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## Patient satisfaction levels in dental health care: a case study of people in North Mamuju, Indonesia 2017



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### Abstract

**Objective:** This research aims to describe the level of patients satisfaction in dental health services, study of people in North Mamuju Regency, West Sulawesi of Indonesia.

**Material and Methods:** Patient satisfaction is a useful measure that can be used to evaluate the service quality. Satisfaction is a comparison between the perceptions of services received with expectations, while the quality of health services is act or services provided by one party to another in form of care or provision of health facilities. To improve the quality of a health service that is necessary to do research on the level of patient satisfaction in dental health care.

**Results:** This research is Pathfinder Method Survey. Descriptive observational research with cross-sectional study design, population of the entire community of District Sarjo and Bambaia, North Mamuju West Sulawesi of Indonesia and research subjects were aged >18 years. The study found dimensions of empathy shows that 43 (100%) respondent satisfied while dimensions of assurance most not satisfied that 4 (14,0%) respondent.

**Conclusion:** Patient satisfaction is highest in the dimension of empathy then the dimensions of physical appearance, dimensional medical services followed responsiveness, and the last on assurance dimensions.

**Keywords:** Patient satisfaction, Service quality, Dental care, Physical appearance, Medical services

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### Introduction

Service quality of health is largely determined by health care facilities and health services provided by health workers who are inside. The dentist is one of the health workers in providing health care must always maintain the quality of services in accordance with competency standards set by professional organizations. By the standards of competence expected that dentists can provide health services to the community with a quality that is almost the same. Nowadays quality is a challenge for organizations / health facilities to satisfy their patients and to evaluate the quality is important to be informed to the government.<sup>1,2</sup>

Patient satisfaction is the most important thing that must be achieved by each health centers. Patient satisfaction with dental health services is the ratio between the patient's perception of the service received/after being served with patient expectations before getting service. If the patient's expectations are met, it means the service has been providing quality health care quality that makes an outstanding quality and will also lead to high satisfaction.<sup>3,4</sup> Patient satisfaction is a useful measure that can be used to evaluate the service quality.

North Mamuju regency is the result of the division of Mamuju. Based on data from the North Mamuju regency health dentist ratio is 3.93 per 100,000 population in 2015, while a target of achieving Healthy Indonesia shows that the health worker in this case the dentist has not reached the target that should be 11 per 100,000 population according to WHO, while the ratio of dentists recommended is 1: 7500. The number of health centers in 2015 in all regions of North Mamuju regency as many as 15 units. Based on these data indicate that there is still shortage of dentists in North Mamuju.<sup>5,6</sup>

Based on the above North Mamuju Regency is new and not yet have health research data, especially in dental health services. To improve the quality of a health service that is necessary to do research on the level of patient satisfaction in dental health care. Dentist data indicate that there is still shortage of dentists in North Mamuju and have association with service quality that is influence about patient satisfaction level.

This research aims to describe the level of patients satisfaction in dental health services, study of people in North Mamuju Regency, West Sulawesi of Indonesia.

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## Material and Methods

### Design and Method

#### Not pathfinder survey

#### Research Population and Sample

The population in this study was the whole community of Sarjo District and Bambaيرا District in North Mamuju. The sample were people aged >18 years and totaling 43 samples.

### Variable dan Measurement

Patient's satisfaction using questionnaire.<sup>9</sup> Criteria of research which uses questionnaire used is a questionnaire containing about patient characteristics (age, gender, ethnicity, and educational level). Questionnaire consisting of five dimensions include empathy, assurance, responsiveness, physical appearance, and medical service.

Client's satisfaction measure through one item with five points scale by likert (1= very dissatisfied, 2= not satisfied, 3=quite satisfied, 4= satisfied, and 5= very satisfied). In result of this research use two course that satisfied (very satisfied and satisfied) and not satisfied (quite satisfied, not satisfied, and very dissatisfied). Patients assess these items by marking number in accordance with their answers. This use to describe overall satisfaction based on answer each dimensions while total score use to describe overall of patients satisfaction based on dimensions. If answer 60-100% = satisfied but <60% = not satisfied.

### Data collection and analysis

Data collected during two days. Data obtained through structured questionnaires which have been

designed specifically for the study. Questionnaire items have two main parts: the characteristics of the respondents and patient satisfaction level. Before starting the study, it was necessary to obtain permission from local authorities. To ensure the confidentiality of study participants, they were instructed not to provide personal identification in any form. Data collected were describe using SPSS (v22). Client demographic characteristics were analyzed descriptively using frequencies and percentages.

## Results

Table 1 age of most of the respondents are aged between 18-25 years of the 12 (27.9%). female gender is more that 27 (62.8%) of respondents, while mandated a tribe most namely 32 (74.4%) of respondents while the show. Elementary Education last most of the 18 (41.9%) of respondents.

Based on table 2 shows that the question of working procedures highest explanation that 26 (60.5%) of respondents answered most satisfied and dissatisfied to questions about the explanation easier to understand the results of the 24 (55.8%) respondents.

Based on table 3 the highest satisfaction to the question of service delivery regardless of the social status of the 32 (74.4%) of respondents were not satisfied, while most of the questions the clarity provides care instructions before the 25 (32.6%) of respondents.

Based on table 4 at most respondents answered satisfied with the responsiveness to questions dentist responsiveness in resolving complaints of patients were 26 (60.5%) of respondents, while most are not satisfied with the speed of the dentist to deal with complaints of patients at 24 (55.8%) of respondents .

Based on patient satisfaction table 5 by the dimension of the physical appearance at most to answer questions appearances satisfied the dentist as many as 31 (72.0%) and most respondents answered dissatisfied 19 (44.2%) of respondents to the question of cleanliness and tidiness of the treatment room.

## Discussion

Women and age young adults more dental clinic visits.<sup>10,11</sup> Based on research that assesses five dimensions indicate that there is no relationship between the average value of patient expectations with their perceptions in the category of age, gender, and education level.<sup>12</sup>

Most satisfied assurance dimension to questions about the working procedure while the explanation

**Table 1** Patients demographic characteristic

Demographic Characteristic	N	%
Age (years)	18-25	12 27.9
	26-35	9 20.9
	36-45	10 23.3
	46-55	8 18.6
	56-65	3 7.0
	>65	1 2.3
Gender	Male	16 37.2
	Female	27 62.8
	Mandar	32 74.4
Ethnic	Bugis	8 18.6
	Kaili	3 7.0
	No Schooling	16 37.2
Educational Level	Primary School	18 41.9
	Junior High School	6 14.0
	Senior High School	3 7.0

Source : primary data, 2017

**Table 2** Distributions of sample satisfaction based on dimensions of assurance

Dimensions of Assurance	Satisfied		Not Satisfied	
	n	%	n	%
Confidentiality of the disease the patient is awake	23	53.5	20	46.5
Explanation of working procedures/actions	26	60.5	17	39.5
Ability and knowledge of dentist handle patient complaints	20	46.5	23	53.5
The explanation is easy to understand test results	19	44.2	24	55.8

Source : primary data, 2017

**Table 3** Distributions of sample satisfaction based on dimensions of empathy

Dimensions of Empathy	Satisfied		Not Satisfied	
	n	%	n	%
The attitude of seriousness dentists in checking and dealing with patient complaints	29	67.4	14	32.6
Service delivery regardless of social status	32	74.4	14	25.6
Attention dentists in providing services	29	67.4	11	32.6
Clarity provides information about disease	29	67.4	11	32.6
Clarity provides instruction before treatment	18	41.9	25	58.1
Clarity provides instruction about after treatment	23	53.5	20	46.5
Clarity of information and attitudes administrative officer	21	48.8	22	51.2

Source : primary data, 2017

**Table 4** Distributions of sample satisfaction based on dimensions of response

Dimensions of Response	Satisfied		Not Satisfied	
	n	%	n	%
The quick a dentist handle patient complaints	19	44.2	24	55.8
Responsiveness dentists in resolving patient complaints	26	60.5	17	39.5
The quick of the administration in providing service	23	53.5	20	46.5

Source : primary data, 2017

**Table 5** Distributions of sample satisfaction based on dimensions of physical appearance

Dimensions of Physical Appearance	Satisfied		Not Satisfied	
	N	%	n	%
Appearance dentist	31	72.0	12	28.0
Cleanliness infirmary	25	58.1	18	41.9
Neatness infirmary	24	55.8	19	44.2
Cleanliness waiting room	24	55.8	19	44.2
Cleanliness equipment to check the patients teeth	26	60.5	17	39.5
Completeness of Equipment	26	60.5	17	39.5

Source : primary data, 2017

explanation examination results is a question that most answered dissatisfied. This indicates that the dentist had explained the stages of work to care but is still lacking in terms of explanation of the examination results. Doctors have an important role in service satisfaction in terms of both consultation and communication at the time of inspection as well as using language that is easily understood by patients.<sup>13</sup>

Dimensions of empathy most satisfied on the question about service delivery regardless of social status while the most dissatisfied with the question clarity provides instruction before treatment. Culture greatly affect the service in this case has aspects compassionate. The interaction between patients and providers in this case the dentist is important because it is very influential in improving patient satisfaction with the service they get included instruction before and after treatment.<sup>14,15</sup>

Based on the dimensions of responsiveness of respondents answered satisfied most of the questions regarding the responsiveness of dentists in resolving patient complaints, while most are not satisfied with the speed of dentists handle patient complaints. Dental care and oral contrast to health care in general because it is focused on providing real care as the procedure performed on a patient at the dental clinic, need to follow-up or intervention while on a visit a general practitioner in which the focus is the patient may only receive consultation, control and only prescription the only remedy. It shows that intervention is one of the things being done to resolve patient complaints even though the speed to resolve complaints vary because of treatment at the dentist takes many more time.<sup>14</sup>

Patient satisfaction is based on the physical dimensions of the physical appearance at most satisfied to answer questions appearances the dentists and the most dissatisfied answer questions regarding cleanliness and neatness of the treatment room. Dimensions physical appearance in this case the most influential dentists and related to satisfaction and perceived service quality. Positive and significant impact on the dimensions of comfort (physical appearance) to client satisfaction one direct evidence that there is comfort in the waiting room services and the patient will directly assess the neatness and cleanliness.<sup>16-18</sup>

Satisfaction is based on the dimensions of the medical services most satisfied respondents who answered the question the benefits of the services provided as much and most are not satisfied with the effectiveness of medical services. The effectiveness of its service waiting times before treatment because each patient requires a long time to do treatment.<sup>13</sup>

Based on the dimensions most satisfied is dimensions of empathy. Empathy is an important component, especially concerning cognitive covers understanding emotions, experience, and capacity to communicate with the intention of helping to reduce the pain or the patients complaints. Other studies have shown that patient with dental care that assurance and empathy are important determinants of service quality dimensions of empathy have a huge impact on the determinants 16.46% on patient satisfaction with the service of hospital, followed by dimensions of the assurance 16.19%, followed by dimensions of effectiveness 15.62% and dimensions of response 6.9% of determinants patient satisfactions with the service in health centers. In this study dimensions assurance most not satisfied. Dentist are more focused on providing care rather than explaining treatment procedures to minimize the time that treatment in health centers.<sup>19</sup>

In a competitive global world, the hospital can successfully apply the appropriate repair service process. This leads to the question related to what and how the quality of service should be improved and patient satisfaction. Therefore it is very important to know how to improve the quality of services for all dimensions in line with expectations and perceptions of patients. The behavior of doctors have an important role in patient satisfaction, followed by the availability of medicines, hospital infrastructure, staff conduct, and medical information. The main reason the patient back to a health facility is a satisfaction for physicians, hospitals, interaction with patients, nurses, and hospital facilities. Thus identifying factors that can increase patient satisfaction that is useful to improve the quality of service is very important, especially in health facilities.<sup>20</sup>

### Conclusion

Patient satisfaction is highest in the dimension of empathy then the dimensions of physical appearance, dimensional medical services followed responsiveness, and the last on assurance dimensions.

### Acknowledgment

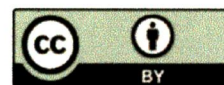
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### Conflict of Interest

The authors report no conflict of interest.

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