

**HUBUNGAN TINGKAT PENGETAHUAN IMPAKSI GIGI MOLAR 3
DENGAN KEPUASAN PELAYANAN PADA PASIEN *POST*
ODONTECTOMY DI RSGM YARSI JAKARTA**

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ABSTRAK

Latar belakang : Kesehatan mulut penting bagi kesehatan dan kesejahteraan tubuh. Namun masalah kesehatan gigi dan mulut di Indonesia masih mencapai 57,6% salah satunya adalah gigi yang tidak sesuai pada posisinya (*malposisi*) dan gigi geraham bungsu yang terpendam. Faktor penyebabnya adalah kurangnya pengetahuan masyarakat terhadap kesehatan gigi dan mulut khususnya impaksi dan *odontectomy*. Berdasarkan data di Rumah Sakit Gigi dan Mulut Yarsi insiden gigi bungsu yang impaksi cukup tinggi, sekitar 70-80 pasien di setiap bulan nya. Banyak nya jumlah pasien di suatu instansi rumah sakit harus diperhatikan kepuasan pelayanan yang diberikan kepada pasien. **Tujuan :** Untuk mengetahui hubungan tingkat pengetahuan impaksi gigi molar 3 dengan kepuasan pelayanan pada pasien post *odontectomy* di RSGM Yarsi Jakarta. **Metode Penelitian :** Observasi analitik, dengan metode pendekatan *cross sectional*. Teknik pengambilan sampel dengan *purposive sampling*, didapatkan jumlah sampel 45 responden. Analisa data menggunakan uji *rank spearman*. **Hasil Penelitian :** Hasil penelitian menunjukkan bahwa adanya hubungan yang signifikan antara tingkat pengetahuan impaksi gigi molar 3 dengan kepuasan pelayanan pada pasien *post odontectomy* di RSGM Yarsi yaitu dengan nilai ($p=0,001 < 0,05$). **Kesimpulan :** Terdapat hubungan antara tingkat pengetahuan impaksi gigi molar 3 dengan kepuasan pelayanan pada pasien *post odontectomy* di RSGM Yarsi Jakarta.

Kata Kunci : Impaksi Gigi Molar 3, Kepuasan Pelayanan, RSGM Yarsi.

**THE RELATIONSHIP OF KNOWLEDGE LEVEL OF IMPACT 3rd
MOLAR TOOTH WITH SERVICE SATISFACTION IN POST
ODONTECTOMY PATIENTS AT RSGM YARSI JAKARTA**

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ABSTRACT

Background : Oral health is important for the health and well-being of the body and greatly influences the quality of life. However, dental and oral health problems in Indonesia still reach 57.6%, one of which is teeth that are not in the correct position (malposition) and hidden wisdom teeth. The causal factor is the lack of public knowledge regarding dental and oral health, especially impaction and odontectomy. Based on data at the Yarsi Dental and Oral Hospital, the incidence of impacted wisdom teeth is quite high, around 70-80 patients every month. The large number of patients in a hospital institution must pay attention to the satisfaction of the services provided to patients. **Objective :** To determine the relationship between the level of knowledge of impacted third molars and service satisfaction in post odontectomy patients at RSGM Yarsi Jakarta. **Research methods :** Using analytical observation research, with a cross sectional approach. The sampling technique was purposive sampling, obtaining a sample size of 45 respondents. Data analysis used the Rank Spearman test. **Research result :** The results of the study showed that there was a significant relationship between the level of knowledge of impacted third molars and service satisfaction for post odontectomy patients at RSGM Yarsi, namely with a value ($p=0.001<0.05$). **Conclusion :** There is a relationship between the level of knowledge of impacted third molars and service satisfaction for post odontectomy patients at RSGM Yarsi Jakarta.

Keywords : Impacted 3rd Molar Teeth, Service Satisfaction, RSGM Yarsi.