



## Description of Satisfaction Level of BPJS Health Denture Patients in Dental Hospital of South Sumatera Province

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### Abstract

**Introduction:** Dental Hospital of South Sumatera Province is a government hospital that has collaborated with BPJS Health since 2016. One of the health services provided is prosthodontic treatments. **Purpose:** The purpose of this study was to determine the satisfaction level of BPJS Health denture patients in Dental Hospital based on five service dimensions, i.e tangible, reliability, responsiveness, assurance, and empathy. **Method:** This study was a descriptive survey with a cross-sectional design and using total sampling technique. The subjects were all BPJS Health denture patients in the Dental Hospital of South Sumatera Province in 2018, involving total 51 participants. Data was obtained by using a measuring instrument in the form of a questionnaire. **Results:** Respondents were satisfied based on the dimensions of tangible, reliability, responsiveness, assurance, and empathy 100%, 74%, 89%, 81%, and 94% respectively. **Conclusion:** BPJS Health denture patients were satisfied with dental and oral health services at the Dental Hospital of South Sumatera Province.

**Keywords:** BPJS; dentures; patients satisfaction

### Introduction

BPJS Kesehatan which stands for “Badan Penyelenggara Jaminan Sosial” Kesehatan (Healthcare and Social Security Agency) is a public legal entity formed to organize the National Health Insurance program. The government established a National Health Insurance program to provide health assurance to obtain health care benefits and protection in health problems, including dental health.<sup>1</sup> The existence of BPJS Health was facilitating people to get free dental health services in the first and second levels of health providers that cooperate with BPJS Health.

Dental health care covered by BPJS Health consists of service administration, medical referral letters, dental check-ups, treatment, and medical consultation. One of the additional services with limitations provided by BPJS Health is the manufacture of dentures.<sup>2</sup> The use of dentures was important in maintaining periodontal tissue and stabilizing the remaining teeth. The need for dentures among the elders was increasing because of physiological changes in the oral cavity, including the loss of teeth.<sup>3</sup>



The most important aspect of service was the element of customer satisfaction. Patient satisfaction with health services was a difference between the performance of health services providers and the patient's expectations.<sup>4</sup> Service quality has several dimensions. According to Muninjaya (2011), the five dimensions of service quality are tangible, reliability, responsiveness, assurance, and empathy.<sup>5</sup> If the expectations are fulfilled, it means that the services met the quality of health services to make an extraordinary quality and will also lead to high satisfaction.

Dental Hospital of South Sumatera Province (RSKGM) is an advanced health facility in collaboration with BPJS Health which provides dental and oral health care. One of the treatments available in RSKGM was the manufacture of dentures. The author found that no study has been conducted specifically on the satisfaction level of BPJS Health denture patients. This study aimed to evaluate the satisfaction level of all denture patients participating in BPJS Health in RSKGM, South Sumatera Province.

### **Methods**

This was descriptive survey research with a cross-sectional design conducted in Palembang, and the data of the patient was obtained from the Dental Hospital of South Sumatra Province (RSKGM). The population in the current study were all denture patients who were BPJS Health participants at the RSKGM from January 2018 to December 2018. Sampling was determined by total sampling, involving 51 respondents.

Data were collected by filling out a patient satisfaction questionnaire consisting of 20 questions with five dimensions (the dimensions of tangible, reliability, responsiveness, assurance, and empathy) using a standard scale with five choices of Likert scale answers: Very Satisfied (VS), Satisfied (S), Neutral (N), Not Satisfied (NS), and Very Dissatisfied (VD). The data analysis performed was univariate. The univariate analysis aims to explain or describe the characteristics of research variables. The results of the data analysis were presented in the form of a frequency distribution table.

### **Results**

The current study was involving only 47 people out of 51 total samples. Four respondents canceled because three people moved to another city, and one person passed away. Table 1 showed the distribution of respondents based on age group and gender.



**Table 1** Distribution of denture patients of BPJS Health at Dental Hospital of South Sumatra Province in 2018 based on age group and gender.

Age Group	Denture Patient BPJS Health RSKGM South Sumatra Province		Total
	M	F	
21-30 years old	1	4	5 (10%)
31-40 years old	4	7	11 (21%)
41-50 years old	3	8	11 (21%)
51-60 years old	4	11	15 (29%)
61-70 years old	1	2	3 (6%)
71-80 years old	4	2	6 (12%)
<b>Amount</b>	17 (33%)	34 (67%)	51 (100%)

It can be seen from Table 1 that the distribution of the most patients at the age of 51-60 years. The distribution of female patients was more than that of male patients (57%). The results of tangible service (physical evidence) are shown in Table 2.

**Table 2** Satisfaction level of BPJS denture patients with the tangible dimension (physical evidence).

Service Dimension of Tangible (physical evidence)	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Are you satisfied with the cleanliness and comfort of the waiting room of RSKGM Prov. South Sumatra?	47	100%	0	0%
Are you satisfied with the cleanliness and comfort of the RSKGM treatment room, South Sumatra Province?	47	100%	0	0%
Are you satisfied with the availability and cleanliness of the medical equipment and dental chairs?	47	100%	0	0%
Are you satisfied with the tidiness and cleanliness of the appearance of the dentists and nurses at the Dental Clinic of the RSKGM South Sumatra Province?	47	100%	0	0%



Based on Table 2, it is known that all patients were satisfied with the cleanliness and comfort of the waiting room, treatment room, and the tools used were clean and complete. All patients were also satisfied with the clean appearance of the dentist and dental nurse.

**Table 3** Satisfaction level of BPJS health denture patients on the reliability dimension (reliability).

Service Dimension of Reliability	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Are you satisfied with the BPJS administration procedure?	47	100%	0	0%
Are you satisfied with the service provided by the registration officer?	45	96%	2	4%
Are you satisfied with the attitude of the dentist who acted quick and precise during the examination?	44	94%	3	6%
Are you satisfied with the function and comfort of the denture?	38	81%	9	19%

It can be seen from Table 3 that the hospital was reliable in serving denture patients. However, patients' dissatisfaction with the function and comfort of dentures is still quite high at 19%.

**Table 4** Satisfaction level of BPJS denture patients with the dimension of responsiveness.

Service Dimension of Responsiveness	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Are you satisfied with the attitude of the dentist who is quick to respond with the complaints?	45	96%	2	4%
Are you satisfied with the attitude of the dentist who conveys information about denture treatment?	42	89%	5	11%
Are you satisfied with the dentist's friendly and polite attitude?	44	94%	3	6%
Are you satisfied with the attitude of the dentist who provides denture information clearly/easy to understand?	42	89%	5	11%



Table 4 showed that generally, the patients were satisfied. However, patients were at least satisfied with the dentist's attitude when conveying information and the clarity of the information provided.

**Table 5** Satisfaction level of BPJS denture patients with the dimension of assurance (guarantee).

Service Dimension of Assurance (guarantee)	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Are you satisfied with the services of a polite and friendly dentist and dental nurse?	44	94%	3	6%
Are you satisfied with the BPJS cost of making dentures?	40	85%	7	15%
Are you satisfied with a dentist who gives you a sense of security and trust in the denture treatment you receive?	43	91%	4	9%
Are you satisfied with the service that does not discriminate between BPJS and non-BPJS patients?	47	100%	0	0%

**Table 6** Satisfaction level of BPJS health denture patients on the empathy dimension.

Service Dimension of Empathy	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Are you satisfied with the attitude of the registration officer who patiently serves patients?	44	94%	3	6%
Are you satisfied with the attitude of the dentist who listens to complaints about the disease you are suffering from?	44	94%	3	6%
Are you satisfied with the attitude of the dentist while you are receiving denture treatment?	45	96%	2	4%
Are you satisfied with a dentist who really cares about their patients?	45	96%	2	4%

Table 5 shows that all BPJS patients do not feel they are being treated differently from non BPJS patients. However, 15% of patients were dissatisfied with the cost of making



dentures. It was found in Table 6 that the majority of the BPJS patients were satisfied with the level of empathy provided by the dentist and registration officer. Only a minor percentage of patients are dissatisfied in this dimension.

**Table 7** Satisfaction level with the quality of BPJS health denture services based on all service dimensions.

Dimensions of Service Quality	Patient Satisfaction Level			
	S		NS	
	N	%	N	%
Tangible (physical evidence)	47	100%	0	0%
Reliability	35	74%	12	26%
Responsiveness	42	89%	5	11%
Assurance (guarantee)	38	81%	9	19%
Empathy	44	94%	3	6%

Based on Table 7, it is known that most patients were satisfied with all dimensions of service quality provided by the RSKGM of South Sumatra Province, but reliability dimensions are the least compared to other service quality dimensions.<sup>6</sup>

## Discussion

This current study involves more female than male participants. The distribution of denture users was more common in women, and it is in line with a study conducted by Annisa M.<sup>6</sup> Women are more likely to use dentures because they are more concerned about dental and oral health. Women also do a lot of social activities and pay more attention to appearance than men. According to the ADA (American Dental Association), women generally experience four conditions: puberty, pregnancy, menstruation, and menopause. In this phase, estrogen levels and calcium absorption increased rapidly, causing tooth fragility and inflammation so that the percentage of tooth loss in women was higher, and the demand for dentures was also high in women.<sup>7</sup>

In this current study, the denture users are among 51-60 years old. Thio et al. reported the range of age 51-60 was the highest age range of tooth loss.<sup>8</sup> As a person ages, the dental and oral health status of a person declines, and the organs are also susceptible to damage due



to overuse. Poor dental health could affect the loss of teeth so that patients need dentures to restore lost functions.

In the tangible dimension, all patients expressed satisfaction. It shows that while receiving treatment, patients assess the condition of the hospital as being in good circumstances in terms of the tidiness and cleanliness of facilities, infrastructure, and human resources. Meanwhile, in the dimension of reliability, the highest level of dissatisfaction is in the comfort aspect of the denture. Research conducted by Chandra Chuanda also obtained similar results.<sup>9</sup> Discomfort is caused by loose dentures or poor denture adaptation, improper occlusion, and poor finishing and polishing. Clinical and laboratory procedures were the most decisive factors for the success of denture treatment.<sup>10</sup> Dentists and dental technicians needed to establish good communication and cooperation during the manufacture of dentures.

Denture discomfort could also result from the patient's lack of knowledge about denture care post insertion. At the first visit, the dentist should provide knowledge that dentures were not the same as natural teeth. The patient may take several weeks to adapt to their new denture. Dentists should also call patients back on a regular basis. The patient should be recalled to check for proper extension and occlusion of the denture 24 hours and a week after the denture insertion to correct the occlusion disharmony and examine the tissue reaction. The next visit was every 3 – 6 months to see the tissue reaction and the amount of ridge resorption.

In terms of the responsiveness dimension, there were still patients who complained about the dentist's attitude when conveying information and the clarity of the information provided. Accuracy when giving instructions before and after treatment was important and could determine the success of treatment. Therefore, dentists must be able to convey information or provide the necessary explanations properly in order to build cooperation between doctors and patients.<sup>11</sup>

Assessment of the "assurance" dimension element shows patient dissatisfaction regarding the cost of making dentures using BPJS. This could be due to the lack of information regarding the cost of making dentures covered by BPJS. A dental prosthesis is an additional service with terms and conditions for participants of BPJS Health, according to medical indications and dentist recommendations. The cost of making dentures is not fully covered by BPJS, if the manufacturing cost is greater than the coverage, the rest is charged to the patient.<sup>2</sup> This must be communicated properly by dentists to their patients, so as not to cause misunderstandings that can lead to patient dissatisfaction. As for the empathy dimension, in





general, the majority of patients stated satisfaction. It shows that dental health workers in the hospital have empathy toward the patients and do not differentiate the status of the patient. Dimensions of "empathy" have a positive effect on the satisfaction of BPJS patients.<sup>12</sup>

RSKGM South Sumatra Province is expected to be able to maintain patient satisfaction in every dimension of service quality and build good cooperation between other hospitals and dental engineering laboratories to improve the quality of the reliability dimension.

## Conclusion

Patients who received denture treatment with BPJS overall stated that they were satisfied with each dimension of quality, however, the reliability dimension was the least compared to other service quality dimensions and need to be improved.

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