

Analysis of Factors Influencing the Behavior of Utilization of Dental and Oral Health Care Among Primary Students

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ABSTRACT

Dental and oral health is an integral part of overall health services. One effort that can be used to improve children's dental and oral health is through self-focused health promotion activities in schools through UKGS. The aim of the research was to determine the factors that influence the behavior of using dental and oral health care among elementary school students in Talok Village, Malang Regency. Observational research design with a cross-sectional approach. The population of all students in Talok, Malang was 145 respondents. The sample was 106 respondents with purposive sampling technique. Independent variables are health center support, school support, parent support, and student knowledge. The dependent variable is beviour of utilization of dental and oral health care among primary students. The research instrument used a questionnaire that was carried out validity and reliability. The analysis used is univariate, bivariate, and multivariate analysis with ordinal logistic regression using SPSS 23. Research ethics Number: 001274/EC/KEPK/I/05/2024. Bivariate analysis tests conducted showed there was a relationship between parent support ($p=0.000$) and student knowledge ($p=0.000$) with beviour of utilization of dental and oral health care among primary students. Multivariate analysis showed that the most influential variable is parental factors ($p=0.000$). The results of the research conducted are can be an appeal to parents to provide support and monitoring of their children's dental and oral health by utilizing existing examinations both at school and at the health center.

Keywords: dental and oral health care, parent support, primary student

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BACKGROUND

One of the prevention and treatment efforts in reducing the rate of dental caries in elementary school children is the existence of the School Dental Health Business (UKGS) program at Community Health Centers (Ministry of Health of the Republic of Indonesia, 2012). School Dental Health Business (UKGS) is one of the strategic approaches through promotion, school-based dental and oral health prevention, from elementary to secondary levels. The UKGS program is integrated with the UKS program (Pan, 2022). UKGS is implemented targeting school children as an effort to provide dental health care at promotional, preventive and curative levels of care. The implementation of this effort directly combines the potential of students' parents, teachers and dental health workers at the Community Health Center and from the local Health Service. UKGS activities in Turen District are carried out with the help of village health officers (village nurses/village midwives) regularly every year from July to December. Before carrying out UKGS activities, village health officers received information about the procedures for dental and oral examinations and recording the results. After carrying out UKGS activities, village health officers provide reports of students who need dental care to the dentist as the person responsible for UKGS activities (Astuti Arifin, Saputri and Nurani, 2023).

Parents and teachers have a role in children's behavior in maintaining their health, including maintaining healthy teeth. Parents have a very important role in their children's dental care; with the role played by parents including providing examples of dental care, motivating dental care, supervising dental care, and taking children to dental health care if the child has a toothache, either through home or school or UKGS (Lestari and Indarjo, 2016). Apart from parents, teachers also play an important role in a child's learning process, such as learning about dental care. A teacher is a person who helps others learn; by training, explaining, lecturing, organizing discipline, creating experience, and evaluating student abilities. Teachers can act as counselors, instructors, motivators, managers and models in demonstrating good things, for example in dental care (Jannah and Nyorong, 2020). Overcoming dental and oral health problems must receive full support from both the Community Health Center, parents and schools, supported by sufficient knowledge of students in maintaining healthy teeth and mouth. The hypothesis in this research is there is an influence of health center factors, school support factors, parental support factors, and student knowledge on the behavior of using dental health services among elementary school students in Talok Village.

METHODS

This type of research is research with an observational analytical approach using a cross sectional design. This research was carried out at Talok Village, with a population of all students, there are 145. The sample for this research was a simple technique random sampling. In accordance with calculations based on the Slovin formula, this research will use a sample of 106 respondents. The data collected in this research primary data was obtained from distributing questionnaires related health center factors, school support factors, parent support factors and student knowledge.

Data collection was carried out after respondents were given a PSP (explanation before consent) and signed an informed consent. After the data is collected, quantitative data processing is carried out which include editing, coding, entry and cleaning stages. Data analysis was carried out descriptively to see the frequency distribution of each variable. The data that has been collected is then subjected to a statistical test, namely using a ordinal regression test which analyzes health center factors, school support factors, parent support factors and student knowledge. The results of this analysis are then used to conclude a

hypothesis that has been approved by the health research ethics commission of the Indonesian Strada Health Sciences Institute with letter number 001274/EC/KEPK/I/05/2024.

RESULTS

In this study, analysis of the influence of patient characteristics on the behavior of using dental and oral health care was carried out using ordinal regression analysis. The things that will be analyzed in terms of respondent characteristics are class, gender, health center factors, school support factors, parental support factors, and student knowledge.

Table 1. The influence of health center factors, school support, parental support, and student knowledge on the behavior of using dental and oral health care for elementary school students in Talok Village

| Variable | dental and oral health care utilization behavior | | p value |
|--------------------------|--|----------|---------|
| | come | Not come | |
| health center factors | | | |
| 1. Good | 0 | 0 | 0,757 |
| 2. Enough | 21 | 16 | |
| 3. Not enough | 37 | 32 | |
| school support factors | | | |
| 1. Good | 0 | 0 | 0,559 |
| 2. Enough | 14 | 14 | |
| 3. Not enough | 44 | 34 | |
| parental support factors | | | |
| 1. Good | 33 | 1 | 0,000 |
| 2. Enough | 19 | 15 | |
| 3. Not enough | 6 | 32 | |
| student knowledge | | | |
| 1. Good | 12 | 0 | 0,000 |
| 2. Enough | 46 | 36 | |
| 3. Not enough | 0 | 12 | |

Based on Table 1, it can be seen that parental support factors and student knowledge characteristics have a significant influence on dental and oral health care utilization behavior with a value of 0.000 ($p < 0.05$).

Table 2. Factors that most influence the behavior of using dental and oral health care for elementary school students in Talok Village

| Variable | Estimate | p value | Min | Max |
|--|----------|---------|----------|----------|
| dental and oral health care utilization behavior | -36,277 | 0,000 | -37,252 | -35,302 |
| parental support factors | | | | |
| 1. Good | -19,927 | 0,991 | 3477,416 | 3437,561 |
| 2. Enough | -1,435 | 0,020 | -2,645 | -0,225 |
| 3. Not enough | 0 | . | . | . |
| student knowledge | | | | |
| 1. Good | -53,358 | 0,988 | 7233,022 | 7126,305 |
| 2. Enough | -34,842 | . | -34,842 | -34,842 |
| 3. Not enough | 0 | . | . | . |

DISCUSSION

The research results showed that the majority (65.1%) of the health center factors were in the poor category. In research, Variani (2020) stated that there was no relationship between dental health service facilities and the utilization of dental health services for pregnant women at the Oesapa Community Health Center, Kupang City. Khoiriyah (2017)

also stated that the utilization factor regarding health facilities does not have a significant relationship with the utilization of dental and oral health services by patients at the Dental and Oral Hospital (RSGM) Syiah Kuala University, Banda Aceh. Health facilities can also influence a person's habits regarding the use of health services (Astuti Arifin, Saputri and Nurani, 2023).

This could be due to operational congestion between community health centers and learning at school simultaneously, so that elementary school children rarely receive referrals at that time. Likewise, parents who are working are reluctant to take their children to services at the same time as working hours. The availability of health facilities and facilities is one of the factors that can encourage or motivate people to undertake treatment efforts. However, if a health service does not have complete facilities, then people will choose another place/hospital that is more complete. Even though people have the intention and desire to carry out treatment efforts, if health facilities are not available in the area then the community will again choose other healers, either traditional treatments or choose to treat the disease themselves and what is worse is if they do not make treatment efforts. completely in the hope that the disease will heal by itself (Simaremare and Wulandari, 2021).

The role of UKS teachers in elementary school students' oral health is very important. This is because dental and oral health is part of overall body health, if the health of elementary school students is disturbed, it can hinder the process of learning and teaching activities. Apart from that, with the active role of UKS teachers, student health will be monitored, and if elementary school students are healthy they will be able to receive lessons well (Hamidah, Sarwo and Pranowo, 2021).

In this research, emotional support is an effort by parents to help create comfort and calm for elementary school students. This emotional support is realized by faithfully involving elementary school children in cleaning their teeth and mouth, providing motivation and emotional access to the importance of maintaining healthy teeth and mouth, and faithfully involving elementary school children in dental practice to monitor their condition for healthy teeth and mouth, always maintaining the child's welfare. elementary school and provide fun to elementary school children as well as all other emotional support (Messakh and Rossalina, 2023).

The most important factor is that mothers can provide emotional support to elementary school children to maintain oral health. The mother's role as a partner and supporter in maintaining the health of the teeth and mouth of elementary school children greatly influences the actual practice of elementary school children in maintaining healthy teeth and mouth, especially if the mother has positive thinking about problems related to the children's school (Sadimin Sadimin et al., 2020).

The results of research conducted by (Sholiha, Purwaningsih and Hidayati, 2021) also show that an individual's education level has a significant influence on the use of dental health services. In this research, students were still in elementary school, so the students' initiative to seek knowledge and way of thinking were still immature, so this also affected their knowledge (Rizaldy, Susilawati and Suwargiani, 2017).

Various factors influence students' knowledge, one of which is social media, where currently information is very easy to obtain. Theoretically, formal education will greatly influence a person's knowledge. If someone has high formal education, the knowledge they have is also higher, so they will have a more positive attitude regarding the use of health facilities compared to someone with low education.

Based on the results of bivariate analysis, the variables that influence the behavior of using dental and oral health care are parental factors and students' own knowledge. Family support will have an impact on the use of health services. Someone who gets support from their family is more likely to use health facilities than someone who doesn't get family

support. Apart from that, family support has an influence on the tooth brushing habits of elementary school students. High parental support can encourage elementary school students to want to use dental and oral services for elementary school students at the Community Health Center.

This is also in accordance with research that elementary school students have a good perception of health service facilities because the service is friendly and pleasant. However, elementary school students still have unfavorable perceptions when it comes to invasive procedures or seeing needles (Lestari and Indarjo, 2016). Dentists at community health centers should not carelessly show objects such as needles and burs without providing an example that the objects are not dangerous, so that they can foster good perception in elementary school students. Parents must also get used to not instilling the paradigm that going to the dentist is scary, because it can cause elementary school students to be afraid and have a bad perception of dental and oral services (Khoiriyah, 2017).

Meanwhile, knowledge is closely related to the behavior that will be carried out, the higher the knowledge, the more understanding and positive behavior will be related to all things. Elementary school students have strong perceptions of the dental services they will visit. A good perception of elementary school students towards dental and oral services will make it easier for elementary school students to be invited by their parents to utilize dental and oral services. However, on the other hand, elementary school students who have a negative perception will certainly refuse to come for a dental check-up.

Based on the results of the multivariate test, the factor that has the most influence on the behavior of using dental and oral health care is parental factors. Family support will have an impact on the use of health services. Parents are the constant that their children will follow. When parents provide strong support regarding positive things, children will follow suit. Activities that become routine in a family will become a formula for activities in the future. Parents with a habit of scheduling dental health services will be easily followed by other family members. As a parent, it is important to have good knowledge regarding health services (Astuti Arifin, Saputri and Nurani, 2023).

Parental evaluation support in this study is an effort by parents to guide and involve elementary school children in making oral care decisions. Forms of evaluation support include praise, praise that elementary school students are good, so that they continuously shape the attitudes and behavior of elementary school students to maintain the cleanliness and health of their teeth and mouth. This assessment support is usually more directed at guidance on all the efforts that must be made by elementary school students. in maintaining the mother's dental and oral health adequately and continuously, and of course guidance or mentoring of elementary school students in all their activities to maintain the mother's healthy teeth and mouth. Dental and oral health requires good and sufficient knowledge. Parental information support referred to in this research is the efforts of all parents to provide as much information as possible to elementary school children so that they pay attention to the oral hygiene and health of elementary school children so that their teeth and mouths remain healthy. Continuously sharing information with elementary school children has a positive impact on elementary school children's understanding and knowledge of the importance of maintaining oral health (Ansori and Martiana, 2017).

The form of information delivery can be in the form of information about the importance of maintaining healthy teeth and mouth, reading materials, pictures and other information related to maintaining healthy teeth and mouth for elementary school children. Instrumental support is one of the most tangible forms of support provided by parents to maintain the oral health of elementary school students. This form of support cannot be separated from the parents' ability to meet the needs of elementary school age children, meaning that parents who have sufficient income will find it easier to meet all the needs of

elementary school children, including elementary school students. in maintaining dental and oral health, such as the cost of all dental and oral hygiene products, special places for cleaning teeth and mouth such as sinks, as well as regular dental and oral health checks for elementary school students at the dentist and so on(Simaremare and Wulandari, 2021).

CONCLUSION

Dental poly internal factors (human resources, medical and non-medical facilities, service rates) have a significant effect on the customer experience of dental poly patients at Bunda Medika Clinic Tulungagung. Human resources have a significant influence on all dimensions of customer experience (sense, feel, think, act, relate), medical and non-medical facilities have a significant influence on act customer experience (interaction experience) and relate customer experience (experience that is sought to be repeated) , service rates have a significant influence on the sense of customer experience (experience felt by the five senses) at the dental poly of Bunda Medika Clinic Tulungagung and customer expectations have a significant influence on the customer experience of patients at the dental poly of Bunda Medika Tulungagung, namely the think customer expectation dimension has a significant influence Think customer experience and sense of customer expectation have a significant effect on relate customer experience.

So the management of Bunda Medika Tulungagung Clinic needs to evaluate and improve the internal factors of the dental poly, including the discipline of human resources, especially dentists, non-medical facilities, namely related to the size of the dental poly room, the coolness of the room and the availability of ventilation/exhaust fans, service rates related to Providing discounts/promo prices, so that the Bunda Medika Clinic Tulungagung dental health services have not been able to meet patient expectations in terms of providing a good experience, overcoming patient dental and oral health problems, painless dental care, cool poly rooms, sending messages (SMS/WA) as a reminder to return control. So, improvement efforts are needed in meeting and exceeding patient expectations to achieve a positive customer experience in order to increase the number of patient visits at the dental poly of Bunda Medika Tulungagung Clinic.

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