

## ABSTRAK

**Latar Belakang:** Permasalahan kesehatan gigi dan mulut masih menjadi isu utama dalam upaya peningkatan kesehatan masyarakat di Indonesia. Tingginya prevalensi penyakit gigi serta rendahnya kesadaran masyarakat dalam menjaga kebersihan gigi dan mulut menunjukkan pentingnya peran tenaga kesehatan gigi dalam memberikan pelayanan yang berkualitas. **Tujuan:** untuk menganalisis kinerja tenaga kesehatan gigi terhadap pelayanan kesehatan gigi dan mulut di Poliklinik Gigi Rumah Sakit Swasta Medan. **Metode:** ini menggunakan pendekatan kualitatif dengan metode studi kasus, melibatkan 10 informan yang terdiri dari dokter gigi spesialis, dokter gigi umum, dan pasien. Data dikumpulkan melalui wawancara mendalam, observasi, dan studi dokumentasi, kemudian dianalisis menggunakan analisis tematik Braun & Clarke (2006). **Hasil:** penelitian menunjukkan bahwa kinerja tenaga kesehatan gigi secara umum telah memenuhi standar profesional, terutama dalam kepatuhan terhadap prosedur operasional dan kemampuan klinis. Namun, masih terdapat kendala seperti keterbatasan fasilitas radiologi, beban kerja tinggi, serta sistem administrasi yang belum efisien. Faktor-faktor yang memengaruhi kinerja meliputi faktor individu (pengalaman, motivasi), faktor lingkungan (fasilitas, sarana prasarana, manajemen), dan faktor psikologis (kepuasan serta penghargaan). Kinerja yang baik terbukti berpengaruh positif terhadap kualitas layanan dan kepuasan pasien. **Keimpulan:** penelitian ini merekomendasikan peningkatan fasilitas penunjang, optimalisasi sistem manajemen, pelatihan komunikasi efektif, dan pemberian penghargaan bagi tenaga medis guna meningkatkan kualitas pelayanan di Poliklinik Gigi Rumah Sakit Swasta Medan.

**Kata Kunci :** Kinerja Tenaga Kesehatan Gigi, Kualitas Pelayanan, Rumah Sakit Swasta, Kepuasan Pasien, Pelayanan Kesehatan Gigi Dan Mulut.

## **ABSTRACT**

**Background:** Oral and dental health issues are still a major public health concern in Indonesia. The high prevalence of dental diseases and the low awareness of oral hygiene highlight the crucial role of dental health workers in providing quality services. This study aims to evaluate the performance of dental health workers in relation to dental and oral health services at the Dental Polyclinic of a Private Hospital in Medan. **Method:** This research employed a qualitative approach with a case study method, involving 10 informants consisting of dental specialists, general dentists, and patients. Data were collected through in-depth interviews, observation, and documentation studies, and were analyzed using thematic analysis based on the framework of Braun & Clarke (2006). **Result:** The findings revealed that the performance of dental health workers generally met professional standards, particularly in adherence to operational procedures and clinical competencies. However, several challenges remain, including limited radiology facilities, high workload, and administrative inefficiencies. The factors influencing performance include individual factors (experience, motivation), environmental factors (facilities, infrastructure, and management), and psychological factors (job satisfaction and recognition). Good performance was found to have a positive impact on service quality and patient satisfaction. **Conclusion:** This study recommends improving supporting facilities, management systems, providing communication training, and offering incentives or recognition programs to enhance the quality of dental and oral health services at the Dental Polyclinic of Private Hospitals in Medan

**Keywords:** Dental Health Workers' Performance, Service Quality, Private Hospital, Patient Satisfaction, Dental and Oral Health Services.