

## ABSTRAK



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### **HUBUNGAN PELAYANAN FISIOTERAPI DENGAN KEPUASAN PASIEN OSTEOARTHRITIS KNEE ANTARA RUMAH SAKIT NEGERI DAN SWASTA.**

Terdiri VI Bab, 51 Halaman, 7 Tabel, 1 Gambar, 20 Lampiran

**Tujuan:** Untuk mengetahui hubungan dan perbedaan pelayanan fisioterapi dengan kepuasan pasien antara Rumah Sakit Negeri dan Swasta. **Metode :** penelitian ini bersifat deskriptif kuantitatif dengan *cross sectional*. Sampel dipilih menggunakan teknik *purposive random sampling*. Total sampel terdiri dari 30 orang pasien OA *knee* di Rumah Sakit Negeri dan Swasta dimana untuk mengetahui suatu mutu pelayanan dari kepuasan pasien melalui teknik kuesioner.

**Hasil:** Uji hipotesis I dan II dilakukan dengan *independent samples T-test* dengan nilai  $p = 0.001$  uji hipotesis III dengan nilai  $p = 0,594$  IV dengan nilai  $p = 0,625$  dan uji hipotesis V dengan nilai  $P = 0.001$  dengan menggunakan *Spearman-Rank*.

**Kesimpulan:** Ada perbedaan pelayanan fisioterapi dan kepuasan pasien OA Knee dan terdapat hubungan pelayanan fisioterapi dengan kepuasan pasien OA knee di Rumah Sakit Negeri dan Swasta.

**Kata Kunci:** Pelayanan Fisioterapi, Kepuasan Pasien Osteoarthritis knee, Rumah Sakit Negeri dan Swasta.

## ABSTRACT



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### **THE RELATIONSHIP OF PHYSIOTHERAPY SERVICE WITH OSTEOARTHRITIS PATIENT SATISFACTION BETWEEN STATE AND PRIVATE HOSPITALS.**

Consists of VI Chapter, 51 Pages, 7 Tables, 1 Images, 20 Appendix

**Objective:** The research To determine the relationship and differences in physiotherapy services with patient satisfaction between public and private hospitals. **Methods:** this research is descriptive quantitative with cross sectional study. Samples were selected using a purposive random sampling technique. The total sample consisted of 30 OA knee patients at the State and Private Hospitals where to find out a quality of service from patient satisfaction through a questionnaire technique. **Result:** Hypothesis I and II tests were performed with a free sample T-test with a value of  $p = 0,001$  hypothesis test III with a value of  $p = 0.594$  IV with a value of  $p = 0.625$  and a hypothesis test V with a value of  $P = 0,001$  using the Spearman-Rank. **Conclusion:** There is a difference in physiotherapy services and OA Knee patient satisfaction and there is a relationship between physiotherapy services and OA knee patient satisfaction in Public and Private Hospitals.

**Keywords:** Physiotherapy Services, Satisfaction of Knee Osteoarthritis Patients, Public and Private Hospitals.