



ABSTRAK

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HUBUNGAN PELAYANAN FISIOTERAPI TERHADAP TINGKAT KEPUASAN PASIEN PADA KASUS STROKE DI RUMAH SAKIT WILAYAH JAKARTA BARAT

Terdiri dari 6 Bab, 33 Halaman, 5 Tabel, 5 Lampiran

Tujuan: Untuk mengidentifikasi hubungan pelayanan fisioterapi terhadap tingkat kepuasan pasien pada kasus stroke di Rumah Sakit Wilayah Jakarta Barat. **Metode:** Penelitian ini merupakan penelitian deskriptif kuantitatif, dengan tipe studi korelasi. Total sampel yang diambil sebanyak 30 orang dengan cara *purposive sampling*. Data pelayanan fisioterapi diukur dengan *Quality Systems International* (QSI), dan kepuasan pasien diukur dengan instrumen *MedRisk*. **Hasil:** Uji hipotesis dengan *Spearman-Rank correlation* menunjukkan bahwa terdapat hubungan yang signifikan antara pelayanan fisioterapi dengan kepuasan pasien pada kasus stroke di Rumah Sakit Wilayah Jakarta Barat ($p<0,002$) dan ($r=0,552$). **Kesimpulan:** Terdapat hubungan pelayanan fisioterapi terhadap tingkat kepuasan pasien pada kasus stroke di Rumah Sakit Wilayah Jakarta Barat, di ukur dengan *Quality Systems International* (QSI) dan instrumen *MedRisk*.

Kata Kunci: Pelayanan Fisioterapi, Kepuasan Pasien, Stroke.



ABSTRACT

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RELATIONSHIP OF PHYSIOTHERAPY SERVICES TO THE LEVEL OF PATIENT SATISFACTION IN STROKE CASES IN HOSPITAL IN WEST JAKARTA REGION

Consists of 6 Chapter, 33 Pages, 5 Table, 5 Appendix

Purpose: To identify the relationship between physiotherapy services and patient satisfaction levels in stroke cases at West Jakarta Regional Hospital. **Method:** This research was a quantitative descriptive study, with the type correlation study by purposive sampling. The total sample was taken as many as 30 people by purposive sampling. Physiotherapy service data was measured by Quality Systems International (QSI), and patient satisfaction was measured by the MedRisk instrument. **Result:** Hypothesis testing with the Spearman-Rank correlation shows that there was a significant relationship between physiotherapy services and patient satisfaction in stroke cases at the West Jakarta Regional Hospital ($p<0,002$) and ($r=0,552$). **Conclusion:** There was a relationship between physiotherapy services and patient satisfaction levels in stroke cases at West Jakarta Regional Hospital, measured by Quality Systems International (QSI) and MedRisk instruments.

Keywords: Physiotherapy Services, Patient Satisfaction, Stroke.