

**POLITEKNIK KESEHATAN TANJUNGPUR
JURUSAN KESEHATAN GIGI
KTI, 26 Juni 2023**

PARAMITA ESTI KHANTI

Gambaran Kepuasan Pasien Terhadap Pelayanan Kesehatan Gigi Dan Mulut Di
Puskesmas Punggur Tahun 2023

xv+ 30 halaman + 3 tabel, 2 gambar, 7 lampiran

ABSTRAK

Pasien yang merasa puas jika pelayanan yang diterima minimal atau lebih dari yang diharapkan, maka pasien akan kembali menggunakan jasa pelayanan yang pernah diterima. Rendahnya kepuasan pasien terhadap pelayanan kesehatan merupakan masalah penting dalam pencapaian kualitas pelayanan kesehatan.

Jenis Penelitian ini merupakan penelitian yang bersifat deskriptif yang bertujuan untuk mengetahui gambaran tentang suatu keadaan bersifat objektif. Penelitian ini dilakukan pada pasien Puskesmas Punggur dengan jumlah sampel 44.

Hasil penelitian ini diketahui tingkat kepuasan responden berdasarkan hubungan petugas poligigi dengan pasien menunjukkan 63,6% kategori sangat puas, sebesar 31,8% kategori puas dan 4,5% cukup puas. Sedangkan, tingkat kepuasan responden berdasarkan kompetensi Teknik perugas menunjukkan kategori 56,8% sangat puas, sebesar 38,6% kategori puas dan 4,5% cukup puas.

Kesimpulan dari penelitian ini adalah kepuasan pasien terhadap pelayanan kesehatan gigi dan mulut di Puskesmas Punggur sudah memuaskan.

Kata kunci : Kepuasan, Pelayanan
Daftar Bacaan : 23 (2011-2023)

**TANJUNGPUR HEALTH POLYTECHNIC DENTAL
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Description Of Patient Satisfaction With Dental And Mouth Services At
Punggur Health Center In 2023

xv + 30 pages + 3 tables, 2 pictures, 7 attachments

ABSTRACT

Patients who are satisfied if the service received is minimal or more than expected, then the patient will return to using the services they have received. Low patient satisfaction with health services is an important problem in achieving the quality of health services.

This type of research is a descriptive research that aims to find out an objective description of a situation. This research was conducted on patients at the Punggur Health Center with a total sample of 44.

The results of this study show that the level of satisfaction of respondents based on the relationship between the dental polyclinic and the patients shows that 63.6% are in the very satisfied category, 31.8% are in the satisfied category and 4.5% are quite satisfied. Meanwhile, the satisfaction level of respondents based on the technical competency of the officers showed that the category of 56.8% was very satisfied, 38.6% was categorized as satisfied and 4.5% was quite satisfied.

The conclusion of this study is that patient satisfaction with dental and oral health services at the Punggur Health Center is satisfactory.

Keywords : satisfaction, service
Reading List : 23 (2011-2023)