



THE INFLUENCE OF INTERNAL AND EXTERNAL FACTORS ON THE UTILIZATION OF DENTAL POLYCLINIC SERVICES AT DR. GENERAL HOSPITAL. M. HAULUSSY AMBON.

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Abstract

Object: This study aims to determine the internal and external factors on the utilization of dental polyclinic services at the Regional General Hospital DR. M. Haulussy Ambon.

Method: Using the correlation analytic method with a cross sectional design as a research design. The research method used is a quantitative research method. The sampling technique used is Purposive Sampling. The population in the study were all outpatients who visited the Regional General Hospital DR. M. Haulussy Ambon. The sample in this study were patients over 17 years old who visited the DR. M. Haulussy Ambon. The data were obtained by distributing questionnaires and measured using multiple regression analysis which was processed through software SPSS.

Results: Human resources and infrastructure have an influence on the utilization of health services in the dental polyclinic at the Regional General Hospital. Dr. M. Haulussy Ambon.

Conclusion: Human Resources and Infrastructure have a significant positive effect on the Utilization of Health Services at the Regional General Hospital DR. M. Haulussy Ambon while Location and Insurance have no effect on Health Service Utilization at DR. M. Haulussy Ambon.

Keywords: Utilization of Health Services, Human Resources, Infrastructure, Location and Insurance.

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1. Introduction

Dental and oral health services are an integral part of overall health services. Indicators of dental and oral health status have been established which refer to: Global Goals for Oral Health 2020 developed by FDI and WHO. One of the recommended technical programs is for countries in the world to develop policies for preventing dental and oral diseases and increasing efforts to promote dental and oral health, especially for school-age children and adolescents.¹

Regional General Hospital Dr. M. Haulussy Ambon as a class B non-educational hospital is a referral hospital for Maluku province which is an archipelago consisting of 632 large and small islands. Maluku Province's land area is only 7.6% of the total area of 712,479.69 km² inhabited by 1,200,000 people (malukuprov.go.id). Dr. Hospital M. Haulussy Ambon in providing health services is highly demanded to be able to develop services with added value for the community. Utilization of health services at Dr. M. Haulussy Ambon, the number of outpatient visits in the last three months (August 2022-October 2022) was 3,176 people. Dental and oral health services are one type of service provided by the hospital. In August 2022-October 2022, 147 people visited dental health services. This is still very far from expectations, considering that only about 1.4% of the community utilizes dental and oral health services.² the average visit per day is two to three patients and is still below the national target of nine people per day³.

In accordance with the conditions in the field, many Maluku people still choose to carry out treatment and care outside the area. This will certainly affect patient visits to existing health facilities³. The community is still doing treatment outside the area because the required health infrastructure does not yet have the hospitals in Maluku and also professional health workers. Therefore, to minimize this, the local government and the hospital must continue to improve internal and external factors that are directly related to the needs of the community. Improving the quality and quality of human resources, improving good service to patients as well as the completeness and novelty of infrastructure are very important elements to pay attention to.

The results of this study are consistent with research conducted by Icha Tiara Devi Febrianty which states that health human resource management is a solution to improve quality efforts

or the quality of health services in Indonesia and also research conducted by Natsir, et al (2022)⁴ and Usman (2019)⁵ which states that the more complete the number and types of facilities and infrastructure in the Gentungang Health Center, the better the quality of service provided to the community. However, the results of this study are not in line with research conducted by Masita et al. (2015) which stated that health insurance can increase access to health services⁶.

2. Method

This research uses correlation analytic method with design Cross Sectional⁷. The object of this study was the dental polyclinic at Dr.M.Haulussy Ambon Regional General Hospital. The population of this study were all outpatients visiting the Regional General Hospital. Dr. M. Haulussy Ambon. The sample of this study were patients over 17 years old who visited RSUD DR. M. Haulussy Ambon. This study uses the Slovin formula because in sampling, the number must be representative so that the research results can be generalized and the calculation does not require a table of the number of samples, but can be done using simple formulas and calculations. The total population in this study was 147 patients, so the percentage of allowance used was 5% and the results Calculations can be rounded off to achieve a good fit. If rounded up, the minimum number of samples from 147 populations with a 5% margin of error is 107 people⁸. The sampling technique used is Purposive Sampling. The data collection instrument for this variable uses a questionnaire instrument about service utilization with a Likert scale by selecting one of the several alternative answers provided, namely: the scale score used is 1 to 5 for positive items and vice versa 5 to 1 for negative items. The data collection technique in this study used a questionnaire. The questionnaire sheet used has gone through a validation test and has been declared valid and reliable as an instrument. In this study, the statistical program SPSS for windows was used as a data analysis tool.

3. Results

Normality Test Results

Based on the results of the Kolmogorov normality test, it is known that the Asymp. Sig. (2-tailed) or a p value of 0.200 greater than 0.05. So according to the basis of decision making, it can be concluded that the data is normally distributed.

Table 1. Normality Test Results

Uji Kolmogorov-Smirnov	Unstandardized Residual
Statistical Value	0.057
p value	0.200

Source: Primary data, 2023

Table 2 presents the characteristics of the respondents involved in this study. For gender, the majority were female respondents, namely 79 respondents (68.7%). In terms of age, the majority of respondents were in the age range of 26-35 years with a frequency of 32 (27.8%). For education,

most of them were undergraduates with a frequency of 51 (44.3%). In terms of employment, the majority of respondents are civil servants (PNS) with a frequency of 29 (25.2%). As for the income of the most respondents who have income below 1,500,000, namely 36 respondents (31.3%)

Table 2. Characteristics of Respondents

Characteristics	n	%
Gender		
Man	36	31.3
Woman	79	68.7
Age		
17 – 25 Years	14	12.2
26 – 35 Years	32	27.8
36 – 45 Years	16	13.9
46 – 55 Years	24	20.9
56 – 65 Years	29	25.2
Education		
JUNIOR HIGH SCHOOL	6	5.2
SMA	34	29.6
Diploma	24	20.9
Masters	51	44.3
Work		
civil servant	29	25.2
TNI/POLRI	2	1.7
PRIVATE OFFICER	12	10.4
HONORARY SERVICE	18	15.7
Others	54	47.0
Income		
< 1.500.000	36	31.3
1.500.000 – 2.500.000	25	21.7
2.500.000 – 3.500.000	20	17.4
3.500.000 – 4.500.000	9	7.8
> 4.500.000	25	21.7

Data Source: Primary Data, 2023

Determination Coefficient Test Results

Based on the calculation results of the regression analysis, the R Square value which can be interpreted as a correlation determinant is 0.529, which indicates a positive relationship between the predictor variable and the dependent variable. In

Table 3 above shows the value Adjusted R Square (R^2) of 0.280 or 28.0%. The coefficient of determination Adjusted R Square (R^2) of 0.280 means that 28.0% of utilization of health services can be explained by HR, infrastructure, location and insurance while 72.0% is explained by other

variables not explained in this study.

Table 3. Test Results for the Coefficient of Determination (R^2)

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.529 ^a	0.280	0.254	2.110

Test Results t

Table 5 above shows the significance value of the t test results on HR (X1) of 0.000 <0.05, this means accepting H1 so it can be concluded that HR (X1) has a significant positive effect on the utilization of health services (Y). The significance of the value of the t test results on Sarpras (X2) is 0.029 <0.05, which means accepting H2 so it can be concluded that infrastructure (X2) has a significant positive effect on the utilization of health services (Y). The

significance of the value of the Location t test result (X3) is 0.224 > 0.05, which means that H is rejected³ so it can be concluded that the location has no significant effect on the utilization of health services (Y). The significance of the insurance t-test result (X4) is 0.809 > 0.05, which means that H is rejected⁴ so it can be concluded that insurance has no significant effect on the utilization of health services (Y).

Table 4. Test Results t

Factor	M±SD	P
Human Resources	30.71 ± 2.82	0.000
Facilities and infrastructure	27.57 ± 3.37	0.029
Location	28.80 ± 2.58	0.224
Insurance	28.99 ± 3.14	0.809

F test results

In table 4.10, the four variables obtained a significance value of 0.000, in other words, human resource factors, infrastructure, location and

insurance have a joint influence on the utilization of dental polyclinic services at RSUD.Dr.M.Haulussy Ambon.

Table 5. F test results

Factor	M±SD	p
HR, SARPRAS, LOCATION, INSURANCE	29.02 ± 1.96	0.000

4. Discussion

The Influence of Human Resources on Utilization of Health Services

Statistical testing on the hypothesis (H1) shows that HR (X1) has a significant positive effect on health services (Y). Improving the quality of human resources must be carried out starting from the preparation stage to utilization. The head of the agency, in this case the director of the regional general hospital, Dr. M. Haulussy Ambon is responsible for ensuring the availability and equity of health workers in order to fulfill the community's right to obtain safe, quality and affordable health services. Competent resources in their field are the main factors for creating quality health services for the community. Utilization of health human resources in accordance with the qualifications possessed is certainly the right way to continue to hone skills and abilities in order to

create maximum work performance and provide the benefits of good health services for the community, especially patients visiting Haulussy Hospital.

The Influence of Infrastructure Facilities on the Utilization of Health Services

Statistical testing on the hypothesis (H2) shows that sarpras has a significant positive effect on the utilization of health services (Y). Infrastructure is an important element that can affect the number of visits and patient satisfaction. Suggestions for complete and adequate infrastructure can affect patient interest in visiting Dr. M. Haulussy Ambon. The availability of medical equipment and infrastructure must also be supported by personnel who can operate these medical devices. For example, there is a medical sarpras in the form of dental and oral examination tools.

The Effect of Location on Utilization of Health Services

Statistical testing on the hypothesis (H3) shows that location has no significant effect on utilization of health services (Y). Ease of accessibility to the location of health services is an important element, but according to the data obtained, the location of health services does not have a significant effect on health services at RSUD Dr. M. Haulussy Ambon. Some of the respondents in this study said that the lack of visits to the hospital was due to the limited means of transportation available and the patients who visited were not only those who lived around the hospital but some patients also came from places far from the hospital.

Effect of Insurance on Utilization of Health Services

Statistical testing on the hypothesis (H4) shows that insurance has no significant effect on the utilization of health services (Y). According to data from insurance ownership, it is known that health insurance does not affect the utilization of health services. This is because even though people have health insurance, most of them cannot fully use it for health services at Dr. M. Haulussy Ambon. This is because patients often do not bring referrals from the puskesmas as a level 1 health facility for health services. The use of BPJS Kesehatan in hospital health facilities must attach a referral from the puskesmas as a level 1 health facility. Some patients consider this to be complicated, so they say that health insurance has no effect on health services.

5. Conclusions and Recommendations

Conclusion

- 1) Internal and external factors have a significant effect on the utilization of health services in the dental polyclinic at RSUD.Dr.M.Haulussy Ambon
- 2) Human Resources and Infrastructure Factors influence the utilization of health services in the dental polyclinic at RSUD.Dr.M.Haulussy Ambon.
- 3) Location and insurance factors have no significant effect on the utilization of health services in the dental polyclinic of RSUD.Dr.M.Haulussy Ambon

Suggestions for further researchers are

1. The tiered referral regulations imposed by BPJS for outpatient installations should be reviewed so that patients can choose the health facility they want according to their BPJS insurance.

2. Even distribution of BPJS rates for all hospital classes in outpatient installations so that BPJS is not disadvantaged and equal distribution of patient services in all hospitals can be implemented.

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