

GAMBARAN KEPUASAN PASIEN TERHADAP KOMUNIKASI INTERPERSONAL PADA PERAWATAN ENDODONTIK DI RSGMP UNIVERSITAS AIRLANGGA

*Description of Patient's Satisfaction in Interpersonal Communication of
Endodontic Treatment in RSGMP Airlangga University*

ABSTRACT

Background: Communication is a basic element of every interaction between human. Interpersonal communication is a medium to establish a trusting relationship so patient can feel satisfied with the services that they received. Interpersonal communication is considered as an effective way to convey health messages because the sender of the message and the recipient of a message can be directly face to face, so the message be conveyed on the spot. **Purpose:** The aim of this research is to describe patient's satisfaction with interpersonal communication in endodontic treatment in RSGMP Airlangga University. **Method:** To obtain data on research using a quistionnaire form. Respondents in this research were amounted to 93 respondents which is a patient who is doing endodontic treatment in RSGMP Airlangga University. Calculation of data is presented in tabular form frequency (percentage) and followed by cross-tabulation. **Result:** The result of this study showed that 48.4% of respondents were satisfied and 51.6 % of respondents were dissatisfied. If it is viewed from communication phase, on orientation phase 71% of respondent were satisfied and 29% respondents are dissatisfied. In the work phase, 47.3% of respondent were satisfied and 52,7% respondent dissatisfied. In the termination phase, 63.4 % of respondents were satisfied and 36.6 % of respondents are dissatisfied. **Conclusion:** The satisfaction of respondents is relatively less, because respondents who were dissatisfied still much more than 51.6 % . Therefore, it is suggessted for the operator in RSGMP to improve the implementation of interpersonal communication in interacting with patients to improve patient's satisfaction.

KEYWORDS : interpersonal communication, patient's satisfaction, endodontic treatment