

POLITEKNIK KESEHATAN TANJUNGPINANG

JURUSAN TEKNIK GIGI

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Gambaran Tingkat Kepuasan Masyarakat Pemakai Gigi Tiruan Lepas Di Desa Banding Agung Kecamatan Talang Padang Kabupaten Tanggamus

Xvi + 39 Halaman + 6 Gambar + 6 Tabel + 10 Lampiran

RINGKASAN

Kepuasan pemakai gigi tiruan merupakan respon terhadap harapan pasien sebelum dan sesudah melakukan pelayanan gigi tiruan. Survey kepuasan terhadap pemakaian gigi tiruan sangat penting dilakukan untuk evaluasi terhadap pelayanan di bidang keteknisian gigi agar bisa memberikan produk dan jasa yang terbaik.

Tujuan penelitian ini untuk mengetahui gambaran tingkat kepuasan masyarakat pemakai gigi tiruan di Desa Banding Agung Kecamatan Talang Padang Kabupaten Tanggamus.

Jenis penelitian ini adalah deskriptif dengan metode kuantitatif. Analisa yang digunakan adalah analisis univariat. Populasi pada penelitian ini adalah masyarakat yang menggunakan gigi tiruan lepasan usia 30-60 tahun. Sampel yang menjadi objek penelitian sebanyak 37 responden. Alat yang digunakan dalam pengambilan data pada penelitian ini adalah kuesioner berisi 26 pertanyaan.

Hasil yang didapatkan dari persentase tingkat kepuasan pemakai gigi tiruan lepasan adalah sebesar 43,3% responden merasa sangat puas, 27% merasa puas dan sebanyak 29,7% merasa tidak puas. Hasil yang didapatkan dari persentase estetika gigi tiruan lepasan sebanyak 73% responden merasa baik dan 27% merasa tidak baik. Persentase hasil mastikasi gigi tiruan lepasan terdapat sebanyak 75,7% merasa baik dan 24,3% merasa tidak baik.

Kata kunci : Kepuasan, Gigi tiruan lepasan

Daftar bacaan : 34 (1991 - 2023)

TANJUNGPURONG HEALTH POLYTECHNIC
DENTAL TECHNICIAN DEPARTMENT

Final Project Report, June 2024

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Description of the Level of Satisfaction of the Community Using Removable Dentures in Banding Agung Village, Talang Padang District, Tanggamus Regency

Xvi + 39 Pages + 6 Figures + 6 Tables + 10 Attachment

ABSTRACT

Denture user satisfaction is a response to the patient's expectations before and after performing denture services. It is very important to conduct a satisfaction survey regarding the use of dentures to evaluate services in the dental technician field in order to provide the best products and services.

The aim of this research was to determine the level of satisfaction of the community of denture wearers in Banding Agung Village, Talang Padang District, Tanggamus Regency.

This type of research is descriptive with quantitative methods. The analysis used is univariate analysis. The population in this study were people who used removable dentures aged 30-60 years. The sample that was the object of research was 37 respondents. The tool used to collect data in this research was a questionnaire containing 26 questions.

The results obtained from the percentage level of satisfaction of removable denture users were 43.3% of respondents felt very satisfied, 27% felt satisfied and 29.7% felt dissatisfied. The results obtained from the aesthetic percentage of removable dentures were 73% of respondents who felt good and 27% felt bad. The percentage of removable denture mastication results was 75.7% which felt good and 24.3% felt bad.

Keywords : Satisfaction, Removable denture

Reading list : 34 (1991 - 2023)