ABSTRACT

ANALYSIS OF IMPLEMENTATION OF SERVICE STANDARDS PHYSIOTHERAPY IN MEDICAL REHABILITATION INSTALLATION DR. WAHIDIN SUDIROHUSODO REGIONAL HOSPITAL MAKASSAR

Author : Darmawaty Mansyur (M012019054)
Supervisors : Amir Imbaruddin
Andi Rasdiyanti

Service Standard is a measure that has been determined as a standard of good service. Good service is a service that has succeeded in achieving the service standards that have been set. Quality and safe hospital health services are the needs and demands of the hospital user community. The quality of health services is the level of perfection of health services carried out in accordance with the code of ethics and service standards set.

In this era of globalization, excellent service is the main element in hospitals and health units. Hospitals are required to provide health services that meet optimal service standards. This study aims to determine the Implementation of Physiotherapy Service Standards at the Medical Rehabilitation Installation Wahidin Sudirohusodo Regional Hospital Makassar.

The research method used is quantitative with a descriptive approach that describes the implementation of standard physiotherapy services at the Medical Rehabilitation Installation Wahidin Sudirohusodo Regional Hospital Makassar. The population in this study were all patients who received Physiotherapy services at the Medical Rehabilitation Installation Wahidin Sudirohusodo Regional Hospital Makassar as many as 1,449 and using the Slovin formula obtained a sample of 94 people.

The results showed that the Implementation of Physiotherapy Service Standards in the Implementation of Physiotherapy Services at the Medical Rehabilitation Installation Wahidin Sudirohusodo Regional Hospital Makassar is already very good, namely with a total average score of 391 (83.3%) while the average total score of Physiotherapy Service Resources is 251 with a percentage of 80.9% which indicates that the Physiotherapy Service Resources in the Medical Rehabilitation Installation Wahidin Sudirohusodo Regional Hospital Makassar is Good.

Keywords: Physiotherapy Services, Hospitals, Service Standar