

## THE RELATIONSHIP BETWEEN PATIENT SATISFACTION LEVEL AND THE QUALITY OF HOME CARE SERVICES AT PHYSIOTHERAPY HOME CARE PEKANBARU

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### Abstract

*Patient satisfaction is an important indicator in assessing the quality of health services, including home care services. This study aims to analyze the relationship between patient satisfaction and the quality of home care services. The quality of service is measured through several dimensions, such as reliability, responsiveness, assurance, empathy, and the physical aspects of the service. The research method used is a survey with a quantitative approach, where data is collected through questionnaires given to patients or families who use home care services. The results of the analysis showed a significant positive relationship between service quality and patient satisfaction levels. The better the quality of service provided by health workers, the higher the level of patient satisfaction. These findings confirm that improving the quality of home care services, both in terms of professionalism of health workers and ease of access to services, has a great effect on patient satisfaction. Therefore, home care service providers need to continue to improve the quality of service to achieve optimal patient satisfaction. The purpose of this study is to determine the relationship between patient satisfaction and the quality of home care services in home care physiotherapy Pekanbaru. This type of research is quantitative with a cross sectional design. The research instrument is in the form of a questionnaire. The research sample amounted to 55 people who were taken by accidental sampling technique. Univariate and bivariate data analysis uses chi-square tests. The results of the study showed that out of 55 respondents, almost half of the respondents were known with patient satisfaction of 23 respondents (41.8%), service quality of 37 respondents (67.3%).*

**Keywords:** : patient satisfaction, service quality, home care, health services.

### INTRODUCTION

Nursing services that are carried out independently or in groups to patients, are carried out periodically and comprehensively with the aim of getting patients to get a better quality of life. In an increasingly competitive business world, everyone must have creativity and innovation in seizing business opportunities, including in the independent practice of quality home care nurses (Sutrisno, 2022)

Health services, including home care services, are providing quality health services, consistently higher than competitors. The key is to meet or exceed the patient's expectations about the quality of service they receive. After receiving health services, the patient will compare the services he experiences with the expected services. If the services experienced are below the expected services, the patient is no longer interested in the health service provider. If the services experienced meet or exceed expectations, they will use the health service provider again (Supranto, 2019) This research is in line with research conducted by Apriani et al., (2023) The results of the research obtained from the correlation test showed that there was no relationship between the quality of homecare physiotherapy services and patient satisfaction. Where the value of Sig. (2-tailed) in the Pearson correlation test between

quality and satisfaction is  $0.065 < 0.05$ , the relationship is considered insignificant or there is no correlation between the two variables.

Patient satisfaction cannot be separated from the human resources provided by medical personnel, one of which is medical personnel who are responsible for providing nursing services. Nursing services themselves are one of the aspects that determine the positive or negative image of a health service. Therefore, the quality of nursing services must be maintained and improved as much as possible (Rusmana et al., 2023).

## RESEARCH METHODS

The results of the study on the Relationship between Patient Satisfaction Level and the Quality of Home Care Services in Home Care Physiotherapy Pekanbaru. Data collection in February 2025. This study used a questionnaire involving 55 respondents.

## RESEARCH RESULTS

Tabel 1. Frequency Distribution of Respondents by Age

Quality of Service	Frequency (f)	Present %
Good	9	16,4
Enough	37	67,3
Less	9	16,4
Total	55	100

Source: Primary Data

Of the 55 respondents, more than half of the respondents were obtained with good service quality as many as 37 respondents (67.3%).

Table 2. Satisfied patient satisfaction

Patient Satisfaction	N	Frequency	P-Value
Very satisfied	43	12	21,8
Satisfied	43	23	41,8
dissatisfied	43	20	36,4
Total		55	100

Source: Primary Data

55 respondents are known to be almost half of the respondents with satisfied patient satisfaction of 23 respondents (41.8%).

Tabel. 3. The Relationship between Patient Satisfaction Level and Quality of Home Care Services at Pekanbaru Home Care Physiotherapy

Quality Service	Patient satisfaction								P Value
	Very satisfied	%	Satisfied	%	Dissatisfied	%	Total	%	
Good	3	33,3	4	44,4	2	22,2	9	100	0,783
Enough	8	21,6	15	40,5	14	37,8	37	100	
Less	1	11,1	4	44,4	4	44,4	9	100	
Total	12	21,8	23	35,1	20	36,4	55	100	

Based on the results of the statistical test, table 3 shows the quality of service with patient satisfaction at Physiotherapy home care Pekanbaru. Of the 9 respondents, the quality of service was good in the range of very satisfied 3 respondents (33.3%), satisfied 4 respondents (44.4%), and 2 respondents were not satisfied (22.2%). Of the 37 respondents, the quality of service was sufficient, 8 respondents (21.6%), 15 respondents (40.5%) were very satisfied, and 14 respondents were dissatisfied (37.8%). Of the 9 respondents, the quality of service was less than 1 respondent (11.1%), 4 respondents were satisfied (44.4%), and 4 respondents were dissatisfied (44.4%). The results of the chi-square statistical test obtained a p value of  $0.783 > 0.05$  which means that  $H_0$  is accepted, so it can be concluded that there is no relationship between the level of patient satisfaction and the quality of home care services at home care physiotherapy Pekanbaru.

## DISCUSSION

Research Results of the Relationship between Patient Satisfaction Level and Quality of Home Care Services in Home Care Physiotherapy Pekanbaru. The data can be used as a reference, a benchmark, in conducting discussions and as the final result. The results of the study showed that the results of the chi-square statistical test obtained a p value of  $0.783 > 0.05$  which means that  $H_0$  was accepted, so it can be concluded that there is no relationship between the level of patient satisfaction and the quality of home care services in home care physiotherapy Pekanbaru.

This study is in line with research conducted by Apriani et al., (2023) the results of the research obtained from the correlation test showed that there was no relationship between the quality of homecare physiotherapy services and patient satisfaction. Where the value of Sig. (2-tailed) in the Pearson correlation test between quality and satisfaction is  $0.065 < 0.05$ , the relationship is considered insignificant or there is no correlation between the two variables. Patient satisfaction cannot be separated from the human resources provided by medical personnel, one of which is medical personnel who are responsible for providing nursing services. Nursing services themselves are one of the aspects that determine the positive or negative image of a health service. Therefore, the quality of nursing services must be maintained and improved as much as possible (Rusmana et al., 2023)

## CONCLUSION

Based on the results of a study on the relationship between patient satisfaction level and the quality of home care services in home care physiotherapy Pekanbaru. It can be concluded as follows. The results of the study showed that out of 55 respondents, more than half of the respondents were in early adulthood (46-55 years), 28 respondents (50.9%) and more than

half of the respondents were female as many as 45 respondents (81.8%). The results of the study showed that out of 55 respondents, more than half of the respondents were with good service quality as many as 37 respondents (67.3%) and almost half of the respondents with satisfied patient satisfaction as many as 23 respondents (41.8%). The results of the study showed that from 55 respondents from the chi-square statistical test, a p value of  $0.783 > 0.05$  was obtained, which means that  $H_0$  was accepted, so it can be concluded that there is no relationship between the level of patient satisfaction and the quality of home care services at home care physiotherapy Pekanbaru.

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