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# Dentist Interpersonal Communication Relationships Seen From The Aspects of Openness and Empathy with Patient Satisfaction in Kendari City Health Center

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### ABSTRACT

**Introduction:** The Indonesian Doctor Competency Standards state that doctors must be able to communicate effectively with their patients. Dentists are required to master communication skills so that ambiguous communication does not occur and there is no gap between the patient's expectations and the reality obtained by the patient. This study aims to analyze the relationship between dentist interpersonal communication and patient satisfaction at the Kendari City Health Center.

**Method:** The research method uses quantitative, using a cross sectional study approach. The population was 24,960 people and the total sample was 96 divided into each health center.

**Result:** The result of study about relationship between openness and patient satisfaction was found p value  $(0.001) < \alpha (0.05)$ . And the relationship between empathy and patient satisfaction was found the p-value  $(0.002) < \alpha (0.05)$ .

**Conclusion:** There is a relationship between openness and empathy with the patient satisfaction teeth at the Kendari City Health Center. Health center that has good service, namely by providing facilities that will have an impact on clients and the health center workforce, one of which is doctors.

### Introduction

One of the soft skills that must be applied in every higher learning institution is communication skills. Interpersonal communication skills are very important in the health sector, including in educating about dental and oral health. Dentists who want to be successful must be able to communicate messages to a variety of patients.

Good communication between doctors and patients can prevent malpractice claims from the public against doctors and dentists. Dentist competency standards in Indonesia have regulated the communication skills that every dental graduate must have.<sup>[1]</sup>In the competency standards for dentists in Indonesia, domain one, it is stated that one of the main competencies of dental graduates is being able to carry out

communication, information and education effectively and responsibly, both orally and in writing, with patients, their families or companions, as well as the community and colleagues, and other related health professions.<sup>[2]</sup>

There are still many patients who complain about poor communication from doctors to patients which is the background for this research. Bad communication is like a doctor who is unfriendly, or communication where there is a gap in position between the doctor and the patient. Poor doctor-patient communication results in patients changing doctors or patients being disloyal.<sup>[3]</sup>

Interpersonal communication is an important factor for an individual's success in life.<sup>[4]</sup> Communication skills can help individuals to express their emotional needs, so that they can achieve personal goals successfully, meaning that by having good interpersonal communication skills it will be easier for someone to achieve their goals.<sup>[5]</sup>

Patient satisfaction is the patient's feeling of joy and satisfaction because the expectations and reality of using and receiving health services provided by the hospital can be fulfilled. Satisfied patients are a very valuable asset for hospital managers because if the patient is satisfied they will continue to use the service of their choice, but if the patient is dissatisfied they will tell other people twice as much about their bad experience.<sup>[6]</sup>

Therapeutic communication of nurses in the outpatient hospital of Jogja Regional Hospital, respondents were satisfied with the therapeutic communication of nurses both at the orientation stage, work stage and termination stage. Therapeutic communication that is applied well will provide comfort to the patient so that the patient feels satisfied with the services provided, especially in terms of therapeutic communication.<sup>[7]</sup>

Based on data obtained from the Kendari City Health Service, data was obtained that there are 15 health centers in Kendari City, namely Labibia Health Center, Lepo-Lepo Health Center, Abeli Health Center, Benu-Benua Health Center, Jati Raya Health Center, Kandai Health Center, Kamaraya Health Center, Mata Mata Health Center, Mekar Health Center, Mokoau Health Center, Nambo Health Center, Perumnas Health

Center, Poasia Health Center, Puuwatu Health Center, Wua-Wua Health Center.<sup>[8]</sup>

Based on data obtained from the Kendari City Health Service, data obtained from dental and oral health services at public health centers in Kendari City in 2018 amounted to 22,121 cases, including 1,006 cases at Eye Health Center, 1,010 cases at Kandai Health Center, 2,017 cases at Benu-Benua Health Center, 0 cases at Kamaraya Health Center, Labibia Health Center 2,113 cases, Puuwatu Health Center 2,576 cases, Mekar Health Center 1,713 cases, Perumnas Health Center 2,583 cases, Wua-Wua Health Center 1,095 cases, Jati Raya Health Center 1,037 cases, Lepo-Lepo Health Center 32 cases, Mokoau Health Center 1,186, Health Center Mas Poasia 4,013 cases, Community Health Center Abeli 1,740 cases, Nambo Health Center 0 cases.<sup>[9]</sup>

In 2019 there were 24,094 cases, including Mata Health Center 911 cases, Kandai Health Center 1,542 cases, Benu-Benua Health Center 2,394 cases, Kamaraya Health Center 2,458 cases, Labibia Health Center 1,841 cases, Puuwatu Health Center 3,110 cases, Mekar Health Center 1,662 cases, Puskesmas National Public Health 3,139 cases, Community Health Center Wua-Wua 1,618 cases, Jati Raya Health Center 0 cases, Lepo-Lepo Health Center 20 cases, Mokoau Health Center 5 cases, Poasia Health Center 3,536 cases, Abeli Health Center 1,072 cases, Nambo Health Center 786 cases.<sup>[8]</sup>

In 2020 there were 14,507 cases, including 549 cases at Mata Health Center, 632 cases at Kandai Health Center, 1,246 cases at Benu-Benua Health Center, 709 cases at Kamaraya Health Center, 1,361 cases at Labibia Labibia Health Center, 1,388 cases at Puuwatu Health Center, 1,460 cases at Mekar Health Center, 1,460 cases at Perum Health Center. nas 1,980 cases, Community Health Center Wua-Wua 889 cases, Jati Raya Health Center 656 cases, Lepo-Lepo Health Center 20 cases, Mokoau Health Center 590 cases, Poasia Health Center 1,816 cases, Abeli Health Center 425 cases, Nambo Health Center 786 cases.<sup>[9]</sup>

## Method

The research method uses quantitative, using a cross sectional study approach. The population was 24,960 people and the total sample

was 96 divided into each health center. Sampling was taken using the Proportional Simple Random Sampling Method.

### Result

**Table 1** shows that of the 96 respondents there were 24 (25.0%) respondents who stated that their supportive attitude was in the poor category and 72 (75%) respondents stated that their openness attitude was in the good category. Then, of the 24 respondents who stated that patient openness was in the poor category, most of the 14 respondents (14.6%) were less satisfied and 10 respondents (10.4%) were satisfied. Furthermore, of the 72 respondents who stated that their openness attitude was in the good category, the majority of 15 respondents (15.6%) were less satisfied and 57 respondents (59.4%) were satisfied. The chi-square test results obtained p value (0.001) and  $X^2$ count (10.293), because the p value (0.001) <  $\alpha$  (0.05) and the  $X^2$ count (10.293) >  $X^2$ table (3,841) it means that there is a relationship between openness with patient satisfaction at the Kendari City Health Center in 2022. To determine the strength of the relationship between openness and patient satisfaction, the control correlation coefficient's tau-b formula was used, a value of 0.384 was obtained, which means the closeness of

the relationship between openness and patient satisfaction is in the weak group. This means that the better the openness, the better the patient satisfaction.

**Table 2** shows that of the 96 respondents, 22 (22.9%) respondents stated that patient empathy was in the poor category and 74 (77.1%) respondents stated that patient empathy was in the good category. Then, of the 22 respondents who stated that patient empathy was in the poor category, most of the 13 respondents (13.5%) were less satisfied and 9 respondents (9.4%) were satisfied. Furthermore, of the 74 respondents who stated that empathy was in the good category, the majority of 16 respondents (16.7%) were less satisfied and 58 respondents (60.4%) were satisfied. The chi-square test results obtained p value (0.002) and  $X^2$ count (11.293), because the p value (0.002) <  $\alpha$  (0.05) and the  $X^2$ count (11.293) >  $X^2$ table (3,841), it means that there is relationship between empathy with patient satisfaction at the Kendari City Health Center in 2022. To determine the strength of the relationship between empathy and patient satisfaction, the tau-b control correlation coefficient formula was used, a value of 0.343 was obtained, which means that the closeness of the relationship between empathy and patient satisfaction is in the weak group. This means that the better the empathy, the better the patient satisfaction.

**Table 1.**  
**Dentist Interpersonal Communication Relationships Viewed from the Aspect of Openness and Patient Satisfaction**

Openness	Patient Satisfaction				Amount		Statistic Result
	Less satisfied		Satisfied		n	%	
	n	%	n	%			
Not enough	14	14.6	10	10.4	24	25.0	p value =0.007 r =0.384
Good	15	15.6	57	59.4	72	75.0	
Total	29	30.2	67	69.8	96	100	

**Table 2**  
**Dentist Interpersonal Communication Relationships Seen From the Aspect of Empathy and Patient Satisfaction**

Empathy	Patient satisfaction				Amount		Statistic Result
	Less satisfied		satisfied		n	%	
	n	%	n	%			
Not enough	13	13.5	9	9.4	22	22.9	p value =0.002 r=0.343
Good	16	16.7	58	60.4	74	77.1	
Total	29	30.2	67	69.8	96	100	

## Discussion

### The relationship between openness and patient satisfaction

Communicators and communicant express ideas or even problems to each other freely (not covered up) and openly without fear or embarrassment. Both understand and understand each other. In this case the doctor is the communicator and the patient is the communicant, and it is hoped that the doctor and patient must be open to each other in order to achieve good interpersonal communication. The results of statistical analysis show that there is a relationship between patient satisfaction and the openness of interpersonal communication between doctors and patients. It can be seen from the level of openness, both good and bad, that respondents were less satisfied with the communication they had with health workers.

Of the 96 respondents, 24 patients stated that dentists' interpersonal communication was based on openness in the (poor) category, namely 25% and 72 patients stated that dentists' interpersonal communication was based on openness in the (good) category, namely 75%.

The chi-square test results obtained p value (0.001) and  $X^2_{count}$  (10.293), because the p value (0.001) <  $\alpha$  (0.05) and the  $X^2_{count}$  (10.293) >  $X^2_{table}$  (3,841) it means that there is a relationship between openness with patient satisfaction at the Kendari City Health Center in 2022. Followed by an analysis test of the strength of the relationship between openness and patient satisfaction using the correlation coefficient formula, a value of 0.384 was obtained, which means that the close relationship between openness and patient satisfaction is in the weak group. This means that the better the openness, the

better the patient satisfaction, this is in line with research regarding the relationship between caring behavior carried out by nurses and the level of client satisfaction in the internal medicine ward at Pariaman Regional Hospital where there is a significant relationship between caring behavior of nurses and the level of client satisfaction. This research shows that more than half of clients are dissatisfied with nurses' caring (57.1%), and more than half rate nurses' caring behavior as poor (66.0%).<sup>[10]</sup>

Patient satisfaction really depends on the doctor's interaction factors, as well as other factors. If what the patient hopes for can be understood by the doctor, the patient will really feel appreciated and cared for. They will also think that the doctor providing care is more able to understand what they expect and will also be willing to listen to what they have to say.

### The relationship between empathy and patient satisfaction

Distribution of patient satisfaction with the quality of dental and oral health services in terms of empathy, for clarity in providing instructions before treatment, 74 people (77.1%) had empathy in the good category. Clarity in providing instructions before and after treatment is important and this can determine the success of a treatment. In this study, patients felt satisfied with the clarity of the pre- and post-treatment instructions given by the dentist because these explanations made the patient feel comfortable with the treatment provided. This is supported by Rahmawati AF and Suprianto S stating that personal interaction consists of the friendliness of the doctor to the patient, the politeness of the doctor to the patient, the attention of the doctor to the patient, the ease with which the doctor can be found, and the clarity

of the information provided by the doctor, which is important for the patient or has value. mean satisfaction rating. In the dimension of empathetic service, the dentist's sincere attitude in handling patient complaints and providing services regardless of social status. In this study, the dentist's seriousness in handling patient complaints was important. With this attitude, the patient feels that his dental and oral health problems can be handled by the dentist. This also makes patients feel satisfied with the dentist's attention in providing services regardless of the patient's social status. Attention is part of the service quality dimension which influences customer satisfaction in using services. Sriwiyanti's research in Saragih S at Harapan Pematang Siantar Hospital stated that empathy influences the patient's decision to use hospital services. Basically, every patient wants special treatment. Thus, sympathy from medical or paramedic personnel is the main tool for fulfilling patient expectations for special treatment, which will then influence the patient's perception of satisfaction.

In this study, patients were satisfied with the clarity of information about the disease provided by the dentist. The explanation of disease information enabled the patient to know about dental and oral health problems.

The results of the study showed that the majority of respondents had the perception that dentists' interpersonal communication was based on the empathy aspect in the good category (satisfied), namely 67 people (69.8%) were satisfied with the services provided and 29 people (30.2.2%) were dissatisfied with services provided.

The same thing with research regarding patient satisfaction in implementing effective doctor communication at Makassar City Regional Hospital. The results of the research showed that 93.8% of patients were satisfied and 6.5% of patients were dissatisfied with the effective communication of doctors in the outpatient installation of Makassar City Regional Hospital.<sup>[11]</sup>

This is different from the results of Hilal Ariadi's research on patient perceptions of the quality of doctor's services in terms of empathy and service quality in the outpatient installation of RSI Sunan Kudus in 2005. The results show that according to patients, the interpersonal relationship between doctors and patients at RSI Sunan Kudus is 21% not good, 67% have average perception,

9% have good perception, 3% have very good perception.

Dimensions of service quality with perceived satisfaction. If we look at the attention aspect, the percentage of respondents with higher satisfaction was found in respondents with good attention aspects, namely 53.1% and there was a significant relationship between the attention aspect and perceived satisfaction (p-value < 0.001).

## Conclusion

Health center that has good service, namely by providing facilities that will have an impact on clients and the health center workforce, one of which is doctors.

Both understand and understand each other. In this case the doctor is the communicator and the patient is the communicant, and it is hoped that the doctor and patient must be open to each other in order to achieve good interpersonal communication. The results of statistical analysis show that there is a relationship between patient satisfaction and the openness of interpersonal communication between doctors and patients.

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