satisfaction who visit the Dental Polyclinic at Kawali Hospital, Ciamis Regency. It is recommended that health workers should provide good service in accordance with existing SOPs, so that they will achieve the goal of patient satisfaction.

Keywords: Quality of dental health services, patient satisfaction