

KEPUASAN PASIEN TERHADAP PELAYANAN FISIOTERAPI DI PUSKESMAS TASIKMADU KARANGANYAR

Indah Dian Novita Sari, Ari Sapti Mei Leni, Ipa Sari Kardi

Indahdianns8@gmail.com

Universitas 'Aisyah Surakarta

ABSTRACT

Background: Puskesmas as a first-level health service center where physiotherapy is one of the health services, so it needs to be evaluated to improve the quality of services at the puskesmas. **Objective:** Knowing the description of patient satisfaction with physiotherapy services seen from five dimensions tangibles, reliability, responsiveness, assurance and empathy. **Method:** This study used a cross sectional study design. The sampling technique in this study uses accidental sampling with a total sample of 31 respondents. **Results:** The results of this study found that respondents were very satisfied 24 people (77.4%) and 7 people were satisfied (22.6%) of the five dimensions of physiotherapy services provided. It's just that there are some respondents who are not satisfied with supporting services in the administration section. **Conclusion:** Most respondents were very satisfied with the physiotherapy services because the therapist was clear in providing information, friendly and patient, only that there were some respondents who were not satisfied with supporting services in the administration section because administrative staff were less friendly.

Keywords: Patient satisfaction, Physiotherapy services, Five dimensions.