

Analysis of the Influence of Service Access on the Utilization of Health Services at Community Health Centers

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ABSTRAK

Aksesibilitas layanan kesehatan memainkan peran krusial dalam menentukan tingkat pemanfaatan pelayanan kesehatan di masyarakat. Puskesmas menyediakan layanan kesehatan bagi masyarakat, adapun upaya meningkatkan akses pelayanan kesehatan merupakan faktor penting bagi kesehatan yang berkualitas, diantaranya meningkatkan akses terhadap pelayanan kesehatan dasar. Tujuan penelitian ini menganalisis pengaruh akses layanan terhadap pemanfaatan pelayanan kesehatan di puskesmas. Penelitian ini, metode yang digunakan ialah Observasional Retrospektif yaitu dengan pendekatan kualitatif dalam Systematic Review untuk mensintetis hasil-hasil penelitian. Penelusuran literature dilakukan secara daring yang bersumber dari Google Scholar, *Publish and Perish*, dengan menggunakan kata kunci yaitu: "Akses Layanan, Pelayanan Kesehatan". Pelayanan kesehatan sangat penting bagi masyarakat terutama akses dan pemanfaatan layanan kesehatan di puskesmas, oleh karena itu untuk meningkatkan pemanfaatan pelayanan puskesmas upaya yang perlu dilakukan adalah puskesmas perlu menjalankan program puskesmas keliling, sebagai salah satu alternatif agar memudahkan akses pelayanan kesehatan terutama untuk masyarakat dengan status ekonomi sangat miskin agar dapat mengakses pelayanan puskesmas tanpa adanya hambatan finansial seperti biaya transportasi. Dapat disimpulkan bahwa Adanya pengaruh akses layanan kesehatan terhadap pemanfaatan pelayanan di puskesmas.

Kata Kunci : Akses Layanan, Pemanfaatan Pelayanan Kesehatan, Puskesmas

ABSTRACT

Health service accessibility regulations play a crucial role in determining the level of health service utilization in the community. Health centers provide health services to the community, while efforts to improve access to health services are important factors for quality health, including improving access to basic health services. The purpose of this study is to analyze the effect of service access on the utilization of health services in health centers. This study uses the method of Retrospective Observation, namely with a qualitative approach in Systematic Review to synthesize the research results. Literature searches are carried out online from Google Scholar and Publish and Perish using the keywords "Service Access, Health Services." Health services are very important for the community, especially access and utilization of health services in health centers; therefore, to increase the utilization of health center services, efforts that need to be made are that health centers need to run a mobile health center program as an alternative to facilitate access to health services, especially for people with very poor economic status so that they can access health center services without financial barriers such as transportation costs. It can be concluded that there is an influence of access to health services on the utilization of services at health centers.

Keywords: Access to services, Utilization of Health Services, Health Centers

BACKGROUND

Health is the most important aspect of human life and is a basic right for everyone (Basuki, 2020). A person is able to do many things throughout their life. However, health does not just come. Various efforts are needed so that the body is always healthy. Therefore, health should be a basic need for humans. The government has a responsibility to ensure that every citizen receives quality health services according to their needs. As a basic need, every individual is responsible for meeting the needs of their life and those of the people they are responsible for, so that basically fulfilling the community's health needs is the responsibility of every citizen. As stated in Law of the Republic of Indonesia No. 39 of 2009 concerning public health, health is a human right and one of the elements of welfare that must be realized in accordance with the ideals of the Indonesian nation as referred to in Pancasila and the 1945 Constitution. Health development in Indonesia aims to increase awareness, willingness, and ability to live healthily for everyone in order to realize the highest level of health as a manifestation of general welfare as referred to in the Preamble to the 1945 Constitution. Health development is carried out based on the National Health System (SKN), which is a system that brings together various efforts of the Indonesian nation in an integrated and mutually supportive manner to ensure the highest level of health.

According to the Big Indonesian Dictionary (KBBI), access means an entrance. So that in general, access to health services can be interpreted as a form of health service with various types of services that can be reached by the community (Megatsari et al., 2018). To improve public health conditions, the Ministry of Health is increasing public access to quality health services. However, it is recognized that health development still faces various challenges, such as the gap between the health status of the community, social and economic status between regions, and the emergence of various new health problems/diseases or recurring infectious diseases. RISKESDAS (2013). The large number of health facilities available raises the question of whether they are able to provide the best medical services and are accessible to all levels of society. In this case, the government, Ministry of Health, and other stakeholders are required to provide uniform health facilities throughout Indonesia (Maulany & Dianingati, 2021). Every citizen can access health services at a lower cost and closer to where the community lives. Access to health services is often only seen from the perspective of the service provider, while access from the community by users is less noticed. Therefore, this article provides a review of the analysis of the influence of service access on health utilization in health centers.

Health care facilities are important infrastructure in providing health services from clinic

to hospital level. The availability and quality of health care facilities in a region or country are important indicators in assessing the level of prosperity and welfare of the community. Health care facilities not only play a role in curing diseases but also in efforts to promote, prevent, and rehabilitate health. These health care efforts can be organized by various parties, including the government, local governments, and the community. In the context of utilizing health services at health centers, accessibility is a key factor influencing the level of utilization. The results of a review of several studies show that factors such as distance, travel time, availability of transportation, and public perception of the quality of health services have a significant influence on their decisions in utilizing health services at health centers. In addition, several studies also highlight the importance of improving health center resources, including increasing the availability of medical devices, consumables, and medicines, and improving the quality of health care services. Although efforts have been made to increase the utilization of health services at health centers, several obstacles are still found, such as the low level of public knowledge about the National Health Insurance (JKN) program, poor perceptions of health services, and low accessibility of information. Therefore, further research needs to be conducted to understand more deeply the factors that influence the utilization of health services in community health centers so that more effective strategies can be formulated to improve the accessibility and quality of health services for the community.

METHOD

1. Research Design

This study uses a systematic review research method. Systematic review research is a method that aims to help find the best results that can be obtained by systematically searching for literature, then reading all the literature obtained and analyzing all literature data and drawing conclusions from the results of the literature data analysis to answer problems efficiently, clearly, and relevantly. The author searches for articles using the keywords "health access" and "health services." Article searches are accessed through several sources, namely Google Scholar and Publish and Perish. The exclusion criteria for this study are article reviews, articles that only provide abstracts, and journal results. The data collected from the data collection method are then processed and combined to obtain related explanations that affect access to health services in Indonesia. The research time was carried out in April 2024.

2. Population and Sample

The articles used in this study are article texts with an observational study design. The selected articles are articles that use Indonesian and English that discuss the analysis of the influence of service access on the use of health services at the Health Center.

3. Research Variables

The dependent variable in this study is access to health services, and the independent variable in this study is the utilization of health center services.

4. Operational Definition

Access according to the Big Indonesian Dictionary (KBBI) means an entrance. Health services are any efforts carried out individually or together in an organization to maintain and improve health, prevent and cure diseases, and restore the health of individuals, families, groups, and/or communities.

RESULT

Health care facilities, or health facilities (often abbreviated as faskes), are any locations that provide health services, ranging from small clinics and health centers to large hospitals with complete facilities. The number and quality of health facilities in a region or country is one of the parameters commonly used to assess the prosperity and quality of life of the region. Health care facilities are used to organize health service efforts, including promotion, prevention, healing, and rehabilitation, which are carried out by the government, local government, or community. Health promotion and prevention services aim to provide information to the community about healthy lifestyles and prevent the emergence of public health problems or diseases. The following are the results of a review of the analysis of the influence of access to health services on health utilization in health centers.

Table 1. Selected Articles for Systematic Review

Author (Year)	Title of Articles	Methods	Research Results
Ulfa et al (2017)	Factors Affecting Sustainable Utilization of Maternal Health Services	Quantitative, <i>Cross Sectional Study</i>	Factors that influence the utilization of sustainable maternal health services are predisposing factors and needs. Enabling factors have no influence; respondents feel that access and service costs are affordable. Dissemination of information on the utilization of sustainable maternal health services needs to be improved, as well as partnering with educational institutions in improving sustainable services.
Suharmiati et al, (2012)	Factors Affecting Accessibility of Health Services in Remote Border Health Centers in Sambas District	Observasional Study	The results of this study conclude that in terms of service factors, there is still a need to improve health center resources, especially regarding the balance of work periods, workloads, and rewards for civil

			servants and PTT health workers. The availability of medical devices, consumables, and medicines needs to be increased and adjusted to the needs of each health center. Transportation must be provided to make health centers more accessible to the community. Health problems that require emergency treatment are often found, for example, accidents and childbirth; on the other hand, emergency equipment and skills of officers are still lacking.
Ramli (2017)	Utilization of Health Services in the Working Area of the Tambarana Health Center, North Poso Pesisir District, Poso Regency	Cross Sectional Study	This study showed that public perception of health, family income, and education level with the utilization of health services in the work area of the Tambarana Health Center, Poso Pesisir Utara District, Poso Regency
Husnul Khatimah et al.(2019)	Access to Health Services for Indigenous Peoples in Jayapura Regency, Papua Province in 2018	Cross Sectional Study	Health facilities with a travel time of less than or equal to thirty minutes are more often accessed by indigenous peoples than those above thirty minutes. Indigenous peoples who have private vehicles access health services more often than those who do not have or use public transportation. Indigenous peoples who live in cities access health services more often than in villages.
Syawal K. Sapta putra Et al. (2016)	Utilization of Health Services for Coastal Communities in Bungin Permai Village, Tinanggea District, South Konawe Regency	Cross Sectional Study	There is no relationship between knowledge and utilization of health services. Access to income and tradition has a relationship with utilization of health services.
VY Adam (2014)	Perceptions and Factors Affecting Utilization of Health Service in a Rural Community in Southern Nigeria.	Cross Sectional Study	There is no relationship between gender and income with access to health services.

Otieno Stephen Odiwuor et al (2014)	Factors Influencing Utilization of Health Services in Kenya: The Case of Homa Bay County	Cross Sectional Study	There is a relationship between income, means of transportation, and distance of residence with community access to health facilities.
Irawan & Ainy (2018)	Analysis of Factors Related to Utilization of Health Services among National Health Insurance Participants in the Work Area of Payakabung Health Center, Ogan Ilir Regency	Cross Sectional Study	The frequency distribution shows that only 43.8% of respondents utilize health services. Most respondents are aged ≤ 46 years (60.7%), female (59.8%), have low education (76.8%), work (66.1%), have good perceptions of the attitudes of officers (61.6%) and JKN (55.4%), have close service accessibility (67.9%), and have positive perceptions of illness (58.9%).
Husnul Khatimah et al (2019)	Factors Related to Access to Health Services of Indigenous Peoples in Jayapura District, Papua Province in 2018	Cross Sectional Study	Health facilities with a travel time of less than or equal to thirty minutes are more often accessed by indigenous people than those above thirty minutes. Indigenous people who have private vehicles access health services more often than those who do not have or use public transportation. Indigenous people who live in cities access health services more often than those in villages.
Rapotan Hasibuan dan Suri Ermawati (2023)	Determinants of Utilization of National Health Insurance Cards (JKN) at Pagurawan Health Center, Batu Bara Regency	Cross Sectional Study	Based on the results of the study, it was found that the factors related to the use of JKN cards at the health center were knowledge, distance traveled, household income, and complaints of disease. Meanwhile, education, employment, and attitudes of health workers were proven to have no significant relationship.
Fitiga Cahyono dan Nella Tri Surya (2022)	Factors Related to Utilization of the National Health Insurance Program at Pajang Health Center, Surakarta	Cross Sectional Study	Based on the results of this study, the chi-square test showed a significant influence between the use of JKN and the level of knowledge and facilities available. Meanwhile, education, employment, and income did not affect

			the use of JKN.
Asril (2022)	Factors Related to Utilization of Health Services among BPJS Kesehatan Participants in Campalagian Health Center	Cross Sectional Study	The results of this study can be concluded that there is a significant influence between public perceptions about JKN, access to services, and respondents perceptions of officer actions with the use of health services at the Health Center.
Putri Ruth Ras Meita (2020)	Factors that influence the utilization of health centers by participants receiving National Health Insurance (JKN) contributions in Deli Serdang Regency in 2020	Cross Sectional Study	The results of the study showed that the use of health centers by the community in Deli Serdang Regency is still very low. Factors that influence this include perceptions about JKN, perceptions of services, and accessibility of information.
Lela Kania Rahsa Puji, dkk (2020)	Determinant Factors Affecting the Utilization of Health Services for JKN Kis Participants at the Bojongsari Health Center	Cross Sectional Study	The results of the study indicate that quite a few JKN KIS members do not use health service facilities for various reasons. Influential factors include access to health services and the perceptions of JKN KIS participants who consider the health services they receive to be inadequate.

DISCUSSION

Access to health services is one of the important determinants in the utilization of health services, especially in health centers that act as primary service providers. Based on research journals in the last three years, several factors have been identified that influence access and utilization of health services in health centers.

A. Physical Accessibility Factors

Physical accessibility, such as distance and time required to reach the health center, greatly influences the utilization of health services. Husnul Khatimah et al. (2023) showed that health facilities with a travel time of less than or equal to thirty minutes are more often accessed by the community than those that require a longer travel time. This is due to the comfort and convenience felt by the community when the distance to the health facility is closer.

B. Social and Economic Factors

Family income and economic conditions also play a significant role. According to research by Putri Ruth Ras Meita (2020), the low utilization of health centers in Deli Serdang Regency

is influenced by the economic conditions of the community. Families with low incomes tend to use health services less often due to limited transportation costs and other needs.

C. Public Perception and Knowledge

Public perception of the quality of health services and their knowledge of the importance of accessing health services also affect the utilization of health centers. Ridha Munawarah et al. (2023) found that JKN participants' perceptions of health services greatly influenced their decision to utilize JKN services. In addition, low knowledge of JKN rights and benefits hinders the utilization of available health services.

D. Availability and Quality of Services

The availability of adequate health facilities and good quality of service are also determining factors. Syawal K. Saptaputra (2023) emphasized that the availability of medical devices, consumables, and medicines at health centers needs to be increased and adjusted according to needs to increase the affordability and effectiveness of health services. Research by Lela Kania Rahsa Puji et al. (2023) also highlighted that the perception of JKN KIS participants who considered health services unsatisfactory was the reason for the suboptimal utilization of health facilities.

E. Transportation Factors

The availability of transportation facilities is very important for access to health services. According to Otieno Stephen Odiwuor (2023), there is a significant relationship between income, means of transportation, and distance from residence with community access to health facilities. People who have private vehicles access health services more often than those who rely on public transportation.

Health access is influenced by several factors, including gender factors, which of course differentiate how they access health services. In general, women access health services more often than men (Maulany & Dianingati, 2021). Compared to men, women report higher morbidity and greater use of health services. Travel time factor. The distance from the place of residence to the health facility, which results in patient delays, is a barrier. If the trip to the health center takes more than 30 minutes, it will result in low utilization of the health center. If the travel time to the health facility is less than or up to 30 minutes, people will come more often to use the service compared to a travel time of more than 30 minutes (Maulany & Dianingati, 2021).

Then the cost of transportation and domicile factors. Vehicles are an obstacle for people in accessing health facilities. People who have private cars or motorbikes use more health facilities than those who do not have transportation. The location of residence also has a significant relationship with access to health facilities. People who live in urban areas access more health facilities than people who live in villages (Davy et al., 2016). Factors of community views on health. Community views on health have an important link to the use of health

services (Sari et al., 2022). The community and providers tend to have different views on health and disease. People only consider themselves sick when they are weak and unable to carry out their activities (Napirah et al., 2016). If the service received exceeds customer expectations, then the quality of service is perceived as ideal quality. Income factor. Income has a significant relationship with the utilization of health services; low-income families are more likely to not utilize health services by 72%. This shows. As well as insight factors. Knowledge has a significant relationship with a person's ability to access health facilities. One of the factors that influences the formation of behavior is knowledge; the higher the knowledge and understanding of the importance of accessing health facilities as a place to seek health help, the higher the level of access to health facilities (Kurniati & Sulastrri, 2018).

AUTHOR CONTRIBUTIONS

Miftahul Jannah is the main researcher who plays a role in collecting research data, formulating research articles, and processing data. Hendry Wibowo and Desi Metriana Erza plays a role in the procedures for writing journals and discussing research.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

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