



Description of JKN Patient Satisfaction with the Quality of Dental Health Services in Hospitals

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Abstract. The National Health Insurance (JKN) with a pre-payment financing system, which uses a capitation system for primary health services including dental and oral health services. The implementation of JKN also requires increased access and quality of health services, both at the First Level Health Facility and Advanced Health Facilities. The implementation of JKN requires support from promotive and preventive public health efforts so that the community remains healthy and does not get sick easily, and is useful in helping to control the burden of the necessary state budget. First-level health facilities that play a role in providing promotive and preventive health services are important, one of which is the Community Health Center or Puskesmas.

The purpose of this study was to determine the description of JKN patient satisfaction with the quality of dental health services. The type of research used is a literature study with the method of collecting library data, reading and recording, and processing materials. The data used comes from textbooks, journals, scientific articles, literature reviews which contain an overview of JKN Patient Satisfaction with the Quality of Dental Health Services at the Hospital.

National Health Insurance patient satisfaction in receiving this service is divided based on 5 SERVQUAL dimensions, namely tangibility, reliability, assurance, responsiveness and four. The quality of health services is health services that can satisfy every user of health services in accordance with the average satisfaction level of the population and its implementation in accordance with professional standards and ethical codes.

Conclusion: The level of patient satisfaction with health services based on reliability (Reliability), responsiveness (Responsivines), Assurance (Assurance), direct evidence (Tangible), human relations (Empaty) is a very satisfied category.

Keywords: Description of JKN Patient, Satisfaction, the Quality of Dental, Health Services, Hospitals





1. Introduction

National health insurance is a guarantee in the form of health protection so that participants obtain health care benefits and protection in meeting basic health needs provided to everyone who has paid contributions or whose contributions are paid by the government. This guarantee is called the National Health Insurance because all Indonesian residents are required to become health insurance participants managed by BPJS health, including foreigners who have worked for at least six months in Indonesia and have paid contributions.

Patient satisfaction with service is a comparison between his perception of the service received and his expectations before getting the service. If his expectations are met, it means that the service has provided an exceptional quality and will also cause high satisfaction. Conversely, if his expectations are not met, it means that the quality of service does not meet what he expects (Zamilah, 2009 in Kotler).

Oral health services are professional health services that are shown to the community, families and individuals, both sick and healthy. Dental health services are carried out to maintain and improve public health status in the form of improving dental health, preventing dental disease, treating dental disease and restoring dental health by the government which is carried out in an integrated, integrated and sustainable manner.

2. Research Method

The Servqual method is a satisfaction assessment method developed by Parasuraman, et al (1985). The assessment is carried out on 5 dimensions of service quality, namely tangible (physical appearance), reliability, responsiveness, assurance, and empathy.

The type of research used is a literature study with library data collection methods, reading and recording, and processing research materials (Zed, 2008: 3). The data used comes from textbooks, journals, scientific articles, literature reviews that contain an overview of JKN Patient Satisfaction with the Quality of Dental Health Services at the Hospital.

3. Results And Discussions

a. Result

In the reliability dimension, 50.9% were satisfied and 49.1% were very satisfied. The highest proportion of satisfaction came from the component of the reliability of medical staff in providing administrative services (43.6%), but there were still components that were not satisfactory, namely the length of waiting time at the dental clinic (5.5%) and registration opening hours (2.7%).

In the guarantee dimension, 38.2% were satisfied and 61.8% were very satisfied. The highest proportion of satisfaction came from the politeness and friendliness component of dentists (55.5%). There are no components of the guarantee dimension





that still do not satisfy patients.

In the responsiveness dimension, 49.1% were satisfied and 50.9% were very satisfied. The highest proportion of satisfaction comes from the clarity component of the dentist giving instructions before and after treatment (48.2%) but there are still unsatisfactory components, namely the responsiveness of the dentist in handling patient complaints (1.8%) and the responsiveness of maintenance in handling patient complaints (0.9%).

In the empathy dimension, 40.9% were satisfied and 59.1% were very satisfied. The highest proportion of satisfaction comes from the component of how dentists provide services regardless of the patient's social status (54.5%) but there are still components that are not satisfactory, namely the dentist's effort to understand the patient's needs (1.8%).

b. Discussion

The satisfaction of National Health Insurance patients in receiving this service is divided based on 5 SERVQUAL dimensions, namely tangibility, reliability, assurance, responsiveness and four. The quality of health services is health services that can satisfy every user of health services in accordance with the average level of satisfaction of the population and its implementation in accordance with the standards and codes of professional ethics. The level of customer satisfaction is highly dependent on the quality of a product or service. It is subjective, according to the respondent's answer according to what is felt. Measuring the level of patient satisfaction should be an activity that cannot be separated from measuring the quality of health services. Lack of socialization from the government to the community (Titin, in Hani 2005).

4. Conclusion

From the results of supporting data sourced from existing journals and references on the Overview of JKN Patient Satisfaction with the Quality of Dental Health Services, the following conclusions can be drawn:

- a) The level of patient satisfaction with health services based on reliability (Reliability) is a satisfied category.
- b) The level of patient satisfaction with health services based on responsiveness (Responsivines) is a satisfied category.
- c) The level of patient satisfaction with health services based on assurance, namely the satisfied category.
- d) The level of patient satisfaction with health services based on direct evidence (Tangible), namely the satisfied category.
- e) The level of patient satisfaction with health services based on human relations (Empaty) is a very satisfied category.





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