

**GAMBARAN TINGKAT KEPUASAN DAN KUALITAS PELAYANAN
KESEHATAN GIGI DAN MULUT PADA PASIEN BP GIGI
PUSKESMAS JUNTINYUAT KABUPATEN INDRAMAYU**

ABSTRAK

Latar Belakang: Pelayanan kesehatan gigi dan mulut memiliki peran penting dalam meningkatkan kualitas hidup masyarakat. Penilaian terhadap kepuasan pasien dan kualitas pelayanan merupakan indikator penting untuk mengevaluasi mutu pelayanan. Tujuan: Penelitian ini bertujuan untuk menggambarkan tingkat kepuasan pasien dan kualitas pelayanan kesehatan gigi dan mulut di BP Gigi Puskesmas Juntinyuat, Kabupaten Indramayu. Metode: Penelitian menggunakan metode survei dengan pendekatan kuantitatif. Pengumpulan data dilakukan melalui kuesioner yang melibatkan 30 responden. Hasil: Tingkat kepuasan pasien berada pada kategori sangat tinggi (30%) dan tinggi (66,7%), tanpa responden yang merasa sangat puas atau sangat tidak puas. Sebagian besar responden menilai kualitas pelayanan sebagai tinggi (53,3%), diikuti sangat tinggi (40%), dan rendah (6,6%). Kesimpulan: Penelitian ini menyimpulkan bahwa pelayanan kesehatan gigi di Puskesmas Juntinyuat telah memenuhi standar pelayanan, meskipun masih terdapat ruang untuk perbaikan, terutama dalam aspek fasilitas dan interaksi petugas kesehatan. Hasil penelitian ini diharapkan menjadi dasar untuk meningkatkan kualitas pelayanan kesehatan gigi dan mulut di fasilitas kesehatan primer.

Kata Kunci:Kepuasan pasien, kualitas pelayanan, kesehatan gigi dan mulut, Puskesmas Juntinyuat.

**OVERVIEW OF SATISFACTION LEVEL AND QUALITY OF SERVICE
DENTAL AND ORAL HEALTH IN DENTAL BP PATIENTS JUNTINYUAT
COMMUNITY HEALTH CENTER INDRAMAYU REGENCY**

ABSTRACT

Background: Dental and oral health services play a crucial role in improving the quality of life for the community. Assessing patient satisfaction and service quality is an important indicator for evaluating the performance of healthcare services. Objective: This study aims to describe the level of patient satisfaction and the quality of dental and oral health services at the Dental and Oral Health Unit of Juntinyuat Public Health Center, Indramayu Regency. Method: The study employed a survey method with a quantitative approach. Data collection was conducted through questionnaires involving 30 respondents. Results: Patient satisfaction levels were categorized as very high (30%) and high (66.7%), with no respondents reporting feeling very dissatisfied or highly dissatisfied. Most respondents rated the quality of service as high (53.3%), followed by very high (40%) and low (6.6%). Conclusion: This study concludes that dental health services at the Juntinyuat Public Health Center have met service standards, although there is room for improvement, particularly in the areas of facilities and healthcare worker interactions. The findings of this study are expected to serve as a foundation for enhancing the quality of dental and oral health services in primary healthcare facilities.

Keywords: Patient satisfaction, service quality, dental and oral health, Juntinyuat Public Health Center.