

Hubungan Antara Karakteristik Dan Persepsi Pasien Tentang Mutu Pelayanan Dengan Tingkat Kepuasan Pasien Rawat Jalan Fisioterapi Pada RSO "Prof Dr R Soeharso" Surakarta Tahun 2003(The Correlation Between Outpatients' Characteristics And Perceptions On The Quality Of Physiotherapy Services And Outpatients' Satisfaction Level At The RSO "Prof Dr R Soeharso" Surakarta 2003 (2003 - Skripsi)

Oleh: MARTI RUSTANTI -- E2A200049 **Kata Kunci:** Kepuasan Pasien, Mutu Pelayanan, Karakteristik Pasien Rawat Jalan Fisioterapi.(Patients' satisfaction, Quality of services, Physiotherapy outpatients' characteristic.

Latar belakang penelitian ini adalah masih adanya ketidakpuasan pasien rawat jalan fisioterapi di RSO Surakarta dan berdasarkan data kunjungan dan penerimaan rata-rata per bulan yang mempunyai kecenderungan menurun. Tujuan diadakannya penelitian ini adalah untuk mengetahui hubungan antara faktor karakteristik yang terdiri dari umur, jenis kelamin, pendidikan, pendapatan dan faktor persepsi pasien tentang mutu pelayanan yang terdiri dari kehandalan, ketanggapan, keyakinan, perhatian dan penampilan pelayanan dengan tingkat kepuasan pasien. Sedangkan rumusan masalah penelitian ini adalah "Apakah ada hubungan antara karakteristik dan persepsi pasien tentang mutu pelayanan fisioterapi dengan tingkat kepuasan pasien".

Penelitian ini merupakan penelitian penjelasan dengan pendekatan Cross Sectional dengan populasi seluruh pasien rawat jalan fisioterapi RSO Surakarta. Pemilihan sampel dengan metode *Purposive random sampling* dengan kriteria pasien rawat jalan fisioterapi yang telah mendapatkan pelayanan minimal 6 kali. Sedangkan pengambilan sampel dengan metode *Quota sampling* yaitu setelah mencapai 66 responden pengambilan dihentikan. Pengumpulan Data melalui wawancara langsung dengan pedoman kuesioner dilakukan oleh peneliti sendiri. Pengolahan dan analisis data dengan uji chi square menggunakan program SPSS 10 for window.

Dari hasil analisis diperoleh kesimpulan bahwa : (1) ada hubungan antara pendapatan dengan tingkat kepuasan pasien dengan nilai $p = 0,001$, (2) ada hubungan antara persepsi pasien tentang kehandalan dengan tingkat kepuasan pasien dengan nilai $p = 0,007$, (3) ada hubungan antara persepsi pasien tentang ketanggapan dengan tingkat kepuasan dengan nilai $p = 0,014$, (4) ada hubungan antara persepsi pasien tentang keyakinan dengan tingkat kepuasan pasien dengan nilai $p = 0,000$, (5) ada hubungan antara persepsi pasien tentang perhatian dengan tingkat kepuasan dengan nilai $p = 0,004$, (6) ada hubungan antara persepsi pasien tentang penampilan pelayanan dengan tingkat kepuasan pasien dengan nilai $p = 0,032$.

Saran ditujukan kepada fisioterapis untuk selalu menerapkan proses fisioterapi dengan benar, memelihara komunikasi dengan pasien dan selalu memonitor keadaan pasien saat dilakukan terapi. Bagi manajemen rumah sakit agar mengikut sertakan fisioterapis dalam pelatihan kefisioterapiian maupun pelatihan komunikasi, mengoptimalkan jumlah peralatan fisioterapi.

Bagi peneliti lain, yaitu untuk melakukan penelitian tentang kepuasan pasien fisioterapi dengan melihat aspek lain seperti beban kerja dan kepuasan kerja.

The background of this study was that there is still dissatisfaction from the physiotherapy outpatients on physiotherapy services at the RSO Surakarta. Another reasoning for performing this study was based on trend of the number of patients that visit physiotherapy department and the total number of income that decreased gradually each year. The aims of this study are to investigate the correlation between outpatients' characteristic factors, such as age, gender, level of education, level of income, and outpatients' perception factor on the reliability, the act in response, the belief, the consideration and the performance of physiotherapy services measured with outpatients' satisfaction. The research question of this study is " Are there correlations between patients' characteristic and perception on the quality of physiotherapy services and patients' satisfaction ?"

This study utilized an explanatory research with a cross sectional approach. The subjects of this study were physiotherapy outpatients' at the RSO Surakarta who allocated in this study with purposive random sample. The sample's gathering process was based on quota sampling in which when the total sample reach 66 respondents then gathering samples was stopped immediately. The inclusive criteria were all physiotherapy outpatients who already had attended at least six treatment. The data was collected through individual interview between patients and researcher with a questionnaire as guidance. Data was analyzed with the Chi-square correlation test.

The result of this study are (1) there is no correlation between ages and patients' satisfaction ($p=0,936$), (2) there is no correlation between gender and patients' satisfaction ($p=0,051$), (3) there is no correlation between level of education and patients' satisfaction ($p=0,349$), (4) there is a correlation between level of income and patients' satisfaction ($p=0,001$), (5) there is correlation between patients' reliability of physiotherapy services and patients' satisfaction ($p=0,007$), (6) there is a correlation between patients' perception on the act in response of physiotherapy services and patients' satisfaction ($p=0,014$), (7) there is a correlation between patients' perception on belief of physiotherapy services and patients' satisfaction ($p=0,000$), (8) there is a correlation between patients' perception on the consideration of physiotherapy services and patients' satisfaction ($p=0,004$), (9) there is correlation between patients' perception on the performance of physiotherapy services and patients' satisfaction ($p=0,032$)

Recommendation for the future research is made: to investigate patients' satisfaction on physiotherapy services in correlation with some factor, such as the workload and other factor. While recommendations for physiotherapists is recommended to keep performing the process of physiotherapy accurately

and to keep good communication with patients as well as to monitor patients during treatment.