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**PATIENT SATISFACTION OF DENTAL SERVICES IN BANJARMASIN DURING  
 THE COVID-19 PANDEMIC**

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**ABSTRACT**

**Background:** A public health center is one of the primary health services that is obliged to provide health services during the covid-19 pandemic. At that period, dentists in the public health center must continue to provide services to patients according technical instructions. Changes in the service system during the pandemic has different perceptions of service quality which had an impact on patient satisfaction. **Objective:** The purpose of this study was to describe patient satisfaction of dental services in Banjarmasin during the covid-19 pandemic. **Methods:** This research is descriptive with a cross-sectional design. The population in this study were all people who came to the dental service of the public health center in Banjarmasin. The number of samples in this study was 86 samples taken by accidental sampling. **Results:** The results of this study showed that the reliable dimension there was 42 person (49%) who said reliable dimension is very satisfied, 52 person (61%) who said assurances dimension is very satisfied, 42 person (49%) who said tangible dimension is very satisfied, 43 person (50%) who said empathy dimension is very satisfied, and 53 person (61%) who said responsiveness dimension is very satisfied. **Conclusion:** It can be concluded that most patients are very satisfied with the health services provided by dentists in public health center Banjarmasin during the covid-19 pandemic because most of them applied service quality with 5 dimensions (assurance, empathy, reliable, responsiveness and tangible).

**Keywords :** Assurance, Emphaty, Reliable, Responsiveness, Tangible.

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**INTRODUCTION**

Health services are very important to maintain and improve health, prevent disease and restore the health of individuals, families, groups, and communities.<sup>1</sup> One of the efforts to develop the health sector is the availability of quality and satisfactory health services. Patient satisfaction is one indicator the success of providing health services to the community. Patient satisfaction is an essential element of successful healthcare delivery.<sup>2</sup>

According to Kotler (2009), satisfaction is a condition of a person after comparing the perceived performance or results to his expectations. In other words, satisfaction is a person's conclusion from the interaction between expectations and experiences after using the services provided. If the performance is less than expectations, the customer is not satisfied. However, if the appearance is in line with expectations, the customer will be satisfied and if the appearance exceeds expectations, the customer will be delighted.<sup>3</sup> Measuring the level of patient satisfaction is closely related to service quality in health services. Service quality is a systematic effort in various conditions that

affect health services by monitoring the service process provided and tracing the resulting output. Thus, various deficiencies can be identified to improve the level of health and welfare health service users.<sup>4</sup>

Patient satisfaction may reflect the patients in the intervention felt during the treatment or the relationship between the interventions they wanted and received.<sup>4</sup> Patient satisfaction is one of the most important things in evaluating the service quality from a health service. There are five aspects of quality in health services, namely reliability, assurance, tangibles, empathy, and responsiveness. This aspect can be used as an indicator for assessing the service quality of health service. WHO stated that throughout the United States and Europe consumer satisfaction plays a very important role in improving the quality of health services. The Ministry of Health Republic Indonesia (Depkes RI) in 2011 showed that there were still complaints about patient satisfaction with health services. The average obtained from several health care places in Indonesia shows 67% of patients who complain of dissatisfaction in receiving services. The average community satisfaction with

services in the health sector is 2.85, with an average community expectation of 3.48. Based on the results of Harun's research on the quality of service at the dental polyclinic of the Regional General Hospital of Doctor Sudarso Pontianak Kalimantan, there were 63 people (52.5%) who were satisfied with the services at the hospital and 37 people were dissatisfied (47.5%). From these results, the most important is the method of payment.<sup>1</sup>

In a study conducted by Rahmah on the Description of Participant Patient Satisfaction Levels with Dental and Oral Health Services at the Dental Clinic at Moch Health Center showed that respondents are very satisfied with the reliability variable with a score of 84.5%, 78.2% satisfied with the tangible variable, 84.7% very satisfied with the responsiveness variable, 86.5% are very satisfied with the assurance and 84.5% are very satisfied with the empathy variable.<sup>1</sup>

In the preliminary study, data obtained from one of the public health center in Banjarmasin which was taken randomly, it showed a decrease in the number of visits. In 2019, the Karang Mekar Public health center received a total of 3047 visits to the dental and oral clinic. Those visits decreased to 1059 in 2020 as the pandemic escalated. In the following year, namely 2021 the number of visits was recorded at 939, a decrease from the previous year. From 2022 to April, there were 261 visits to the dental clinic at the public health center.

A public health center is one of the primary health services that is obliged to provide health services during the covid-19 pandemic. During the covid-19 pandemic, the dentist at the public health center must continue to provide services to patients by technical instructions.<sup>5</sup> Service quality by dentist in public health center must continue to be carried out by continuing to provide services to general patients with the risk of transmission to a minimum by conducting screening, waiting rooms with dividing chairs, waiting rooms with hand washing points, barriers for officers and patients also the use of protective equipment themselves. Changes in the service system during the pandemic made patients have different perceptions of service quality which had an impact on patient satisfaction.<sup>6</sup> Therefore, it is necessary to measure the level of patient satisfaction. If the patient feels dissatisfied or disappointed, the causative factor must be immediately identified and corrected or repaired immediately to achieve the health development goals. The purpose of this study was to describe of patient satisfaction with dental services in public health center Banjarmasin during the covid-19 pandemic.

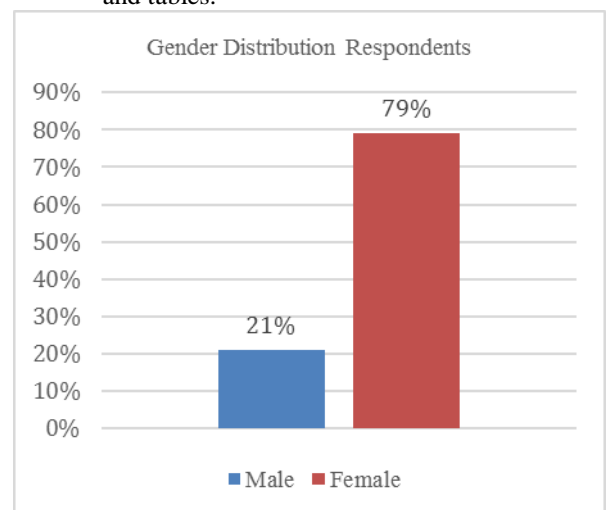
## MATERIALS AND METHODS

This research uses a descriptive method with a cross-sectional design that had received ethics permission with number 068/KEPKG-FKGULM/EC/VI/2022 by the Committee of Medical Research Ethics of Dentistry Faculty, Lambung Mangkurat University. The purpose of this study was to

describe patient satisfaction of dental services in public health centre Banjarmasin during the covid-19 pandemic. The population in this study was all patients who visited the Banjarmasin public health center in June 2022. Samples were taken from 3 public health center who have been randomly selected and willing to participate in the study, they are public health center Pekapuran Raya, Karang Mekar, and Pemurus Baru. Samples were taken from 86 patients who visited and had received dental and oral health services from dentists. Sampling taken by accidental sampling technique, which is done by taking respondents who are found and meet the criteria. Analysing and processing of research data using descriptive statistic. Descriptive analysis described patient satisfaction in assessing the quality of service, including the dimensions of assurance, empathy, reliable, responsiveness and tangible.

## RESULTS

- The results of patient satisfaction research on dental services in public health center Banjarmasin during the covid-19 pandemic in June 2022 can be seen in the following figures and tables:

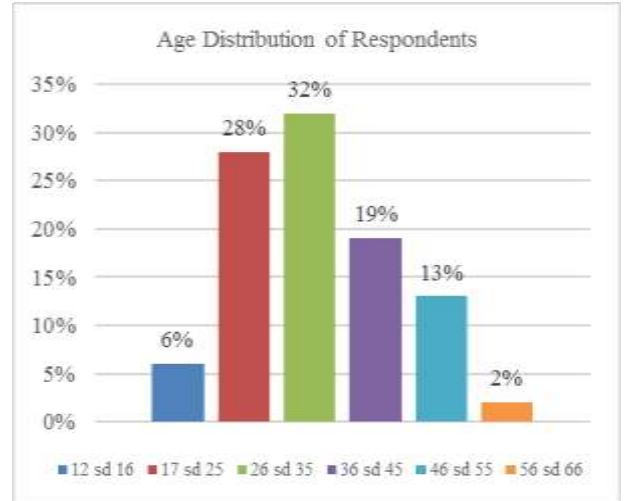


**Figure 1.** The results of the frequency distribution of research respondents by gender.

Based on Figure 1. most of the respondents are women as many as 68 people (79%).

**Table 1.** Results of cross tabulation gender with satisfaction

	Gender	
	Male	Female
Satisfaction	Very Satisfied 11(13%)	Very Satisfied 34 (40%)
	Satisfied 7 (8%)	Satisfied 26(30%)
	Fair 0	Fair 8(9%)
	Disatisfied 0	Disatisfied 0
	Very Disatisfied 0	Very Disatisfied 0
	Total	18 (21%)



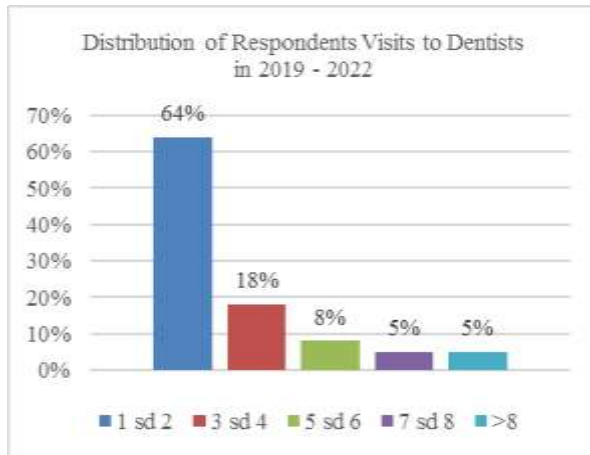
Based on table 1. most of the respondents are women was very satisfied as many as 34 people (40%).

**Figure 2.** The results of the frequency distribution of research respondents by age  
Based on Figure 2, most of the respondents aged 26-35 years were 28 people (32%).

**Table 2.** Results of cross tabulation age with satisfaction

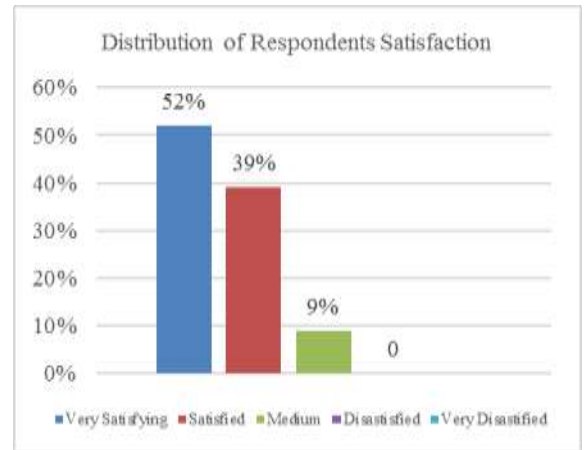
	Age (year)					
	12-16	17-25	26-35	36-45	45-55	56-66
Satisfaction	Very Satisfied 3 (4%)	Very Satisfied 13 (16%)	Very Satisfied 15(17%)	Very Satisfied 9 (10%)	Very Satisfied 4(5%)	Very Satisfied 1(1%)
	Satisfied 2(2%)	Satisfied 9(10%)	Satisfied 11 (13%)	Satisfied 4(5%)	Satisfied 6 (7%)	Satisfied 1(1%)
	Fair 0	Fair 2(2%)	Fair 2(2%)	Fair 3(4%)	Fair 1(1%)	Fair 0
	Disatisfied 0	Disatisfied 0	Disatisfied 0	Disatisfied 0	Disatisfied 0	Disatisfied 0
	Very Disatisfied 0	Very Disatisfied 0	Very Disatisfied 0	Very Disatisfied 0	Very Disatisfied 0	Very Disatisfied 0
	Total	5 (6%)	24 (28%)	28 (32%)	16 (19%)	11 (13%)

Based on table 2, most of the respondents aged 26-35 years were very satisfied, they are 15 people (17%).



**Figure 3.** The results of the frequency distribution of research respondents based on the number of visits to the dentist

Based on Figure 3, most of the respondents made visits 1-2 times during 2019-2022 amount to 55 people (64%).



**Figure 4.** Results of the frequency distribution of respondents' satisfaction

Based on Figure 4, most of the respondents who visited the dentist at the Banjarmasin public health centre during the covid-19 pandemic were very satisfied with 45 people (52%).

**Table 3.** Results of cross tabulation respondents visits with satisfaction

	Frequency visiting dentist				
	1-2	3-4	5-6	7-8	>8
Satisfaction	Very Satisfied 28 (33%)	Very Satisfied 6 (7%)	Very Satisfied 6(7%)	Very Satisfied 4 (5%)	Very Satisfied 1(1%)
	Satisfied 20(23%)	Satisfied 9(10%)	Satisfied 1 (1%)	Satisfied 0	Satisfied 3 (4%)
	Fair 7(8%)	Fair 1(1%)	Fair 0	Fair 0	Fair 0
	Dissatisfied 0	Dissatisfied 0	Dissatisfied 0	Dissatisfied 0	Dissatisfied 0
	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0
<b>Total</b>	<b>55(64%)</b>	<b>16(18%)</b>	<b>7(8%)</b>	<b>4 (5%)</b>	<b>4 (5%)</b>

Based on table 3, most of the respondents frequency visiting dentist were very satisfied, they are 28 people (33%).

**Table 4.** Results of the frequency distribution of respondents on service quality.

	Service Quality				
	Reliable	Assurance	Tangible	Emphaty	Responsiveness
Satisfaction	Very Satisfied 42 (49%)	Very Satisfied 52 (61%)	Very Satisfied 42 (49%)	Very Satisfied 43 (50%)	Very Satisfied 53 (61%)
	Satisfied 40(47%)	Satisfied 31 (36%)	Satisfied 40 (46%)	Satisfied 40 (47%)	Satisfied 32 (37%)
	Fair 4(4%)	Fair 2(2%)	Fair 3 (4%)	Fair 3 (3%)	Fair 1 (2%)
	Dissatisfied 0	Dissatisfied 1 (1%)	Dissatisfied 1 (1%)	Dissatisfied 0	Dissatisfied 0
	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0	Very Dissatisfied 0

Based on table 4, most of the respondents gave a very satisfied assessment of the service quality received from the dentist. Most of the assessments for the reliable dimension rated very satisfied, namely 42 people (49%) and 4 people (4%) rated it fair. For assurance dimension, most of the respondents, namely 52 people (61%) rated it very satisfied and 1 person (1%) rated it dissatisfied. Most of the respondents rated

## DISCUSSION

The results of the research conducted showed that most of the respondents, namely 45 people (52%) were very satisfied with the dentist's services at the Banjarmasin Health Center during the pandemic. Respondents said they were very satisfied because they felt that they had met the patient's needs and expectations. That is related to Kotler (2009), satisfaction is a condition of a person after comparing the perceived performance or results to his expectations. In other words, satisfaction is a person's conclusion from the interaction between expectations and experiences after using the services provided. If the performance is less than expectations, the customer is not satisfied. However, if the appearance is in line with expectations, the customer will be satisfied and if the appearance exceeds expectations, the customer will be delighted.<sup>3</sup>

There are 34 (40%) female respondents who are very satisfied with the service because they think the service that they receive is in accordance with what they want. The assessment was quite satisfied as many as 8 people (9%) were also carried out by women, and none for men. It is based on the differences between men and women lies in the nature of secondary, emotionality, activity of functions, psychology and character of women more emotional than men. They will see things in detail. Based on the opinion of experts such as Azwar patient satisfaction is subjective. Patient satisfaction is the result of an affective reaction (judgment of feelings) someone. Affective reaction subjective can produce same or different judgment, though the object being assessed is the same. Affective reaction someone who produces the same rating or different is also determined by other things such as background or individual characteristics, such as tribes, nations with different cultural values adhered to, education, age, occupation, marital status or income.<sup>7</sup>

Based on the result, most of the respondents aged 26-35 years were very satisfied. There are 15 people (17%) who satisfied with the services. Based on the WHO classification, the age of 26-35 years is early adulthood. According to Anderson, early adulthood is characterized by objectivity. Early adulthood trying to achieve decisions in accordance with reality. The fact that they felt is that health services by dentist have been carried out well. So early adults also mention how they feel, which is very satisfied. Early adulthood tends to be realistic. They judge by what they feel.<sup>8</sup>

tangible dimension very satisfied as many as 42 people (49%) and 1 person (1%) who rated it dissatisfied. The empathy dimension was considered very satisfied by most of the respondents, as many as 43 people (50%) and considered fair by 3 people (3%). The responsiveness dimension is considered very good by most of the respondents, which is about 53 people (61%) and is considered fair by 1 person (2%).

## Reliable dimension on patient satisfaction with dental services in Banjarmasin during the covid-19 pandemic

Moreover, in this study the most sample there was 42 person (49%) who said reliable dimension is very satisfied. This is because during the pandemic, dentists at the public health center continued to the principles of reliable quality management as reflected in the timeliness of services, the accuracy of the examination, the treatment process, and the length of time for the examination properly, so that most of the patients said they were very satisfied. A health services are said to be reliable, meaning that they must be able to treat or reduce existing complaints, prevent the occurrence of diseases, and the development or spread of existing diseases.<sup>9</sup> The reliability dimension of this health service depends on the health service standard that is used appropriately, consistently, and to the local situation.<sup>10</sup> The reliable dimension is closely related to the technical competency dimension, especially in choosing alternatives in dealing with relative risk and skills in following procedures contained in health service standards.<sup>11</sup>

However, this study also obtained from as many as 4 people (4%) patients feel that the quality of public health services in terms of reliable dimensions is fair. This is because the patient feels that the time used to register at the time of the dental and oral examination is less effective. Although the patient has received good, thorough, and appropriate service, at the time of registration for treatment at the polyclinic it was deemed less effective, so there were patients who considered it sufficient. Effectiveness is important because the effectiveness of health services is positively influenced by factors of physician performance and quality of service procedures.<sup>12</sup> Effectiveness has a more significant effect on satisfaction compared to facilities and the environment. In the long term, effective health care procedures positively affect the patient's intention to return to the service facility where they first received the service.<sup>13</sup>

## Assurance dimension on patient satisfaction in dental services in Banjarmasin during the covid-19 pandemic

Based on the result, the most sample there was 52 person (61%) who said assurances dimension is excellent. This is because during the pandemic, assurance dimension has been well implemented by the dentists at the public health center. The assurance

dimension can be seen from the ability of the dentist who is considered agile, the patient feels safe during treatment, given a complete explanation by the dentist about the consequences that can arise when the procedure is carried out, and the dentist strives for the patient to recover quickly. This study is in line with research conducted that stated an explanation of the examination, the patient can find out about dental and oral health problems. The problem can be solved and handled by a dentist. Problems that can be solved properly by dentists make patients satisfied because they get services that meet their expectations.<sup>3</sup> They come to the public health center and was treated well by the dentist so that their disease can be cured. This is in accordance with the results of this study that most of the respondents are very satisfied.<sup>14</sup>

Furthermore, there was 1 person (1%) who said the assurance dimension was not good. This is because dentists are still lacking in providing explanations when dental treatment is carried out. This is supported by the results of research in-depth interviews that determine the quality of services including the ability, skills, and knowledge of service providers in providing good information. If the information conveyed is not good, then the expectations will not be met which results, the patient being dissatisfied.<sup>15</sup>

#### **Tangible dimension on patient satisfaction at dentist services in Banjarmasin during the covid 19 pandemic**

In this study the most sample, there were 42 person (49%) who said tangible dimension is very satisfied. This is because during the pandemic, tangible dimension was maximized by dentists at the Banjarmasin public health center. This can be seen in the neatness of the dentist, cleanliness, and comfort of the treatment room so that patients feel satisfied. Physical appearance is generally the first thing that can be seen directly by the patient, so that someone will perceive a potential health service initially from his physical condition. A dentist with clean, neat, and orderly conditions can give patient perception that the health service will carry out its functions well.<sup>9</sup>

However, there was 1 person (1%) who assessed that they were not good. This is because according to his assessment, the modernity and completeness of the facilities as well as the comfort of the treatment room need to be improved. Comfort or enjoyment can lead to patient confidence in health services. Comfort is also related to the physical appearance of health services, medical and non-medical service providers.<sup>16</sup> For example, the availability of TV, magazines, music, cleanliness in a waiting room can create a feeling of pleasure in itself so that waiting time does not become boring. This is reinforced by a study conducted by Pangeran D, *et al.* (2018) which stated that for a patient undergoing treatment in an outpatient room, at the time of admission the first thing that was assessed by the

patient was the physical appearance of the room where he was examined.<sup>15</sup>

#### **Empathy dimension on patient satisfaction at dentist services in Banjarmasin during the covid-19 pandemic**

Based on the result, the most sample there was 43 person (50%) who said empathy dimension is very satisfied. This is because during the pandemic, empathy dimension was also well implemented, such as the ease of administration during examinations, the attention of dentists to inquire about the condition and development of the patient's condition, as well as the ease of obtaining information about the dental and oral problems experienced. A patient who feels cared by the dentist will create a sense of satisfaction in the patient, then the patient will try to remember the name and the face of the dentist, and it is possible that after leaving the health service the patient will continue to have a good relationship with the dentist. Therefore, this patient focused service must require its employees to have a high empathy attitude towards customers because this is very important to be developed, so that patients always feel cared and served their needs. That's make patients are satisfied. This is related to Muninjaya (2011) that the importance of the empathy dimension is attention in providing quality services.<sup>9</sup>

Empathy in human relationships is the interaction between health care providers and patients or consumers. Good human relations will lead to trust or credibility by respecting each other, keeping secrets, being responsive, paying attention, and so on. In this study, there were 3 people (3%) who assessed empathy, fair because the patient paying and taking medicine from the officer was considered less responsive. Quality health services must be able to provide clear information about what, who, when, where, and how health services will and/or have been implemented.<sup>9</sup> This is in line with the research that the attention variable had a very dominant influence on patient satisfaction. This is supported by research which states that the attention variable is closely related to the creation of quality services. Quality service can provide a good experience for customers and will invite them to come back and become loyal customers.<sup>13</sup>

#### **Responsiveness dimension on patient satisfaction in dentist services in Banjarmasin during the covid-19 pandemic**

The result shows that the most sample, there were 53 person (61%) who said responsiveness dimension is very satisfied. This is because the responsiveness dimension is also applied through by dentists in handling complaints expressed by patients, friendliness, and courtesy during treatment, speed of officers in providing services, responsiveness in responding to patient needs, and responsiveness during treatment. This makes the patient satisfied with the service.

For health service providers, it is very important to have medical officers who are responsive in serving

patients, because they are resources who interact with patients the most.<sup>17</sup> Health services will meet standards if the service process does not take a long time, and does not pose a greater risk to patients.<sup>9</sup> The responsiveness of officers in serving patients is closely related to patient satisfaction.<sup>18</sup> The relationship between responsiveness and patient satisfaction is that responsiveness has a positive and significant effect on patient satisfaction, which means that the good customer's perception of responsiveness caused higher the patient's satisfaction, and if the patient's perception of responsiveness is bad caused lower the patient's satisfaction.<sup>11</sup>

This study also obtained as many as 1 people (2%) patients feel that the quality of service of the dentist at the public health center in terms of responsiveness is fair but they are still satisfied this is because even though the patient feels that the medical staff is less responsive to patient complaints, the attitude of the officers who friendly and courteous manners in responding to patients can also be another factor that caused patients to remain satisfied with these health services. In line with the research that stated responsiveness as an attitude of employees serving when the patient is needed is closely relates to customer satisfaction.<sup>19</sup>

#### **Patient Satisfaction Of Dental Services In Banjarmasin During The Covid-19 Pandemic**

Satisfaction occurs because of the fulfilment of expectations as a result of the service product obtained by someone.<sup>17</sup> Patient satisfaction is meant to measure the patient's perception of service quality. Service quality important to be considered by management.<sup>6</sup> Management attention to the quality of service will be increase the number of patients. Another thing that needs to be considered in increasing the number of patients is measured patient satisfaction with the services provided in order to obtain input for a sustainable program. The health care system can be improved through clinical channels, services and including patient perspective about the services they are need.<sup>20</sup>

The conclusion of this research shows most patients are very satisfied with the health services provided by dentists in Banjarmasin during the covid-19 pandemic because most of them applied service quality with 5 dimensions (assurance, empathy, reliable, responsiveness, tangible).

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