



ABSTRAK

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HUBUNGAN PELAKSANAAN STANDAR PROSEDUR OPERASIONAL (SPO) TERHADAP MUTU PELAYANAN FISIOTERAPI PADA KASUS LBP DI RS WILAYAH DKI JAKARTA

Terdiri VI Bab, 59 Halaman, 4 Tabel, 1 Gambar, 7 Grafik, 12 Lampiran

Tujuan: penelitian ini bertujuan untuk mengetahui hubungan pelaksanaan SPO terhadap mutu pelayanan fisioterapi pada kasus LBP di RS wilayah DKI Jakarta. **Metode:** penelitian ini bersifat deskriptif kuantitatif dengan teknik observasi. Sampel dipilih menggunakan teknik *purposive sampling*. Sampel terdiri dari 47 orang pasien LBP miogenik beserta petugas fisioterapi yang menanganinya di RS wilayah DKI Jakarta, dimana pelaksanaan SPO diukur menggunakan lembar observasi dan mutu pelayanan fisioterapi diukur menggunakan penyebaran kuesioner. **Hasil:** uji hipotesis dengan *Fisher's exact test*, didapatkan $p = 0,035$ ($p < 0,05$) OR 13,12 (1,20-143,23) yang menunjukkan bahwa pelaksanaan SPO secara bermakna dapat meningkatkan mutu pelayanan fisioterapi sebanyak 13 kali dibandingkan tanpa pelaksanaan SPO. **Kesimpulan:** Terdapat hubungan yang bermakna antara pelaksanaan SPO terhadap mutu pelayanan fisioterapi pada kasus LBP di RS wilayah DKI Jakarta.

Kata Kunci: Pelaksanaan SPO, Mutu Pelayanan Fisioterapi, LBP



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CORRELATION OF IMPLEMENTATION STANDARD PROSEDURES OPERATIONAL (SPO) TO THE QUALITY OF PHYSICAL THERAPY SERVICES IN CASE OF LOW BACK PAIN AT DKI JAKARTA REGIONAL HOSPITAL

Consists of VI Chapter, 59 Pages, 4 Tables, 1 Images, 7 Chart, 12 Appendix

Objective: This research to find out the association between implementation of Standard Operating Procedures on quality of physiotherapy services in cases of LBP in DKI Jakarta Regional Hospital. **Methods:** This research method used descriptive quantitative with observation technique. Sample were chosen based on purposive sampling technique. Sample consist of 47 patient of LBP and physiotherapists who handled them at DKI Jakarta Regional Hospital, the implementation of Standard Operating Procedures measured using an observation sheet and quality of physiotherapy services measured using questionnaire. **Result:** hypothesis test with Fisher's exact test, obtained $p = 0.035$ ($p < 0.05$) OR 13.12 (1.20-143.23) which indicates that implementation of Standard Operating Procedures can significantly improve quality of physiotherapy services as much as 13 times compared to without implementation of Standard Operating Procedures. **Conclusion:** There is a significant relationship between implementation of Standard Operating Procedures on the quality of physiotherapy services in LBP cases at the DKI Jakarta Regional Hospital.

Keyword: Implementation of Standard Operating Procedures, Quality of Physiotherapy Services, LBP