Analysis of Health Service Factors on Patient Satisfaction at The Dental Clinic

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ABSTRACT

Puskesmas is a technical implementation unit of the District/City Health Office that is responsible for providing first-level health services in a comprehensive, integrated and sustainable manner. The main problem as a health service institution with many competitors is the service provided whether it is in accordance with the expectations of patients/ consumers or not. The purpose of the study was to determine the factors of health services on patient satisfaction. The research design used quantitative methods conducted by analytical surveys with a cross sectional study approach. The samples in this study were 74 patients, research conducted in Simpang Kanan Health Center, Simpang Kanan District, Aceh Singkil Regency. Where the sampling technique in this study used purposive sampling techniques with inclusion criteria are able to communicate well and have ever come for treatment. Exclusion criteria are new patients seek treatment and not able to communicate well. Based on the results of statistical tests, the p-value of all variables is <0.05 where there is an influence on waiting time, competence, financing system, facilities, and comfort. After a multivariate test, it is known that the facility variable is the most influential factor on patient satisfaction. It is recommended that the Simpang Kanan Health Center be able to improve discipline, competence, and public health service facilities in an effort to increase patient satisfaction.

Keywords: health services, satisfaction, dental clinic

INTRODUCTION

World Health Organization (2020) stated that 90% of people in five developing countries in the world receive care when needed or quality service that is efficient. However, in China, the fewest people receive health care when they need it. The main reason for society is that the cost of access is the main barrier, with the lowest countries being South Africa and Russia (less than 2%) and other countries India (35%), Mexico (40%) and Ghana 47%. Data from the Indonesian Ministry of Health for 2020. Approximately 60% of hospitals in Indonesia have not met the need for efficient services and have not implemented service standards that are acceptable and accessible to every community (Ministry of Health of the Republic of Indonesia, 2021).

One of the factors that influences patient satisfaction is health service facilities. The number of dental and oral health service facilities is still inadequate. The latest data based on the results of the Dental and Oral Health Profile issued by the Directorate of Dental Health shows that the

number of Community Health Centers in Indonesia is 7,236 units and the number of Community Health Centers with dental and oral health services is 5,427 units. Community Health Center: Dentist ratio (3:1). The average number of visits per day is 5.16. The ratio of dental nurses to population is 1:23,000, while the 2010 target is 1 dental nurse per 100,000 population, 1 dental nurse per 16,000 population (Ministry of Health of the Republic of Indonesia, 2021).

As a health service facility, the Community Health Center has a very strategic role in efforts to accelerate the improvement of the public's health status. The physical availability of health centers must be supported by excellent service in providing health services to the community. The quality of service at the Community Health Center in this case is one of the factors that the community considers in choosing whether a health facility they will use is of good quality or not (Ministry of Health of the Republic of Indonesia, 2014).

Aceh Singkil Regency Regional Government has 12 (twelve) Community Health Centers consisting of 5 Nursing Community Health Centers (45.45%) and 7 Non-Care Community Health Centers (54.55%), 8 Mobile Community Health Centers, 30 (thirty) Supporting Community Health Centers (Pustu), one of which is the Simpang Kanan Community Health Center, Simpang Kanan District, Aceh Singkil Regency, which is a treatment Community Health Center. Community Health Centers have a very strategic role in efforts to accelerate improvements in the level of public health (Badan Statistik Kabupaten Aceh Singkil, 2023). Creating good service quality will certainly create satisfaction for service users. This good service quality can ultimately provide several benefits, including establishing a harmonious relationship between providers of goods and services and customers, providing a good basis for creating customer loyalty and forming a profitable word of mouth (word of mouth) recommendation for the customer. provider of the goods/services themselves (Setyawardani, 2021).

One of the community health centers in Aceh Singkil Regency is the Simpang Kanan Community Health Center in Simpang Kanan District. This is a community health center that was built to serve the health of the people of Aceh Singkil, especially the people of Simpang Kanan District. Simpang Kanan Community Health Center is one of the many Community Health Centers which in its implementation participates in providing services to the community and also provides services for dental and oral health through the Dental Polyclinic. If you look at the statistical data, visitors to the Simpang Kanan Health Center Dental Polyclinic have decreased from year to year. In 2019 the number of patients seeking treatment at the Simpang Kanan Health Center Dental Polyclinic was 867 people, in 2020 there were 780 people and in

2021 there were 723 people. From this data we can see that patients seeking treatment at the Simpang Kanan Health Center Dental Polyclinic continue to decline. The development of the number of doctors and dental nurses at the Simpang Kanan Community Health Center, Simpang Kanan District from 2019-2021 has not changed, namely the number of dentists is 1 person and the number of dental nurses is 2 people (Aceh Singkil Regency Statistics Agency, 2023).

Looking at the conditions in the initial survey, it is very important to research Health Service Factors on Patient Satisfaction as a research urgency. Based on the results of a preliminary survey of 10 dental clinic patients at the Simpang Kanan Community Health Center, Simpang Kanan District, Aceh Singkil Regency, it is known that 4 of them were satisfied with the services of the Simpang Kanan Community Health Center because the patients felt that they had met quality services from the time they entered the Community Health Center until the discharge schedule, including administrative services. , doctor services, nursing services and medicines, general physical condition and facilities of the health center, comfortable physical condition of patient care rooms. 6 of the patients were dissatisfied with the puskesmas services because materials such as tools and dental filling materials were not yet available, so they were forced to be referred to other health services, because tools such as dental examination chairs were not functioning properly, the dental service process took a long time.

For health workers, such as doctors, who often arrive late, making patients wait because there is only one doctor and two dental nurses, and supporting facilities such as sinks and air conditioning that are not functioning properly, making patients feel less satisfied. Health service factors greatly influence patient satisfaction, therefore this research focuses on testing theories regarding which health service factors greatly influence patient satisfaction at Dental Polyclinic, Simpang Kanan Health Center, Simpang Kanan District, Aceh Singkil Regency.

METHODS

The research design uses quantitative methods using an analytical survey using a cross sectional study approach. The population in this study were all dental clinic patients who came for treatment at the UPTD Simpang Kanan Health Center, Simpang Kanan District, Aceh Singkil Regency, totaling 289 patients. The sample was 74 patients obtained using purposive sampling technique with the following inclusion criteria: 1. Able to communicate well, 2. Have you ever come for treatment. Exclusion criteria 1. New patients seek treatment and 2. Not able to communicate well. This research was conducted at the UPTD Simpang Kanan Community

Health Center, Simpang Kanan District, Aceh Singkil Regency in June 2022 to July 2023. The data in this research are: Primary data collected using a questionnaire, Secondary data includes descriptive data at the research location and Tertiary data is research data that is officially published such as journals and research reports. The questionnaire given was a valid questionnaire and was carried out at the Kuta Tinggi Community Health Center, Simpang Kanan District, Aceh Singkil Regency, which was carried out on 20 respondents.

From the results of data processing, several questions were considered less valid because the calculated r value was less than the table r value with an alpha of 5%. There are questions that must be tested for content validity. In fact, this question is a question with an R table of 0.444. The data were analyzed using 3 types of analysis, namely univariate analysis. The aim of this analysis was to explain the frequency distribution of each variable, namely the variables of waiting time, competency, financing system, facilities and comfort and patient satisfaction. Bivariate Analysis The purpose of this bivariate analysis is to explain the relationship between independent variables which are strongly suspected to have a significant relationship with the dependent variable. Multivariate analysis aims to further analysis of bivariate analysis which is intended to identify independent variables that have an influence on the dependent variable provided that the probability value of the variable in the bivariate analysis is ≤ 0.25.

RESULTS

Table 1. Distribution of Respondent Characteristics

Characteristics	Frequency (f)	Percentage (%)
Age		
< 20 Years	18	24.3
20 – 35 Years	36	48.6
>35 Years	20	27.0
Gender		
Man	40	54.1
Woman	34	45.9
Education		
Basic Education (Elementary, Middle School)	14	18.9
Upper Secondary Education (SMA)	34	45.9
College	26	35.1
Work		
Work	54	73.0
Doesn't work	20	27.0

Based on Table 1 above, it was known that of the 74 respondents studied, based on age most of 20-35 years they are 36 or 48.6% respondents, 40 (54.1%) respondents were male, 34

(45.9%) respondents had upper secondary education (SMA), there were 54 (73.0 %) respondents who worked.

Table 2. Cross Tabulation Health Services on Patient Satisfaction Patient Satisfaction

Variable	Satisfied		Not satisfied		Total		p-value
	f	%	f	%	f	%	
Waiting time							
In accordance	54	73.0	6	8.1	60	81.1	
It is not in accordance with	4	5.4	10	13.5	14	18.9	0,000
Competence							
Skilled	50	67.6	3	4.1	53	71.6	0,000
Less Skilled	8	10.8	13	17.6	21	28.4	
Financing System							
Affordable	47	63.5	9	12.2	56	75.7	0.047
Less Affordable	11	14.9	7	9.5	18	24.3	
Facility							
Complete	53	71.6	2	2.7	55	74.3	0,000
Incomplete	5	6.8	14	18.9	19	25.7	
Comfort							
Comfortable	48	64.9	5	6.8	53	71.6	0,000
Less comfortable	10	13.5	11	14.9	21	28.4	

Based on Table 2, it can be seen that of the 74 respondents, 54 respondents were satisfied with the service, so it can be concluded that there is an influence of waiting time on patient satisfaction. On variables competence, it is known that of the 74 respondents, 50 respondents (67.6%) said they were satisfied with the service, so it can be concluded that there is an influence of competence on patient satisfaction. On variables of the financing system, it is known that of the 74 respondents, 47 respondents (63.5%) said they were satisfied with the service, so it can be concluded that there is an influence of the financing system on patient satisfaction.

On variables facilities, it is known that of the 74 respondents, 53 respondents (71.6%) said they were satisfied with the service, so it can be concluded that there is an influence of facilities on patient satisfaction. On variables comfort, it is known that out of 74 respondents, 53 respondents (71.6%) said they were comfortable with the service at the Dental Polyclinic, 48 respondents (64.9%) said they were satisfied with the service so it can be concluded that there is an influence of comfort on patient satisfaction.

Table 3. Results of Variables in the Equation Stage II

Variable	B	Mean	*f*	Df	*Sig*	*EXP (B)*
Waiting time	3,877	3,877	37,350	1	0,000	0.342
Competence	5,706	5,706	44,018	1	0,000	0.379
Facility	7,803	7,803	88,906	1	0,000	0.553
Comfort	3,327	3,327	20,452	1	0,000	0.221

Based on the results of the multivariate logistic regression analysis, it shows that the facility variable with an OR of 0.553 has the opportunity for more facilities, namely 0.553 times more timely service. From the results of this multivariate test, it can be seen that facilities are the most dominant variable influencing patient satisfaction at the dental clinic.

DISCUSSION

The Effect of Waiting Time on Patient Satisfaction

Based on the table, it can be concluded that there is an influence of waiting time on patient satisfaction at the UPTD dental clinic, Simpang Kanan Health Center, Simpang Kanan District, Aceh Singkil Regency. Minister of Health of the Republic of Indonesia (2008) concerning minimum hospital service standards states that the standard waiting time for outpatient services is ≤ 60 minutes.

Categories of the distance between waiting time and examination time which are estimated to be satisfactory or unsatisfactory for patients include when the patient arrives from registering at the counter, queuing and waiting for a call to the general polyclinic for anamnesis and examination by a doctor, nurse or midwife for more than ≥ 60 minutes.

Service waiting time is the waiting time for patient service at the patient reception area until the medical record file is sent to the destination polyclinic. Waiting is unacceptable for anyone in health care. Service providers, including hospitals, are well aware of this, so they always try to arrange it in such a way that hospital service users are not in queues, by adjusting their service capacity. Therefore, managing the balance between service capacity and the estimated number of patients queuing while waiting for the doctor to arrive. Determining how long a patient has to wait is very important and is the main concern of a hospital that wants to increase the level of consumer satisfaction and optimal service capacity. Waiting cannot be avoided in obtaining health services at a hospital, because no health service can prepare itself perfectly to be able to provide the patient's needs as soon as the patient arrives. However, waiting time is a failure of a service system, because waiting time certainly causes discomfort for patients. Even

though waiting in a doctor's waiting room is a common thing, patients still don't like it (Nunkoo et al., 2020).

This is also in line with research conducted by Al-Harajin et al., (2019) based on the result showed that a total of 406 patients participated in the study. Half of the patients reported being satisfied with the waiting time, while the remaining were dissatisfied (mean satisfaction score 38.4 ± 6.63). Family medicine clinic scored better in waiting time than other specialized clinics; between arrival and registration ($p < 0.01$), between registration and consultation ($P < 0.01$), consultation time ($p < 0.01$), and overall waiting time ($p < 0.01$). Patients treated at the family medicine clinic were more likely to be satisfied than those seen in other specialized clinics (61.2% vs. 40%, $p < 0.01$).

According to researchers' assumptions, waiting time in an agency, especially health services, is one of the important things for health workers to pay attention to. Likewise, at the UPTD Dental Clinic, the waiting time for patients seeking treatment at the outpatient installation has met the standards with the results obtained that >50% of respondents stated that they met the minimum service standards at the hospital.

The Influence of Competency on Patient Satisfaction

Based on the table, it can be concluded that there is an influence of competency on patient satisfaction at the UPTD dental clinic. Competence means the skills and knowledge possessed by service providers in providing services. Competence in this context is the suitability between the abilities of service providers and the functions or tasks carried out.

Increasing the competency of service officers can be done by providing training to officers to improve their abilities in accordance with developments in their duties or changes in the tasks they carry out. This can be seen from the statement that the highest quality of service provided by the UPTD Dental Polyclinic is very satisfactory, this is due to the competency of the employees which are in accordance with the criteria and the increasingly better quality of service provided by the Dental Polyclinic. Simpang Kanan Community Health Center UPTD will further increase patient satisfaction.

Several factors influence employee competency, namely (1) a culture that does not require employees to be friendly, polite and sincere towards patients (2) there is no hospital policy that supports employees in carrying out interpersonal communication with patients (3) lack of knowledge and skills in carrying out human relations quality or interpersonal communication.

This is in line with research conducted by (Supriatna et al., 2023). Based on the results and discussion nursing services in the sufficient category (87.5%). The satisfaction level of inpatients is in the satisfied category (45.8%). The relationship between nursing services and the level of satisfaction of inpatients is obtained p-value=0.014. Smaller than 0.05. There is a relationship between nursing services and the level of satisfaction of inpatients at the Bongan Health Center, West Kutai Regency. According to researchers' assumptions increasing the competency of service officers can be done by providing training to officers to improve their abilities in accordance with developments in their duties or changes in the tasks they carry out.

The Influence of the Financing System on Patient Satisfaction

Based on the table, it can be concluded that there is an influence of the financing system on patient satisfaction at the UPTD dental clinic. The payment mechanism sets incentives for service providers which will influence the relationship between service providers and patients. Empirical evidence shows that service providers react to the incentives provided by various payment mechanisms. The incentives received by health service providers from ASK patients are lower than from non-ASK patients or general patients.

This is in line with research conducted by Desia et al., (2023) the results of this study state that the quality of dental and oral health services is in the good category and BPJS patient satisfaction is in the satisfied category but with several corrections regarding services obtained from in-depth interviews with respondents who have filled out the questionnaire. Correlation tests between the quality of dental and oral health services and BPJS patient satisfaction showed that the two variables were significantly related. Conclusion: The research shows that all patients rated the quality of health services in the good category and BPJS patient satisfaction in the satisfied category, and a significant relationship was found between the quality of dental and oral health services at West Denpasar Health Center II.

According to the researcher's assumption, the payment method is the way health service users pay to health providers in hospitals, health service centers or private practices. There are two ways of payment to health service providers, namely directly and through health insurance. The meaning of health insurance was developed from the understanding of insurance as a whole. Health insurance is a health financing system in which funds are managed from participants' regular contributions to finance the health services needed by participants. The classic form of health insurance consists of three main points, namely participants, insurance bodies, and health service providers.

The Influence of Facilities on Patient Satisfaction

Based on the table, it can be concluded that there is an influence of facilities on patient satisfaction at the UPTD dental clinic. Facilities are anything to support consumer comfort that is provided/prepared by service sellers/agencies, namely in the form of physical equipment (Kotler et al., 2017). Facilities are anything that can facilitate efforts and expedite work in order to achieve goals.

From these various definitions, it can be concluded that facilities are the facilities and infrastructure available to support increasing patient satisfaction so that patients feel comfortable and satisfied. There are 4 main indicators for facilities, namely: 1) spatial considerations/planning, 2) room planning, 3) equipment and furniture, 4) other supporting elements.

The results of this research are in line with research conducted by Surahman et al., (2020) the results indicate an insignificant direct effect of service quality on customer loyalty. Significant direct influence on service quality with customer satisfaction, and customer satisfaction with customer loyalty. Furthermore, the results show an indirect effect between service quality and customer loyalty, which is mediated by customer satisfaction. The findings were empirically indicated that service quality has a negative effect on customer satisfaction. And customer satisfaction has a full mediating effect, customer satisfaction is important explaining the quality of service to drive customer loyalty. Based on the results it can be concluded that this research offers empirical evidence of the relationship of service quality, customer satisfaction and customer loyalty. This research makes a theoretical contribution to clarifying the high level of service quality increasing customer loyalty through customer satisfaction.

According to the Researcher's assumptions, facilities can also be interpreted as the facilities and infrastructure available in the environment or within the company office, intended to provide maximum service so that consumers or customers feel comfortable and satisfied. Facilities are the main supporting factor in the activities of a product.

The Influence of Comfort on Patient Satisfaction

Based on the table, it can be concluded that there is an influence of comfort on patient satisfaction at the UPTD dental clinic. Comfort is not directly related to the effectiveness of health services, but influences patient or consumer satisfaction, thereby encouraging patients to return for treatment at that place. Convenience can increase patient trust in health service organizations. If the cost of health services is an issue, convenience will influence patients to

pay for health services. Comfort is also related to the physical appearance of health services, service providers, medical and non-medical equipment. For example, the availability of AC/TV/magazines/music/cleanliness in a waiting room is not boring.

This is in line with research conducted by Yuniati et al., (2021) with the research title Analysis of Service Quality on Patient Satisfaction at the Dental Clinic of the Sultan Abdul Aziz Syah Peureulak Regional General Hospital, East Aceh Regency. The results of the study showed that the patient satisfaction level was 85% and 15% of patients expressed dissatisfaction. The conclusion is that there is a relationship between physical aspects (p = 0.000), reliability (p = 0.000), personal interaction (p = 0.000), problem solving (p = 0.000) and policy (p = 0.000) on patient satisfaction in the dental clinic at the General Hospital Sultan Abdul Aziz Syah Peureulak area.

According to the researchers' assumptions, the comfort of the interaction process is a form of success for nurses in providing good service, creating a conducive environment and striving for mutual prosperity. If the patient is free from discomfort, this shows the patient's well-being and motivation to get well soon. The patient's sense of comfort is related to the patient's satisfaction with receiving nursing services. According to researchers' assumptions, nurses always create patient comfort to achieve well-being with situations, conditions and avoid tension and discomfort, therefore comfort is an important reason for patients in choosing a place of service when they need care.

CONCLUSION

Based on the results of the research that has been carried out, it can be concluded that waiting time, competence, financing system, facilities, comfort have an influence on patient satisfaction at the UPTD Dental Polyclinic, Simpang Kanan Community Health Center, Simpang Kanan District, Aceh Singkil Regency with a p value <0.05.

Based on the results of the conclusion It is hoped that the Head of UPTD Simpang Kanan Community Health Center can improve discipline so that patient waiting times are not too long. It is also hoped that employees and staff who already have competency according to education can apply it as best as possible to patients. The financing system is already good, but if the puskesmas adds health facilities such as examination chairs, waiting rooms, clean, safe, comfortable consultation rooms and *air conditioners* (AC) that meet standards to improve public health services in an effort to increase patient satisfaction at the UPTD Dental Polyclinic of the Puskesmas Kanan intersection.

LIMITATION

For future researchers, it is hoped will participate in research conducted by students with the aim that the research can be used as a valuable journal and used as reference material.

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