

*Original Article*

**PATIENT SATISFACTION ON RESTORATIVE PROCEDURE AT SELECTED PRIVATE DENTAL CHAMBERS IN DHAKA CITY**

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**ABSTRACT**

**Background:** The simultaneous application of technical and artistic skills of restorative procedure enables a practitioner to achieve outstanding esthetic and functional results upon the patient's satisfaction.

**Objectives:** To assess patient satisfaction on restorative procedure at selected dentist chambers in Dhaka city.

**Materials and methods:** It was a cross-sectional study which was conducted to estimate the patient satisfaction on restorative procedure at selected dental chambers in Dhaka city. The respondents were selected purposively. Data were collected through face to face interview and reviewing records with the help of a questionnaires and checklist respectively.

**Places and period of study:** The study populations were conducted in dental chambers at Uttara in Dhaka city. Total 43 patients were interviewed purposively.

**Results:** Majority of the respondents (44.2%) belonged to 20-30 years of age. Male and female were 49% and 51% in number. Educational qualification of the respondents included 4.7% S.S.C, 37.2% H.S.C, 58.1% were in Graduate. Among the respondents 37.2% were service holders, 41.9% were businessmen and 20.9% were non-employee. 14% of all had monthly income was 30,000 tk, and 41.9% had monthly income was 31-50,000 tk. 28% respondents did G.I, 51.2% used Light cure filling materials and 20.9% with amalgam filling materials. 37.2% respondents were satisfied about restoration, 41.9% told very good about the quality of restoration and 30.2% satisfied about the color. Quality of restoration and perfection of the use on patient was significantly associated ( $p < .05$ ).

**Conclusion:** Due to the recent elevation of patient expectations regarding dental care, the education, training, and individual cultivation of dentists must be adjusted to ensure their satisfaction.

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**Key words:** Patient satisfaction, Restorative procedure, Private dental chamber.

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**INTRODUCTION**

Dental appearance is an important feature in determining the beauty of a face, and thus plays a key role in human social interactions. Among the significant factors affecting overall dental appearance are tooth color, shape, and position; quality of restoration; and general arrangement of the dentition.<sup>1</sup> Treatments improving dental aesthetics have been found to increase patient quality of life and psychological status.<sup>2,3</sup>

Feedback on satisfaction regarding dental care is vital for continuous improvement of the service delivery process and outcome.<sup>4</sup> As to the level of satisfaction, the manner of dentists during treatment is the aspect most highly rated, followed by medical capabilities and techniques.<sup>5</sup>

As patient satisfaction and patient experience become more important in healthcare delivery, survey tools

are also being improved to better gather patient Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.<sup>6</sup> Quality of care is a major concern of health care providers all over the world. An important element of quality is the satisfaction with the services provided.<sup>7</sup>

This study aimed to determine the levels of satisfaction regarding the quality of dental care among patients at the dental clinics.

#### MATERIALS AND METHOD

The study was conducted to assess patient satisfaction on restorative procedure at selected

feedback. The latest survey that can be used is the private dental chambers in Dhaka city. Oral consent was taken from each patient and respective chamber. Total 43 respondents and the private chambers were selected purposively. All questionnaires were coded, checked for completeness and consistency. Then the data were entered into software SPSS version 21 and analyzed.

#### RESULTS

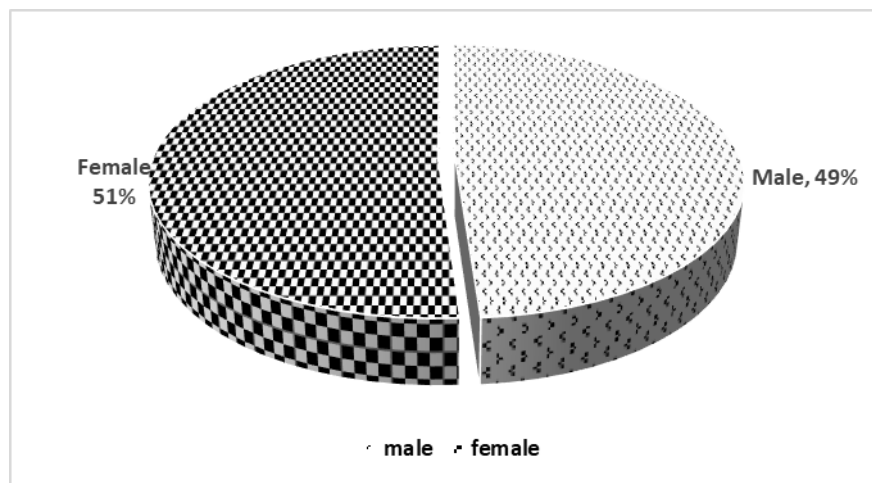
Majority of the respondents (44.2%) belonged to 20-30 years of age (Table- 1).

**Table: 1. Distribution of respondents according to age. (n=43)**

Age	Frequency	Percent (%)
20-30	19	44.2
31-41	16	37.2
> 41	8	18.6
Total	43	100.0

Male and female were 49% and 51% respectively (Figure-1).

**Figure 1: Distribution of respondents according to sex (n=43)**



Educational qualification of the respondents were 4.7% S.S.C, 37.2% H.S.C, 58.1% were in Graduate (Table-3).

**Table: 3. Distribution of respondents according to educational qualification. (n=43)**

<b>Educational qualification</b>	<b>No of respondent</b>	<b>Percent (%)</b>
Above S.S.C	2	4.7
H.S.C	16	37.2
Graduation	25	58.1
<b>Total</b>	<b>43</b>	<b>100.0</b>

Among the respondents 37.2% were service holder, 41.9% were businessman and 20.9% were non-employee (Table-4).

**Table: 4. Distribution of respondents according to occupation (n=43)**

<b>Occupation</b>	<b>Frequency</b>	<b>Percent (%)</b>
Service holder	16	37.2
Businessman	18	41.9
Non-employee	9	20.9
<b>Total</b>	<b>43</b>	<b>100.0</b>

14% of the respondent's monthly income was 30,000 tk, 41.9% had monthly income 31-50,000 tk and 44.2% respondent had monthly income above 50,000 tk (Table-5).

**Table: 5. Distribution of respondents according to monthly Income (n=43)**

<b>Monthly income in taka</b>	<b>Frequency</b>	<b>Percent</b>
30000	6	14.0
31-50000	18	41.9
> 50000	19	44.2
<b>Total</b>	<b>43</b>	<b>100.0</b>

Of all 27.9% respondents did G.I, 51.2% used light cure filling materials and 20.9% respondent amalgam filling materials (Table-6).

**Table 6: Types of restoration used by respondents (n=43)**

Types of restorations	Frequency	Percent
G.I	12	27.9
Types of restorations	Frequency	Percent
Light Cure	22	51.2
Amalgam	9	20.9
<b>Total</b>	<b>43</b>	<b>100.0</b>

Out of all 37.2% respondents were satisfied about restoration, 41.9% addressed very good about the

quality of restoration and 30.2% were satisfied about the color (Table-7).

**Table 7: Satisfaction of the respondents (n=43)**

Attributes	Level of satisfaction	
	Good	Very good
Restoration types	27 (62.8%)	16 (37.2%)
Restoration quality	25 (58%)	18 (42%)
Color matching with teeth	30 (70%)	13 (30%)

No association was found between age and educational qualification but types of restoration and color of restoration was significantly associated ( $p < .005$ ).

## DISCUSSION

A total of 43 subjects were studied. The measure of patient satisfaction was developed specifically for restorative procedures. The findings of the study were discussed following: Majority of the respondents (44.2%) belongs to 20-30 years of age. Male and female were 49% and 51% in number. Educational qualification of the respondents were 4.7% S.S.C, 37.2% H.S.C, 58.1% were in Graduate. Among the respondents 37.2% were service holder another study showed that the population of Bangladeshi people 39.76 % is involve in service sector.<sup>8</sup> In this study 41.9% were businessman and 20.9% were non-employee. 14% of the respondents monthly income were 30,000 tk, 41.9% monthly income were 31-50,000 tk and 44.2% respondent monthly income were above 50,000 tk. According to the Bangladesh prospective the average monthly incomes of the people were BDT 13,258 tk.<sup>9</sup> This study was conducted in a private dental chamber may be for that reason the average income of the respondent was higher. 27.9% respondent did G.I, 51.2% used light

cure filling materials and 20.9% respondent used amalgam filling materials. In a report said that amalgam filling material is more frequently used in the whole world<sup>10</sup> but amalgam filling materials has some bad effect which is currently proved so dental surgeon are now trying to avoid it. 62.8% said good and 37.2% respondents response were very good about restoration, 58.1% were said good and 41.9% were said very good about the quality of restoration and 30.2% answered very good and 69.8% said good about the color. Another study showed that 60% of patients surveyed answered positively in all survey categories: access, provider satisfaction, cost, comfort/cleanliness, and confidentiality/privacy.<sup>11</sup> Perception towards dental appearance is determined by cultural factors and individual preferences varying between individuals and cultures and changing over time. Quality of restoration which were used that was associated ( $p < .05$ ), another study showed that patient satisfaction were expressed when the dentist had placed the original restoration ( $p = .04$ ).<sup>12</sup> The patient's attitude towards dental appearance is very

important as it is proved to be effective on quality of life and general well-being and should be acknowledged in dental treatment decisions.<sup>13</sup>

## CONCLUSION

Dental caries or cavities are preventable but if not then it can lead to chronic tooth diseases like-periodontal diseases, pulpities, cyst etc. Prevention is better than cure. So, we should be conscious about the importance of oral health and its connection to overall general health.

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