

AN OVERVIEW OF PATIENT SATISFACTION WITH DENTAL HEALTH SERVICES AT CILACAP HOSPITAL

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ABSTRACT

Background: The quality of dental health services greatly influences the level of patient satisfaction. As a referral hospital, Cilacap Regional General Hospital (RSUD Cilacap) is required to provide services that meet public expectations, particularly in terms of service reliability, staff responsiveness, and the availability of adequate facilities.

Objective: To determine the level of respondent satisfaction with dental health services at RSUD Cilacap.

Method: This study employed a descriptive design with a cross-sectional approach. The research population consisted of patients visiting the dental clinic at RSUD Cilacap, which receives an average of 120 visits per week. A total of 40 respondents aged 35–50 years were selected using accidental sampling. Data were collected through a questionnaire containing 15 items covering three dimensions of satisfaction: reliability, responsiveness, and facilities/infrastructure. The results were analyzed and presented in tabular form.

Results: Respondents reported a very high level of satisfaction with the dental health services provided. In the reliability dimension, 62.5% were very satisfied, 37.5% satisfied, and 0% reported being moderately satisfied, dissatisfied, or very dissatisfied. In the responsiveness dimension, 67.5% were very satisfied, 32.5% satisfied, and 0% for the remaining categories. In the facilities and infrastructure dimension, 60% were very satisfied, 37.5% satisfied, and 0% for the other categories.

Conclusion: This study indicate that the majority of respondents felt very satisfied with the dental health services at RSUD Cilacap, particularly in terms of medical staff reliability, service responsiveness, and the completeness of available facilities.

Keywords: Satisfaction, services, hospital, dental health

GAMBARAN TINGKAT KEPUASAN PADA PELAYANAN KESEHATAN GIGI DI RSUD CILACAP

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ABSTRAK

Latar Belakang: Kualitas pelayanan kesehatan gigi sangat mempengaruhi tingkat kepuasan pasien. Sebagai rumah sakit rujukan, RSUD Cilacap dituntut untuk menyediakan layanan yang mampu memenuhi ekspektasi masyarakat, terutama dalam hal keandalan pelayanan, ketanggapan petugas, serta ketersediaan fasilitas yang memadai.

Tujuan: Diketahui tingkat kepuasan responden pada pelayanan kesehatan gigi di RSUD Cilacap.

Metode: Penelitian ini menggunakan desain deskriptif dengan pendekatan potong lintang. Populasi penelitian ini adalah pasien di poli gigi RSUD Cilacap dengan rata-rata 120 kunjungan per minggu. Sebanyak 40 responden berusia 35–50 tahun dipilih secara *accidental sampling*. Data dikumpulkan melalui kuesioner berisi 15 pertanyaan mencakup tiga dimensi kepuasan: kehandalan, daya tanggap, dan sarana prasarana. Hasil dianalisis dan disajikan dalam bentuk tabel.

Hasil: Responden merasa sangat puas terhadap pelayanan kesehatan gigi yang diberikan. Pada dimensi kehandalan sangat puas sejumlah 62,5%, puas 37,5%, cukup puas, kurang puas, dan tidak puas masing-masing 0%. Pada dimensi daya tanggap sangat puas sejumlah 67,5%, puas 32,5%, cukup puas, kurang puas, dan tidak puas masing-masing 0%. Pada dimensi sarana prasarana sangat puas sejumlah 60%, puas 37,5%, cukup puas, kurang puas, dan tidak puas masing-masing 0%.

Kesimpulan: Hasil penelitian ini menunjukkan bahwa sebagian besar responden merasa sangat puas terhadap pelayanan kesehatan gigi di RSUD Cilacap, baik dari aspek kehandalan tenaga medis, responsivitas pelayanan, maupun kelengkapan fasilitas yang tersedia.

Kata kunci: Kepuasan, pelayanan, rumah sakit, kesehatan gigi