

How Do Patient Satisfaction in Dental Polyclinic? - Patient Characteristics and Quality of Dental Health Services

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Abstract

Excellent service is the demand of the community. Aspects of the quality of services provided will affect patient satisfaction, where patients will compare between dental treatment at dental health service facilities. In improving the quality of service, the management of complaints from patients is needed. This study aims to determine the relationship between patient characteristics and the quality of dental health services on patient satisfaction. Method: this type of analytic observational study with cross sectional design. The research was conducted on patients with dental polyclinic at the Health Center of Bukit Duri Village, Tebet District, South Jakarta. Data collection using a questionnaire. Data analysis using Chi-Square. Results: showed that the variable age had a p value of 0.691, gender with a p value of 0.013, a source of funding with a p value of 0.921 and the quality of dental health services with a p value of 0.001 on patient satisfaction. Conclusion: There is a significant relationship between gender and the quality of dental health services on patient satisfaction at the dental clinic.

Keywords: *Patient satisfaction; service quality; dental polyclinic*

Introduction

The health sector is the main service sector in various countries because it plays a vital role in maintaining and improving public health to achieve the goals of a country. Currently the service industry in the health sector is one of the promising business opportunities with high competition and fast growth.^{1,2}

The quality of health services is a factor that can increase patient satisfaction. Excellent service is the demand of society, in line with the increasing needs and awareness in state life as a result of technological advances. High quality is a requirement, not only in business activities but also in health activities.^{3,4}

Aspects of the quality of service provided will affect patient satisfaction. Patients will compare or ask other people's recommendations for dental treatment instructions. The aspects seen from the quality of service include the physical appearance of the dental clinic (tangible), reliability aspects, responsiveness, assurance, and empathy aspects.^{5,6}

In improving the quality of service, the management of complaints from patients is needed. Many complaints from patients are received by the health center management either directly or through the suggestion box that has been provided as a channel to measure patient satisfaction.^{7,8}

Oral and dental health services are professional health services aimed at the community, family and individuals, both sick and healthy. Dental health services are carried out to maintain and improve the degree of public health in the form of improving dental health, prevention of dental disease, treatment of dental diseases

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and restoration of dental health by the government which is carried out in an integrated, integrated and sustainable manner.^{9,10}

Public health center is a functional organization that organizes health efforts that are comprehensive, integrated, equitable, acceptable and affordable to the community and uses appropriate technology and focuses on services for the wider community, in order to achieve an optimal health degree. Many Public health center still do not have adequate facilities for public health services. There are still a lot of dental equipment that is still not owned by the Public health center, because Public health center usually only provide basic / minor treatments, so that many cases are referred or handled minimally.^{11,12}

Bukit Duri Health Centre is one of the Public Health Center in South Jakarta which is visited by many people because of its strategic location and adequate health personnel. In an effort to improve health services, including dental health services, the Bukit Duri Health Center has implemented an ISO 9001-2008 quality management system. It is proven that the data on patient visits at the dental polyclinic at the Bukit Duri Health Center showed that the number of patients at the dental polyclinic in 2018 was 2214 patients.

Method

This research is an analytic observational study with a cross-sectional design. The research was conducted at the Bukit DuriHealth Centre, Tebet district, South Jakarta from March to April 2019. The sampling technique used purposive sampling. The number of samples in this study using a minimum sample of 30 respondents.¹³With inclusion criteria: new patients who went to a dental polyclinic; The age of the respondent is at least 20 years old and willing to be the respondent.

The collection of service quality data using a questionnaire has been tested for its validity and reliability and patient satisfaction is measured by providing a smile card / pin.

The stages of the activity include: before conducting a questionnaire, the respondent is given a informed

consent first as an agreement that he is willing to be a research respondent. Then give a service quality questionnaire and then give an assessment card / pin to enter it into the patient satisfaction box. Data analysis was performed using the SPSS statistical program for univariate analysis and presented in the form of a frequency distribution after bivariate analysis with chi-square.

Result

Table 1. Frequency distribution of respondent characteristics

No.	Variable	N	Percentage (%)
1	Age		
	20 - 40 Years	15	50
	41 - 65 Years	13	43.3
	> 65 Years	2	6.7
	Total	30	100
2	Gender		
	Man	11	36.7
	Women	19	63.3
	Total	32	100
3	Sources of financing		
	General	4	13.3
	BPJS	26	86.7
	Total	30	100

Table 1 shows that the majority of respondents in the study were from the age group of 20-40 years (50%) with female gender, namely 17 respondents (63.3%) and 26 respondents (86.7%) used funding sources with BPJS.

Table 2. Frequency distribution of patient satisfaction

No.	Patient Satisfaction	N	Percentage (%)
1	Very satisfied	15	50
2	Satisfied	14	46.7
3	Not satisfied	1	3.3
	Total	30	100

Table 2 shows that the respondents who stated very Satisfied as many as 15 people (50%), respondents who are satisfied as many as 14 people (46.7%) and respondents who are not satisfied as many as 1 person (3.3%).

Table 3. Frequency distribution of dental polyclinic service quality

No.	Service quality	N	Percentage (%)
1	Very satisfied	17	56.7
2	Satisfied	12	40
3	Not satisfied	1	3.3
	Total	30	100

Table 3 shows that the respondent 17 people (56.7%) stated that the service quality was very satisfied, 12 respondents (40%) stated that the service quality was satisfied and 1 person (3.3%) stated that the service quality was not satisfied.

Table 4. Results of the chi-square analysis of respondent characteristics and quality of dental health services on patient satisfaction

Variable	Patient satisfaction						Total		p value
	Satisfied		Very satisfied		Not satisfied		N	%	
	N	%	N	%	N	%			
Age									
20 - 40 years	6	40	30	51.7	0	0	15	100	0.691
41 - 65 years	7	53.8	5	38.5	1	7.7	13	100	
> 65 years	1	50	1	50	0	0	2	100	
Total	14	46.7	15	50	1	3.3	30	100	
Gender									
Man	9	81.8	2	18.2	0	0	11	100	0.013
Women	5	26.3	13	68.4	1	5.3	19	100	
Total	14	46.7	15	50	1	3.3	30	100	

Cont... Table 4. Results of the chi-square analysis of respondent characteristics and quality of dental health services on patient satisfaction

Sources of financing									
BPJS	12	46.2	13	50	1	3.8	26	100	0.921
General	2	50	2	50	0	0	4	100	
Total	14	46.7	15	50	1	3.3	30	100	
Quality of dental health services									
Satisfied	6	50	6	50	0	0	12	100	0.001
Very satisfied	8	47.1	9	52.9	0	0	17	100	
Not satisfied	0	0	0	0	1	100	1	100	
Total	14	46.7	15	50	1	3.3	30	100	

Table 4 shows that what has a significant relationship with patient satisfaction is the variable quality of dental health services with a p value of 0.001 and gender with a p value of 0.013, while other variables, namely age and funding sources, do not have a significant relationship with patient satisfaction because p value > 0.05.

Discussion

Patient satisfaction is the state when the patient's wants, hopes and needs can be met.¹⁴ Respondent characteristics obtained respondents indicated that the majority were 20-40 years old as many as 15 people (50%), female gender as many as 19 people (63.3%). BPJS financing as many as 26 people (86.7%).

The results of research on the quality of dental polyclinic services found that most of the respondents stated that the service quality was very satisfied as many as 17 people (56.7%). Meanwhile, regarding the satisfaction of dental polyclinic patients, it was found that the majority of respondents who stated that they were very satisfied were 15 people (50%).

The results of the study on the relationship between respondent characteristics and patient satisfaction showed a p value of 0.013, meaning that it had a significant relationship between gender and service quality.

This is in accordance with Suhamiartit. Sembelet al stated that men are easily satisfied with dental and oral care so that they do more dental and oral care. Budiman et al. stated that gender is related to patient satisfaction with Jamkesmas services at Public health center. Gender affects satisfaction, where men have greater demands so they tend to be dissatisfied than women. In addition, gender is a predisposing factor that affects behavior.¹⁵⁻¹⁷

The results of the study on the relationship between the quality of dental health services on patient satisfaction showed a p value of 0.001, meaning that there was a significant relationship between the quality of dental health services and patient satisfaction. This is due to the professionalism of dentists and dental nurses in providing services and having complete facilities and infrastructure. Ability, knowledge, skills of staff in handling every service provided so as to foster trust and a sense of security for customers.

The results of this study are in line with the results of Rizal research, there is a relationship between the quality of health services as seen from the guarantee and the level of patient satisfaction. Sembel et al. research which was conducted at the Shoulder Health Center in Manado, showed that medical services showed 89.1% of patients were very satisfied. Research Dahyanto et al. in the patient at Hospital, proved the level of satisfaction in the very satisfied category.^{8,15,18,19}

Conclusion

Based on the results of the study, it can be concluded that there is a significant relationship between gender and the quality of dental health services on patient satisfaction at the dental clinic.

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Ethical Clearance: All participants were signed the informed consent prior to the data collection.

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