

**ABSTRAK**

**HUBUNGAN KUALITAS PELAYANAN KESEHATAN DENGAN  
KEPUASAN PASIEN POLI GIGI DI PUSKESMAS PULOKULON II  
KABUPATEN GROBOGAN**

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**Pendahuluan:** pelayanan Puskesmas sebagai pusat kesehatan masyarakat seharusnya mengacu pada Peraturan NO. 63/ KEP/ M.PAN/ 7/ 2003 yaitu sepuluh prinsip pelayanan prima diantaranya adalah kesederhanaan, kepastian waktu, akurasi, keamanan, tanggung jawab, kelengkapan sarana dan prasarana, kemudahan akses, kenyamanan serta disiplin, kesopanan dan keramahan. Berdasarkan survey awal terhadap 90% pasien yang pernah berkunjung ke Puskesmas Pulokulon II Kabupaten Grobogan merasa belum puas dikarenakan pelayanan kesehatan yang belum optimal. **Tujuan penelitian:** mengetahui hubungan kualitas pelayanan dan kepuasan pasien poli gigi di Puskesmas Pulokulon II Kabupaten Grobogan. **Metode penelitian:** deskriptif analitik dengan rancangan *cross sectional*, populasi dalam penelitian ini adalah pasien poli gigi, sampel diambil dengan menggunakan *accidental sampling*, pengambilan data menggunakan kuesioner dengan 20 item pertanyaan tersruktur berdasarkan lima dimensi, bukti fisik, kehandalan, daya tanggap, jaminan, dan empati. Data dianalisis menggunakan uji statistik *chi-square* dengan nilai signifikansi 95%. **Hasil penelitian:** nilai signifikansi bukti fisik ( $p$ -value= 0,000), kehandalan ( $p$ -value= 0,004), daya tanggap ( $p$ -value= 0,001), jaminan ( $p$ -value=0,001), dan empati ( $p$ -value= 0,003). **Simpulan:** kelima dimensi mutu pelayanan menunjukkan adanya hubungan yang signifikan terhadap kepuasan pasien.

**Kata kunci:** kualitas pelayanan, kepuasan pasien

**THE CORRELATION BETWEEN HEALTH SERVICE QUALITY AND DENTIST  
PATIENTS SATISFACTION IN PULOKULON II COMMUNITY HEALTH CENTRE  
GROBOGAN**

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**Abstract**

**Introduction:** Dental and oral health is one of the attempts to improve health. Dental health can be reviewed from various aspects: environment, education, public awareness, and dental and oral health examination including the treatment. Every individual has their own choices in maintaining and handling dental and oral health problems. Most of health public service provide dental and oral health service, namely, community health center. **Objective:** to describe health service quality towards patients, to describe patient satisfaction to patients, to explain the correlation of health service quality based on the workers empathy towards patients. **Method:** analytic descriptive towards 34 respondents with cross sectional design using questionnaire with 20 questions about health service quality viewed from physical evidence, reliability, response, assurance, and empathy. **Result:** statistical test result shows ( $p\text{-value} < \alpha$ )  $\alpha = 0.05$ , physical evidence ( $p\text{-value} = 0,000$ ), reliability ( $p\text{-value} = 0.004$ ), response ( $p\text{-value} = 0.001$ ), assurance ( $p\text{-value} = 0.001$ ), and empathy ( $p\text{-value} = 0.003$ ). **Conclusion:** the five dimension of service quality shows there is significant correlation with patients satisfaction

**Keywords:** service quality, patients satisfaction

