

## ABSTRACT

ETTY T. KUSUMA. May 2001. Patients responses to the questions on the dental care service quality in the case study conducted at the Puskesmas (Community Health Center) of Kecamatan Kebayoran Baru (guided by Mr. John E.H.J. FoEh).

The purpose of this research is to identify : (a). the degree of satisfaction of dental health patients at the Puskesmas of Kecamatan Kebayoran Baru, (b). the types of dental health services required by the patients visiting the Puskesmas, (c). the relationships between service quality and degree of satisfaction of dental health patients at the Puskesmas, and (d). the factor affecting the perception of dental health patients at the Puskesmas.

The methods applied in the research are as follows :

(a). quantitative/qualitative analysis to measure the degree of satisfaction of dental health patients, (b). qualitative analysis to identify the types of dental health service required by the patients visiting the Puskesmas, (c). simple linear regression analysis to identify the relationships between service quality and the degree of satisfaction of dental health patients at the Puskesmas, and (d). Chi-Square analysis to identify the factor affecting the perception of dental health patients at the Puskesmas.

The result of the survey give the following indications :

- (a). the degree of satisfaction of dental health patients at the Puskesmas Kecamatan Kebayoran Baru
- (b). the types of dental health service required by the patients visiting the Puskesmas of Kecamatan Kebayoran Baru
- (c). the relationships between service quality and degree of satisfaction of dental health patients at the Puskesmas Kecamatan Kebayoran Baru
- (d). the factor affecting the perception of dental health patients at the Puskesmas of Kecamatan Kebayoran Baru

In general, it can be concluded that the satisfaction of dental health patients at the Puskesmas of Kecamatan Kebayoran Baru is still at the level puas, the type of dental health service required by the patients visiting the Puskesmas of Kecamatan Kebayoran Baru is that of curative nature, there is a significant relationship between the service quality and the level of satisfaction of the patients, and age factor affecting the perception of dental health patients at the Puskesmas Kecamatan Kebayoran Baru.