

THE DESCRIPTION OF THE LEVEL OF SATISFACTION WITH HEALTH SERVICES IN THE UKGS PROGRAM BRUSHING THE TEETH OF GRADE IV STUDENTS

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ABSTRACT

Background: The problem that arises is that UKGS activities are always carried out in general and have not been able to reduce the prevalence of caries. Up to now, UKGS promotive activities tend to use the lecture method with PPT media which is considered boring so UKGS material is not accepted by elementary school students.

Research Objectives: It is known that the description of health services satisfaction in the UKGS program brushing the teeth of grade IV students at Karangmloko 2 Elementary School.

Research Methods: Descriptive with cross-sectional approach. The research population was all fourth (4) grade students of Karangmloko 2 Elementary School with a total of 30 respondents. Sampling used the saturated sampling method. The research aspect is the level of satisfaction with health services in the UKGS program for brushing the teeth of fourth (4) grade students. Data collection used a Google Form questionnaire which was presented in the form of a frequency distribution and cross tabulation.

Research Results: The result showed that respondents had a level of satisfaction with health services in the dental brushing UKGS program with (40,0%) satisfaction and (60,0%) dissatisfaction. Respondents based on gender, it is known that male respondents have the most satisfaction in the dissatisfied category (36,7%) and respondents based on age, it is known that respondents aged 10 years have the most satisfaction in the dissatisfied category (43,3%).

Conclusion: There is still a lack of student satisfaction with health services in the UKGS program for brushing teeth in schools.

Keywords: Satisfaction level, Health services, Program UKGS

GAMBARAN TINGKAT KEPUASAN PELAYANAN KESEHATAN PADA PROGRAM UKGS MENYIKAT GIGI SISWA KELAS IV

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Latar Belakang: Masalah yang timbul adalah kegiatan UKGS selalu dilakukan secara umum belum dapat menurunkan prevalensi karies. Kegiatan promotif UKGS hingga saat ini cenderung menggunakan metode ceramah dengan media PPT yang dirasa membosankan sehingga materi UKGS tidak diterima oleh siswa siswi sekolah dasar.

Tujuan Penelitian: Diketuinya gambaran tingkat kepuasan pelayanan kesehatan pada program UKGS menyikat gigi siswa kelas IV di Sekolah Dasar Karangmloko 2.

Metode Penelitian: Deskriptif dengan pendekatan *cross section*. Populasi penelitian adalah seluruh siswa kelas IV Sekolah Dasar Karangmloko 2 dengan jumlah responden 30. Pengambilan sampel menggunakan metode sampling jenuh. Aspek penelitian adalah tingkat kepuasan pelayanan kesehatan pada program UKGS menyikat gigi siswa kelas IV. Pengumpulan data menggunakan kuesioner *google form* yang disajikan dalam bentuk distribusi frekuensi dan tabulasi silang.

Hasil Penelitian: Hasil penelitian menunjukkan bahwa responden memiliki tingkat kepuasan terhadap pelayanan kesehatan pada program UKGS menyikat gigi dengan kriteria puas sebanyak (40,0%) dan tidak puas sebanyak (60,0%). Responden berdasarkan jenis kelamin, diketahui bahwa responden berjenis kelamin laki-laki paling banyak memiliki kepuasan dalam kategori tidak puas (36,7%) dan responden berdasarkan umur, diketahui bahwa responden dengan umur 10 tahun memiliki kepuasan paling banyak dalam kategori tidak puas (43,3%).

Kesimpulan: Masih kurangnya tingkat kepuasan siswa terhadap pelayanan kesehatan pada program UKGS menyikat gigi yang ada di sekolah.

Kata Kunci: Tingkat kepuasan, pelayanan kesehatan, program UKGS