



## ABSTRACT

**Title of Abstract** : Description of Patient Satisfaction Towards Dental and Oral Health Services During Bulan Kesehatan Gigi Nasional (BKGN) 2022 At The Dentistry Study Program of Mulawarman University

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**Background** : Patient satisfaction is the primary indicator of the standards of a healthcare facility and a measure of service quality. When patient expectations are met by high-quality healthcare services, it results in a high level of service quality. There are several factors that affect oral health, including genetics, environment, behavior, and services. Riskesdas (2018) reported that 61.5% of the population in East Kalimantan faced oral health issues, with only 13.8% seeking treatment from dental professionals. In response, the Dentistry Study Program at Mulawarman University organized free dental care services during BKGN 2022, aiming to promote oral health awareness. This three-day event, held from December 5 to 7, 2022, included oral health counseling, tooth extraction, tooth filling, tartar cleaning (scaling), topical fluoride application, and fissure sealant procedures.

**Objective** : The aim of this study was to explore an overview of patient satisfaction with dental and oral health services in Bulan Kesehatan Gigi Nasional (BKGN) 2022.

**Research Methods/ Implementation Methods** : This study was a quantitative descriptive study with cross-sectional research design with a sample size of 300 individuals (total sampling). In this study, patients who have completed their treatment were asked to fill out a questionnaire.

**Results** : Descriptive analysis of the data revealed that tartar cleaning (scaling) was the most frequently performed procedure, accounting for 41% of cases. In terms of gender, women (66%) sought dental care more frequently than men (34%). Regarding age groups, the highest frequency of oral care was observed among individuals aged 17-25 years, corresponding to the late adolescence stage. Overall, the distribution of respondents who stated that they were satisfied with the oral health services at BKGN 2022 was (55.3%) and patients who stated that they were very satisfied were (36%).

**Conclusion/Lesson Learned** : Overall, the distribution of respondents who stated that they were satisfied with the oral health services at BKGN 2022 was (55.3%). The predominant type of oral care provided during BKGN 2022 was scaling, whereas fissure sealants were the least commonly administered treatment.

**Keyword** : patient satisfaction, dental and oral health, BKGN.