

**HUBUNGAN MUTU PELAYANAN KESEHATAN GIGI DAN MULUT
DENGAN MINAT BEROBAT KEMBALI PASIEN BPJS DAN
NON BPJS MELALUI TINGKAT KEPUASAN PASIEN
DI POLI GIGI PUSKESMAS TINEWATI
KABUPATEN TASIKMALAYA**

ABSTRAK

Latar Belakang : Mutu pelayanan kesehatan merupakan standarisasi pelayanan ideal yang harus diberikan oleh tenaga kesehatan, guna mendapat perbandingan yang setara berupa kepuasan pasien. **Tujuan** penelitian ini untuk mengetahui hubungan antara mutu pelayanan kesehatan gigi dan mulut dengan minat berobat kembali pasien BPJS dan Non BPJS melalui tingkat kepuasan pasien di Puskesmas Tinewati Kabupaten Tasikmalaya. **Metode :** menggunakan survey analitik dengan pendekatan *cross sectional study*. Pelaksanaan penelitian di Puskesmas Tinewati pada tanggal 12 April -19 April 2023. Jumlah sampel sebanyak 30 orang dengan menggunakan teknik *quota sampling*. Teknik pengumpulan data menggunakan kuesioner. Uji statistic yang digunakan untuk menganalisis hubungan antara variabel menggunakan *uji Correlation Spearman's rho*. Hasil penelitian mutu pelayanan kesehatan gigi dan mulut yaitu kriteria sangat baik (84,8%), hasil penelitian tingkat kepuasan pasien yaitu kriteria Puas (73,3%), serta hasil minat berobat kembali yakni (100%) . **Hasil :** Uji statistic diperoleh nilai *p value*: 0,000 (<0,05) dengan korelasi koefisien: 0,610. **Kesimpulan :** Terdapat hubungan signifikan yang kuat searah antara variabel mutu pelayanan kesehatan gigi dan mulut terhadap minat berobat kembali pasien BPJS dan Non BPJS di Puskesmas Tinewati Kabupaten Singaparna pasien BPJS dan Non BPJS di Puskesmas Tinewati Kabupaten Tasikmalaya.

Kata Kunci :Mutu pelayanan, Kepuasan Pasien,

RELATIONSHIP BETWEEN QUALITY OF DENTAL AND ORAL HEALTH SERVICES WITH RE-TREATMENT OF BPJS AND NON-BPJS PATIENTS THROUGH THE LEVEL OF PATIENT SATISFACTION AT TINEWATI HEALTH CENTER, TASIKMALAYA REGENCY

ABSTRACT

Background :*The quality of health services is the standardization of ideal treatment that must be given by health workers, in order to get an equal comparison in the form of patient satisfaction. The purpose of this study was to determine the relationship between the quality of dental and oral health services and the interest in returning treatment to BPJS and non-BPJS patients through the level of patient satisfaction at the Tinewati Health Center, Tasikmalaya Regency. Method: using an analytic survey with a cross sectional study approach. The research was carried out at the Tinewati Health Center on April 12 -19 April 2023. The number of samples was 30 people using the quota sampling technique. Data collection techniques using a questionnaire. The statistical test used to analyze the relationship between variables uses Spearman's rho Correlation test. The results of the research on the quality of dental and oral health services were very good criteria (84.8%), the results of the study on the level of patient satisfaction were the criteria for satisfaction (73.3%), and the results of interest in seeking treatment again were (100%). Results: The statistical test obtained a p value: 0.000 (<0.05) with a correlation coefficient: 0.610. Conclusion: There is a strong significant relationship in the same direction between the variable quality of dental and oral health services on the interest in re-medication BPJS and non-BPJS patients at the Tinewati Health Center, Singaparna Regency, BPJS and Non-BPJS patients at the Tinewati Health Center, Tasikmalaya Regency.*

Keywords : *Service Quality, Patient Satisfaction*