

THE RELATIONSHIP BETWEEN THE QUALITY OF TOOTH EXTRACTION SERVICES WITH PATIENT SATISFACTION IN PRIVATE DENTAL CLINICS

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ABSTRACT

Background: The quality of tooth extraction services is closely related to patient satisfaction, this makes dental clinics need to provide good quality services so that patients feel comfortable with the quality of services provided. Results based on preliminary studies obtained data, 50% of respondents said it was quite good, and the level of patient satisfaction obtained by data was 40% of respondents said they were not satisfaction.

Objectives: It is known that there is a relationship between the quality of tooth extraction services and patient satisfaction at private dental clinics.

Methods: This research uses analytic survey with cross sectional research design. This research was conducted in June-July 2022. Sampling technique used accidental sampling with 60 respondents. The data collection techniques used a questionnaire (*google form*). Data analysis used was *Kendall's Tau*.

The result: The quality of tooth extraction services in the category of good enough as many as 26 respondents (43.3%). Patient satisfaction category quite satisfied as many as 24 respondents (40.0%). The results of the Kendall's Tau test have a correlation coefficient of 0.754 and a significance value of $0.000 < 0.05$.

Conclusion: The quality of tooth extraction services is related to patient satisfaction in private dental clinics

Keyword: Quality, service, tooth extraction, satisfaction

HUBUNGAN KUALITAS PELAYANAN PENCABUTAN GIGI DENGAN KEPUASAN PASIEN DI KLINIK GIGI SWASTA

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ABSTRAK

Latar Belakang: Kualitas pelayanan pencabutan gigi erat hubungannya dengan kepuasan pasien hal ini membuat klinik gigi perlu memberikan kualitas pelayanan yang baik sehingga pasien merasa nyaman dengan kualitas pelayanan yang diberikan. Berdasarkan hasil studi pendahuluan didapatkan data, 50% responden menyatakan cukup baik, serta tingkat kepuasan pasien didapatkan data 40% responden menyatakan kurang puas.

Tujuan: Diketahui adanya hubungan kualitas pelayanan pencabutan gigi dengan kepuasan pasien di klinik gigi swasta.

Metode: Penelitian ini menggunakan *survey analitik* dengan design penelitian *cross sectional*. Penelitian ini dilakukan pada bulan Juni-Juli 2022. Teknik pengambilan sampel secara *accidental sampling* yang berjumlah 60 responden. Teknik pengumpulan data menggunakan kuesioner (*google form*). Analisis data menggunakan *Kendall's Tau*.

Hasil: Kualitas pelayanan pencabutan gigi kategori cukup baik sebanyak 26 responden (43,3%). Kepuasan pasien kategori cukup puas sebanyak 24 responden (40,0%). Hasil uji *Kendall's Tau* memiliki nilai koefisiensi korelasi 0,754 dan nilai signifikansi sebesar $0,000 < 0,05$.

Kesimpulan: Kualitas pelayanan pencabutan gigi berhubungan dengan kepuasan pasien di klinik gigi swasta.

Kata Kunci: Kualitas, pelayanan, pencabutan gigi, kepuasan