

UNIVERSITI TEKNOLOGI MARA



**PATIENTS' SATISFACTION WITH PHYSIOTHERAPY
FOR LOW BACK PAIN AMONG ELDERLY IN
INSTITUTIONAL CARE**

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CANDIDATE'S DECLARATION

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ABSTRACT

Background: Patient satisfaction surveys are beneficial to healthcare practitioners as they could be used to find out the quality of care and the treatment given and changes that can be done based on patients' feedbacks and recommendations. Physiotherapists too have been known to treat elderly with LBP since long ago using different types of approaches in order to reduce physical disability and restore its functions and physiotherapy has been nominated as a beneficial treatment for managing LBP among elderly. **Objective:** The objectives of this study were (1) to determine the level of satisfaction of elderly with LBP regarding physiotherapy treatment at RSK, (2) to determine the possible relationship between overall satisfaction level with gender and race and (3) to investigate the association between factors affecting satisfaction and satisfaction level itself. **Study design:** A cross – sectional, descriptive study design. **Participant:** 80 elderly who received physiotherapy for their LBP in the RSKs (Johor Bharu, Cheng, Taiping and Cheras). **Outcome measure:** Satisfaction level was measured using Physical Therapy Patient Satisfaction Questionnaire. **Result:** (1) Overall, 88.8% (n = 71) were highly satisfied with the physiotherapy service and the remaining 11.2% (n = 9) of the participants reported a lower level of satisfaction. Female participants reported high level of satisfaction (53.5%; n = 38) as compared to the male group with only 46.5% (n = 33). Malays reported higher satisfaction level (71.8%;n = 51) as compared to Chinese and Indians with only 28.2% (n = 20) of the reported satisfaction level towards physiotherapy service. (2) No significant association between gender and overall satisfaction level ($p = 0.607$) and no significant association were found between race and overall satisfaction level ($p = 0.095$). (3) There was a statistically significant ($p < 0.01$), positive moderately strong correlation ($\rho = +0.768$) between patient – physiotherapist interaction factor and overall satisfaction level. There was also a significant positive moderately strong relationship between professionalism of service and overall satisfaction level ($p < 0.01$; $\rho = 0.610$). **Conclusion:** Most of the elderly patients indicated that they achieved high satisfaction level with the physiotherapy service for LBP at RSK and different gender and race do not influence satisfaction level. Plus, from the result, it was best to say that, factors like patient – physiotherapist interaction and professionalism of service greatly influenced the overall level of patients' satisfaction.

Keywords: *patient satisfaction, low back pain, LBP, elderly, institutional center, RSK*

TABLE OF CONTENT

APPROVAL	I
CANDIDATE’S DECLARATION	II
INTELLECTUAL PROPERTIES	III
ABSTRACT	VI
ACKNOWLEDGEMENT	VII
TABLE OF CONTENT	VIII
LIST OF TABLES	XIII
LIST OF FIGURES	XIV
LIST OF ABBREVIATIONS	XV
CHAPTER ONE: INTRODUCTION	1
1.0 Introduction	1
1.1 Background of the Study	1
1.2 Problem Statements	3
1.3 Research Questions	4
1.4 Aim of the Study	5
1.5 Study Objectives	5
1.6 Research Hypotheses	6

1.7	Significance of the Study	6
1.8	Definition of the Terms	7
1.9	Summary of the Chapter	9
CHAPTER 2: LITERATURE REVIEW		10
2.0	Introduction	10
2.1	Definition of Patient Satisfaction	10
2.2	The Concept of Patient Satisfaction	11
2.3	Instruments for Measuring Patient Satisfaction in Relation to Physiotherapy	14
2.4	Level of Patients' Satisfaction in Physiotherapy Service	15
2.5	Factors Influencing Patients' Satisfaction	19
2.6	Gaps of Previous Studies	21
2.7	Summary of the Chapter	21
CHAPTER 3: RESEARCH METHODOLOGY		22
3.0	Introduction	22
3.1	Design of the Study	22
3.2	Study Setting	22
3.3	Study Population	23
3.4	Inclusion Criteria	23
3.5	Exclusion Criteria	23
3.6	Sampling Method	24