



## FACTORS AFFECTING THE UTILIZATION OF SERVICES IN THE DENTAL CLINIC OF PUSKESMAS KUTA MALAKA BIG ACEH DISTRICT

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### **Abstract**

*Dental and oral health services are one of the development health efforts provided by the Puskesmas to the community. The number of patient visits at the dental clinic of the Kuta Malaka Health Center since 2020 has decreased. This study aims to determine the factors that influence the utilization of services at the dental clinic of the Kuta Malaka Public Health Center, Aceh Besar District. This research is a survey research using a cross sectional approach, the research subjects are 100 respondents. The sampling technique was carried out by purposive sampling. The measuring tools used are questionnaires and structured interviews. Data analysis used correlation analysis ( $P < 0.05$ ). Based on the results of data analysis, the previous treatment experience factor and the reference group ( $p = 0.000$ ) had a significant effect on service utilization at the dental clinic at the Kuta Malaka Health Center. It is suggested to the Puskesmas in order to improve the quality of service and provide patient-oriented based services to the community.*

**Keywords:** *Utilization, Health Services, Dental Clinic.*

### **A. Introduction**

Puskesmas is a functional implementing unit that functions as a center for health development, a center for fostering community participation in the health sector and a health service center for people who live in a certain area (Permenkes No. 75, 2014). The implementation of health services, including at the Puskesmas, in order to achieve the desired goals, must meet several basic requirements for basic services. The conditions referred to include at least eight things, namely available, appropriate, continuous, efficient, acceptable, accessible, affordable, and of high quality. quality). Recently, with the advancement of medical science and technology as well as better education and socio-economic

levels of the community, the demands and needs of the community for quality health services are also increasing (Azwar, 1994).

Health services in Aceh Besar District are served by 1 government general hospital and 28 Puskesmas. The Kuta Malaka Health Center is one of the health service facilities in Aceh Besar Regency that serves the community in the Kuta Malaka District.

Health efforts provided by the Kuta Malaka Health Center are basic health efforts and development health efforts. Dental and oral health services as one of the health development efforts provided at the Puskesmas include extraction of milk and permanent teeth, filling of milk and permanent teeth, temporary fillings, cleaning of tartar, treatment of teeth and oral tissues as well as referral services. Patient visits at the Dental Clinic of the Kuta Malaka Health Center since 2020 have decreased, especially in the number of old patient visits.

The downward trend in service utilization indicates that there are problems and various factors causing the reuse of these services (Gamedia, n.d.). Utilization or utilization of individuals is influenced by factors both inside and outside the individual. Factors that determine the utilization of a health facility are influenced by 3 main factors, namely: 1) Predisposing factors, namely factors that facilitate or predispose a person's behavior to include: knowledge, attitudes, values, beliefs, traditions and beliefs, 2 ) enabling factors, namely factors that enable or facilitate the occurrence of behavior or actions such as the potential and resources that exist in the community and the affordability of various resources, costs, distance, availability of transportation, past experience and 3) factors reinforcing factors, namely factors that encourage or strengthen the occurrence of a behavior, such as attitudes and behavior of health workers, families, reference groups, satisfaction (Notoatmodjo, 2007).

The trigger factors that affect the utilization of health services consist of internal and external factors. Internal factors that encourage someone to use health service facilities are motivation, knowledge, beliefs, attitudes, physiological factors and psychological factors in the form of anxiety, shame, desire to recover from illness while external factors can be personal factors, for example an invitation to seek treatment from family

or friends. and non-personal factors in the form of information about health services. Past experience also has an influence on the utilization interest and future behavior of customers to reuse a health facility (Mernawati & Zainafree, 2016)

Based on the background and theory, it is necessary to conduct research, which aims to identify the factors that influence the utilization of services at the Dental Clinic at the Kuta Malaka Health Center, Aceh Besar District.

## **B. Method**

This research is an analytical survey with a cross sectional design, to describe the correlation between risk factors and their effects. Each research subject was only observed once and data collection for the independent variable and the dependent variable was carried out simultaneously (Gahayu, 2015). The population in this study was the community in the working area of the Kuta Malaka Health Center who had used health services at the Dental Clinic of the Kuta Malaka Health Center. In this study, a research sample of 100 respondents was taken who had used the services at the Dental Clinic at the Kuta Malacca Health Center. The sampling technique was carried out by purposive sampling, which is a process of taking samples at a predetermined amount by taking into account the characteristics and criteria that have been adapted to the research objectives. The selected respondents are respondents who live in the working area of the Kuta Malaka Health Center. Minimum age of the respondent is 17 years. Respondents have used the services at the Dental Clinic of the Kuta Malaka Health Center in the last 6 months.

The independent variables in this study were previous treatment experience and reference group. Bound Variables Service utilization at the dental clinic at the Kuta Malacca Health Center. Data collection in this study used a questionnaire measuring instrument and structured interview guidelines.

### C. Result and Discussion

#### 1. Characteristics of respondents

The distribution of respondents' characteristics by age, gender and education level can be seen in the following table:

Table 1. Characteristics of respondents by age, gender and education level

No.	Characteristics of Respondents	Information	Frequency (f)	Percentage (%)
1.	Age	a. ≤20 years	26	26,0
		b. 21-30 years	19	19,0
		c. 31-40 years	20	20,0
		d. 41-50years	21	21,0
		>50 tahun	14	14,0
2.	Gender	a. Female	76	76,0
		b. male	24	24,0
3.	Last education	a. SD	14	14,0
		b. Junior High School	21	21,0
			53	53,0
		c. Senior High School	5	5,0
			7	7,0
	d. D3			
	e. S1			

Based on table 1, it can be seen from 100 respondents mostly aged 21-30 years (26.0%). There are more female respondents (76.0%) than male respondents (24%) and in terms of education level, the majority of respondents have high school education (53.0%).

## 2. Univariate Analysis

Table 2. Distribution of Service Utilization in Dental Clinics  
Kuta Malaka Health Center Aceh Besar District (n=100)

No.	Score Category	Rating Norms	Frequency	
			N	%
1.	High	25 - 32	5	5,0
2.	currently	16 - 24	80	80,0
3.	Low	8 - 15	15	15,0
Total			100	100,0

Based on table 2, showing the utilization of respondents at the dental clinic of the Kuta Malaka Health Center, obtained an average of 20.6 (moderate category), seen from the frequency the majority of respondents are in the moderate category (80.0%).

Table 3. Distribution of Respondents based on Previous Treatment  
Experience and Service Utilization at the Dental Clinic at Kuta Malacca  
Health Center

No	Service Utilization at the Dental Clinic	Experience Care Previously			Total
		Well	Pretty good	Not good	
1.	Tall	0 (0%)	12 (12%)	3 (3%)	15 (15%)
2.	Currently	3 (3%)	68 (68%)	9 (9%)	80 (80%)
3.	Low	2 (2%)	3 (3%)	0 (0%)	5 (5%)
Total		5 (5%)	83 (83%)	12 (12%)	100 100%

Table 3, shows that the majority of respondents have good previous treatment experience (80%), but there are 5% of respondents who have previous treatment experience in the bad category but have a desire to utilize services at the dental clinic.

Table 4. Distribution of Respondents by Reference Group and Service Utilization at the Dental Clinic at Kuta Malacca Health Center

No	Service Utilization at the Dental Clinic	Group Reference			Total
		Tall	Currently	Low	
1.	Tall	2 (2%)	12 (12%)	2 (2%)	16 (16%)
2.	Currently	7 (7%)	58 (58%)	14 (14%)	79 (79%)
3.	Low	2 (2%)	3 (3%)	0 (0%)	5 (5%)
Total		11 (11%)	73 (67%)	16 (22%)	100 (100%)

Table 4 shows that the majority of respondents have moderate reference group support (79%) and a small proportion of respondents (2%) have low reference group support, but have a high desire for service utilization at the dental clinic.

The results of bivariate analysis with *product moment correlation* can be seen in the following table:

Table 5. Results of *Product Moment Correlation Analysis* between Independent Variable (X) with Bound Variable (Y)

No	Independent Variable	<i>Product Correlation Moment</i>	
		$r_{XY}$	P
1.	Previous Treatment Experience	0.3 25	0.000 *)
2.	Reference Group	0.4 11	0.000 *)

Description : \*) significant at 5 %

Table 5, shows that variable experience care previous and group reference there is significant influence \_ to utilization service at clinic tooth Public health center Kuta Malacca .

## **Discussion**

The majority of respondents in this study had a fairly good previous treatment experience ( 80 %) and had a desire for utilization repeat services at the dental clinic Public health center Kuta Malacca . Previous treatment experience made a positive contribution to utilization of services at the Dental Clinic at the Kuta Health Center malacca . This significant positive effect means that the better the previous treatment experience, the higher the interest in reusing services at the Kuta Health Center Dental Clinic malacca .

A very decisive factor in the formation of desire utilization something service is a personal experience. Experiences that are directly experienced will have a stronger influence than indirect experiences . Consumer decisions in choosing and reusing a product and service are influenced by previous experiences ( Dharmmesta & Handoko, 2000) . This opinion is in accordance with the results of the study (Munawir, 2018) which states that previous experience and satisfaction factors are related to the use of a service facility. Experience could influence observation somebody in act behavior . Experience can be obtained from all his actions in the past or can also be learned. The results of individual experiences will form a certain view of a product or service (Dharmestha and Handoko, 2000).

Treatment experience is an event that has been experienced by the patient at the same treatment service in the past. Patients who find the perception of incompatibility between needs and services will create a gap. Gaps and dissatisfaction with health services will affect the reuse of services provided (Tjiptono, 2000).

Reference group or group reference is all group that has influence direct or no direct to attitude or behavior someone . Group reference could classified into 2 groups namely : a) primary groups , such as family , friends , neighbors and colleagues interacting work \_ with somebody by Keep going continuous and informal, and b) group secondary , like group religion , routine (Kotler & Keller, 2016) .

Reference group support proved to be the dominant factor and contributed the most to the desire for utilization at the dental clinic at the Kuta Malacca Health Center. A person's behavior can be influenced by people who are considered important, if someone is important to him then what he says or does tends to be imitated. People who are considered important ( *reference group* ) including family members, neighbors, friends, teachers and so on (Dharmmesta & Handoko, 2011) .

The existence of a social group in a person's environment (family or friends) will affect a person when he or she will visit a health service. A person will be encouraged to seek and choose health care facilities in accordance with the recommendations and support from the reference group (Mumu, 2015).

## **E. Conclusion**

Based on the results of research and discussion, it can be concluded that the better the previous treatment experience and the greater the support of the reference group, the higher the desire for the utility of dental health services at the Kuta Health Center Malacca . Expected to party Health Center so that you can Upgrade *quality of service* and provide service based on patient *oriented* to society .

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