

# Description of Patient Satisfaction Levels in the Aspects of Facilities, Empathy, and Assurance for Dental Health Services at the Bandung Dental Health Clinic during the Adaptation of New Habits in the Era of the Covid-19 Pandemic

Dewi Sodja Laela<sup>1</sup>, Anggina Sekar Fatharani<sup>2</sup>, Nurul Fatikhah<sup>3</sup>, Sekar Restuning<sup>4</sup>

<sup>1,2,3,4</sup> Jurusan Kesehatan Gigi, Poltekkes Kemenkes Bandung, Indonesia

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## ABSTRACT

Dental and oral health services at various health care facilities during the Covid-19 pandemic implemented stricter security procedures with health protocols set by WHO. Various rules that must be carried out by the center of health care facilities in preventing the transmission of Covid-19 can have an impact on patient satisfaction. Assessment of patient satisfaction indicators include tangible, empathy, assurance, reliability and responsiveness. This study aims to determine the level of patient satisfaction with dental health services at the Bandung Dental Health Clinic during the adaptation of new habits in the Covid-19 pandemic era in terms of facilities, empathy and assurance. This type of research is analytic with a cross sectional design. Samples were patients who received health services at the JKG Clinic, Poltekkes Kemenkes Bandung, selected by purposive sampling as many as 40 respondents. Data obtained from questionnaires through google form. Analysis of hypothesis testing using Spearman Rank correlation. The results of this study indicate that the level of patient satisfaction in terms of facilities, empathy and assurance at the JKG Clinic, Poltekkes, Ministry of Health, Bandung, is in the very satisfied category with scores between 87.5% - 95%. Spearman Rank correlation analysis with p value = 0.000 < 0.05, shows that there is a relationship between the level of patient satisfaction with aspects of facilities, empathy and guarantee of dental health services. The correlation coefficient value of the facility aspect to satisfaction is 0.519 which means that the relationship is strong and the correlation coefficient value of empathy and assurance aspects to satisfaction is 0.707, which means the relationship is very strong. The conclusion of this study is that the level of patient satisfaction with dental health services at the Bandung Dental Health Clinic during the adaptation of new habits in the Covid-19 pandemic era is related to aspects of facilities, empathy and assurance.

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### Corresponding Author:

Dewi Sodja Laela,  
Politeknik Kesehatan Kemenkes Bandung  
Jalan Pajajaran No. 56 Bandung, Indonesia  
Email: lalawardiy@gmail.com

## INTRODUCTION

Basic Health Research Data in 2018 in West Java province recorded that 45.7% of the population experienced dental cavities, 19.9% of the population experienced missing teeth, 4.8% of the population had their teeth filled with cavities, and 10.7 % of people experience loose teeth. As for those who get dental and oral health services from medical personnel, only 10.2% (Kemenkes RI, 2018). Dental and oral care has a role in improving the appearance of teeth and creating a high sense of self-confidence, not just treating it. Improving the dental health status of the community is also important to pay attention to the health services provided by medical personnel.

Health services in the era of the Covid-19 pandemic are different from the situation before the Covid-19 pandemic. Health care facilities will prepare stricter security procedures with standard-compliant health service protocols with the aim of reducing the transmission of Covid-19 (Gaffar, et al., 2020; Ministry of Health of the Republic of Indonesia, 2021; Parvale & Osmani, 2022). A period of adaptation to new habits, namely changes in people's daily lives in carrying out normal activities but with different situations side by side with the presence of the Covid-19 virus. Providing health services during the adaptation period of new habits must also be of high quality (Barabari & Moharamzadeh, 2020). Patient satisfaction is a measure of how much the patient is satisfied with the health services received (Bansal, et al., 2019). Patient satisfaction is an important goal related to care and a means to increase patient commitment. The satisfaction given is important for the improvement of health services in the future (Quadri, et al., 2018). Dental complaints and dissatisfaction given can make patients experience a sense of anxiety and make patients afraid to do dental treatment again (Nurhaeni & Abdullah, 2018).

The results of research by Raharja et al., (2018) regarding the description of the level of patient satisfaction with the quality of health services at the Dental and Oral Polyclinic of the Puri Raharja General Hospital, give a percentage result on the quality of health services, most patients are satisfied with 86.4% in terms of patient satisfaction with physical appearance is 51.5%, reliability is 98.5%, speed is 97%, assurance is 98.5%, and empathy dimension is 97%. Research conducted by Meilasari et al., (2018) regarding the level of satisfaction of adult patients on panoramic radiography services at the Radiology Installation of the Maranatha Dental and Oral Hospital gave percentage results on the reliability dimension (reliability) of 95.25%, tangibles (appearance) of 95.25%. 100%, assurance (guarantee/belief) of 94.6%, responsiveness (responsiveness) of 100%, and empathy (attention) of 100% stated that respondents were satisfied with the services provided.

Health services provided by health workers can affect patient satisfaction. Patient satisfaction assessment in this study is very useful for evaluation in the management of the health care system. This study is different from previous research because this study discusses three aspects studied, namely aspects of facilities, empathy and assurance during the adaptation period of new habits in this Covid-19 pandemic era. This study aims to determine the level of patient satisfaction with health services at the clinic of the Department of Dental Health (JKG) Poltekkes Kemenkes Bandung during the adaptation of new habits in the era of the Covid-19 pandemic.

## RESEARCH METHOD

The research method is analytic with cross sectional design. The study was conducted in March - April 2022 at the JKG Clinic, Poltekkes, Ministry of Health, Bandung. The sample in this study were patients who received health services at the Bandung Dental Health Department clinic which were selected by purposive sampling totaling 40 respondents. Data collection was obtained from questionnaires using google form. Measurement of satisfaction is classified into categories, namely very satisfied = 76-100, satisfied = 51-75 and dissatisfied = 0-49 (Sugiyono, 2019).

The analysis of hypothesis testing in this study uses the Spearman Rank correlation. This research has received approval for research ethics feasibility from the Health Research Ethics

Commission of the Health Polytechnic of the Ministry of Health Bandung with letter no.: No. 34/KEPK/EC/III/2022.

## RESULTS AND DISCUSSIONS

### Result

The study was conducted at the JKG Clinic, Poltekkes, Ministry of Health, Bandung in March – April 2022 with a total of 40 respondents. There are three indicators to assess the level of patient satisfaction, namely in terms of facilities, empathy, and assurance.

Table 1. Frequency Distribution of Respondents' Characteristics in the Clinic of the Department of Dental Health Poltekkes Kemenkes Bandung

Categorical	Frequency	Percentage (%)
Respondent's Age		
14-23 Year	39	97,5
49 Year	1	2,5
Respondent's Gender		
Man	18	45,0
Woman	22	55,0

Table 1 shows that most of the respondents are in the age range of 14-23 years, namely 39 people and more women, amounting to 22 people.

Table 2. Patient Satisfaction with Aspects of Facilities at the Clinic of the Department of Dental Health Poltekkes Kemenkes Bandung

Satisfaction Level	Frequency	Percentage (%)
Not satisfied	0	0
Satisfied	5	2,5
Very satisfied	35	87,5
<b>Total</b>	<b>40</b>	<b>100,0</b>

Table 2 describes patient satisfaction in terms of the facilities available at the JKG Clinic, Poltekkes, Ministry of Health, Bandung, as many as 35 (87.5%.) respondents stated that they were very satisfied.

Table 3. Patient Satisfaction with Empathy Aspects at the Dental Health Department Clinic, Poltekkes Kemenkes Bandung

Satisfaction Level	Frequency	Percentage (%)
Not satisfied	0	0
Satisfied	2	5,0
Very satisfied	38	95,0
<b>Total</b>	<b>40</b>	<b>100,0</b>

Table 3 describes patient satisfaction in the aspect of empathy at the JKG Clinic, Poltekkes, Ministry of Health, Bandung, almost all of the respondents stated that they were very satisfied with the percentage of 95%.

Table 4. Patient Satisfaction with Aspects of Assurance at the Clinic of the Department of Dental Health Poltekkes Kemenkes Bandung

Satisfaction Level	Frequency	Percentage (%)
Not satisfied	0	0
Satisfied	2	5,0
Very satisfied	38	95,0
<b>Total</b>	<b>40</b>	<b>100,0</b>

Based on table 4 obtained data on patient satisfaction in the assurance aspect at the JKG Clinic, Poltekkes Kemenkes Bandung, as many as 38 (95%) respondents stated that they were very satisfied with the guarantee aspect provided by students as operators.

Table 5. Relationship of Facilities, Empathy, and Guarantees with Patient Satisfaction Levels at the Dental Health Department Clinic, Health Poltekkes, Ministry of Health, Bandung

Variable	P	Correlation coefficient
Facility	0,000	0.519
Empaty	0,000	0.707
Jaminan	0,000	0.707

Table 5 states that there is a relationship between facilities, empathy, and assurance with the level of satisfaction, the value of significance ( $p = 0.000 < 0.05$ ) with the facility correlation coefficient value shows the results of 0.519 which means the relationship is strong. Empathy and assurance show a correlation coefficient value of 0.707 which means the relationship between the two variables is very strong.

### Discussion

Health services that provide a sense of satisfaction to someone according to established service standards can be called quality health services. In realizing patient satisfaction, it is very important to pay attention to the quality of services provided. The level of customer satisfaction with the services provided can reduce the number of complaints and increase patient visits

The characteristics of respondents who received treatment at the JKG Clinic, Poltekkes, Ministry of Health, Bandung, were 97.5% aged 14-23 years and the sex was mostly female, 55% (table 2.). According to research conducted by Rizal & Jalpi, (2018) at the Banjarmasin City Health Center, it was found that age and gender are variables that influence the action to seek treatment. Patients as users of health services want quality health services, not only physical healing, but also regarding the attitudes, guarantees, knowledge, and skills of officers in providing services and the availability of adequate facilities and infrastructure that can provide a sense of comfort. Astuti, et al., (2020). There are three indicators of satisfaction assessed by respondents in this study, namely in the dimensions of facilities, empathy, and assurance as follows:

#### Facility Dimension

Respondents assessed that the JKG Clinic, Poltekkes, Ministry of Health, Bandung, had adequate facilities and infrastructure and complete medical equipment. The value of facilities and infrastructure is very good and very satisfied. based on direct observation that the equipment used is adequate, good, and clean. In addition, always maintain the sterility of the room and existing equipment. During the Covid-19 pandemic, the practice room must remain sterile and always disinfect the room before and after use and clean and sterile tools and materials needed for dental procedures. Limiting the maximum number of patients who can visit and perform treatment in accordance with the number of rooms available (Barabari & Moharamzadeh, 2020; Celik, et al., 2021).

The results of this study are in line with research by Nurhaeni & Abdullah, (2018) at the Bangkala Health Center, Jeneponto Regency, the total score based on direct evidence (facilities) showed 27 patients were very satisfied (80.8%). This study is also in line with research conducted by Raharja et al., (2018) at the Dental and Oral Polyclinic of Puri Raharja General Hospital which stated that as many as 34 patients were satisfied in the dimensions of the facility. This is also in line with research conducted by Meilasari et al., (2018) at the Radiology Installation of the Maranatha Dental and Oral Hospital, a score of 100% was obtained which means that it has a high level of satisfaction in the aspect of facilities.

The results showed a strong relationship between the two variables. This is also in line with research conducted by Jalias et al., (2020) at the Tamalate Health Center Makassar showing a coefficient of 0.493 with a significance of 0.000, which means that the coefficient value is positive and has a significance value of  $0.000 < 0.05$ . Which means that the quality of dental and oral health services on the dimensions of physical appearance is good, the patient will feel satisfied with the service. Research conducted by Aquino et al., (2021) at the Dental and Oral Polyclinic of Bhayangkara Tk II Hospital Medan showed that there was a significant relationship between direct evidence and dental polyclinic patient satisfaction, where  $p$  value =  $0.0000 < 0,05$  and has a strong relationship ( $r$

= 0.562) and has a positive pattern, meaning that the better the appearance, the better the satisfaction of dental clinic patients.

Patient satisfaction is very dependent on the physical appearance contained in health facilities, the better the physical appearance displayed, the higher patient satisfaction will be obtained or vice versa (Aulia, et al., 2017). Facilities are things that can be seen and felt directly. If the condition of the facility is clean, neat, and orderly, a person will have a sense of comfort that can foster a sense of patient trust (Ghanbarzadegan, et al., 2021). The results of this study got good results because most of the respondents stated that they were very satisfied with the aspects of the facilities contained in the JKG Clinic Poltekkes Kemenkes Bandung which can be seen and felt in terms of the location of the clinic which is easily accessible by other transportation, there is adequate parking space, the availability of places hand washing and hand sanitizer which is very important during the Covid-19 pandemic, trash cans are in good condition (clean and closed), waiting rooms look clean and have good air circulation, toilets are available, dental and oral care rooms look clean and according to standards During the Covid-19 pandemic, the dental unit (dental chair) was clean and comfortable, and the types of equipment were adequate.

#### **Dimensions of Empathy (Empathy)**

The results of this study indicate that students as operators when carrying out treatments run well and are responsible and always provide clear information about the condition or dental health complaints in patients who make patients feel very satisfied with the services provided. To maintain the quality of health services, it is better for students in providing care to meet the needs of patients and be responsible at work so that patients feel satisfied. Important aspects in determining the quality of service, in working calmly, communicating with patients well, having a good appearance, and being able to handle patient complaints will be satisfaction for patients when receiving treatment (Alhozqi, et al., 2021)

The results of this study are in line with research conducted by Yunus & Asriyadi, (2018) at the Dental and Oral Hospital, Hasanuddin University that 75 patients (80.6%) chose to be very satisfied in the empathy aspect. conducted by Putri et al., (2019) at the Dental and Oral Polyclinic of the Badung Mangusada Hospital that in the aspect of empathy as many as 65 patients (59.1%) also stated that they were very satisfied. And research conducted by Wulan et al., (2019) at the first level of the Dental Poly Health Center IV Denpasar Selatan also showed that most of the patients as many as 32 people stated that they were very satisfied in the empathy aspect.

The results of this study also show a very strong relationship between the two variables. This is also in line with research conducted by Jalias et al., (2020) at the Tamalate Public Health Center Makassar showing the coefficient result of 0.523 with a significance of 0.000, which means that it is positive and the quality of dental and oral health services has a good empathy dimension, so the patient will feel satisfied. Research conducted by Afrioza & Baidillah, (2021) at the Sepatan Health Center showed a p-value of 0.034 with a correlation of 0.233 which means there is a relationship.

Empathy is related to how health workers communicate to patients and how health services will be provided (Quasri, et al., 2018). In this study, most of the respondents stated that they were very satisfied in the aspect of empathy obtained from students who served as operators at the Bandung Dental Health Clinic. The assessment of the empathy aspect in this study was assessed from the operator who always paid attention to complaints, patient needs, always gave a smile to the patient, and communicated politely in clear language. The politeness and friendliness of the operator can be seen from how to greet patients and communicate between patients and health workers, so that patients feel that the quality of service provided is very good and gives a sense of satisfaction.

When the patient's assessment is not satisfied, especially in terms of not listening to patient complaints, the patient feels that his needs are not being responded to. A patient who feels cared for by the officer will lead to a sense of satisfaction in the patient. Therefore, patient-focused services, health workers must have a high empathy attitude because this is important so that patients always

feel cared for and served their needs so that patients become satisfied (Eslamipou, et al., 2018; Jalias, et al., 2020 ).

#### **Dimensions of Assurance (Assurance)**

Aspects of the dimensions of assurance in this study received a good response, most of the respondents stated that they were very satisfied with the aspect of guarantees obtained from students as operators of dental and oral health services at the JKG Clinic, Poltekkes, Ministry of Health, Bandung. Patients feel that the quality of service provided is very good, operators with good abilities and knowledge and are skilled in carrying out their duties, operators who are honest, trustworthy, polite, and friendly. In addition, patients feel safe and comfortable because there is a guarantee of privacy and confidentiality during examinations or consultations, full responsibility in carrying out their duties and the creation of a family atmosphere between health workers and patients. The results of this study are in line with research conducted by Nurhaeni & Abdullah, (2018) at the Bangkala Health Center, Jeneponto Regency that as many as 112 (94.1%) expressed satisfaction. This is also in line with research conducted by Anggia et al., (2020) at the Dental Clinic at the Zamrud Clinic and Asyifa Medika Clinic Padang that most of the respondents (45.1%) stated that they were satisfied with the guarantee aspect. Guarantees are also assessed from the patient's sense of security with the behavior and actions of health workers, skilled nurses and able to serve patients, patient confidentiality is maintained, treatment according to needs, doctor's actions are believed to be free from danger and doubt. In a study conducted by Sadaningsih et al., (2022) at the Dental Polyclinic of the Kindergarten Hospital. IV Samarinda also showed that overall 93.93% of respondents gave a very good assessment and were very satisfied with the quality of service in terms of guarantees.

The results of this study also show a very strong relationship between the guarantee variable and the level of satisfaction. This is also in line with the research conducted by Aquino et al., (2021) at the Dental and Oral Polyclinic of Bhayangkara Tk II Hospital Medan which showed significant results between assurance and dental polyclinic patient satisfaction, where  $p\text{ value} = 0.0100 < 0.05$  with a correlation of 0.335 and a positive pattern, meaning that the better the guarantee, the better the satisfaction of dental clinic patients. Research conducted by Afrioza & Baidillah, (2021) at the Sepatan Health Center showed that the  $p\text{-value}$  of  $0.040 < 0.05$  means that there is a relationship between the level of satisfaction and the dimension of assurance.

This assurance dimension relates to how health service delivery follows agreed health care standards which include compliance, accuracy, truth and consistency, and confidentiality (Herkrath, et al., 2020; Jalias, et al., 2020). Assurance includes the ability of health workers to generate confidence and trust in patients, this is related to the level of patient satisfaction (Bansal, et al., 2018; Caramida, et al., 2021; Sofyana, et al., 2020). Guarantees for the services provided are determined by a service performance, which can be believed that health workers are capable of providing independent, reliable, and professional services which will have an impact on the satisfaction of services received (Afrashtehfar, et al., 2020; Amorim, et al. , 2019; Astuti, et al., 2020; Valdez, et al., 2020).

Indicators of patient satisfaction who visit and perform treatment at the JKG Clinic, Poltekkes, Ministry of Health, Bandung, which are assessed from the aspect of facilities, empathy, and guarantees, get the results that most patients are very satisfied. Qualified health workers who are supported by adequate facilities create a sense of security and comfort for patients which will make patients very satisfied with the services they receive and can increase the public's desire to have their teeth and mouth checked again. Nursing services are carried out directly to clients with the aim of meeting needs, in order to deal with problems that exist in clients. Quality health services according to patient or community perceptions are services provided in accordance with their expectations such as friendliness, responsiveness, comfort, speed of service provided (Syafudin, et al., 2014).

## CONCLUSION

Most of the patients were very satisfied with the health services they received at the JKG Clinic, Poltekkes, Ministry of Health, Bandung. The level of patient satisfaction is influenced by aspects of facilities, empathy, and assurance. To increase patient satisfaction with dental health services at the JKG Clinic, Poltekkes, the Ministry of Health, Bandung, it can be done by continuous evaluation to maintain the quality of services that are already good, one of them is by providing a suggestion box.

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