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Submission date: 05-Apr-2023 10:02AM (UTC+0700)

Submission ID: 2056233375

File name: erapy_in_Partner_Medika_General_Hospital_Tanjung_Mulia_Medan.pdf (504.71K)

Word count: 6146

Character count: 33390



Analysis of Determining Factors of Patient Satisfaction Physiotherapy in Partner Medika General Hospital Tanjung Mulia Medan

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Article Info

Article history:

Received 22 May 2022

Received in revised form 12

June 2022

Accepted 25 June 2022

Keywords:

Patient

Satisfaction

Physiotherapy Services

Abstract

The purpose of this research is to examine the variables of patient satisfaction with physiotherapy at Tanjung Mulia General Hospital in Medan in 2021. This study used a Cross-Sectional research design. In this research, the population consisted of 2,337 physiotherapy patients, and the number of patients randomly sampled was 93. The two techniques of data collecting are primary data and secondary data. The data are analyzed using multivariate analysis and a binary logistic regression test. The findings revealed an interaction impact of physiotherapist ($\text{sig-p} = 0.001$), facility ($\text{sig-p} = 0.013$), and registration procedure ($\text{sig-p} = 0.024$), with organization ($\text{sig-p} = 0.000$) having the greatest significant influence on patient satisfaction ($\text{OR} = 45,715$). The value of Coefficient B, which is 3.822, is positive, indicating that patient satisfaction will be higher the better the business is at delivering services. The outcome of the research is that organization is the most influential element in determining the happiness of physiotherapy patients, followed by the interaction between physiotherapists, amenities, and the registration procedure. Suggestions to enhance the organization of physiotherapy services and develop positive relationships, comprehensive facilities, and a streamlined registration procedure so that physiotherapy patients are content with the services they get.

Introduction

The hospital is one of the medical institutions that provide medical care to the local community; as such, it plays an extremely important part in expediting the process of bettering the general population's health (Munawir, 2018). Therefore, patients, who are referred as users of hospital services, demand quality services not only in terms of recovery from a physical illness or improvement in their overall health status, but also in terms of satisfaction with attitudes, the availability of adequate facilities and infrastructure, and a physical environment that can provide comfort. As a result of an increase in the quality of the services provided, the functions of hospital services need to be enhanced in order to become more effective and efficient and to offer patients, families, and communities with a greater sense of satisfaction (Jacobis, 2013). The contentment of patients is the most important factor to consider while trying to enhance the quality of the service. If the level of service that was provided was equal to or better than what was anticipated, then the quality of the service provided was considered to be acceptable and satisfied, and vice versa (Supranto, 2006).

The hospital's ability to meet the wants and requirements of patients, who come with the expectation that their health issues would be resolved while they are there, is, in essence, the

institution's foundation. Patients believe that only hospitals are able to give the necessary medical treatments to help them recover from the discomfort they are experiencing. In the event that a patient has a complaint, they anticipate receiving services that are prompt, attentive, and pleasant (Mulyadi, Fadli, 2013)

Changes in disease patterns are now contributing to an increase in non-communicable illnesses, which are driven by shifts in the environment, the behavior of communities, demographic transitions, technological advancements, economic conditions, and social and cultural norms. This rise is consistent with trends of rising blood pressure, blood sugar, body mass index or obesity, bad eating behaviors, insufficient physical exercise, smoking, and alcohol use (Direktorat Jenderal Pencegahan dan Pengendalian Penyakit, 2019). As a result, a rising number of individuals are experiencing health issues associated with mobility and function difficulties due to the changing lifestyles of the general population. because maintaining one's health is essential to living a life that is both respectable and productive. In this approach, suppliers of health services such as hospitals are obligated to work toward improving the overall quality of the services they provide in all respects.

Physiotherapy is a type of health service that is provided to individuals and/or groups with the goal of developing, maintaining, and restoring body movement and function throughout the life span. This is accomplished through the utilization of manual handling, movement improvement, equipment (physical, electrotherapeutic, and mechanical), function, and communication training, in addition to having the primary purpose of curative and rehabilitative treatment for health disorders (Moeloek, 2015). In addition, the degree of perfection that physiotherapy services conform to in terms of both professional and service standards is included in the scope of physiotherapy services. This is accomplished by making reasonable, efficient, and effective use of the potential resources that are available at the hospital; providing services that are safe and satisfactory within the parameters of norms, ethics, law, and sociocultural expectations; and taking into account the limitations of both the government and the community's capabilities. In their study, Ghufroni et al. (2017) found that factors such as family income, education level, length of treatment, insurance status, physiotherapist work experience, physiotherapist training, and physiotherapist salary all played a role in determining the quality and satisfaction of physiotherapy health services (Ghufroni et al., 2017).

Previous research studies on patient satisfaction have explained that there are several determinants of patient satisfaction, including: tangibles, reliability, responsiveness, assurance, empathy. In addition, there are several factors that influence patient satisfaction, including: physiotherapist interaction, organization, facilities, registration process (Abdolizadeh et al., 2021) and also influenced by patient characteristics, namely: age, education, occupation, ethnicity, socioeconomic and disease diagnosis (Lestari et al., 2009).

Patient satisfaction has evolved as an essential outcome of treatment as the delivery of medical services has become more concentrated on the needs of the individual patient. One of the three essential components of evidence-based physiotherapy treatment is the patient's perspective on the care that they are receiving. This perspective is both fundamentally significant and extremely crucial. The provision of precise and objective feedback about the services rendered may be obtained via the evaluation of patient satisfaction with physiotherapy treatments. Physiotherapists may make use of this evidence to improve the overall quality of patient treatment as well as the results. There is evidence to suggest that patients who are content with the delivery of their health care are more compliant with their treatment and have a greater quality of life that is directly tied to their health. Data on the level of satisfaction experienced by patients may also be beneficial for quality control and certification of medical practices (Hush et al., 2012).

Several theories about physiotherapy patient satisfaction using the Medirisk Instrument. Instrument Medrisk (MRPS) is a method used in English and is devoted to physiotherapy services. There are 13 items with 11 items specific to the physiotherapy service process and 2 items covering the entire physiotherapy service (Guimarães et al., 2020). According to Tennakoon et al. (2014), there is a connection between the happiness of physiotherapy patients and the interaction between physiotherapists, the professionalism of physiotherapy services, and the treatment environment.

This is supported by research conducted by Algudairi et al. (2018) on "Patient Satisfaction with out patient physical therapy in Saudi Arabia" which found that there is a relationship of communication and respect, room comfort, quality time as well as patient-focused treatment for overall patient satisfaction (Algudairi et al., 2018). Mitra Medika Tanjung Mulia General Hospital is one of the private hospitals in the city of Medan with type C with plenary accreditation which has physiotherapy services with one of its missions providing excellent, optimal and affordable health services for the community in order to increase the degree of public health. So that the existence of Mitra Medika Tanjung Mulia General Hospital can improve the health efforts of the local community.

Based on an initial survey conducted by researchers on June 1, 2021 at the physiotherapy poly at Mitra medika Tanjung Mulia Hospital, Medan, it is known that the number of patients in 2019 was 21,431 visits with 1662 new patients and 2693 old patients, in 2020 there were 10,515 visits with 997 new patients. and 1340 old patients. The number of patients in 2021, in April 1927 visits with 145 new patients and 232 old patients, in May as many as 1467 visits with 100 new patients and 191 old patients.

Survey data on satisfaction of physiotherapy patients at Mitra Medika Tanjung Mulia General Hospital for the last three months showed a 100% satisfaction survey from 3 points specifically for physiotherapy services, namely: Hospitality, explanation of examination information and physiotherapy skills. The initial survey was also conducted by researchers to patients by distributing questionnaires to 10 respondents regarding patient satisfaction with services at the physiotherapy polyclinic, showing 8 patients were not satisfied and 2 patients were satisfied with the services provided.

Based on the results of the answers, 2 patients were satisfied because the physiotherapist was friendly in carrying out their duties in providing services, and when the patient had a complaint the physiotherapist responded to the patient's complaint. 4 patients were dissatisfied because there were so many patients that the patient had to wait for approximately 60 minutes and did not get a chair while waiting, 2 patients were dissatisfied because the physiotherapist sometimes handled patient complaints too quickly and did not match the patient's complaints in providing service and 2 other patients were dissatisfied because the room facilities were crowded and noisy so that it interfered with the patient's physiotherapy process.

In connection with the description of the problem above, the authors are interested in conducting research on "Analysis of determinants of patient satisfaction with physiotherapy at Mitra Medika Tj General Hospital. Mulia Medan in 2021".

Methods

The type of research used in this study is an analytical survey with a cross sectional study approach with the aim of analyzing the determinants of physiotherapy patient satisfaction at Mitra Medika Medan Hospital in 2021 which were observed in the same period and time. The population in this study were all outpatients who came and received physiotherapy measures at the Physiotherapy Poly of Mitra Medika Tanjung Mulia General Hospital in 2020 as many as 2337 people. The sample in this study was some outpatients who came and received

treatment at the Physiotherapy Poly at Mitra Medika Medan Hospital in June 2020. The determination of the number of samples used the Slovin formula.

The number of samples was 96 people who came to do physiotherapy at the Physiotherapy Poly, Mitra Medika General Hospital Tj. Majesty Medan. The sampling technique was by accidental sampling, namely sampling that happened to be there until a sample of 96 people was obtained, so that the sample taken was physiotherapy patients who were there when the researcher was there.

Types of Data The types and sources of data collected in this study are primary data obtained through interviews using questionnaires. Secondary data in this study is data obtained from records or documents related to research, such as the profile of Mitra Medika Hospital in Medan. Tertiary data were obtained from journals and references related to this research.

Primary data Data obtained through the questionnaire method on outpatients at RSU Mitra Medika Tanjung Mulia to obtain data on patient characteristics (gender, age, education, occupation), and to determine the determinants of physiotherapy patient satisfaction. Secondary data, namely data that supports primary data obtained from documents such as a brief history of Mitra Medika Tanjung Mulia Hospital, organizational structure, number of personnel and efforts to increase patient satisfaction.

Validity Test

Before the research was conducted, the instrument used to collect the actual data was first carried out a trial/trial of the instrument, to determine the level of validity (validity) and reliability (reliability). The purpose of testing instruments related to quality is an attempt to determine the validity and reliability. An instrument is valid if it can measure what it wants to measure. While high reliability indicates that the instrument can measure what is meant in answering questions or statements among subjects (46).

Reliability Test

A measuring instrument's trustworthiness or dependability may be evaluated using an indicator called reliability, which measures the degree to which an instrument can be relied upon. This involves demonstrating the degree to which the measurement findings are consistent or remain the same when two or more measurements are conducted of the same symptom using the same measuring tool. Cronbach's omit test in comparison to the r table is the way to determine the amount of reliability, according to Arikunto, who suggests utilizing SPSS for this purpose. If the coefficient of Cronbach's negligence is 0.70, then it can be said that the instrument is reliable. If the error is greater than 0.90, then the reliability is perfect. If Cronbach's negligence is between 0.70-0.90, the reliability is high. If the neglect is between 0.50-0.70, then the reliability is moderate. If the neglect is less than 0.50, then the reliability is low.

Measurement Method

Physiotherapist Interactions

The physiotherapist interaction has 8 statements with answers Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS) and Strongly Disagree (STS). If the answer is strongly agree it is given a score of 5, agree is given a value of 4, neutral is given a value of 3, disagree is given a value of 2 and strongly disagree is given a value of 1. Furthermore, the answers are categorized into two, namely Good and Bad.

Organization

The organization has 8 statements with answers Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS) and Strongly Disagree (STS). If the answer is strongly agree it is given a score of 5, agree is given a value of 4, neutral is given a value of 3, disagree is given a value of 2 and

strongly disagree is given a value of 1. Furthermore, the answers are categorized into two, namely Good and Bad.

Facility

The facility has 6 statements with answers Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS) and Strongly Disagree (STS). If the answer is strongly agree it is given a score of 5, agree is given a value of 4, neutral is given a value of 3, disagree is given a value of 2 and strongly disagree is given a value of 1. Furthermore, the answers are categorized into two, namely Good and Bad.

Registration Process

The registration process has 9 statements with answers Strongly Agree (SS), Agree (S), Neutral (N), Disagree (TS) and Strongly Disagree (STS). If the answer is strongly agree it is given a score of 5, agree is given a value of 4, neutral is given a value of 3, disagree is given a value of 2 and strongly disagree is given a value of 1. Furthermore, the answers are categorized into two, namely Good and Bad.

Patient Satisfaction

Patient satisfaction has 12 statements, with answers Satisfied and Dissatisfied. If the answer is satisfied, it is given a score of 1 and if the answer is not satisfied, it is given a value of 0. Furthermore, the answers are categorized into two, namely Satisfied and Dissatisfied.

Data analysis

Univariate Analysis

Univariate analysis was used to describe the data performed on each variable from the research results, both the dependent variable and the independent variable.

Bivariate Analysis

After gaining an understanding of the features of each variable that was used in this research, the analysis proceeded to the bivariate level. In order to establish a connection (correlation) between the independent variable and the dependent variable, we will first identify which variable comes first (independent variable). Chi-square analysis was used at the edge of the statistical significance of the p value in order to demonstrate the presence of a significant link between the independent variable and the dependent variable. This was done within the limits of the statistical significance of the p value (0.05). If the results of the computation reveal that the p value is less than the p value (0.05), then it is stated that (Ho) is rejected, which indicates that the two variables have a connection that is supported by statistical evidence.

Multivariate Analysis

Multivariate analysis was used to see the relationship between several independent variables and the dependent variable at the same time. This analysis is used to determine the most dominant variables related to the variables obtained. The analysis used is logistic regression

Results and Discussion

In accordance with the determination of the sample, the questionnaire was given to 96 respondents. Questionnaires were distributed to physiotherapy patients at Mitra Medika Tanjung Mulia General Hospital, Medan. From the questionnaires administered, only 93 respondents collected the questionnaires and filled them out properly and 3 respondents did not collect the questionnaires.

Based on the collected and well-filled questionnaire data, there were 93 questionnaires, so the data analyzed were 93 respondents.

Univariate Analysis

Table 1. Frequency distribution of physiotherapist interaction factors in the service physiotherapy of Mitra Medika Hospital Tanjung Mulia Medan

No.	Physiotherapist interactions	Frequency	Percentage (%)
1.	Good	56	60,2%
2.	Bad	37	39,8%
	Total	93	100%

Based on the table above, it can be seen that out of 93 respondents as many as 56 people (60.2%) said the physiotherapist interaction was good and 37 people (39.8%) said the physiotherapist interaction was not good.

Table 2. Frequency distribution of organizational factors in the physiotherapy service of RSU Mitra Medika Tanjung Mulia Medan

No.	Organization	Frequency	Percentage (%)
1.	Good	71	76,3%
2.	Bad	22	23,7%
	Total	93	100%

Based on the table above, it can be seen that out of 93 respondents as many as 71 people (76.3%) said Organizations in physiotherapy services are good and 22 people (23.7%) said organizations in physiotherapy services were not good.

Table 3. Frequency distribution of facility Factors in RSU physiotherapy services Mitra Medika Tanjung Mulia Medan

No.	Facilities	Frequency	Percentage (%)
1.	Good	69	74,2%
2.	Bad	24	25,8%
	Total	93	100

Based on the table above, it can be seen that out of 93 respondents as many as 69 people (74.2%) said the facilities in the physiotherapy service were good and 24 people (25.8%) said the facilities in the physiotherapy service were not good.

Table 4. Frequency distribution of registration process in the service physiotherapy of Mitra Medika Hospital Tanjung Mulia Medan

No.	Registration Process	Frequency	Percentage (%)
1.	Good	65	69,9%
2.	Bad	28	30,1%
	Total	93	100%

Based on the table above, it can be seen that out of 93 respondents as many as 65 people (69.9%) said the registration process in physiotherapy services were good and 28 people (30.1%) said the Registration Process in physiotherapy services was not good.

Table 5. Frequency distribution of patient satisfaction in RSU physiotherapy services Mitra Medika Tanjung Mulia Medan

No.	Patient Satisfaction	Frequency	Percentage (%)
1.	Good	67	72%
2.	Bad	26	28%
	Total	93	100%

Based on the table above, it can be seen that out of 93 respondents as many as 67 people (72%) said they were satisfied with the physiotherapy services at Mitra Medika Tanjung Mulia Hospital Medan and 26 people (28%) said they were dissatisfied.

Bivariate Analysis

Cross-tabulation between physiotherapy interaction and physiotherapy patient satisfaction at Mitra Medika Tanjung Mulia Hospital Medan can be seen in the following table:

Table 6. Cross-tabulation of the relationship of physiotherapist interaction with satisfaction physiotherapy patients at Mitra Medika Tanjung Melia Hospital Medan

Physiotherapist interactions	Satisfaction				Total		P value
	Not Satisfied		Satisfied				
	F	%	F	%	F	%	
Good	7	12,5	49	87,5	56	100	0,000
Bad	19	51,4	18	48,6	37	100	
Total	26	28	67	72	93	100	

In the cross tabulation table that can be found above, it can be seen that of the 56 people who said their interaction with the physiotherapist was good, all of them (100 percent) were satisfied with the services that were provided, and of the 37 people who said their interaction with the physiotherapist was not good, all of them were also satisfied with the services that were provided. the vast majority expressed discontent with the services that were delivered, totaling 19 individuals (51.4 percent).

It is known that the probability value (0.000) $< \text{sig}_{\alpha} = 0.05$ comes from the findings of the chi-square analysis in the attachment of the chi-square test table between the Interaction Relationship of Physiotherapists and Physiotherapy Patient Satisfaction at Mitra Medika Tanjung Mulia Hospital in Medan. These findings can be found in the chi-square test table. Because the prerequisites of the connection hypothesis have been satisfied by the findings of this study, it can be concluded that there is a substantial link between the interaction of physiotherapists and the level of satisfaction experienced by physiotherapy patients.

Table 7. Cross-tabulation of the relationship of organization to patient satisfaction physiotherapy at Mitra Medika Tanjung Melia Hospital Medan

Organization	Satisfaction				Total		P value
	Not Satisfied		Satisfied				
	F	%	F	%	F	%	
Good	10	14,1	61	85,9	71	100	0,000
Bad	16	72,7	6	27,5	22	100	
Total	26	28	67	72	93	100	

From the cross tabulation table above, it can be seen that of the 71 people (100%) who said the physiotherapy organization was good the majority were satisfied with the services provided as many as 61 people (85.9%) and of 22 people (100%) who said the physiotherapy organization was not good the majority not satisfied with the services provided as many as 16 people (72.7%).

It is known that the probability value (0.000) $< \text{sig}_{\alpha} = 0.05$ at the Mitra Medika Tanjung Mulia Hospital in Medan because of the results of the chi-square analysis in the attachment of the chi-square test table between the Organizational Relationship of Physiotherapy with Physiotherapy Patient Satisfaction. Because the conditions for the association hypothesis were satisfied by the findings of this study, it is clear that there is a substantial link between the Physiotherapy Organization and the level of satisfaction experienced by physiotherapy patients.

Table 8. Cross-tabulation of the relationship of the facility to patient satisfaction physiotherapy at Mitra Medika Tanjung Melia Hospital Medan

Facilities	Satisfaction				Total		P value
	Not Satisfied		Satisfied		F	%	
	F	%	F	%			
Good	14	20,6	54	79,4	68	100	0,019
Bad	12	48	13	52	25	100	
Total	26	28	67	72	93	100	

From the cross tabulation table above, it can be seen that of the 68 people (100%) who said the physiotherapy facilities were good the majority were satisfied with the services provided as many as 54 people (79.4%) and of 25 people (100%) who said the physiotherapy facilities were not good and not satisfied with the services provided as many as 12 people (48%). From the results of the chi-square analysis in the attachment of the chi-square test table between the Relationship between Physiotherapy Facilities and Physiotherapy Patient Satisfaction at Mitra Medika Tanjung Melia Hospital, Medan, it is known that the probability value (0.019) <sig_α=0.05. The results of this analysis meet the criteria for the relationship hypothesis requirements, so it can be seen that Physiotherapy Facilities have a significant relationship with physiotherapy patient satisfaction.

Table 1. Cross-tabulation of the relationship of the registration process with satisfaction physiotherapy patients at Mitra Medika Tanjung Melia Hospital Medan

Registration Process	Satisfaction				Total		P value
	Not Satisfied		Satisfied		F	%	
	F	%	F	%			
Good	12	18,5	53	81,5	65	100	0,004
Bad	14	50	14	50	28	100	
Total	26	28	67	72	93	100	

The vast majority of individuals who went through the physiotherapy registration procedure were content with the treatments that were delivered. This number ranged from 53 individuals (81.5 percent) to 28 individuals (100 percent). As many as 14 individuals, it is said, found the registration procedure to be of poor quality and were dissatisfied with the services that were delivered to them (50 percent).

It is known that the probability value (0.004) <sig_α=0.05 at RSU Mitra Medika Tanjung Melia Medan thanks to the findings of the chi-square analysis in the attachment of the chi-square test table between the Relationship between the Registration Process and Physiotherapy Patient Satisfaction at RSU Mitra Medika Tanjung Melia Medan. Due to the fact that the prerequisites of the connection hypothesis have been satisfied by the findings of this study, it is clear that the registration procedure does have a strong link with the level of pleasure experienced by physiotherapy patients.

Multivariate Analysis

Using multiple logistic regression analysis at a significance level of pvalue (0.05), logistic regression test (binary multiple regression) through a number of steps, multivariate analysis was performed to see the effect of each independent variable and jointly on the dependent variable, and to determine which of the independent variables had the most influence. This was done in order to determine which of the independent variables had the greatest influence.

The process of conducting the selection of variables that have the potential to be included in the variable model that is picked as a candidate or which is regarded significant is referred to as conducting the selection. In this particular modeling, those variables are included together

in the multivariate test that have a p value of less than 0.25 in the bivariate test (chi-square test). According to the findings of the test that looked at two variables. The use of a statistical significance level of 0.25 in multiple statistical regression tests in order to open up the possibility of including previously concealed variables in the multivariate model that really play an essential role. Variables that are considered during the model selection process In addition to the entry technique, further testing was carried out concurrently in order to determine the factors that had the most significant impact on patient satisfaction (p value less than 0.05).

Table 10. Selection of Variables that become Model Candidates in Regression Tests Logistics Based on Bivariate Analysis

No.	Variable	p value (sig)
1	Physiotherapist interactions	0,000
2	Organization	0,000
3	Facilities	0,019
4	Registration process	0,004

Table 10 shows all variables whose p value <0.05. Thus the 4 (four) variables deserve to go into the multivariate model.

Table 11. Multiple Logistic Regression Analysis Results

No.	Variable	B	P (Sig)	Exp (B)	95% C.I	
					Lower	Upper
1	Physiotherapist interactions	2.726	0,001	15.278	2.857	81.697
2	Organization	3.822	0,000	45.715	7.289	286.697
3	Facilities	2.255	0,013	9.533	1.621	56.050
4	Registration process	1.875	0,024	6.518	1.285	33.051
	Constant	-5.815	0,000	0,003		

Based on the table above, it can be seen that the logistic regression analysis resulted in four variables that have an influence on patient satisfaction, namely the interaction variable of physiotherapists, organization, facilities and registration process with p value (sig) = <0.05. The most dominant variable that has a significant influence on patient satisfaction is the organization with p (sig) 0.000 and has an OR = 45,715 meaning that a good physiotherapy organization has 47.7 times the chance that the patient is satisfied with the services provided. The value of Coefficient B, which is 3.822, is positive, so the better the organization in providing services, the more patient satisfaction will increase.

Table 12. Model Summary

-2 log likelihood	Cox & Snell R Square	Nagelkerke R Square
52.432 ^a	0,463	0,667

Based on the model summary table, the value of Nagelkerke R Square is 0.667 and Cox & Snell R Square is 0.463, which shows that the ability of all independent variables to influence the dependent variable is 0.667 or 66.7%, and there are 100%-66.7% = 33,3% other factors outside the model that explain the dependent variable.

Physiotherapist Interaction Relationship with Patient Satisfaction Physiotherapists at Mitra Medika Tanjung Mulia General Hospital Medan

From the results of the chi square analysis, it shows that there is a relationship between the interaction of physiotherapists and patient satisfaction with physiotherapy at Mitra Medika General Hospital, Tanjung Mulia Medan. With the probability value (0.000)<sig_α=0.05. Furthermore, the OR value (odds ratio) is 15.278, which means that good physiotherapist

interactions will make patients feel satisfied with the services provided 15.2 times compared to interactions with physiotherapists who are not good in providing services.

From a study conducted by distributing questionnaires to 93 respondents, 56 people (60.2%) said the physiotherapist interaction was good and 37 people (39.8%) said the physiotherapist interaction was not good. This is in accordance with the actual facts at [RSU Mitra Medika Tanjung Mulia Medan](#)

Organizational Relationship with Patient Satisfaction Physiotherapists at [RSU Mitra Medika Tanjung Mulia Medan](#)

From the results of the chi square analysis, it shows that there is an organizational relationship with physiotherapy patient satisfaction at [Mitra Medika Tanjung Mulia Hospital, Medan](#). With the probability value $(0.000) < \text{sig. } \alpha = 0.05$. Furthermore, the OR value (odds ratio) is 45.751 which means that a good organization will make patients feel satisfied with the services provided 45.7 times compared to an organization that is not good at providing services.

From the research conducted by distributing questionnaires to 93 respondents, with the result that 71 people (76.3%) said the organization was good and 22 people (23.7%) said the organization was not good.

Relationship between Facilities and Patient Satisfaction Physiotherapists at [Mitra Medika Tanjung Mulia Hospital, Medan](#)

From the results of the chi square analysis, it shows that there is a relationship between facilities and physiotherapy patient satisfaction at [Mitra Medika Tanjung Mulia Hospital, Medan](#). With the probability value $(0.019) < \text{sig. } \alpha = 0.05$. Furthermore, the OR value (odds ratio) is 9.533, which means that good facilities will make patients feel satisfied with the services provided 9.5 times compared to facilities that are not good in providing services.

From the research conducted by distributing questionnaires to 93 respondents, with the result that 69 people (74.2%) said the facilities were good and 24 people (25.8%) said the facilities were not good.

The Relationship between the Registration Process and Patient Satisfaction Physiotherapists at [RSU Mitra Medika Tanjung Mulia Medan](#)

From the results of the chi square analysis, it shows that there is a relationship between the registration process and the satisfaction of physiotherapy patients at [Mitra Medika Tanjung Mulia General Hospital, Medan](#). With the probability value $(0.004) < \text{sig. } \alpha = 0.05$. Furthermore, the OR value (odds ratio) is 6.518, which means that a good registration process will make patients feel satisfied with the services provided 6.5 times compared to a registration process that is not good in providing services.

From the research conducted by distributing questionnaires to 93 respondents, with the result that 65 people (69.9%) said the registration process was good and 28 people (25.8%) said the registration process was not good.

Effect of Interaction of Physiotherapists, Organizations, Facilities and Registration Process with Physiotherapist Patient Satisfaction at [RSU Mitra Medika Tanjung Mulia Medan](#)

Simultaneously with multivariate analysis with multiple logistic regression, there was an influence between the independent variables (the interaction of physiotherapists, organization, facilities and registration process) on the dependent variable (patient satisfaction). Physiotherapist interaction variables have a significant effect on patient satisfaction. With a significance value of $0.001 < 0.05$. The magnitude of the effect is indicated by the value of EXP (B) or also known as OR (Odds Ratio). The discipline variable with an OR of 10.1 means that

a good physiotherapist interaction will make the patient satisfied with the services provided as much as 10.8 times compared to a bad physiotherapist interaction. The value of $B = \text{Natural Logarithm of } 10.8 = 2.7$ therefore the value of B is positive, then the interaction of physiotherapists has a positive relationship with patient satisfaction.

Organizational variables have a significant effect on patient satisfaction. With a significance value of $0.000 < 0.05$. The magnitude of the effect is indicated by the value of EXP (B) or also known as OR (Odds Ratio). Organizational variable with an OR of 45.7 means that a good organization will make patients satisfied with the services provided as much as 45.7 times compared to a bad organization. The value of $B = \text{Natural Logarithm of } 45.7 = 3.8$ therefore the value of B is positive, then the organization has a positive relationship with patient satisfaction.

Conclusion

There is an effect of physiotherapist interaction on patient satisfaction at the Physiotherapy Poly at Mitra Medika Tj. Mulia Medan in 2021. There is an organizational influence on patient satisfaction at the Physiotherapy Poly at Mitra Medika Tj. Mulia Medan in 2021. There is an influence of facilities on patient satisfaction at the Physiotherapy Poly at Mitra Medika Tj. Mulia Medan in 2021. There is an effect of the registration process on patient satisfaction at the Physiotherapy Poly at Mitra Medika Tj. Mulia Medan in 2021. The organizational variable that has the most influence on patient satisfaction at the Physiotherapy Poly at Mitra Medika Hospital Tj. Mulia Medan in 2021.

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