



## ABSTRACT

Skripsi, February 2020

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### **RELATIONSHIP BETWEEN PHYSIOTHERAPY SERVICE WITH PATIENT SATISFACTION IN POST-OPERATIVE ORTHOPEDIC CONDITIONS**

Consists of VI Chapters, 53 Pages, 10 Tables, 8 Attachments.

**Objective:** To determine the relationship between physiotherapy services on patient satisfaction in post-operative orthopedic conditions. **Method:** this research is quantitative descriptive with cross-sectional. The total sample in this study were 20 post-operative orthopedic patients at Purwokerto Orthopedic Hospital were to find out the quality of service to patient satisfaction through the MedRisk Instrument for Measuring Patient Satisfaction (MRPS) measurement tool. **Results:** Hypothesis testing was performed with a nonparametric test, namely the Spearman-Rank correlation test with a value of  $p = 0.001$   $H_a$  was accepted. **Conclusion:** There is a relationship between physiotherapy services and patient satisfaction in post-operative orthopedic conditions at Purwokerto Central Java Orthopedic Hospital.

**Keywords:** Physiotherapy Services, Patient Satisfaction Post Orthopedic Surgery, MedRisk Instrument for Measuring Patient Satisfaction (MRPS).

SKRIPSI, Februari 2020

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**HUBUNGAN ANTARA PELAYANAN FISIOTERAPI TERHADAP KEPUASAN PASIEN PADA KONDISI POST OPERASI ORTHOPEDI**

Terdiri dari VI Bab, 53 Halaman, 10 Tabel, 8 Lampiran.

**Tujuan:** Untuk mengetahui hubungan antara pelayanan fisioterapi terhadap kepuasan pasien pada kondisi post operasi orthopedi. **Metode:** penelitian ini bersifat deskriptif kuantitatif dengan *cross sectional*. Total sampel dalam penelitian ini adalah 20 orang pasien post operasi orthopedi di Rumah Sakit Orthopaedi Purwokerto dimana untuk mengetahui kualitas pelayanan terhadap kepuasan pasien dengan alat ukur *MedRisk Instrument for Measuring Patient Satisfaction (MRPS)*. **Hasil:** Uji hipotesis dilakukan dengan uji nonparametrik yaitu dengan uji *Spearman-Rank correlation* dengan nilai  $p = 0.001$  menunjukkan bahwa *H<sub>a</sub>* diterima. **Kesimpulan:** Terdapat hubungan antara pelayanan fisioterapi terhadap kepuasan pasien pada kondisi post operasi orthopedi di Rumah Sakit Orthopaedi Purwokerto Jawa tengah.

**Kata Kunci:** Pelayanan Fisioterapi, Kepuasan Pasien Post Operasi Orthopedi, *MedRisk Instrument for Measuring Patient Satisfaction (MRPS)*.