

Analysis of The Quality of Physiotherapy Services For BPJS Patients In Hospitals On The Island of Java

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Abstract

The growing emphasis on patient-centered healthcare highlights the critical need for high-quality services that meet patient satisfaction, particularly in physiotherapy clinics. This study aims to explore the relationship between the quality of physiotherapy services and patient satisfaction, focusing on various dimensions such as tangibility, reliability, responsiveness, assurance, and empathy. A literature review was conducted, analyzing studies from 2013 to 2023 to assess the effectiveness of physiotherapy services in different settings. The findings indicate a significant correlation between service quality and patient satisfaction, with a substantial number of patients reporting satisfaction with the services received. However, certain areas, such as communication and facility conditions, were identified as needing improvement. The study underscores the importance of enhancing service quality to meet patient expectations and improve overall healthcare outcomes. The results are expected to contribute to the development of more effective physiotherapy services and serve as a reference for future research in this area.

Keywords: patient satisfaction, physiotherapy services, hospital

INTRODUCTION

Patient-centered healthcare has become an important component to achieving better healthcare (Smith & Choma, 2017). In addition, competition is being experienced by health service providers along with the emergence of various health facilities, one of which is privately built health facilities such as independent clinics.

The emergence of health facilities such as physiotherapy clinics needs to be balanced with service quality and patient satisfaction, so that the quality of services owned by clinics becomes better. In addition, the mindset of the community continues to develop, resulting in people being more critical when making choices to get maximum results in health service needs (Laowo et al., 2021).

The quality of health services is a health service that is able to provide satisfaction to every user of health services, with an appropriate level of satisfaction, as well as performance in accordance with professional standards and codes of ethics (Rovendra, 2020).

The quality of health services is a health service that can satisfy every health service user in accordance with the average level of satisfaction of the population and its implementation in

accordance with professional standards and codes of ethics, what is meant by health services here is a system that is covered in physiotherapy services (Ghufroni et al., 2017). Physiotherapy services also include the degree of perfection of physiotherapy services in accordance with professional standards and service standards by using the potential resources available in hospitals or health centers in a reasonable, efficient, and effective manner and provided safely and satisfactorily in norms, ethics, law and socio-culture by taking into account the limitations and capabilities of the government, as well as the community. (Purwoko et al., 2023)

Health services according to (Ministry of Health, 2009) are any efforts organized alone or jointly in an organization to maintain and improve health, prevent and cure diseases and restore the health of individuals, families, groups or communities (Syagran et al., 2021). Health services here are a system that is covered by physiotherapy services, where physiotherapy plays an active role in efforts to improve physical capacity and functional abilities by using appropriate physiotherapy modalities (Pasaribu et al., 2022). Physiotherapy is a form of health service that is prescribed to individuals and/or groups to develop, maintain, and restore movement and function throughout the life span by using manual handling, motion enhancement, equipment (physical, electrotopetacular, and mechanical) functional training and communication (Filberto et al., 2020). Physiotherapy views that the health of human movement and function to live a healthy, holistic and prosperous life is a human right, used as the basis for the existence and development of complete physiotherapy services. (Permenkes No 65, 2015) In a study (Untari, 2019) in Bangladesh on the effectiveness of physiotherapist services, recovery time, physiotherapy procedures, environment and treatment obtained. From the results of the study, it was found that therapists were less friendly, less communicative and less attentive.

In fact, patients in the service expect that there is time available for them, a therapist who is skilled and knowledgeable, and provides information on back pain and self-management. It is evidenced by research (Ristiana, 2019) stating that there is a strong influence between service quality and patient satisfaction level of BPJS users. Patient satisfaction is an abstract thing and the results vary greatly because it basically depends on each individual's perception (Yuniarti et al., 2018).

Patient satisfaction is influenced by several factors such as patient membership registered in BPJS members, services obtained and costs that must be incurred by patients at first-level health facilities. Patient satisfaction will be fulfilled if the services provided are in accordance with their expectations (Paramita & Sulistiadi, 2021).

The 80% quality indicator for patient satisfaction is also mandated in the Regulation of the Minister of Health of the Republic of Indonesia Number 65 of 2015 concerning Physiotherapy Service Standards. Physiotherapy services are provided to ± 59 patients every day at the Physiotherapy Polyclinic of Kendari City Hospital, in accordance with the findings of the preliminary study. These patients have complaints such as lack of therapy time, therapists in explaining the disease too hastily, narrow therapy rooms, where the treatment room and examination room are not separated, and the waiting room is inadequate (Putra et al., 2024).

Despite the growing recognition of the importance of patient-centered care and the increasing competition among healthcare providers, there remains a gap in the literature regarding the specific factors that influence patient satisfaction in physiotherapy services, particularly in independent clinics and public health facilities in developing regions like Southeast Asia. Previous studies have often focused on general healthcare services or specific patient

populations, but few have delved into the unique challenges and opportunities in physiotherapy, especially within the context of the evolving healthcare landscape. The novelty of this research lies in its comprehensive analysis of patient satisfaction with physiotherapy services, considering both qualitative and quantitative dimensions, and its focus on a region where healthcare infrastructure is still developing. The aim of this study is to identify and analyze the key determinants of patient satisfaction in physiotherapy services and to provide actionable insights that can help improve service quality, thereby enhancing patient outcomes and satisfaction levels.

METHODS

This research uses a literature review approach. A literature review is an integrated analysis (not just a summary) of scientific writing that is directly related to the research question. This means that the literature shows the correspondence between the writings and the research questions formulated. A literature review can be a stand-alone work or an introduction to a larger research paper, depending on the type of need. (University of West Florida, 2020).

The research journal articles reviewed are limited by inclusion and exclusion criteria, with journal collection having a span of time for the last 10 years, namely 2013-2023

The article will be reviewed if it has met the following inclusion criteria: (i) the study subjects are patients who feel the quality of physiotherapy services in the age range of 12 – >65 years

Research articles will be rejected if authors meet the following exclusion criteria

(i) the research uses a systematic review method, (ii) research journals under 2013, (iii) the subject refuses to participate. Authors Get information based on a database of journals such as Google Scholar Coping in the study will be accepted by the authors of any effect of the intervention of each article impact or not the research sample. To summarize the data, the author summarizes the article based on

Study subjects, age and gender of participants, type of intervention administered (both in terms of frequency, duration and tools to measure the effectiveness of the intervention).

The research instrument used:

Interview: Interview is one of the research data collection techniques. Interviews are two-way interactions to obtain information from relevant respondents. It can also be said that an interview is a face-to-face conversation between the interviewer and the interviewee, where the interviewer asks questions directly about a topic that has been researched and planned in advance. The interview chosen by the researcher is a semi-structured interview.

Observation: One of the techniques that can be used to find or study nonverbal behavior is the use of observation techniques. According to Sugiyono (2018:229), observation is a data collection technique that has special characteristics compared to other techniques. Observations are not only limited to humans, but also to other natural objects. Through observation, researchers can learn about their behavior and meaning.

Snowball sampling: a sampling approach for data sources that are initially few and cannot offer comprehensive data, so it is necessary to find more potential data sources

Accidental Sampling: According to Sugiyono (2019) the accidental sampling technique is a technique for determining samples based on chance, namely anyone who happens to meet the researcher can be used as a sample, if it is seen that the person who happens to be

met matches the criteria that have been determined by the researcher.

Convenience Sampling: The sampling technique used in this study is using the convenience sampling technique. According to Uma Sekaran (2006), the definition of convenience sampling is a collection of information from members of the population who agree to provide the information.

RESULTS AND DISCUSSION

Based on the results of the recapitulation to 5 journals of previous researchers regarding patient satisfaction with physiotherapy services.

Table 1. Results of Literature Studies

Heading	Writer	Year	Method	Measuring Instruments	Research Results
Dimension Analysis of the Quality of Physiotherapy Services for Outpatient Patients at Bukittinggi Hospital	(Rovendra, 2020)	2020	The design of this study is qualitative research with a descriptive phenomenological approach.	interview	The tangible dimension of physiotherapy services for BPJS patients at RSSN Bukittinggi in this study is also shown by five attributes, namely friendliness and politeness by the officers, cleanliness and neatness of the outpatient room, room arrangement, completeness and cleanliness of the tools used, and the neatness of the officers. Based on the importance performance analysis through the level of suitability of attributes obtained from five attributes representing the tangible dimension, only two attributes are said to be able to satisfy patients, namely the arrangement of the outpatient room and the neatness of the physiotherapist's appearance. Meanwhile, the other three attributes are said to have not satisfied the patient. In addition, based on the importance performance analysis, it was obtained that the tangible dimension

						has a level of conformity value that has satisfied the patient. This dimension is important as a measure of service because a form of service cannot be seen, smelled and felt. As according to (Eva, 2011) states that because a form of service cannot be seen, smelled, touched, physical evidence is important as a measure of a service
The Relationship between the Quality of Physiotherapy Services and Patient Satisfaction in Malan Regency	Angraeny, et al (2023)	2023	Cross Sectional Research	The measuring tool used is a questionnaire		Based on the table above, there is a significant value of 0.01 for the quality of physiotherapy services and a significant value of 0.05 so that H0 is accepted and H1 is rejected. It can be concluded that there is a relationship between service quality and patient satisfaction
PATIENT SATISFACTION IN PHYSIOTHERAPY SERVICES AT KENDARI CITY HOSPITAL	Courtesy of Ihsan, et al (2023)	2023	This research uses qualitative and phenomenological methodologies. Sampling technique used Snowball sampling	Interview		The results of this study found patient satisfaction in physiotherapy services in various aspects such as: Tangibel, Realiability, Responsiveness and Assurance. The results are that patients are satisfied with the following aspects: 1. Tangible results can be obtained from the appearance of a neat and clean therapist, equipment or modalities that are quite complete, inadequate waiting rooms such as some patients who are standing. 2. Reliability such as the results of a disciplined therapeutic attitude, responsive in serving, and

<p>DIMENSIONS OF SERVICE QUALITY AND ITS IMPACT ON PATIENT SATISFACTION: A STUDY IN THE PHYSIOTHERAPY UNIT</p>	<p>Rizal., et al (2021)</p>	<p>2021</p>	<p>Quantitative research using a cross-sectional study.</p>	<p>Samples were taken by accidental sampling using a questionnaire instrument.</p>	<p>in accordance with their competencies</p> <p>3. Responsiveness as a result of a complicated registration process, friendly and polite therapists.</p> <p>4. Assurance such as the results of a narrow therapy room, and the average cost of patients using BPJS.</p> <p>The results of the study stated that the respondents gave a good perception of physical evidence (tangible) as much as (69.7%) and poor (30.3%). For reliability, the perception is good (60.5%) and not good (39.5%), as well as the assurance dimension which is 57 Rizal, et al/ Jurnal Kesmas (Public Health) Equator Vol.8 No.2 (54-62), June 2021 shows a good perception (56.6%) and a bad perception (43.4%). The responsiveness dimension was (61.8%) respondents said good and (38.2%) said it was not good, while the empathy dimension (59.2%) respondents said good and (40.8%) said it was not good. The above distribution assessment shows positive results that the quality of service is meaningful. Chi square analysis obtained tangible (p=0.018), reliability (p=0.010), responsiveness (0.000), assurance (0.000), empathy (0.001) or p-< value of 0.05, thus it can be concluded that there is a significant relationship</p>
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<p>THE RELATIONSHIP BETWEEN THE QUALITY OF PHYSIOTHERAPY SERVICES AND PATIENT SATISFACTION WITH MUSCULOSKELETAL CASES OF PHYSIOTHERAPY INDEPENDENT PRACTICE IN MALANG RAYA</p>	<p>(Sutiyo et al., 2023)</p>	<p>2023 quantitative descriptive with an observational analytic approach. Types of research used in cross sectional design</p>	<p>Servqual and MedRisk instruments</p>	<p>between the overall dimension of service quality and patient satisfaction. Based on the results of the correlation test, the significance value (2-tailed) of 0.000 showed a P value of <0.05 with the information that H0 was rejected and H1 was accepted. Thus, from the data above, it is concluded that there is a correlation between the quality of service and the level of patient satisfaction with musculoskeletal cases of Independent Practice of Physiotherapy in Malang Raya with a Pearson Correlation value of 0.642**, the value is included in the category of strong relationship level.</p>
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Discussion

In this study, of the 60 respondents who had filled out the questionnaire, the majority of patients were 50 - 60 years old. According to Nurheda, 2018 was based on interviews with respondents whose age in the late adult category preferred to carry out physiotherapy services because of the range of diseases. Based on gender, most of them are female as many as 83% and 17% are male.

In Nurheda's research, 2018 stated that gender has no significant effect on the patient's perspective on the quality of services to be provided. According to Munawir (2018) sex is the difference in the shape, trait, and biological function of men and women that determine the difference in their roles in reproduction. The most respondents were educated at the end of high school/vocational school. The level of education is a level of education that is determined based on the level of student development, achievable goals and skill development.

The level of education affects the change of attitudes and healthy lifestyles. Higher levels of education facilitate the absorption and application of knowledge in daily behavior and lifestyle, especially in the health sector. Formal education provides added value to a person, especially in terms of accepting new things (Hasudungan, L. Patient satisfaction shows good scores, this is greatly influenced by the quality of service received. If a service received by the patient exceeds the patient's wishes, then the quality of the service is perceived as an ideal quality, but on the contrary if the service provided is lower than the patient's wishes, then the quality of the service is perceived as not good. In line with (Al-Damen, 2017) statement that a person will feel satisfied if the results received are directly proportional to the expectations they have, and vice versa, a person feels dissatisfied if the results with expectations are not balanced.

Thus, the quality of a service lies in the ability of the service provider or service provider to meet the needs and expectations of patients properly and consistently.

CONCLUSION

That there is a relationship between five dimensions of service quality (tangible, reliability, responsiveness, assurance, empathy) to patient satisfaction in the hospital physiotherapy unit with a satisfaction level of (67.2%) respondents saying satisfied and (32.9%) saying less satisfied. It is hoped that these results can be used as evaluation material to improve the managerial system in the service aspect.

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