

## ABSTRAK

**Latar belakang:** Perawatan ortodonti merupakan perawatan jangka panjang, sehingga perlu dijadikan prioritas dalam menjaga hubungan dengan pasien yang masih dalam perawatan guna tercapainya hasil perawatan yang sesuai dengan ekspektasi bersama antara orthodontis dan pasien. Peneliti memodifikasi instrumen kepuasan pasien dari *Dental Satisfaction Questionnaire* (DSQ), *Dental Visit Satisfaction Scale* (DVSS) dan *Survey Tool for Orthodontic Patient Satisfaction* (STOPS) dalam Bahasa Indonesia dengan mengambil dimensi-dimensi yang unggul pada ketiga instrumen tersebut dan disesuaikan dengan lingkungan RSGM Soelastri Surakarta. **Metode:** Penelitian ini merupakan penelitian kuantitatif yang dilakukan dengan uji validitas dan reliabilitas instrumen, analisis univariat, deskriptif, bivariat dan multivariat. **Hasil:** Terbentuknya instrumen baru dengan nama *Caesar Orthodontic Visit Satisfaction Instrument* (COVSI) dengan hasil valid dan reliabel. Sebagian besar karakteristik responden merupakan pelajar perempuan dengan tingkat pendidikan SMP. Distribusi tingkat kepuasan responden pada penelitian ini sebagian besar menyatakan puas dengan dimensi kepuasan terendah ada pada dimensi Biaya. Karakteristik responden yakni Pendidikan ( $p = 0.009$ ) dan Pekerjaan ( $p = 0.029$ ) yang berpengaruh secara signifikan terhadap kepuasan pasien secara umum. Pendidikan ( $p = 0.009$ ) dan Pekerjaan ( $p = 0.009$ ) berpengaruh signifikan pada dimensi Pengertian dan Penerimaan. Hanya Pendidikan yang berpengaruh signifikan dimensi Kualitas ( $p = 0.013$ ) dan dimensi Kepuasan Umum ( $p = 0.006$ ). **Kesimpulan:** Mayoritas responden puas dengan pelayanan perawatan ortodonti di RSGM Soelastri Surakarta dengan menggunakan instrumen COVSI.

**Kata kunci:** *Caesar Orthodontic Visit Satisfaction Instrument* (COVSI), *Dental Satisfaction Questionnaire* (DSQ), *Dental Visit Satisfaction Scale* (DVSS), Perawatan Ortodonti, *Survey Tool for Orthodontic Patient Satisfaction* (STOPS).

## ABSTRACT

**Background:** Orthodontic treatment is a long-term treatment, so it needs to be a priority in maintaining relationships with patients who are still under treatment in order to achieve treatment outcomes that meet the mutual expectations between orthodontist and patients. Researchers modified patient satisfaction instruments from the Dental Satisfaction Questionnaire (DSQ), the Dental Visit Satisfaction Scale (DVSS) and the Survey Tool for Orthodontic Patient Satisfaction (STOPS) in Indonesian by taking the superior dimensions of the three instruments and adjusted to the RSGM Soelastris Surakarta's environment. **Methods:** This research is quantitative research conducted by testing the validity and reliability of instruments, univariate, descriptive, bivariate and multivariate analysis. **Results:** The formation of a new instrument called Caesar Orthodontic Visit Satisfaction Instrument (COVSI) with valid and reliable results. Most of the characteristics of the respondents are female students with a junior high school level of education. The distribution of respondents' satisfaction levels in this study mostly stated that they were satisfied with the lowest satisfaction dimension in the Cost dimension. Respondent characteristics namely Education ( $p = 0.009$ ) and Occupation ( $p = 0.029$ ) which significantly influence patient satisfaction in general. Education ( $p = 0.009$ ) and Occupation ( $p = 0.009$ ) have a significant effect on the Understanding and Acceptance dimensions. Only Education has a significant effect on the Quality dimension ( $p = 0.013$ ) and the General Satisfaction dimension ( $p = 0.006$ ). **Conclusion:** The majority of respondents were satisfied with the orthodontic treatment services at RSGM Soelastris Surakarta using the COVSI instrument.

**Keyword:** Caesar Orthodontic Visit Satisfaction Instrument (COVSI), Dental Satisfaction Questionnaire (DSQ), Dental Visit Satisfaction Scale (DVSS), Survey Tool for Orthodontic Patient Satisfaction (STOPS), Orthodontic Treatment.