

Research Article

Health Service Utilization at West Sulawesi Provincial General Hospital

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Abstract: In 2021, the number of outpatient visits at the West Sulawesi Provincial Hospital decreased by 46% compared to 2019, indicating a significant decline in the utilization of health services. This study aimed to analyze the factors related to the utilization of health facility services among outpatients. This quantitative research employed a cross-sectional design with a total of 100 respondents selected through accidental sampling. Data were collected using a structured questionnaire and analyzed using statistical tests to identify relationships between variables. The findings revealed that health insurance ($p < 0.001$) and affordability of access ($p = 0.008$) had a significant relationship with the utilization of health facility services. In contrast, knowledge ($p = 0.075$) and perception of pain ($p = 0.055$) were not significantly associated with service utilization. These results suggest that socioeconomic factors, particularly the ownership of health insurance and the accessibility of health services, play a crucial role in determining patients' healthcare-seeking behavior. Therefore, efforts to improve health service utilization should focus on expanding insurance coverage, reducing access barriers, and ensuring the equitable availability of healthcare facilities in all regions.

Keywords: Knowledge; Perception of Pain; Health Insurance; Affordability of Access; Utilization of Health Services.

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1. Introduction

In accordance with Law Number 44 of 2009, hospitals are divided into general and specialized hospitals based on the services offered. A general hospital is a hospital that offer medical care for all specialties and categories of diseases. While specialized hospitals are those that focus on certain scientific subjects, age groups, organs, types of diseases, or other specialties, organs, disease types, or other specialties, they also offer primary care in that area or type of disease.

Health care facilities are places or devices that used by the government, local government, and the community for to carry out efforts to improve, prevent, treat, and recovery of health conditions. There are two types of healthcare facilities health service facilities: private hospitals, public hospitals, community health centers (puskesmas), auxiliary health centers (puskesmas), and clinics or doctors' practices. or puskesmas, and clinics or doctor's practices. UKBM health facilities are Poskesdes, Posyandu, Village Medicine Stalls, and Polindes and Polindes. (Depkes, 2008).

According to the Ministry of Health's 2022 data, there will be 9.6% more hospitals in Indonesia between 2017 and 2021. In 2017, there were 2,776 hospitals; by 2021, there will be 3,042. By 2021, there will be 520 Specialized Hospitals and 2,522 General Hospitals (RSU) in Indonesia (RSK). (Profil kesehatan Indonesia, 2020).

In the 2020-2024 RPJM, health service equity can be achieved by expanding access and improving the quality of services 3 health services in both primary and secondary health care facilities. facilities. By 2024, the indication of the strategic target should be 100% certified hospitals. The achievement of accredited hospitals in in 2021, it is known that the lowest percentage of hospitals in Papua Province at 58.3% and West Sulawesi Province at 64.3% from the Strategic Plan target of 80%. 64.3% of the Strategic Plan target of 80%. (Renstra, 2020).

The high basic needs of the people of West Sulawesi for hospitals with quality medical services and procedures and the limited number of hospitals led to the construction of Regional General Hospital of West Sulawesi Province in 2006. The hospital started operating in 2009. The decision the West Sulawesi government to establish Mamuju Regional General Hospital was also influenced by the high referral rate to Makassar, South South Sulawesi, which can take up to ten hours (Pergub Sulbar, 2018). West Sulawesi Provincial Hospital was made a Class C General Hospital with Mamuju Regent Decree Number 188.45/22/KPTS/I/2016 on January 12, 2016. (Profil RSUD Provinsi Sulbar, 2020).

West Sulawesi Provincial Hospital which is a referral hospital is expected to further improve the quality and quantity of human resources and better equipment and become a reference for other hospitals in Mamuju City and West Sulawesi Province. From the results of researcher interviews with patients at West Sulawesi Provincial Hospital who have been referred to other health facilities West Sulawesi Provincial Hospital who had been referred to other health facilities said that it was due to limited medical equipment needed. In addition, the quality and quantity of human resources that are still lacking are obstacles to patients obtaining hospital services. Factors which have relationship regarding the utility of health services at the West Sulawesi Provincial West Sulawesi needs to be studied.

2. Preliminaries or Related Work or Literature Review

Several developing countries are currently making efforts to improve the utilization of health services and the equitable distribution of healthcare access. The underutilization of health services has become an important public health concern and a policy issue worldwide. Moreover, an individual's decision to use health services depends on a number of interrelated factors that are relevant to health, self-reported health conditions, as well as the availability of healthcare services. (SoleimanvandiAzar et al., 2020).

Currently, there are four general hospitals in Mamuju Regency, indicating that the number of hospitals is already sufficient. However, the quality of services provided by the existing hospitals cannot be guaranteed, particularly in relation to their locations. (Samli et al., 2021).

The issue regarding the utilization of hospital health services is closely related to the availability of healthcare facilities, as adequate availability has the potential to increase the number of patient visits for medical services. Conversely, fewer people will utilize hospital health services if the available facilities are insufficient or inadequate (Chaerunnisah Adetya, 2020). This aligns with the objectives of the Provincial Hospital of West Sulawesi, which include reducing hospital mortality rates, improving patient satisfaction, and ensuring the welfare of all hospital employees. These goals must be pursued alongside providing comprehensive and specialized medical services at costs that remain affordable for the community.

According to Putri et al. (2021), one of the factors influencing the community's utilization of health service facilities is the level of awareness individuals have regarding healthcare. Individuals who possess better awareness and knowledge about health tend to use health services more frequently compared to those who have limited knowledge about diseases. Similarly, the perception of illness also plays a significant role, where research findings indicate that the better a person's perception of their illness, the greater the likelihood that they will utilize healthcare services (Permatasari et al., 2021).

Another study states that the factors influencing outpatient visits include the transitional season, the addition of new polyclinics, the influence of hospitals as partners of the National Health Insurance (JKN), the quality of healthcare services, the public's concern about seeking treatment after the reported spread of Covid-19, as well as restrictions on the working hours of polyclinic doctors. (Yanto, Elfi and Nunik, 2024)

Based on the findings of the study by Fajar, Samino, and Christin (2024), the physical evidence and assurance factors have a significant relationship with patients' decisions to make repeat visits. Improving the quality of physical evidence, such as the cleanliness of facilities and waiting rooms, can increase the likelihood of patients returning for subsequent visits.

According to the study by Nafifa Meidella (2021), there is a significant relationship between the use of health services and health insurance ownership. Individuals who have health insurance are much more likely to use health services compared to those who do not. The study found that respondents without health insurance had a 47.143 times lower likelihood of utilizing health services. (Meidella Nafifa, 2021).

Based on the study by Malikhatul and Fitri (2021), it was stated that the variable of facility availability contributed the most to the utilization of health services among BPJS participants at Pegandon Public Health Center. In addition, the factor of distance or accessibility to health services showed a relationship between the utilization of health services and the respondents' statements regarding whether access to the health center was easy or difficult. Compared to respondents who stated that accessibility was difficult, those who stated that accessibility was easy had a 6.641 times lower likelihood of not utilizing health services at the Puskesmas. (Mustafidah & Indrawati, 2021).

In addition, based on the study conducted by Lela et al. (2024), there is a significant relationship between patients' perceptions of the machine and market aspects and their preferences for outpatient visits at the Regional General Hospital (RSUD) of Depok City.

3. Research Method

This research is a quantitative research with a cross sectional study approach. The population in this study were outpatients with a total sample of 100 respondents which was calculated based on the sample size formula according to the Slovin formula. The sampling technique is Accidental Sampling, where this sampling is done by taking incidental or available cases or respondents. Data collection used a questionnaire through the patient's consent to be a respondent in the study by providing informed consent. This research has received approval from the Health Research Ethics Committee (Approval letter number: 10248/UN4.14.1/TP.01.02/2022 to the Faculty of Public Health, Hasanuddin University and West Sulawesi Provincial Hospital). Data processing using the SPSS Version 25 program.

4. Results and Discussion

General characteristics of respondents include age, gender, education level and occupation can be seen in the following table.

Table 1. Distribution of General Characteristics of Respondents in Outpatient Patients at Regional General Hospitals of West Sulawesi Province.

Characteristic	Frequency (n)	Percentage (%)
Age (Years)	Age (Years)	Age (Years)
<20	<20	<20
21-30	21-30	21-30
31-40	31-40	31-40
41-50	41-50	41-50
>50	>50	>50
26	26	26
Gender		
Man	40	40.0
Woman	60	60.0
Level of education		
No School	1	1.0
Primary School	6	6.0
Junior High School	5	5.0
Senior High School	42	42.0
College	46	46.0
Work		
Civil servant	23	23.0
Private sector employee	10	10.0
Self-employed	13	13.0
Housewife	20	20.0
Student / Student	34	34.0

The results of the analysis of the characteristics of the respondents in table 1 show that most of the respondents who utilized health services were in the age group of 21-30 years, namely 33%. As many as 60 people (60%) were female. The education level of the highest percentage of respondents in this study was Higher Education with a percentage of 46.0%. most of the respondents were Student/Students with a total of 34 people (34.0%).



Figure 1. Documentation during the distribution of questionnaires at the hospital.

Table 2. Frequency Distribution Based on Knowledge, Perception of Sickness, JKN, Affordability and Utilization of Health Services.

Variable	Frequency	Percentage (%)
Knowledge		
Good	74	74.0
Less	26	26.0
Pain Perception		
Good	77	77.0
Less	23	23.0
Health Insurance		
Have	70	70.0
Do not have	30	30.0
Affordability of Access		
Near	41	41.0
Away	59	59.0
Utilization of Health Services		
Utilize	71	71.0
Not Utilizing	29	29.0

Based on the results of the univariate analysis presented in Table 2, it was found that 74 respondents (74%) had good knowledge of the utilization of health services. Perception of pain shows that there are 77 respondents (77%) who have a good perception of pain. Meanwhile, there were 23 respondents (23.0%) who have less perception of pain. Respondents who have health insurance are 70 respondents (70%). While those who do not have as many as 30 respondents (30%). The affordability of access or the distance traveled by patients from their place of residence to the Regional General Hospital of West Sulawesi Province, there are 41 respondents or 41% (41%) which is nearby. While those who traveled far were 59 respondents (59%). The majority of respondents who used health services were 71 respondents or (71%) and respondents who did not use health services were 29 respondents (29%).

**Figure 2.** West Sulawesi Provincial General Hospital.

The highest age category that utilizes health services is age 21-30 years, the highest category is female, the highest education level category is those in tertiary institutions, the job category is students with the highest category, the highest knowledge level category utilizes 49 respondents (66%), the category of perception of pain was 51 respondents (66%), the category of health insurance was the highest which utilized as many as 57 respondents (81%), the highest access affordability category used as many as 36 respondents (61%) and the highest category of availability of facilities that utilized by 79%.

The results showed that there was no relationship between the level of knowledge and perceptions of pain with the utilization of health services at the hospital. Respondents who have good knowledge utilize health services more, but there are also respondents with less

knowledge who still use health services. The results of this study are in line with the results of research conducted by Oktarianita, et al (2021) showing that there is no relationship between knowledge and utilization of health services at the Puskesmas. (Oktarianita et al, 2021)

In a study by Yonas et al (2020) it was stated that one-third of nearly half of chronic disease patients had poor knowledge and bad practice respectively. Low educational status, rural residence and low monthly income are significantly associated with poor knowledge. (Yonas, Birhanu & Meseret, 2020)

Ownership of Health Insurance in this study has a relationship with the utilization of health services in hospitals. The results showed that most of the respondents used health services at the West Sulawesi Provincial Hospital because they had health insurance or BPJS.

This is in line with research by Nanifa (2021) which states that there is a significant relationship between respondents who have health insurance and respondents who do not have insurance in utilizing health services. Respondents who have health insurance have a 47.143 times lower chance of not taking advantage of health services compared to respondents who do not have health insurance. (Nanifa, 2021) In the research Travers et al (2020) suggests that the availability of support and facilities where to live and work as well as the ability to obtain support (for example, funds) is very important. The care needed and sought may be limited due to confounding factors such as availability or service providers, ability to pay or discrimination. These factors can affect the overall utilization of health services. (Travers et al, 2020)

Based on Bekel and Keneni's research (2020) that utilization of outpatient health services for illness is significantly higher for CBHI (Community Based Health Insurance) member households compared to non-member households. In addition, the information obtained from people who do not use insurance is due to the high cost of premiums, the low quality of health and public health facilities (including a lack of medicines and the unfair attitude of health workers) and the difficult geographic accessibility of existing public health facilities. on contract. (Bekel & Keneni, 2019)

Research results show that there is a relationship between affordability and access to health services. The results showed that respondents who had ≥ 3 km used health services more. Some respondents chose to have their health checked far from the hospital, so they took rides on passing vehicles such as transport cars because there were still no online motorcycle taxis in their area. This is in line with research which shows that there is a relationship between accessibility and utilization of health services at the Gayamsari Health Center.

According to Jones, access to health services is the ability of each individual to seek the health services they need. Meanwhile, according to Levesque, et al (2013) Access is the opportunity to identify health needs, to seek health services, to reach, to obtain or use health services, and to actually have a need for health services that can be met. (Jones & Stephen, 2012)

The availability of facilities at the hospital shows that there is a relationship between the utilization of health services. Some patients at the West Sulawesi Provincial Hospital stated that there was still a lack of supporting equipment infrastructure for the implementation of

health service activities in health facilities. So that patients must be referred out to get what suits their needs.

According to research by Sarit et al (2019) that quality of service and long waiting times are the main causes of low utilization of public health facilities, as seen from their research. Quality is also a troubling fact in many healthcare institutions in India. Therefore, it is important to design appropriate strategies to protect the interests of those who use public health facilities. (Sarit et al, 2019)

The results of the multivariate test show that outpatient health insurance ownership has a dominant influence on service utilization at the Regional General Hospital of West Sulawesi Province.

5. Conclusion

Based on the description of the results of the research related to the variables studied about the factors that influence the utility of health services at the Regional General Hospital of the Province of West Sulawesi, it can be concluded that there is an influence between the factors of health insurance ownership, the affordability factor of access and the factor of availability of facilities. While the knowledge factor and pain perception factor have no effect on health service utility. Researchers suggest to the hospital management to try to procure facilities and facilities that are not yet available and improve the quality of service according to the needs of the community.

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