CHARACTERISTIC OF INTERPERSONAL SKILLS IN DOCTOR-PATIENT RELATIONSHIP IN FATMAWATI PUBLIC TEACHING HOSPITAL, AND PRIVATE HOSPITAL

Fika Ekayanti¹, Sophie Dwiyanti², Nasrudin²
Faculty of Medicine and Health Sciences, Syarif Hidayatullah State Islamic University

Email: fikaekayanti@yahoo.com

ABSTRACT

Professionalism in doctor-patient relationship is influenced by the capability on performing excellent interpersonal skills. Those are consisted of verbal and non-verbal communication skills, listening skills, negotiating skills, problem solving skills, decision making skills, and assertive skills. Kalamazoo Consensus Statement set those skills into seven aspects of communication. The hypothesis of the study was that no significant difference between doctors’ interpersonal skills based on their place of work. The study aimed to identify the difference of doctor’s characteristic of interpersonal skills in RSUP Fatmawati as the public hospital, RS Syarif Hidayatullah as Islamic private hospital and RS Harapan Bunda as the general private hospital. The study design was cross sectional with 150 samples for each hospital (total samples were 450 samples). Data was gathered by using the questionnaires within September to December 2013, and analyzed by SPSS 16 using Pearson chi square test. The results showed that there was significant difference between doctor’s characteristic of interpersonal skills in RSUP Fatmawati, RS Syarif Hidayatullah dan RS Harapan Bunda. The lowest interpersonal skills was obtained by RS Syarif Hidayatullah. The decent attitude and behaviour of doctor’s performance from patients perspective was low (20.7%). The doctor’s characteristics of interpersonal skills has significantly different based on the work place. It needs hospital intervention to improve the quality of service for the patients.

Keywords: Doctor And Patients Relationship, Interpersonal Skills.