

The Relationship of Quality On The Level of Satisfaction With Physiotherapy Services Towards Patients: Literature Review

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Abstract

Hospitals are one of the various facilities owned by each country which are used to provide health services to the entire community, so that every hospital is obliged to provide quality health services to satisfy every patient it receives. Information from the Ministry of Health of the Republic of Indonesia 2018 In Indonesia, 60% of hospitals have not set service standards that can be accepted by the entire community and meet the requirements for effective service. Such as therapist qualifications, always updated information from each health worker, professionalism of health workers and methods of good communication between health workers and patients. The aim of this research is to analyze patient satisfaction with physiotherapy services using a literature review method based on Google Scholar data. We use literature from four magazines. This study used the literature review method. A literature review is an integrated analysis (not just a summary) of scientific papers directly related to research questions. The results and conclusions of four previous research publications stated that patients were satisfied with hospital physiotherapy services $P < 0.05$.

Keywords: physiotherapy, hospital, satisfaction, service

INTRODUCTION

Patient satisfaction with health services affects the length of service delivery; If patient satisfaction is high, it is likely that the service will last a long time (Wardojo & Rosadi, 2017). Low patient satisfaction affects the development of physical therapy services, dissatisfied patients move to other services, complain more to others, and move to other services because of dissatisfaction (Irmawati, 2017).

The quality of patient care is one of the variables that affect patient satisfaction. As a result, hospitals must develop and manage systems to attract new patients and retain existing patients. Health services have a very important role and have an important impact.

Therefore, hospitals that are the next level of service after Community Health Centers (PUSKESMAS) must certainly continue to provide the best service. 1 Therefore, the Board of Health considers it necessary to improve the quality of all service units.

Today's increasingly fierce competition requires hospital offices to always pamper consumers by providing quality services. In order for a hospital to come out on top must have an advantage, the ability to create an advantage can eventually be used to strengthen its position in long-term competition.

Satisfaction is the level of feeling the patient feels arising from the service received, when the patient compares it with what he expected. Zahroh (2017) added that patient satisfaction is an evaluation or assessment after using a service that the chosen service at least meets or exceeds expectations.

Patient satisfaction is one factor that is closely related to the quality of service. Knowing patient satisfaction is important for service offices, especially hospitals, satisfied customers will use their services again and can also inform and even invite others. Satisfaction is closely related to service quality, service quality itself is a set of characteristics of a good or service that shows its ability to satisfy customers, both visible and hidden.

Meanwhile, according to (Fahrozy, 2017), service quality is a dynamic state related to products, services, people, processes, and environments that meet or exceed expectations. Quality service is the best service from a person, group or institution that provides customer satisfaction.

The quality of patient service has a very positive effect on inpatient satisfaction at Sanjiwani Hospital, Gianyar Regency, which means that the better the service, the more patient satisfaction increases, and vice versa (Mantra, 2014).

Service quality has a significant relationship with hospital patient satisfaction, so that the quality of health services can be maintained and further improved by strengthening adequate facilities, infrastructure and funding to ensure patient satisfaction (Muhammad et al., 2020).

Patient satisfaction is the level of a patient's feelings about the health services he receives after the patient compares it with his expectations. New patients are satisfied when the performance of health services provided to them equals or exceeds their expectations, and vice versa when the health services provided do not meet their expectations.

Ministry of Health of the Republic of Indonesia Bulletin 2018 In Indonesia, 60% of hospitals have not set a standard of service that is acceptable to all people and meets the requirements for effective service.

The main objective of improving patient satisfaction with healthcare services is to extend the duration of service provided by hospitals. A study by Wardoyo & Rosadi (2017) indicates that high patient satisfaction tends to prolong the service period. Conversely, low satisfaction, as highlighted by Irmawati (2017), can hinder the development of physical therapy services because dissatisfied patients tend to switch to other services, complain to others, and ultimately leave the service.

The benefits of improving patient satisfaction are also significant in terms of retaining and increasing the number of patients visiting hospitals. By ensuring patient satisfaction, hospitals can build a good reputation, enhance patient loyalty, and reduce the risk of losing patients to competitors. Moreover, improving the quality of healthcare services also provides a competitive advantage for hospitals in an increasingly competitive market.

The novelty in this context lies in the dynamic approach to service quality and patient satisfaction in the healthcare sector. Studies such as those highlighted by Muhammad et al. (2020) underscore the significant relationship between service quality and patient satisfaction, which can be maintained and enhanced through strengthening adequate facilities, infrastructure, and funding. Meanwhile, the Ministry of Health Bulletin of the Republic of Indonesia in 2018 indicates that a majority of hospitals in Indonesia have not yet set universally acceptable service standards that meet the requirements for effective service delivery, indicating challenges to be addressed in improving service quality in the future.

METHODS

This study used the literature review method. A literature review is an integrated analysis (not just a summary) of scientific papers directly related to research questions. This means that the literature shows a compatibility between the writing and the research question formulated. If needed, a literature review may take the form of a separate article or an introduction to a larger research article. (University of West Florida, 2020). Articles from peer-reviewed scientific journals are limited by inclusion and exclusion criteria, and journal articles cover the last 10 years, ie. 2013-2023.

Articles will be reviewed if they meet the following inclusion criteria: (i) Subjects are patients aged 12-65 years who have undergone qualified BPJS physiotherapy.

Research papers will be rejected if the author meets the following exclusion criteria (i) the study used systematic evaluation methods, (ii) the scientific journal was under 2013, (iii) the subject refused to participate. Authors get information from journal databases such as Google Scholar Addressing. The author agrees on the effect of each article on the effect of intervention of the research sample or not. As a summary of information, the author makes an article based on the summary Research subjects, age and gender of participants

Research instruments use:

Quality Systems International (QSI) Questionnaire

: a system in mapping all processes in accordance with standards to maintain the quality of the company.

Respondent Demographic Data Questionnaire: Demographic data is information about a group of people according to certain characteristics such as age, gender, place of residence, and may include socioeconomic factors such as occupation, family status or income.

Accidental Sampling: According to (Sugiyono, 2019), the random sampling technique is a method used to select samples based on chance, namely anyone who happens to meet the researcher when it is believed to be used as a sample. criteria determined by the researcher.

Snowball Sampling: a tentative method for data sources that are initially small and incapable of providing comprehensive information, thus requiring a more likely search for data sources.

Interview : According to Berger (Kriyantono et al., 2023), an interview is a conversation between a researcher (someone who wants to be informed) and an informant (someone who is considered to have received important information about the subject).

Based on the four literature research tools obtained, it is known that patient satisfaction has a very positive influence on patient recovery. Each paper mentions some characteristic of the answers to which our method refers.

Here are the characteristics of the response:

Tangibles : In relation to healthcare, "concrete goods" refers to the physical element or actual aspect of health services provided to patients. It includes physical elements that can be seen, touched or measured in a healthcare facility. Some examples of "sleep and"; Health services include, for example:

1. Physical facilities: Including hospitals, health centers, clinics or other health care facilities. Examples of "tangible goods" include buildings, health facilities, supporting facilities such as laboratories or radiology, and medical equipment such as patient beds, MRI machines and other medical equipment. in that case.
2. Medical devices. The medical equipment used to diagnose and treat patients is a physical aspect of health care. This includes tools such as stethoscopes, blood pressure monitors, surgical instruments and diagnostic equipment such as X-rays or CT scans.
3. Doctor: medical records, which include patient records, examination results and medical records, are part of "tangible objects"; in healthcare. The health record can be physical (paper records) or in electronic form (electronic medical records).
4. Medical Equipment and Supplies: By "substance" we also mean any medical equipment used in patient care, such as pads, medicines, infusions, and medical devices.

Reliability: One of the five dimensions of service quality within the framework of health care evaluation. This dimension highlights the extent to which healthcare is consistent and reliable in patient care. Reliability refers to the belief that health services are delivered consistently and efficiently in a given situation. When healthcare achieves high reliability, it can increase patient satisfaction, build trust, and provide a sense of security to patients. In the healthcare industry, medication reliability is one of the key factors for creating a positive patient experience and supporting good treatment outcomes. Some aspects of health service reliability include:

1. Compliance with medical procedures: Reliability includes aspects of compliance with established medical procedures. Patients expect nurses, physicians, and other health

professionals to follow established medical guidelines and procedures to ensure the safety and effectiveness of treatment.

2. Consistency of diagnosis and treatment: Patients expect the diagnosis and treatment given to be consistent between different visits or treatment procedures. That is, patients with the same condition receive the same treatment.
3. Consistent wait times: Consistent wait times for doctor's appointments or diagnostic tests are important to build trust. Patients don't want a significant difference in wait times for different visits.

Responsiveness: one of the five dimensions of service quality within the framework of health care evaluation. This dimension highlights the extent to which healthcare meets the needs, wants and expectations of patients. Responsiveness refers to the ability of health services to respond to patient requests and needs quickly, efficiently and attentively. Responsive healthcare can improve patient satisfaction, build trust, and build positive relationships between patients and providers. In the competitive world of healthcare, accountability is a key factor in creating a positive patient experience and maintaining long-term relationships between patients and healthcare providers.

Assurance: one of the five dimensions of service quality within the framework of health service evaluation. This dimension emphasizes the extent to which health services provide trust, confidence and security to patients in terms of competence, ethics and quality of services provided. Warranty in maintenance.

RESULTS AND DISCUSSION

Of the 5 journals studied after passing the screening, eligibility, and inclusion stages. TENS is a modality tool used as a method of pain reduction treatment for frozen shoulder cases (Shaheen et al., 2017).

Based on the results of the recapitulation of the 5 journals of previous researchers regarding patient satisfaction about physiotherapy services

Table 1. Results of Literature Study
Author Year method of measuring the result

Heading	Writer	Year	Method	Measuring Instruments	Research Results
THE RELATIONSHIP BETWEEN PHYSIOTHERAPY SERVICES AND THE LEVEL OF PATIENT SATISFACTION IN STROKE CASES AT WEST JAKARTA AREA HOSPITALS	(Laowo et al., 2021)	2021	Quantitative Descriptive Research.	Quality Systems International (QSI).	Based on the results of the Spearman-Rank correlation test with a p value of < 0.002 where $p < \alpha$ (0.05) indicates that H_0 is rejected and H_a is accepted. So it can be concluded that there is a relationship between physiotherapy services and patient

					<p>satisfaction in stroke cases at West Jakarta Regional Hospital. The value of $r = 0.552$ which means that there is a relationship between physiotherapy services and patient satisfaction with a positive correlation direction (unidirectional) which means that the higher the physiotherapy service, the higher the patient satisfaction score, and vice versa. This R value also interprets that the strength of the variable correlation in this study is a strong or high correlation.</p>
<p>THE EFFECT OF EFFECTIVE COMMUNICATION ON PATIENT SATISFACTION AT THE PHYSIOTHERAPY INSTALLATION OF DR. H. SOEMARNO SOSROATMODJO HOSPITAL KUALA KAPUAS</p>	<p>(Subroto et al., 2021)</p>	<p>2021</p>	<p>The sampling technique in the implementation of this study uses Accidental Sampling</p>	<p>Questionnaire</p>	<p>This study used two analyses, after univariate analysis with the frequency distribution of the variables to be studied, then analyzed bivariately using the IBM 26 SPSS application which is a type of measurement with a scale category (ordinal with ordinal) and using Sommers and Gamma correlative tests. The results of bivariate analysis using the SPSS application, related to the results of the analysis that according to the results of the analysis of the P value of each (5) five elements or components for the implementation of effective communication (respect, empathy, audible, clarity, and humble), the value of P is known based on each type of effective communication element, namely $P < 0.05$ so that the influence between the implementation of effective</p>

					communication on patient satisfaction is obtained
PATIENT SATISFACTION IN PHYSIOTHERAPY SERVICES AT KENDARI CITY HOSPITAL	(Ihsan et al., 2023)	2023	This study used qualitative methodology and phenomenologist. Snowball sampling techniques used	Interview	The results of this study found patient satisfaction in physiotherapy services in various aspects such as: Tangibel, Realiability, Responsiveness and Assurance. The results of which patients are satisfied with aspects of: 1.Tangible in the results of the therapist's neat and clean appearance, equipment or modalities that are quite complete, inadequate waiting rooms as seen by some patients standing. 2. Reliability such as the results of discipline therapy attitudes, responsiveness in serving, and in accordance with their competence 3. Responsiveness as in can result of a complicated registration process, therapists are friendly and polite. 4. Assurance, such as the results of narrow therapy rooms, and the average cost of patients using BPJS.
Quality Analysis of Physiotherapy Services at the Medical Rehabilitation Installation of Sambang Lihum Mental Hospital, South Kalimantan Province	(Handayani, 2023)	2023	This study used an analytical descriptive design with a cross sectional approach.	Samples were taken by accidental sampling using questionnaire instruments.	The results stated that empathy for the quality of physiotherapy services was declared good (63.9%). Physiotherapists listen to complaints, show a friendly and polite attitude when providing rehabilitation services. Physiotherapists provide educational information to patients and companions in order to support rehabilitation efforts carried out and show

					respect so that patients feel valued and do not feel inferior.
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Discussion

Physiotherapy services are health services to patients individually and in groups to overcome all types of movement disorders and body functions through a promotive, preventive, curative, and comprehensive rehabilitation approach. Physiotherapy services are provided by physiotherapists either independently or in collaboration with the patient service team (Ministry of Health, 2015).

Care is routine and hands-on, and patient guidance in training provides important experience and knowledge in monitoring the quality of physical, patient and family therapy, which is individualized for each patient (Fadnes & Diaz, 2017).

In healthcare delivery, there is a greater need to maintain credibility through quality service delivery. Service quality is critical for patient satisfaction and loyalty (Upadhyai et al., 2019).

Quality improvement is increasingly important in healthcare. Physiotherapy services aim to improve the quality and professionalism of treatment and raise awareness of the importance of evidence-based physiotherapy (Scholte, 2014). Patients who are satisfied with physical therapy services tend to respond positively.

The importance of patient satisfaction is reflected in the finding that satisfied and dissatisfied patients behave differently both in terms of health-related behaviors and willingness to continue using health care providers (Knight et al., 2010).

Patient satisfaction is related to the length of stay in treatment, good communication with service providers, maintaining privacy during treatment, supportive situations to ask questions and the availability of necessary services (Alkuwaiti et al., 2018). Viewed from the quality dimension of health services, the information dimension is one of the elements that must be implemented so that health services are valuable and of good quality. The scope of this information includes clear information about what, when, who, where and how health services are provided and/or provided to patients. The knowledge dimension is achieved when health workers are serious in serving the community and always apply effective communication (Norouzinia et al., 2016).

Satisfaction in receiving optimal health services is certainly related to the motivation of a person or someone to receive services again. Patient satisfaction is achieved when expectations and feedback received are appropriate.

Good or positive patient motivation can cause new energy for the recovery of people who seek treatment at physiotherapy sites, and vice versa if patients develop negative motivation due to dissatisfaction with health services, it can cause the person or patient to do the same. did not visit again.

Healthcare professionals implement effective communication that can be useful in improving client or patient perceptions of healthcare services to provide a positive experience. This has a positive impact, namely customers or patients return to repeat visits to reuse the desired

health services (Lidgett, 2016). If the communication between one of the police officers and the patient is ineffective then it can lead to misunderstandings, that is the beginning of conflict or discussion.

There are several fundamental things that affect a person's ability to communicate effectively, namely the influence of language barriers, different levels of education and cultural background. Health workers involved in physiotherapy and medical rehabilitation services or physiotherapy will certainly meet patients who are receiving treatment for the first time, as well as patients who are new or receiving routine health services. . One way to share satisfaction with patients is to get the best information about health services and solutions to health problems.

One way to get good information from patients requires effective communication. Responsibility for the quality of physiotherapy services is considered quite good (51.4%). The patient's companion states that the physiotherapist is good enough in handling complaints and paying attention to the patient's needs so that they can provide services that suit their needs. Physiotherapists are always on standby in the room and provide services that do not complicate the process of receiving patients.

Quality assurance of physiotherapy services is good (56.9%). According to the defendant, the physical therapist served all patients well and did not discriminate or select the patients he served first. In addition, service fees are clearly disclosed and in accordance with applicable regulations.

Rehabilitation doctors and physiotherapists provide rehabilitation services through complaint improvement and training to achieve optimal recovery, so this assurance dimension instills confidence in consumers. Thus, the guarantee is seen from the quality of health services, the extent to which service providers or hospitals can provide guarantees to patients.

CONCLUSION

Based on research findings on the quality of good reliability scores (68.1%), good responsiveness (51.4%), good warranty (56.9%), good empathy (63.9%) and good physical appearance (55.6%). From all stages of this research it can be concluded that the humble element is. Always done (67.5%), empathy element (65%), listening element, most always, have the highest percentage value when implementing effective communication. Completed (60%), the element of clarity is always applied (60%) and the element of respect (57.5%), patients are satisfied with the influence of officers who provide effective communication services (70%) and officers who provide effective communication. Communication services about patient satisfaction with the feet reached a result of $P < 0.05$ which means that statistically it is said to have a significant effect. A systematic research review is needed that compares the relationship between the quality of physiotherapy satisfaction in patients.

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