

**KUALITAS PELAYANAN PERAWATAN GIGI DAN KEPUASAN  
PASIEN YANG BERKUNJUNG KE BALAI PENGOBATAN GIGI  
PUSKESMAS KAHURIPAN KECAMATAN TAWANG  
KOTA TASIKMALAYA**

**INTISARI**

**Latar Belakang:** Kualitas pelayanan kesehatan primer selama ini dirasakan oleh pasien khususnya pasien pengguna jaminan kesehatan atau asuransi kesehatan cenderung kurang memuaskan baik pelayanan umum maupun pelayanan perawatan gigi. Berdasarkan hasil laporan tahunan di Puskesmas Kahuripan, jumlah kunjungan pasien ke BPG mengalami penurunan dari tahun 2016 ke 2017 sebanyak 802 orang. Penelitian ini bertujuan untuk mengetahui kualitas pelayanan perawatan gigi dan kepuasan pasien yang berkunjung ke BPG Puskesmas Kahuripan.

**Metode Penelitian:** Jenis penelitian studi kasus dengan metode kualitatif dan rancangan penelitian eksplanatori. Sampel pada penelitian ini sebanyak 40 orang pasien sebagai responden dalam menjawab kuesioner tentang kualitas pelayanan dan kepuasan pasien, dan 12 orang untuk wawancara.

**Hasil Penelitian:** Kualitas pelayanan perawatan gigi, hasil penelitian menunjukkan semua dimensi kualitas pelayanan perawatan gigi di Puskesmas Kahuripan termasuk kategori sangat baik yaitu dimensi wujud nyata dengan persentase 82.71%, keandalan 83.21%, daya tanggap 87, 12%, dan jaminan 84,93%, empati 83.54%. Kepuasan pasien, ada tiga tahap kepuasan pasien yang termasuk kategori sangat puas yaitu tahap anamnesa dan diagnosis 83,02%, tindakan 83%, dan penyelesaian tindakan 82,62%. Tahap yang termasuk kategori puas yaitu tahap pendaftaran dan ruang tunggu 78,87%, dan tahap persiapan tindakan, 72,50%. Hasil wawancara rata-rata responden menyatakan kualitas pelayanan perawatan gigi di Puskesmas Kahuripan sangat bagus.

**Kesimpulan:** Kualitas pelayanan perawatan gigi di Puskesmas Kahuripan, dari lima dimensi kualitas semua dimensi termasuk kategori sangat baik, Kepuasan pasien yang berkunjung ke BPG, dari lima tahap kepuasan, tiga tahap termasuk kategori sangat puas dan dua tahap termasuk kategori puas.

**Kata kunci :** Kualitas Pelayanan Perawatan Gigi, Kepuasan Pasien.

**QUALITY OF DENTAL CARE SERVICES AND SATISFACTION OF  
PATIENTS VISITING DENTAL TREATMENT CENTER OF  
KAHURIPAN PUBLIC HEALTH CENTER, TAWANG DISTRICT,  
TASIKMALAYA CITY**

**ABSTRACT**

**Background:** The quality of primary health care has been felt by patients, especially patients who use health insurance or health insurance, tend to be less satisfying both public services and dental care services. Based on the results of the annual report at the Kahuripan Health Center, the number of patient visits to the Balai Pengobatan Gigi (BPG) has decreased from 2016 to 2017 as many as 802 peoples. This study aims to determine the quality of dental care services and satisfaction of patients visiting the BPG Kahuripan Health Center.

**Methods:** Types of case study research with qualitative approach methods and explanatory research designs. The sample in this study were 40 patients to be respondents in answering questionnaires about the quality of service and patient satisfaction, and 12 peoples for interviews.

**Results:** The quality of dental care services, the results showed that all dimensions of the quality of dental care services at Kahuripan Health Center included very good categories, namely the dimensions of the actual form with 82.71%, reliability 83.21%, responsiveness 87, 12%, and guarantees 84.93%, empathy 83.54 %. Patient satisfaction, there are three stages of patient satisfaction including the very satisfied category, which is the anamnesa and diagnosis stage 83.02%, 83% action, and the completion of the action 82.62%. The stage included the satisfied category, namely the registration and waiting room 78.87%, and the action preparation stage, 72.50%. The results of interviews on average respondents stated the quality of dental care services at Kahuripan Health Center is very good.

**Conclusion:** The quality of dental care services at Kahuripan Health Center, of the five dimensions of all dimensions of quality including very good categories. Satisfaction of patients visiting BPG, from five stages of satisfaction, three stages including very satisfied categories and two stages including categories. satisfied.

**Keywords:** Quality of Dental Care Services, Patient Satisfaction.