

GAMBARAN KEPUASAN PASIEN TERHADAP PELAYANAN KESEHATAN GIGI DAN MULUT DI PUSKESMAS SINDANGBARANG KABUPATEN CIANJUR

ABSTRAK

Latar Belakang: Kesehatan gigi dan mulut merupakan bagian penting dari kesehatan umum yang sering diabaikan. Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien terhadap pelayanan kesehatan gigi dan mulut di Puskesmas Sindangbarang Kabupaten Cianjur. Penelitian ini menggunakan metode deskriptif kuantitatif dengan pendekatan cross-sectional. Sampel penelitian berjumlah 39 responden yang diambil secara accidental sampling. Alat ukur yang digunakan adalah kuesioner SERVQUAL yang telah dimodifikasi dengan menambahkan dimensi keterjangkauan dan ketepatan waktu. Hasil penelitian menunjukkan bahwa sebagian besar responden, yaitu sebanyak 36 orang (92,3%), menyatakan puas terhadap pelayanan, dan 3 orang (7,7%) menyatakan tidak puas. Dimensi Assurance (jaminan) memperoleh skor tertinggi (90,77%), menunjukkan bahwa responden merasa yakin terhadap kemampuan petugas dalam memberikan pelayanan. Sementara itu, dimensi dengan skor terendah adalah Empathy (63,76%), yang menunjukkan bahwa perhatian personal dari petugas masih dirasakan kurang. Berdasarkan hasil tersebut, dapat disimpulkan bahwa secara umum pasien merasa puas terhadap pelayanan kesehatan gigi dan mulut di Puskesmas Sindangbarang. Namun, perbaikan perlu dilakukan terutama dalam aspek empati, ketepatan waktu, dan keterjangkauan untuk meningkatkan mutu layanan secara menyeluruh.

Kata kunci: kepuasan pasien, pelayanan kesehatan gigi dan mulut, SERVQUAL, Puskesmas Sindangbarang

Daftar Pustaka: 47 (1985-2024)

OVERVIEW OF PATIENT SATISFACTION TOWARDS DENTAL AND ORAL HEALTH SERVICES AT SINDANGBARANG COMMUNITY HEALTH CENTER, CIANJUR REGENCY

ABSTRACT

Background: Oral health is an important part of general health that is often overlooked. This study aims to determine the description of patient satisfaction with dental and oral health services at the Sindangbarang Health Center, Cianjur Regency. This study used a quantitative descriptive method with a cross-sectional approach. The research sample consisted of 39 respondents taken by Accidental Sampling. The measuring instrument used was the SERVQUAL questionnaire which had been modified by adding dimensions of affordability and timeliness. The results showed that most respondents, namely 36 people (92.3%), stated that they were satisfied with the service, and 3 people (7.7%) stated that they were dissatisfied. The Assurance dimension obtained the highest score (90.77%), indicating that respondents felt confident in the ability of officers to provide services. Meanwhile, the dimension with the lowest score was Empathy (63.76%), indicating that personal attention from officers was still felt lacking. Based on these results, it can be concluded that in general patients are satisfied with dental and oral health services at the Sindangbarang Health Center. However, improvements need to be made, especially in the aspects of empathy, timeliness, and affordability to improve overall joint services.

Keywords: patient satisfaction, dental and oral health services, SERVQUAL, Sindangbarang Health Center

Bibliography: 47 (1985-2024)