

Relationship between Education Level of Health Workers and Perception of Physiotherapy Needs in Malang City Health Center

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ABSTRACT

Introduction: This study aims to analyze the relationship between the education level of health workers and their perceptions of physiotherapy needs at Puskesmas Malang City. Perception, which is an individual's view or understanding of an object, is influenced by various factors, including education level. **Methods:** The method used was a quantitative approach with data collection through questionnaires distributed to health workers at the health center. Data analysis was conducted using the Chi-Square test to identify the relationship between education level and perception of physiotherapy needs. **Results:** The results showed that the significance value (p) was 0.439, which means $p > 0.05$, so there was no significant relationship between education level and perception of physiotherapy needs. Although most health workers had positive perceptions, this finding suggests that education did not directly influence their perceptions. **Conclusion:** This suggests that although education can improve knowledge, other factors such as work experience, training, and social environment also play a role in shaping health workers' perceptions of physiotherapy. This study is expected to provide useful information for the development of education and training programs for health workers in improving their understanding of physiotherapy, as well as encouraging better collaboration in health services.

Keywords: Perception, Health Workers, Collaboration, Health Center

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INTRODUCTION

Physiotherapist is a medical service intended to maximize quality of life by using manual techniques, specialized tools, motor skill enhancement, functional training, and communication to improve, maintain, and restore movement and function that may be impaired by age, chemicals, disease, injury, physical impairment, and environmental factors that occur throughout the life cycle (Utami *et al.*, 2020) According to Fahmi Rizal cited by Aisya *et al.*, (2023) with the development of physiotherapy in the general public, service quality is an important variable to consider. Therefore, health services must improve the quality of their services to increase patient satisfaction.

Appropriate and efficient utilization of hospital or health center resources will result in the provision of physiotherapy services that meet professional and service standards. In

accordance with standards, ethics, laws, and culture, services are provided in a way that is appropriate, safe, and satisfying by considering the limitations and capabilities of the community and government (Rovendra, 2020) . According to Hargiani *et al.* (2022) in Indonesia the presentation of physiotherapy services is still very low, namely there are only 6.4% in the province of East Java. This system will continue to grow and develop. The services, concepts, and scope of physiotherapy do not only apply to certain health facilities such as hospitals, but also to other health facilities such as health centers (Eman, 2015) . In the health service system, the role and position of health centers are at the forefront of the Indonesian health system because health centers in Indonesia are basic health services that have the task of providing health services for the community (Kondoy *et al.* .., 2014)



Preliminary studies at Puskesmas Mojolangu showed that the absence of physiotherapy services causes patients with neuromusculoskeletal disorders, such as post-stroke or occupational herniated nucleus pulposus (HNP), to be referred to the hospital, which can prolong recovery time and increase the burden on secondary health facilities.

The results of the preliminary study found that the unavailability of physiotherapy services at Puskesmas Mojolangu caused patients who needed therapy, such as post-stroke patients or occupational neuromusculoskeletal disorders (HNP), to go or be referred to the hospital. If physiotherapy services at Puskesmas are improved in a preventive and promotive manner, this will facilitate community access to hospitals, reduce queues, and prevent worse health conditions with immediate treatment at the primary level.

One factor that may influence the presence and utilization of physiotherapy services in community health centers is health workers' perception of the need for these services. Health workers' perceptions are influenced by various factors, including their level of education, work experience, and exposure to physiotherapy in their clinical practice. Muhlisinet et al., (2019) stated that education plays a role in shaping the mindset, perception, and ability of individuals to absorb and apply new information. Health workers with higher levels of education tend to have a better understanding of the importance of physiotherapy in patient care, thus supporting the integration of this service in health centers. Conversely, a lack of understanding may lead to a lack of support for the development of physiotherapy services, leading to low availability of these services at the primary level.

Interprofessional collaboration between physiotherapists and other health workers, such as doctors and nurses, is a factor that plays a role in ensuring the success of physiotherapy services in health centers. According to Adelia (2019), effective interprofessional collaboration can improve service quality and patient satisfaction. However, the level of

education of health workers may affect the extent to which they understand the role of physiotherapy in the health care system, resulting in its low demand and development in health centers.

Based on these problems, this study aims to analyze the influence of health workers' education level on their perception of the need for physiotherapy services at Puskesmas Mojolangu. The results of this study are expected to provide insight into how education level affects health workers' support for the development of physiotherapy services at the health center and provide recommendations for policy planning of physiotherapy services in primary health facilities.

METHODS

This study was conducted at Puskesmas Mojolangu, Malang City, with the implementation time set in July 2024. The method used was an analytical observational design with a *cross-sectional* approach, which aimed to analyze the relationship between the education level of health workers and their perception of physiotherapy needs.

The population in this study included all health workers at the Puskesmas Mojolangu, Malang City. Population is the number of all objects studied or research objects (Amin *et al.*, 2023). While the sample is part of the population that represents the entire population in the study (Asrulla *et al.*, 2023). The sample in this study were health workers at the Puskesmas Mojolangu, totaling 43 people.

The data collection tool used was a questionnaire, which consisted of several sections, including respondents' demographic information, education level, and perception of physiotherapy needs. A questionnaire, often known as a survey, is a method of collecting information from study participants using a form or answer sheet (Syamni *et al.*, 2023). This questionnaire used a *Likert* scale to measure the level of perception, where respondents were asked to give an assessment of statements relating to physiotherapy. After data collection, analysis was conducted using the *Chi-Square* test to determine if there was a significant relationship



between education level and health workers' perception of physiotherapy needs. Through this approach, it is hoped that the study can make a meaningful contribution in improving understanding of the factors that influence the perceptions of health workers at Puskesmas Mojolangu.

This study was conducted at the Puskesmas Mojolangu, Malang City, with the implementation time set in July 2024 after being declared ethically feasible by the Health Research Ethics Committee (KEPK) of the Faculty of Medicine, Muhammadiyah University of Malang No. E.5.a/198/KEPK-UMM/VIII/2024. The method used was an analytic observational design with a cross-sectional approach, which aimed to analyze the relationship between the education level of health workers and their perception of physiotherapy needs.

The stages of this research consist of the preparation and implementation stages. In the preparation stage, the research plan was prepared, the level of education of health workers at the Malang City Health Center was identified, and the questionnaire was prepared as a research instrument. Participants were given research information and asked to sign informed consent before filling out the questionnaire.

At the implementation stage, sample selection was carried out according to the inclusion and exclusion criteria. After signing informed consent, participants completed a questionnaire measuring perceived need for physiotherapy using a Likert scale. The collected data were analyzed to evaluate the relationship between the education level of health workers and their perception of physiotherapy services at the health center.

RESULTS

The following table shows some characteristics of the respondents to understand the background of the respondents involved in the study.

Table 1 . Respondent Characteristics

Characteristics	Frequency	Percentage
Gender		
Female	38	88%
Male	5	12%
Age		
Early adulthood	19	44%
Late adulthood	14	33%
Early Elderly	6	14%
Late teens	4	9%
Domicile		
Lowokwaru	25	58%
Outside	18	41%
Lowokwaru		
Physiotherapy		
Knowledge		
Know	41	95%
Don't know	2	5%
Education		
Level		
D3	24	56%
D4	2	5%
S1	16	37%
S2	1	2%
Perception		
Positive	30	70%
Neutral	12	28%
Negative	1	2%

Based on the table, the majority of respondents are female and in the adult age group. The education level of most respondents was D3, while the education level of S2 was the least. Of the total 43 respondents, only 2 people had a knowledge level of "don't know." Positive perceptions dominate with 30 respondents.

Table 2 . Test of Relationship between Education Level of Health Workers and Perceived Needs of Health Center

Variables	N	p	α
Education Level	43	0,439	0,05
Perception			



The *chi-square* test results produced a significance value of 0.439. The significance value (p) = 0.439 ($p > 0.05$) so that H_0 is accepted and H_1 is rejected. These results indicate that there is no relationship between the level of education of health workers and the perception of physiotherapy needs at the Puskesmas Mojolangu, Malang City.

DISCUSSION

Education aims to help individuals reach their full potential so that they can become committed citizens, with superior personality, thinking, moral character, spirituality, and self-control. (Rini, 2013) . Education is a deliberate effort to prepare students for their future interests through guidance, instruction, or training. The deliberate effort to prepare students for their future interests through instruction, training, or guidance is known as education (Law of the Republic of Indonesia, 1989) . According to Suhardjo in the journal *Basyit et al.* (2020) A person will find it easier to assimilate knowledge and incorporate it into their daily routine and lifestyle if they have a higher level of education, especially when performing work-related tasks. Education allows one to increase knowledge and learn useful skills (Siregar *et al.*, 2018) . Education allows individuals to make various choices, and perceptions for their life path, but in this study education was not related to perception. Many factors can influence perception, including age, insight, socioeconomic status, traditions, environment, occupation, personality, and past (Haposanita *et al.*., 2014)

Perception is an important psychological aspect that allows individuals to respond to things around them. There are two types of perception, namely positive perception that sees something as good, or negative perception, both of which affect a person's real actions (Arista *et al.*, 2018) . Perception is the cognitive process of individuals in interpreting information about the environment through vision, hearing, feelings, and other senses (Simbolon, 2018) .

This analysis revealed that most participants had a positive perception of the need for physiotherapy at the Puskesmas Mojolangu, which was marked by the number of respondents

who chose to agree to the presence of physiotherapists at the health center. Based on research conducted by Nurrahmi *et al.* (2021) confirmed that the existence of needs that must be met is the first step in the perception process. Human desires for products or services that should satisfy their physical and spiritual needs are called needs, and needs can be real or imaginary (Paendong *et al.*., 2016)

According to Bilondatu *et al.* (2013) perception is also influenced by clues from the senses and related past experiences. Experience is a pattern of individual behavior that is formed from perceptions of previously learned social reality, and this perception is based on experience or learning related to people, objects, or similar events (Nurrahmi *et al.*, 2021) In a study conducted by Dwi Prakoso *et al.*, (2022) proved that there is a significant link between past experiences and individual perceptions. Individuals with confirmed positive life experiences tend to have a greater chance of having positive perceptions. In addition, perception can also be influenced by existing regulations. Regulations serve not only as a means of control, but also shape individuals' perceptions, so that when regulations are perceived as fair and clear, they are more likely to comply with them (Simatupang *et al.*, 2024) . Such as PERMENKES, (2015) which regulates physiotherapy services in Indonesia is not only available in referral level health facilities, but can also be found in various basic or primary level health facilities such as health centers.

Based on PERMENKES No. 65 (2015) physiotherapy services at Puskesmas focus on the health of individual/group body movements and functions, with a promotive, preventive, and recovery approach through curative and rehabilitative approaches. The presence of physiotherapists at Puskesmas acts as an "agent" of change to improve the health, fitness, and productivity of individuals, families, and communities (Eman, 2015) . Research at Puskesmas in East Java shows that there is no alignment between PMK No. 65/2015 which includes physiotherapy services and PMK No. 43/2019 which does not include it clearly (Hargiani *et al.* ., 2022)



The results showed that the opinion about the need for physiotherapy at Puskesmas Mojolangu was not influenced by the educational background of health workers, because most respondents with various levels of education had a positive perception. The positive perception is also supported by several other factors such as experience, where health workers with experience who have handled patients who need physiotherapy tend to have a more positive perception, and also the need factor where, individuals who have a need for the presence of physiotherapy, tend to have a positive perception. In addition, the growing needs of the community also play a role, because if the community needs physiotherapy services, health workers will encourage the implementation of these services. Policies and laws, such as PERMENKES No. 65/2015, also influence the perception of health workers. If regulations are not supportive or synchronized, this may hinder the implementation of physiotherapy services. Therefore, experience, community needs, and policies also play an important role in shaping perceptions of physiotherapy in health centers. However, further studies are needed to understand more factors that influence perceptions.

CONCLUSION

Data analysis showed that there was no significant relationship between education level and perception of physiotherapy needs. This indicates that although education can provide knowledge, it does not always have a direct effect on how health workers perceive the need for physiotherapy services at health centers. This finding is important to consider in the development of health care policies and practices, especially in the integration of physiotherapy services in health centers.

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