

INTISARI

Kebijakan nasional bertujuan memberi kepuasan kepada profesional dan pegawai rumah sakit tanpa melupakan bahwa kepuasan pasien selalu yang utama. Kepuasan pelanggan terbentuk dari penilaian pelanggan terhadap mutu dan pertimbangan biaya yang dikeluarkan dengan manfaat yang diperoleh dari pelayanan yang diterima. Berdasarkan data sekunder dari Departemen Kesehatan RI diketahui bahwa pada tahun 2010 pelayanan kesehatan gigi dan mulut masyarakat yang banyak dilakukan di RSUD seluruh provinsi di Indonesia adalah pencabutan gigi dengan jumlah 124.703 kasus.

Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap kualitas pelayanan pencabutan. Penelitian dilakukan di RSGMP UMY dengan menggunakan rancangan penelitian deskriptif kuantitatif dengan pendekatan *cross-sectional*. Metode pengambilan sampel dalam penelitian ini adalah metode *non-probability sampling* dengan jenis *consecutive sampling*. Instrumen penelitian yang digunakan adalah *Dental Satisfaction Questionnaire* dari Davies dan Ware. Berdasarkan hasil uji validitas dan reliabilitas diketahui bahwa 18 pertanyaan kuesioner dinyatakan valid dan sah sebagai instrumen penelitian. Penelitian dilakukan pada bulan Oktober 2012 – Januari 2013 dengan populasi yaitu pasien pencabutan gigi RSGMP UMY. Besar sampel yang digunakan sebesar 100 responden. Kriteria inklusi pengambilan sampel adalah pasien yang dibawa dokter gigi muda RSGMP, usia 16-40 tahun, tingkat pendidikan akhir minimal sekolah dasar, dan pasien yang bersedia menjadi responden penelitian.

Penelitian dilakukan dengan cara membagikan kuesioner penelitian kepada sampel yang sesuai dengan kriteria inklusi penelitian. Data yang didapat kemudian dilakukan tabulasi dan analisis statistik menggunakan *SPSS for Windows 15.0*. Hasil analisis menunjukkan bahwa pasien merasa sangat puas terhadap kualitas pelayanan pencabutan dengan prosentase sebesar 79,35%. Dimensi kualitas pelayanan diurutkan dari yang paling memuaskan adalah *tangible, empathy, assurance, reliability, dan responsiveness*.

Kata kunci : pencabutan gigi – kualitas pelayanan – tingkat kepuasan

ABSTRACT

National policy has an aim to provide the satisfactory towards the professional and hospital worker without ignored that patients satisfaction as a prior. Satisfactory of patient can be known by quality and cost consideration with benefits that can get from the service received. Based on secondary data from Departemen Kesehatan RI has know that the most oral health services have been done in 2010 at RSUD every province in Indonesia is an tooth extraction with the number of 124.703 cases.

This study is aim to know the patients satisfaction level toward extraction quality service. This study has been done in RSGMP UMY with design of study is descriptive quantitative with cross-sectional approach. Sampling methode in study were non-probability sampling with a consecutive sampling. Instrumen in used were Dental Satisfaction Questionnaire from Davies and Ware. Based on validity and reliabilty test were known that 18 question has state as valid and reliable to used as study instrument. This study has been done during October 2012 – January 2013 with a population were extraction patient of RSGMP UMY, sample were 100 respondents. Inclusion criteria of the study were patient that tread by young dentist of RSGMP UMY, age 16-40 years old, studied at least primary school, and patient who were cooperative as respondent of study.

Procedure of study were giving a questionnaire onto sample which has include as inclusion criteria. Data were tabulated and analyzed as statistic using SPSS for Windows 15.0. Result shown that patients were very satisfy with the quality of extraction service with a percentage of 79,35%. Dimension of quality services arranged from very satisfy were tangible, empathy, assurance, reliability, and responsiveness.

Key words : tooth extraction – quality services – level of satisfy