Level of Patient Satisfaction with Dental and Oral Health Services in the Technical Implementation Unit of Nene Mallomo Regional General Hospital Sidenreng Rappang Regency

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Abstract:- **Dental and oral health services are professional health services aimed at the community, families and individuals, both sick and healthy. Hospitals are an integral part of health services which are experiencing changes in value orientation and thinking. Thus, the service provided to customers or patients is closely related to the level of satisfaction of patients who have received treatment from health workers. Patient satisfaction with dental and oral health services is a comparison between the patient's perception of the service received and the patient's expectations before receiving the service. The aim of this study was to determine the level of patient satisfaction with dental and oral health services at Nene Mallomo Hospital. Quantitative research methods are research methods that are based on the philosophy of positivism, used to research certain populations or samples, collecting data using research instruments, quantitative data analysis with the aim of testing predetermined hypotheses. The sample is a representation of the population studied. Samples were taken by providing a questionnaire by filling in the data directly by the respondent. The sample taken was 30% of the total population with 30 respondents. The results of research regarding the level of patient satisfaction with dental and oral health services at Nene Mallomo Hospital show that patient satisfaction based on the tangibles dimension (physical appearance) was found to be 93.3% with a satisfaction score and 6.7% with a dissatisfaction score. Meanwhile, patient satisfaction based on the dimensions of reliability, responsiveness, assurance and empathy was found to be 90% with a satisfied score and 10% with a dissatisfied score.**

Keywords:- *Satisfaction; Health Services; Dental and Oral Health.*

I. INTRODUCTION

Dental and oral health services are professional health services intended for the people, families and individuals, both sick and healthy. Dental health services are carried out to maintain and raise the degree of public health in the form of improving dental health, preventing dental diseases, treating dental diseases and restoring dental health by hospitals which are made in an integrated, integrated and sustainable manner. (Dianingrum, Hidayati, and Larasati 2021)

Dental and oral health services include dental medical services from dentists and dental and oral health care services from dental nurses. Dental and oral health care services are carried out comprehensively for individuals and people who have a scope focusing on promotive, preventive and basic curative aspects. Therefore, the services provided to clients/patients are closely related to the level of satisfaction of patients who have received treatment by health workers. (Inscription et al. 2021)

Hospitals are an integral part of health services that make changes in value orientation and thinking. The function of the hospital, which was originally for a place of treatment, has now developed towards a unity of service efforts to all communities which includes promotive, preventive, curative, and rehabilitative aspects. In order to survive and thrive in a changeable and competitive environment, hospitals must change the paradigm of hospital management to the perspective of consumers. The approach of service quality and client satisfaction is very important that cannot be ignored. This situation must be carried out for all hospital services. (Santioso, Lestari, and Putra 2022) An indication of the quality of this service can be assessed based on patient satisfaction with the services obtained.

Patient satisfaction with dental and oral health services is a comparison between the patient's perception of the service provided and the client's expectations before receiving the service. If the client's expectations are met, it means that the service has provided a quality of health service as a result of which it makes a very good quality and will also produce high satisfaction. The need and expectation of fast and appropriate services, low treatment prices, skilled medical personnel and an empathetic and communicative attitude are some of the things that clients want. However, only half of health services can meet these demands. Satisfied clients are a very meaningful asset because if the client is satisfied with the service they get,

they will always carry out the use of the service of their choice, if the client is dissatisfied they will convey twice as quickly to someone regarding their bad experience. (Afdillah, Nuraisya, and Astuti 2023)

The measurement of the level of client satisfaction is closely related to quality assurance in health services. Quality assurance is a continuous effort in various circumstances that can have an impact on health services by observing the health service process provided to clients and also examining the results issued from the service. Therefore, various minuses can be identified and efforts to improve service quality can be carried out in order to improve the level of health and welfare of health service users. (Pasya, Muthiah, and Asfirizal 2022).

Patient satisfaction is an important and commonly used indicator to assess the quality of health services. There are 5 dimensions to assess service quality, namely tangibles (direct evidence), reliability (reliability), responsiveness (responsiveness), assurance (guarantee) and emphaty (empathy). (Santioso, Lestari, and Putra 2022)

Based on this, the researcher is interested in finding out the level of patient satisfaction with dental and oral health services at Nene Mallomo Hospital.

II. METHODS

Quantitative research methods are research methods based on the philosophy of positivism, used to research on certain samples or populations, data collection using research instruments, quantitative data analysis with the aim of testing hypotheses that have been determined (Sugiyono, 2018). This research was conducted at Nene Mallomo Hospital in February 2024.

The population in this study is approximately 100 patients per month who visit dental health services at Nene Mallomo Hospital. The sample is a guardianship by the population studied. The sample was taken by providing a questionnaire, which was to fill in the data directly from the respondents who were sampled. The sample used was 30% of the total population with a total of 30 respondents. The research instrument used is a questionnaire sheet. From the number of scores that have been obtained from each satisfaction level, the category of satisfaction level is the dominant value.

III. RESULT

The research was carried out at the UPT Hospital of Nene Mallomo Hospital as many as 30 respondents.

Table 1: Frequency Distribution of Patient Satisfaction Tangibles Dimension

Tangibles dimensions (physical proof)	Valuation									
	SP		P		TP		STP		Total	
	F	%	F	%	F	%	F	%	F	%
Cleanliness, tidiness and comfort of the room	28	93,3	0	0	0	0	2	6,7	30	100
Exterior and interior arrangement of the room	0	0	15	50	13	43,3	2	6,7	30	100
Completeness, readiness, and cleanliness of the tools used	22	73,3	8	26,7	0	0	0	0	30	100
Neatness and cleanliness of the officer's appearance	14	46,7	16	53,3	0	0	0	0	30	100
Patient waiting seats are quite available	28	93,3	2	6,7	0	0	0	0	30	100
The spatial arrangement in the Dental Poly service is ergonomic and comfortable	15	50	15	50	0	0	0	0	30	100

Table 1 shows that the initial questions about cleanliness, neatness, and comfort of the room responded to the most common questions in the very satisfied responses of 28 (93.3%). In the arrangement of the exterior and interior of the room, the most respondents were satisfied with 15 (50%). In terms of completeness, readiness, and cleanliness of the tools used, the largest response was 22 (73.3%) in the response to extreme fasting. In terms of neatness and cleanliness, the officers responded the most in satisfied responses of 16 (53.3%). In the waiting chair, the patient was sufficiently provided, the largest response was very satisfied with 28 (93.3%). And in the room arrangement at the Dental Poly service, it has been

ergonomic and comfortable, responding the most, in the response is very satisfied and satisfied by 15 (50%).

Table 2: Tangibles Dimension Patient Satisfaction Level

It	Category	N	%
1	Satisfied	28	93,3
2	Dissatisfied	2	6,7

Table 2 shows the level of satisfaction of the Tangibles Dimension of patients who expressed satisfaction worth 93.3% and patients who expressed dissatisfaction worth 6.7%.

Table 3: Frequency Distribution of Patient Satisfaction Dimension of Reability

Dimension of Reability	Valuation									
	Reability Dimension SP		P		TP		STP		Total	
	F	%	F	%	F	%	F	%	F	%
Fast and precise patient admission procedures	28	90,3	0	0	0	0	2	6,5	30	100
Fast and appropriate examination, treatment, and treatment services	0	0	15	48,4	13	41,9	2	6,5	30	100
The dental poly service schedule is carried out appropriately	20	64,5	9	29	0	0	1	3,2	30	100
Uncomplicated service procedures	14	45,2	14	45,2	2	6,5	0	0	30	100
Health workers conduct examinations by thorough and thorough	27	87,1	2	6,5	0	0	1	3,2	30	100

Table 3 shows that the initial question regarding the stage of accepting clients quickly and appropriately responded to the most very satisfied responses with 28 (90.3%). In the fast and appropriate examination, treatment, and treatment services, the largest response was in the satisfied response of 15 (48.4%). In the schedule of dental poly services carried out appropriately, the largest response was very satisfied with 20 (64.5%). In the non-convoluted service procedure, the largest response was satisfied and very satisfied with 14 (45.2%). And in health workers who conducted a thorough and thorough examination, the largest response was very satisfied with 27 (87.1%).

Table 4: Patient Satisfaction Level Reability Dimension

It	Category	N	%
1	Satisfied	27	90
2	Dissatisfied	3	10

Table 4 shows the level of satisfaction in the Reability Dimension of patients who expressed satisfaction worth 90% and patients who expressed dissatisfaction worth 10%.

Table 5: Frequency Distribution of Patient Satisfaction Responsiveness Dimension

Responsiveness Dimension (Catch)	Valuation									
	SP		P		TP		STP		Total	
	F	%	F	%	F	%	F	%	F	%
Abilities of doctors and nurses to quickly respond to resolve patient complaints	27	87,1	1	3,2	0	0	2	6,5	30	100
The officer provides clear, easy-to understand information	0	0	15	48,4	13	41,9	2	6,5	30	100
Quick action when patients need Waiting time for service at home	20	64,5	9	29	0	0	1	3,2	30	100
Pain doesn't take long	14	45,2	14	45,2	2	6,5	0	0	30	100

Table 5 shows the ability of doctors and nurses to quickly respond to resolve patient complaints, the most responses in very satisfied responses are 27 (87.1%). In the officer who provided clear, and easy-to-understand information, the most responded in a satisfied response of 15 (48.4%). In quick action when the patient needed the most response, the most satisfied responses amounted to 20 (64.5%). And in the waiting time for services at the hospital, it did not take long to respond, the largest response was satisfied and very satisfied with 14 (45.2%).

Table 6: Patient Satisfaction Level Responsiveness Dimension

It	Category	N	%
1	Satisfied	27	90

Table 6 shows the level of satisfaction in the Responsiveness Dimension of patients who expressed satisfaction worth 90% and patients who expressed dissatisfaction worth 10%.

IV. CONCLUSION AND RECOMMENDATIONS

A. Conclusion

Based on the results, the conclusion was reached that client satisfaction based on the tangibles dimension (physical appearance) produced was 93.3% with a satisfied value and a 6.7% dissatisfied value. Client satisfaction according to the reliability dimension is 90% with a satisfied score and 10% dissatisfied value. Client satisfaction with the responsiveness dimension (catchability) generated is 90% with a satisfied score and 10% dissatisfied value. Client satisfaction with the assurance dimension is 90% with a satisfied value and a 10% dissatisfied value. Client satisfaction according to the empathy dimension produced is 90% with a satisfied value and 10% dissatisfied value.

B. Suggestions

The results of this study are so that each hospital improves and raises the level of infrastructure facilities in insufficient equipment. Every health worker and worker must receive additional guidance so that medical personnel can be serious, receive and help clients gently and responsibly, and get used to the agility and responsiveness of health workers when serving clients. Officers provide sympathy to clients and provide services by not looking at the client's social status.

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