MANAGEMENT PULP NECROSIS WITH OPEN APEX USING APICAL PLUG MINERAL TRIOXIDE AGGREGATE ................................................................. 56
HEALING OF PERiapical Lesion USING CAliCUM HYDROXIDE IN NONsURGICAL ENDoDONTIC TREATMENT ................................................................. 57
CONVENTIONAL ENDoDONTIC RE-TREATMENT ON LEFT MAXILLARY SECOND PREMOLAR WITH UNDERFILLED AND UNADEQUATE RESTORATION........ 58
MANAGEMENT OF FRACTURED ENDoDONTIC INSTRUMENT WITH BYPASS TECHNIQUE ON APICAL THIRD MAXILLARY PREMOLAR TOOTH ........................................ 59
MANAGEMENT OF MAXILLARY FIRST PREMOLAR WITH THREE ROOT CANALS : A Case REPORT .............................................................................................................. 60
ANALYSIS OF THE MANDIBLE CORTICAL BONE HEIGHT IN AMLODIPINE USER PATIENT USING PANORAMIC RADIOGRAPH ........................................... 61
MANDIBULAR FOURTH MOLARS IMPACTION : CASE REPORT RADIOGRAPHIC ANALYSIS OF IMPACTED FOURTH MOLARS IN FEMALE PATIENTS WHO VISITED A PRIVATE PRACTICE IN THE CITY OF TASIKMALAYA .................................................................................. 62
BEST PRACTICE OF IN VITRO METHODS ON MEASURING ANTI MICROBIAL OF CHEMICAL SUBSTANCE ON ROOT CANAL TREATMENT ...................................... 63
NON-SURGICAL ROOT CANAL RETREATMENT ON THE MAXILLARY LEFT SECOND PREMOLAR 64
POSTER PRESENTATION
EFFECT OF BAGGASE FIBER (Saccharum officinarum L) ON FLEXURAL STRENGTH OF COMPOSITE RESIN ........................................................................................................ 66
CORONALLY ADVANCED FLAP FOR THE TREATMENT OF A SINGLE RECESSION : A TWO-YEAR FOLLOW UP ........................................................................... 67
SEMILUNAR FLAP FOR TREATMENT MILLER'S CLASS I GINGIVAL RECESSION ........................................................................................................................... 68
THE RELATIONSHIP BETWEEN CHILDREN'S MOTIVATION WITH ENDOdONTIC TREATMENT NEED IN STUDENTS AGED 9-12 YEARS OF SDN KEDUNGKANDANG 2 MALANG........................................................................ 69
CUSTOMER TRUST OF OUTPATIENT ON DENTAL AND ORAL CLINIC AT SOME HOSPITALS IN BANDUNG ........................................................................................................... 70
EVALUATION OF APEXIFICATION TREATMENT ON CENTRAL INCISIVE OF YOUNG PERMANENT TOOTH DUE TO TRAUMATIC INJURY : A Case REPORT ....................................................................................... 71
AESTHETIC REHABILITATION AND DENTAL PREVENTIVE OF THE PRIMARY DENTITION AFFECTED BY ENAMEL HYPOPLASIA : CASE REPORT ........................................ 72
CUSTOMER TRUST OF OUTPATIENT ON DENTAL AND ORAL CLINIC AT SOME HOSPITALS IN BANDUNG

C. Zubdaedah, F.M. Putri, S. Tjahajawati, S. Suisilawati, R. Wardani

1. Dental Public Health Department, Faculty of Dentistry, Universitas Padjadjaran, Jalan Sekeloa Selatan No. 1, Bandung, 40132, Indonesia
2. Oral Biology Department, Faculty of Dentistry, Universitas Padjadjaran, Jalan Sekeloa Selatan No. 1, Bandung, 40132, Indonesia

E-mail: fidya.putri@kg.unpad.ac.id

Abstract

Doctor-patient relationship is affected by the behaviour of service providers, in this case is hospital. The purpose of the study was to determine the outpatient trust of dental and oral clinic at some hospitals in Bandung. The research is explanatory research with survey method. The research also used unit of analysis which is a hospital located in Bandung, observation unit is outpatient user of dental and oral clinic at hospital, it also used purposive sampling with n = 289 respondents and a questionnaire as research tool. The results showed that 89.7% of respondents have a good trust to the hospital. Dimensions which has the greatest role in this research is a benevolence. Conclusion from this research show the outpatient trust come from benevolence given by the hospital to help patients or users in solving health problems.

Keywords: customer trust; hospitals