

27th Global Summit and Expo on

DENTAL MARKETING

December 07-08, 2017 | Madrid, Spain

The relationship between interpersonal communications of co-assistant students with service quality based on patient satisfaction at Faculty of Dentistry Andalas University Clinic

Rahmi Agvanesia

Andalas University, Indonesia

Interpersonal communication is a skill and is one of the competencies that dentists must possess. Therefore, Faculty of Dentistry, Andalas University has been trying to implement this soft skill by implementing it into curriculum. Patient satisfaction on interpersonal communication is thought to be one of the factors that determine the quality of a health service. The aim of the study is to determine whether there is a relationship between interpersonal communications of co-assistant students with service quality based on patient satisfaction at the Faculty of Dentistry, Andalas University Clinic. The study was an observational cross-sectional analytic approach. The sampling was simple random, and the number of subjects were 90 respondents. The materials used in this study were questionnaires consisting of 17 questions; there were 12 questions regarding interpersonal communication and 9 questions regarding patient satisfaction on service quality. The result of Chi-square test for interpersonal communication of co-assistant student-patient shows that there is a significant relationship between interpersonal communication of co-assistant students with service quality based on patient satisfaction at the Faculty of Dentistry, Andalas University Clinic.

agva2011@yahoo.co.id