

## Tingkat Kepuasan Pasien terhadap Pelayanan Perawatan Konservasi Gigi di RSKGM FKG UI = Patient Satisfaction Level towards Conservative Treatment in RSKGM FKG UI

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### Abstrak

#### <b>ABSTRAK</b><br>

Latar Belakang: Kepuasan pasien merupakan salah satu indikator dalam menentukan keberhasilan pelayanan kesehatan. RSKGM FKG UI merupakan penyedia layanan kesehatan khusus gigi dan mulut, salah satunya perawatan konservasi gigi. Tujuan: Penelitian ini bertujuan untuk melihat gambaran kepuasan pasien dan membandingkan tingkat kepuasan pasien di Klinik Integrasi dan Klinik Spesialis Konservasi Gigi RSKGM FKG UI. Metode: Sampel yang diambil berjumlah 100 orang dengan 50 responden di Klinik Integrasi dan 50 responden di Klinik Spesialis Konservasi Gigi yang sudah menerima perawatan konservasi gigi lebih dari dua kali, lalu diberikan kuesioner harapan dan kinerja dengan 40 pertanyaan. Hasil: Berdasarkan uji nonparametrik Chi-square didapatkan tidak ada perbedaan signifikan antara kepuasan pasien di Klinik Integrasi dan Klinik Spesialis Konservasi Gigi dinilai dari lima aspek perawatan. Kesimpulan: Kualitas pelayanan perawatan konservasi gigi dan kepuasan pasien terhadap pelayanan perawatan konservasi gigi di Klinik Integrasi dan Klinik Spesialis Konservasi Gigi RSKGM FKG UI dikategorikan baik.

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#### <b>ABSTRACT</b><br>

Background Patient satisfaction is one of the indicators in determining health service success. RSKGM FKG UI is a dental care provider, particularly providing conservative treatment. Objective The study aims to see the level of patient satisfaction towards conservative treatment and compare the level of satisfaction in Integration Clinic and Conservative Dentistry Clinic in RSKGM FKG UI. Methods A total of 100 patients who visited more than once were given a 40 item questionnaire to assess patient 39 s expectation and to assess the quality of conservative treatment based on patient 39 s perspective. Results Result from Chi square tests had shown that no significant differences was found on patient satisfaction level between Integration Clinic and Conservative Dentistry Clinic in RSKGM FKG UI, assessed from five aspects. Conclusion The quality of conservative treatment and patients 39 satisfaction towards conservative treatment in Integration Clinic and Conservative Dentistry Clinic RSKGM FKG UI were categorized as good.