

Studi tentang faktor-faktor yang berhubungan dengan utilisasi poliklinik di Rumah Sehat Ibu dan Anak Budi Kemuliaan tahun 2011 = Study of the factors associated with utilization polyclinic of Budi Kemuliaan Maternal and Child Hospital in year 2011

Sri Hastuti, author

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Abstrak

RSIA Budi Kemuliaan merupakan salah satu rumah sakit tertua dan tetap eksis di kota Jakarta. Tinggi rendahnya kunjungan/utilisasi poliklinik merupakan interaksi antara pemberi pelayanan dan pengguna pelayanan (pasien). Peningkatan jumlah kunjungan yang berbeda di setiap poliklinik dan belum tercapainya target peningkatan jumlah kunjungan 10% setiap tahunnya menjadi latar belakang penelitian ini. Penelitian ini bertujuan untuk mengetahui gambaran karakteristik responden RSIABK dan mengetahui faktor-faktor yang berhubungan dengan utilisasi poliklinik di RSIABK.

Jenis penelitian ini adalah penelitian kuantitatif yang bersifat deskriptif analitik dengan menggunakan pendekatan cross-sectional. Sampel penelitian sebanyak 270 responden yang mewakili poliklinik lantai II, lantai III pagi dan lantai III sore.

Hasil penelitian menunjukkan bahwa sebagian besar responden mempunyai tingkat pendidikan menengah ke atas (SLTA - tamat S1) sebesar 83,7%, sebagian besar responden adalah bekerja (69,3%) dengan penghasilan keluarga kurang dari Rp.3 juta (51,5%), memiliki tingkat pengetahuan yang kurang baik (67,4%), sebanyak 76,3% biaya pengobatan ditanggung sendiri (out of pocket), memiliki rata-rata waktu tempuh dari tempat tinggal ke rumah sakit 37,01 menit. Terdapat perbedaan karakteristik responden yang memilih poliklinik lantai II, lantai III pagi dan lantai III sore. Faktor yang langsung mempengaruhi utilisasi poliklinik lantai II vs poliklinik lantai III sore adalah kualitas alur pelayanan, pengetahuan, jarak tempuh, tarif dan asal biaya pengobatan. Sedangkan faktor yang langsung mempengaruhi utilisasi poliklinik lantai II vs poliklinik lantai III pagi adalah kualitas fisik RS, keterampilan bidan/perawat, asal biaya pengobatan dan pendapatan. Citra poliklinik RSIABK umumnya cukup baik dengan skor rata-rata 7,7.

<hr><i>Budi Kemuliaan Maternal and Child Hospital is one of the oldest hospitals and still exists in Jakarta. The frequency of polyclinic utilization represents the interaction between service providers and service users (patients). The difference of visit amount development for each polyclinic and the 10% target of visit amount development that has not been achieved become the background of this research. The purpose of this study is to understand the picture of respondents characteristic and to understand of the factors associated with utilization polyclinic of Budi Kemuliaan Maternal and Child Hospital.

The type of this research is quantitative research. The writer applies analytical descriptive study by using cross-sectional approach. There are 270 respondents as the sample of the research representing polyclinic 2nd floor, 3rd floor in the morning and afternoon the 3rd floor.

The results showed that the majority of respondents upper middle level of education (high school graduation-S1) of 83.7%, the majority of respondents were working (69.3%) with family income of less than Rp.3 million (51.5%), has a poor level of knowledge (67.4%), as much as 76.3% of medical costs are afforded privately (outof- pocket), and has an average travel time from residence to hospital 37.01 minutes. There are several differences in respondent characteristics between polyclinics 2nd floor, 3rd floor in the

morning and the 3rd floor in the afternoon. Factors that directly affect of polyclinic's utilization 2nd floor vs polyclinic 3rd floor in the afternoon are the quality of service, knowledge, mileage, rates and home treatment costs. While the factors that directly affect of the polyclinic's utilization 2nd floor vs polyclinic 3rd floor in the morning are the physical quality of hospital, midwives or nurses' skills, and sources of medical expenses and revenues. Polyclinic RSIABK image is generally quite good with an average score of 7.7.</i>