

INTISARI

Latar belakang: Hasil profil Dinas Kesehatan Kabupaten Cirebon tahun 2013 didapatkan bahwa prevalensi masalah kesehatan gigi dan mulut sebesar 26% artinya mendekati prevalensi provinsi Jawa Barat. Hasil survei awal dari data kunjungan pasien Puskesmas Sumber Cirebon terjadi penurunan jumlah kunjungan pasien pada bulan Maret-April. Puskesmas Sumber sebagai salah satu pusat kesehatan masyarakat di Kabupaten Cirebon, sudah selayaknya menjaga dan meningkatkan pelayanannya agar pasien merasa puas dan pasien tidak akan kehilangan minat untuk kembali lagi.

Tujuan Penelitian: Untuk mengetahui gambaran kepuasan pasien terhadap pelayanan kesehatan gigi dan mulut di Puskesmas Sumber Cirebon.

Metode penelitian: Jenis penelitian ini adalah observasional deskriptif dengan desain *cross sectional*. Subyek penelitian adalah 279 responden yang melakukan perawatan gigi di Puskesmas Sumber Cirebon yang diambil menggunakan teknik purposive sampling. Instrumen yang digunakan adalah kuesioner kepuasan terhadap mutu pelayanan kesehatan gigi dan mulut yang terdiri dari lima dimensi yaitu tangibles, reliability, assurance, responsiveness, dan empathy. Analisis data menggunakan analisis deskriptif.

Hasil: Berdasarkan dimensi *tangible*, sebanyak 187 (67%) pasien menyatakan puas; dimensi *reliability*, sebanyak 190 (68%) pasien menyatakan sangat puas; dimensi assurance, sebanyak 156 (56%) pasien menyatakan puas; dimensi responsiveness, sebanyak 140 (50,1%) pasien menyatakan sangat puas; dimensi empathy, sebanyak 156 (56%) pasien menyatakan puas.

Kesimpulan: Berdasarkan lima dimensi kepuasan terhadap mutu pelayanan kesehatan gigi dan mulut di Puskesmas Sumber Cirebon sebagian besar responden menyatakan puas.

Kata kunci: Mutu pelayanan kesehatan gigi dan mulut, Kepuasan, Puskesmas.

ABSTRACT

Backgrounds: Profile of Cirebon District Health Office in 2013 found that the prevalence of dental and oral health problems by 26% meant that it was close to the prevalence of the province of West Java. Preliminary survey results from visit data of Sumber Cirebon Health Center patients decreased the number of patient visits in March-April. Sumber Cirebon Health Center as one of the community health centers in Cirebon District, should properly maintain and improve its services so that patients feel satisfied and patients will not lose interest to come back again.

Aims: The aim of the study is to determine the description of patient satisfaction with quality of dental health service at Sumber Cirebon Health Center.

Method: This is an observational descriptive research with cross sectional design. The subjects of this study were 279 respondents who performed dental treatment at Sumber Cirebon Health Center taken using purposive sampling technique. The instrument used was a questionnaire on satisfaction with the quality of dental and oral health services consisting of five dimensions, namely tangibles, reliability, assurance, responsiveness, and empathy. Data analysis using descriptive analysis.

Result: Based on tangible dimensions, 187 (67%) patients expressed satisfaction; reliability dimension, as many as 190 (68%) patients expressed very satisfied; assurance dimension, 156 (56%) patients expressed satisfaction; dimensions of responsiveness, as many as 140 (50.1%) patients expressed very satisfied; Empathy dimension, 156 (56%) patients expressed satisfaction.

Conclusion: Based on five dimensions of satisfaction with the quality of dental health services at Sumber Cirebon Health Center patients mostly are satisfied.

Key words: Quality of dental health service, Satisfaction, Dentist.