

FACTORS RELATED TO THE UTILIZATION OF HEALTH SERVICES IN THE SINUNUKAN HEALTH CENTER IN MANDAILING NATAL DISTRICT OF 2023

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ABSTRACT

Health services are any efforts carried out individually or jointly within an organization to prevent and improve health, maintain and cure disease and restore the health of individuals, groups and families. The aim of the research is to analyze factors related to the utilization of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023. The research method used is descriptive with a quantitative approach and a cross-sectional research design. The sample in this study was residents in the Sinunukan Community Health Center working area, Mandailing Natal Regency. The sample collection method used was the Lameshow formula. The results of statistical tests using Chi Square obtained a p-value = 0.032 ($p < 0.05$), so H_0 was accepted, namely that there was a relationship between age and the use of health services at the Community Health Center. The use of health services by respondents is not only based on the use by the respondents themselves but also by family members of different ages. The results of the statistical test obtained a p-value = 0.01 ($P < 0.05$), so H_0 was accepted so it could be concluded that there was a relationship between education and the use of health services at the Community Health Center. So, it can be concluded that the need for health services can occur regardless of age and education.

Keywords : *Utilization Health Services, Sinunukan Health Center*

INTRODUCTION

The degree of public health in a country is influenced by the existence of health service facilities. Law number 36 of 2009 concerning health states that health service facility is a tool and/or place used to provide health service efforts, wheter promotive, preventive, curative, or rehabilitative, carried out by the central government, and/or public. Community empowerment in the health sector in accordance with the regulation of the minister of health of the Republic of

Indonesia number 8 of 2019 is a process to increase the knowledge, awarnese and ability of individuals, families and communities to play an active role in health efforts which is carried out by facilitating the problem solving process through an educational and participatory and paying attention to needs potential and loca social culture.

Community Resource Health Efforts (UKBM) based on Minister of Health Regulation Number 8 of 2019 states that Community Resource Based Health

Efforts (UKBM) are a vehicle for community empowerment formed on the basis of community needs which are managed by, from, for and with the community, with guidance from community health center officers, cross-sectors and other related institutions to carry out community activities to create a healthy and independent society in the health sector (Law Number 36 of 2009). This regulation positions society not only as an object of development but more importantly as a subject of Health development who can make decisions in adopting innovations in the Health sector.

According to the Policies and Regulations of the Ministry of Health of the Republic of Indonesia, Health Services are any efforts carried out individually or jointly within an organization to prevent and improve health, maintain and cure disease and restore the health of individuals, groups and families. Health services are carried out in an integrated, integrated and sustainable manner to maintain and improve the level of public health in the form of disease prevention, health improvement, disease treatment and health restoration by the government or community (Rusmini, 2020).

Based on data sources from the Center for Data and Information Technology, Indonesian Ministry of Health, 2022. The number of inpatient health centers over the last five years has continued to increase, namely 3,459 units in 2017, then increasing to 4,201 units in 2021 (Figure 2.4). Non-inpatient health centers tend to experience a decrease in the number of

health centers based on status in 2017, namely 6,366 and in 2021 as many as 6,091.

Based on data from the Indonesian Ministry of Health's 2021 Health Profile, the highest percentage of provinces with community health centers that meet 9 (nine) types of health workers based on figure 2.4 is DKI Jakarta province (105.4%), followed by DI Yogyakarta province (89.3%) and the province Bangka Belitung Islands (84.4%). Meanwhile, the lowest percentage of provinces with community health centers that meet 9 (nine) types of health workers is Papua province (8.6%), followed by West Papua province (12.4%), and Maluku province (13.4%) while North Sumatra Province 32.6 %.

In accordance with the District/City Health Profile of North Sumatra Province, 2021, the number of Puskesmas in North Sumatra Province as of December 2021 is 615 units, consisting of 172 inpatient Puskesmas units and 443 non-inpatient Puskesmas units. When compared with the number of Puskesmas in 2020 which was 607 units (consisting of 174 inpatient Puskesmas units and 433 non-inpatient Puskesmas units), then the number of

Health Center is known to have increased in 2021 (increasing by 8 units) showing a trend of increasing the number of Puskesmas over the period the last 5 years. An increase in the number of Community Health Centers does not directly reflect the fulfillment of primary health service needs in an area. Fulfillment of primary health

service needs can be seen in general from the ratio of community health centers to sub-districts. The ratio of Puskesmas to sub-districts in 2021 is 1.35. This illustrates that the ideal ratio of Community Health Centers to sub-districts (i.e. a minimum of 1 Community Health Center in 1 sub-district) has been fulfilled in North Sumatra Province.

Based on an initial survey conducted in January 2023 at the Sinunukan Community Health Center, Mandailing Natal Regency, it was found that the community did not utilize the Sinunukan Community Health Center, Mandailing Natal Regency in 2023 due to the public's perception of illness. People come to the Sinunukan Community Health Center, Mandailing Regency, Christmas 2023 if their illness is severe enough. The community assumes that the Community Health Center is for those whose illness is already serious, meaning they are no longer able to rise from lying down.

Meanwhile, people who are sick or have a fever and are still able to get up from lying down will choose to buy medicine at the stall and consume traditional medicine rather than coming for treatment at the Community Health Center. Based on the description and data that has been presented, utilization at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023 is from 2019 Until 2022, the number of community health center visits will decrease. So it is deemed necessary to research what factors are related to the use of community health centers in Mandailing Natal Regency. It is

hoped that with this research the utilization of community health centers in Mandailing Natal Regency can be further improved to achieve existing health programs at the Health Service and Community Health Centers in Mandailing Natal Regency, and that community health centers can further improve existing health services.

METHOD

This research uses a descriptive method, namely research that is directed at describing symptoms, facts, or events systematically and accurately, regarding the characteristics of a particular population or area in the current situation (Wagiran, 2019), with a quantitative and design approach cross sectional research where data collection is carried out over a certain, short time period, and the process of observing study subjects is carried out only once at a predetermined time interval (Budiarto, 2004).

The sampling technique used in this research is Cluster Random Sampling (random sampling of groups of individuals), namely that samples are drawn from one of the groups where the population is first divided into groups which are usually based on geographic location, then samples are drawn randomly from the location. certain geographical areas which are called cluster groups (Istijanto, 2009).

RESULT AND DISCUSSION

After collecting, managing and analyzing the data obtained, the research results obtained by the author regarding "Factors related to the Utilization of Health Services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023", obtained a total of 95 respondents with the following results :

Table 4.1 Distribution of Characteristics

Respondents Based on Age Groups in the Working Area of the Sinunukan Health Center, Mandailing Natal Regency of 2023

No	Variable	F	Percentage (%)
Age			
1.	21-49	77	81
2.	> 50	18	19
Total		95	100
Gender			
1.	Female	54	56,8
2.	Male	41	43,2
Total		95	100
Education			
1.	Didn't finish elementary school	5	5,2
2.	Elementary school	15	15,7
3.	Middle school	21	22,1
4.	High school	36	37,9
5.	PT	18	19
Total		95	100
Job			
1.	Not working	28	29,4
2.	Working	67	70,6
Total		95	100
Availability of Health Personnel			
1.	Yes	74	77,8
2.	No	21	22,2
Total		95	100
Kepemilikan Asuransi			
1.	Yes	67	70,5
2.	None	28	29,5
Total		95	100
Accessibility			
1.	Easy accessibility	71	74,7
2.	Hard accessibility	24	25,3
Total		95	100
Pain Perception			
1.	Know	67	70,5
2.	Don't Know	28	29,5
Total		95	100

From Table 4.1, it can be seen that the frequency distribution of respondents based on the majority age is 21-49 years, 77 respondents (81%), 54 respondents

(56.8%), female, 36 respondents (37.9%), working. as private employees 25 respondents (26.3%), availability of health workers 74 respondents (77.8%), have insurance 67 respondents (70.5), easy

access as many as 71 (74.7%) and know the perception of illness as many as 67 respondents (70.5%).

The age factor is an important factor that needs to be considered in developing a marketing strategy. Everyone buys different goods or services throughout their lives. A person's needs develop as they get older. A person's needs, desires and hopes are influenced by age (Kotler, 2003).

From the results of the analysis carried out, it was found that the majority of respondents aged 21-49 years used health services, 47 respondents (61.1%) and those aged >50 years did not use health services, 15 respondents (83.3%).

The results of statistical tests using Chi Square obtained a p-value = 0.032 ($p < 0.05$), so H_0 is accepted, namely that there is a relationship between age and the use of health services at the Community Health Center. The use of health services by respondents is not only based on the use by the respondents themselves but also by family members of different ages. So, it can be concluded that the need for health services can occur regardless of age.

From the results of the analysis that has been carried out, it was found that the majority of respondents who did not complete elementary school did not utilize health services, 4 respondents (80%), elementary school students used health services, 12 respondents (80%), 16 respondents (76) who graduated from junior high school utilized health services. 2%), 25 respondents (69.5%) who graduated from high school used health services, 16 respondents (88.9%) who graduated from high school used health services. The results of the statistical test obtained a p-value = 0.01 ($P < 0.05$), so H_0 was accepted so it could be concluded that there was a relationship between education and the use of health services at the Community Health Center.

CONCLUSION

1. The majority of respondents aged 21-49 years used health services as many as 47 respondents (61.1%) and those aged >50 years did not use health services as many as 15 respondents (83.3%). The statistical test results obtained a p-value = 0.032 ($p < 0.05$) so H_0 is accepted so it can be concluded that there is a significant relationship between age and the use of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023

2. The majority of respondents who did not complete elementary school did not utilize health services as many as 4 respondents (80%), elementary school graduates utilized health services as many as 12 respondents (80%), junior high school graduates utilized health services 16 respondents (76.2%), high school graduates utilized 25 respondents (69.5%) had health services, 16 respondents (88.9%) had completed PT and utilized health services. The results of the statistical test are p-value = 0.01 ($P < 0.05$) so H_0 is accepted. There is a significant relationship between education and the use of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023.

3. The majority of respondents who do not work do not use health services as many as 16 respondents (57.1%) and work as many as 52 respondents (77.6%). The results of the statistical test are p-value = 0.00 ($p < 0.05$) so H_0 is accepted. There is a significant relationship between age and the use of health services at the Sinunukan

Community Health Center, Mandailing Natal Regency in 2023

4. Availability of workers, the majority using health services is 90.5% and unavailability of health workers does not use health services 57.1%. The results of the statistical test obtained a p-value = 0.00 ($p < 0.05$) so H_0 is accepted, there is a relationship between the availability of health personnel and the utilization of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023

5. The majority of those who own insurance use health services as many as 53 respondents (79.2%) and those who do not have insurance do not use health services as many as 21 respondents (75%). The results of the statistical test obtained a p-value = 0.00 ($p < 0.05$), so H_0 was accepted. There is a relationship between the availability of health workers and the utilization of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023

6. The majority of easy access utilizes health services as many as 53 respondents (74.7%) and difficult access does not utilize health services as many as 17 respondents (71%). The results of the statistical test obtained a p-value = 0.03 ($p < 0.05$), so H_0 was accepted. There is a significant relationship between accessibility and utilization of health

services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023

7. The majority of the perception of being sick utilizes health services as many as 43 respondents (64.2%) and not knowing the perception of being sick does not utilize health services as many as 17 respondents (61%). The results of the statistical test obtained a p-value = 0.00 ($p < 0.05$), so H_0 was accepted. There is a significant relationship between perception of illness and utilization of health services at the Sinunukan Community Health Center, Mandailing Natal Regency in 2023

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