

THE RELATIONSHIP BETWEEN THE ATTITUDE OF HEALTH WORKERS AND THE LOW UTILIZATION OF HEALTH SERVICES IN HEALTH INSURANCE PATIENTS

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ABSTRACT

Health service utilization is an effort to use health facilities in improving health to organize individual health service efforts, both promotive, preventive, curative, and rehabilitative carried out by the government, local government, and the community. This study aims to determine the factors associated with low utilization of health services for BPJS Health patients at the Cisu Health Center. The variables in this study include the attitude of health workers, and the utilization of health services. This research was conducted using quantitative methods that are analytic in nature with a cross sectional design. The population in this study were all BPJS Health participants at the Cisu Health Center, totaling 20,403 people. The sample in this study was 100 people using the Slovin formula. The sampling technique in this study used purposive sampling technique. data collection using a questionnaire. Bivariate analysis using chi square test. The results of the bivariate test showed that there was a significant relationship between the variable attitude of health workers (p-value 0.001) with the low utilization of health services for BPJS patients. Based on the results of the research and overall discussion, to increase participants, it is recommended that BPJS Kesehatan can maintain and improve the quality of its services which are realized by the five dimensions of service quality, namely tangible, reliability, responsiveness, assurance and empathy. Among them are providing better facilities for the convenience of participants and further improving the services provided by officers. So that by maintaining and improving the services provided, the utilization of participants to BPJS Health will also increase.



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1. INTRODUCTION

The World Health Organization (WHO) states that good health is the result of a lifelong commitment to physical, mental and social well-being that enables everyone to live productive social and economic lives.

Utilization of National Health Insurance (JKN) services emphasizes that there are several causes of utility (utilization of outpatient and inpatient services) of National Health Insurance participants. (JKN) managed by BPJS Kesehatan from Contribution Assistance Recipient (PBI) membership is lower than independent participants. Based on 2018 data obtained by BPJS Watch, PBPU utility for outpatient care was 86.15 percent and PBI APBN was 11.69 percent. PBPU utility for inpatient care is 9.73 percent and PBI APBN is 2.68 percent.

Based on data obtained from the Health Office, Puskesmas Cisitu is one of the Puskesmas that has the lowest number of visits compared to other Puskesmas in Sumedang. Cisitu Health Center from the beginning of 2020 to the beginning of 2023 the number registered as BPJS Health participants amounted to 20,403 people. While the number of BPJS Health participant visits at the Cisitu Health Center from the beginning of 2020 to 2022 amounted to 26,542 people. For the number of BPJS Health Non-Recipient of Contribution Assistance (Non PBI) visits amounting to 7,759 people, the recipient of Contribution Assistance (PBI) participants amounted to 18,783 people. Puskesmas Cisitu in 2020 the number of BPJS Health visits reached 10,338 but from January to December 2021 patients visiting to take advantage of health services experienced a decrease from the previous year. The number of BPJS Health patient visits during the Covid-19 pandemic in 2021 was 6,319 patients (Health Profile of Cisitu Health Center, 2023). From the data of the total number of participants of 20,403 people with BPJS Health membership, only 9,885 people in 2022 used the BPJS Health card for the purpose of seeking treatment at the Cisitu Health Center. So it is obtained that only 48% use the BPJS Health card for treatment at the Cisitu Health Center.

2. METHODS

The type of research used in this study is quantitative which is analytic in nature with a cross sectional design. Cross sectional design is a study to study the dynamics of the correlation between risk factors and effects, by means of an approach, observation or data collection at one time (Notoatmodjo, 2012). This study aims to see and prove the research hypothesis which will answer the research question, namely to determine the factors associated with low utilization of health services for BPJS Health patients at the Cisitu Health Center in 2023. The independent variable is the attitude of health workers while the dependent variable is the low utilization of health services for BPJS Health patients at the Cisitu Health Center in 2023.

3. RESULTS AND DISCUSSION

3.1 Univariate Analysis

1. Health worker attitude

Table 1 Overview of Health Workers' Attitudes

Health worker attitude	Frequency	Percentage (%)
Less	64	64%
Simply	36	36%
Good	0	0%
Total	100	100%

Based on the table on the frequency distribution of the attitude of health workers at the Cisitu Health Center in 2023 where in the category of less is the most amount with a frequency of 64 (64%), and enough with a frequency of 36 (36%).

2. Overview of Health Service Utilization of BPJS Health Patients

Table 2 Overview of Health Service Utilization of BPJS Health Patients

Health worker attitude	Frequency	Percentage (%)
Less	72	72%
Simply	28	28%
Total	100	100%

Based on the table on the frequency distribution of the description of the utilization of health services for BPJS Health patients at the Cisitu Health Center in 2023 where in the category of less is the largest number with a frequency of 72 (72%), and enough with a frequency of 28 (28%).

3.2 Bivariate Analysis

1. The Relationship between Health Workers' Attitudes and Utilization of Health Services for BPJS Patients at the Cisitu Health Center in 2023

Table 3 Relationship between Health Workers' Attitudes and Utilization of Health Services for BPJS Patients at the Cisitu Health Center in 2023

Health worker attitude	Utilization of Health Services for BPJS Health Patients at the Cisitu Health Center in 2023								P-Value
	Good		Simply		Less		Total		
	F	%	F	%	F	%	F	%	
Less	0	0%	25	25%	39	39%	64	65%	0,001
Simply	0	0%	3	3%	33	33%	36	36%	
Good	0	0%	0	0%	0	0%	0	0%	
Total	0	0%	28%	28%	72	72%	100	100%	

Based on the table from the statistical calculation of the chi-square test with a $p\text{-value} = 0.001$ with an alpha (α) of 0.05, it means that the $p\text{-value} < \alpha$. This shows that the two variables have a positive relationship. So it can be concluded that there is a significant relationship between the attitude of health workers and the low utilization of health services for BPJS health patients at the Cisitu Health Center in 2023.

3.3 Discussion

1. The Relationship between Health Workers' Attitudes and Utilization of Health Services for BPJS Patients at the Cisitu Health Center in 2023

Based on the results of research on the attitude of health workers with low utilization of health services for BPJS patients at the Cisitu Health Center in 2023, it was found that out of 100 respondents, most of the health workers' attitudes were less as many as 64 (64%) and 36 (36%) respondents were sufficient. So from the results of the *chi-square* statistical test, the $p\text{-value} = 0.001$ was obtained so that H zero was rejected and or it could be said that there was a relationship between the attitude of health workers and the low utilization of health services for BPJS patients at the Cisitu Health Center in 2023.

Based on the results of this study and data processing, the variable attitude of health workers is related to the low utilization of health services for BPJS Health patients because it is quite influential on the behavior or attitude of health workers towards the low utilization of health service utilization for BPJS Health patients. Thus, the existence of good knowledge, attitudes and behavior is an important thing that must be possessed by health workers in dealing with health problems and services.

The attitude of health workers will also support and strengthen the formation of behaviors that the attitude of public health workers is part of human resources whose role is very important to increase higher awareness of promotive and preventive health services (Notoatmodjo, 2003).

The results of this study are in line with research conducted by Wulandari 2016 study entitled "Factors Associated with Utilization of Health Services at UPTD Puskesmas Langgara West Wawonii District Konawe Islands Regency in 2016". There is a significant relationship between the attitude of health workers and the utilization of health services ($p = 0.288$). Because according to the results of observations of researchers conducted at the Langara Health Center, the attitude of health workers is an attitude in providing services to the community or patients who utilize health services must be required to provide good 5 H T health services in services so that people are happy with the attitude shown by health workers.

Research that is not in line with this research is Rohima's research (2013), with the title "The Influence of the Attitude of Health Workers and the Availability of Medicines on the Level of Satisfaction of BPJS Cardholders of Ahmad Ripin Hospital, Muara Jambi Regency" shows that there is a positive and significant influence on the attitude of health workers on the level of satisfaction of BPJS cardholders in Muara Jambi community. The better the attitude of health workers, the higher the level of satisfaction of BPJS card holders in the Muara Jambi community. This is also evidenced by the r value of 0.409 and an effective contribution of 13.36%. Because the attitude of health workers is one of the important things because from the results of this study the attitude affects the level of satisfaction of patients holding JAMKESMAS cards at Ahmad Ripin Hospital, Muaro Jambi Regency. There is a positive and significant effect of the attitude of health workers on the level of satisfaction of Jamkesmas card holders in the Muaro Jambi community. The better the attitude of health workers, the higher the level of satisfaction of JAMKESMAS cardholders in Muaro Jambi; and conversely, the worse the attitude of health workers, the lower the level of satisfaction of JAMKESMAS cardholders in Muaro Jambi. According to the results of the researchers' observations conducted at the Langara Community Health Center, the attitude of health workers is the attitude in providing services to the community or patients who utilize health services must be required to provide good 5 H T health services in services so that the community is happy with the attitude shown by health workers. According to researchers, the weak ability of health workers in planning health services and their behavioral attitudes in anticipating health problems greatly influences patients to take advantage of

BPJS Health services. In this study, patients assessed the attitude of health workers who were lacking because in the environment there were still many health workers who were less friendly. What health workers must have is competence which is a combination of knowledge, skills and attitudes of health workers needed to provide services to the community.

4. CONCLUSIONS

Based on the results of research on factors related to the low utilization of health services for BPJS Health patients at the Cisitu Health Center in 2023, the following conclusions can be drawn:

1. Most of the respondents at the Cisitu Health Center in 2023 stated that the attitude of health workers was lacking, namely a total of 64 (64%).
2. Most of the respondents at the Cisitu Health Center in 2023 stated that the utilization of health services for BPJS Health patients was lacking, namely a total of 78 (78%).
3. There is a significant relationship between the attitude of health workers and the Low Utilization of Health Services in BPJS Health Patients in 2023 with p value = 0.001 where P value < 0.05.

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