

## Kualitas layanan kesehatan gigi dan mulut di klinik sekolah pengatur rawat gigi Tanjungkarang, Tahun 1996 = Quality of service of the teeth and mouth health in the Clinic of the school of teeth maintenance

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### Abstrak

Tenaga kesehatan gigi dan mulut, merupakan salah satu sumber daya yang mendukung dan menentukan keberhasilan layanan kesehatan. Pendidikan tenaga kesehatan gigi dan mulut dilakukan agar kualitas layanan kesehatan gigi dan mulut secara terus menerus meningkat, sesuai dengan perkembangan ilmu pengetahuan dan teknologi. Pendidikan Sekolah Pengatur Rawat Gigi, merupakan lembaga yang besar peranannya dalam meningkatkan kualitas layanan.

Penelitian ini bertujuan untuk mendapatkan gambaran kualitas layanan kesehatan gigi dan mulut, dan hubungan antara karakteristik siswa yang terdiri dari pengetahuan, sikap terhadap profesi dan keterampilan pre-klinik siswa dengan kualitas layanan kesehatan gigi dan mulut Selain itu penelitian ini untuk melihat bagaimana faktor Pendidikan orang tua/wali siswa dan pengalaman praktek klinik siswa mempengaruhi hubungan karakteristik siswa dengan kualitas layanan kesehatan gigi dan mulut. Penelitian ini menggunakan data sekunder, kuesioner dan pengamatan.

Jumlah siswa yang melakukan praktek di klinik Sekolah Pengatur Rawat Gigi Tanjungkarang yang menjadi subjek penelitian ini ada 67 orang. Penelitian ini bersifat kuantitatif, menggunakan metode deskriptif analitik dengan pendekatan cross sectional. Hipotesis yang diajukan adalah : Ada hubungan positif antara pengetahuan, sikap terhadap profesi perawat gigi dan keterampilan praktikum pre-klinik siswa dengan kualitas layanan kesehatan gigi dan mulut. Hubungan positif ini semakin lemah dengan semakin tingginya pendidikan orang tua siswa dan semakin lamanya pengalaman praktek klinik siswa.

Hasil penelitian membuktikan adanya hubungan positif antara pengetahuan, sikap terhadap profesi perawat gigi dan keterampilan praktikum pre-klinik siswa dengan kualitas layanan kesehatan gigi dan mulut. Dari hasil uji chi-square dengan tingkat kemaknaan  $\alpha = 0.05$ , didapatkan nilai  $p = 0.02568$  untuk variabel pengetahuan,  $p = 0.02273$  untuk variabel sikap terhadap profesi, dan  $p = 0.00000$  untuk variabel keterampilan pre-klinik. Analisis stratifikasi dengan variabel pendidikan orang tua siswa dan pengalaman praktek klinik siswa sebagai kontrol, menunjukkan keeratan hubungan positif antara pengetahuan, keterampilan praktikum pre-klinik dengan kualitas layanan kesehatan gigi dan mulut semakin lemah dengan semakin tingginya pendidikan orang tua dan semakin lamanya pengalaman praktek klinik siswa Sedangkan keeratan hubungan positif sikap terhadap profesi perawat gigi dengan kualitas layanan kesehatan gigi dan mulut semakin kuat dengan semakin tingginya pendidikan orang tua siswa, dan semakin lemah dengan semakin lamanya pengalaman praktek klinik siswa.

.....The teeth and mouth health personnel is one the human resource which support and important for success of the health service. Education of the mouth and teeth health personnel is intended to increase the continuity of the teeth and mouth health service according to the development of science and technology.

The school of teeth maintenance is an institution which has an important role in increasing the quality of service.

This research is intended to obtain description of the teeth and mouth health service quality and its relationship with the student's characteristics which consist of knowledge, attitudes toward the profession and the student's pre-clinic skill with the teeth and mouth health service quality. Besides, this research is to study how the students' parents education and the students clinic experience influence the relationship of the teeth and mouth health service quality. This research use primary, secondary data, questioner and observation.

The number of students practice in the clinic of Tanjungkarang School of Teeth Maintenance which is the subject of this research is 67. This research is a quantitative one using a descriptive analytic methods with a cross sectional approach. The hypothesis is that there is a positive relationship between knowledge, attitudes toward the teeth and mouth health profession and the students pre-clinic practice skill with the teeth and mouth health service quality. The weaker the positive relationship, the higher the students' parent education and the longer the student clinic practice experience.

This research proved a positive relationship between knowledge, attitudes toward the teeth and mouth health profession and the students pre-clinic practice skill with the quality of teeth and mouth service. According to the chi-square test with a significance level  $\alpha = 0.05$ ,  $p = 0.02568$  for knowledge variable,  $p = 0.02273$  for the variable of attitudes toward the profession,  $p = 0.00000$  for the pre-clinic skill variable. The stratification analysis with the students' parents education variable and the students' clinic practice experience as a control indicates that the closeness of positive relationship between knowledge, pre-clinic practice skill with the quality of teeth and mouth service. The relationship is weaker with the higher the education of the parents and the longer the students' clinic practice experience. While the closeness of the positive relationship of the attitudes toward the teeth and mouth health profession with the service quality of the teeth and mouth is stronger with a higher the education of the students' parents, and the weaker with the longer the students clinic practice experience.