

Analysis of Factors Related to The Utilization of Health Services at UPT Puskesmas Tampang Tumbang Anjir

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ABSTRACT

Data from the Ministry of Health show that patient visits to health services in 2020 have decreased by 83.6 percent. This study aims to determine the relationship between the perception of pain, security of ownership, availability of health facilities and utilization of health services at UPT Puskesmas Tampang Tumbang Anjir. Design used with cross sectional method. The population is patients who visited in May 2023 with a total sample of 67 respondents. How to take samples with purposive sampling. Data analysis was descriptive and statistical, namely chi square and multiple logistic regression. The results of the analysis of variables related to the use of health services are perception of illness ($p = 0.004 < \alpha 0.05$), ownership of health insurance ($p = 0.005 < \alpha 0.05$) and availability of health facilities ($p = 0.000 < \alpha 0.05$). The dominant factor is the availability of health facilities because the value of Exp (B) is 8, 262. The conclusion in this study is the variables related to perception of illness, ownership of health insurance and availability of health facilities while the dominant factor is the availability of health facilities.

Keywords: Perception. insurance. facilities and utilization

INTRODUCTION

One of the efforts to improve community welfare, namely through health development, health programs which include promotive, preventive, curative and rehabilitative activities are efforts in health development.¹ Utilization of health services is the use of service facilities provided both in the form of outpatient and inpatient care for the needs of every basic human being.² Based on data from the Ministry of Health³ that patient visits to health services in 2020 decreased drastically to 83.6 percent, while in 2021 the total number of routine visits in 2021 was only 2% higher than 2020 of 8,438 visits. From July to August 2021 there was an increase in the number of visits due to the pandemic, which was reflected in the fantastic increase in emergency room visits, namely 260%.³

This is also supported by data obtained from the annual report on the number of outpatient visits at the Tampang Tumbang Anjir Health Center in 2019 there were 6,138 visits, in 2020 there were 3,706 and in 2021 there were

2,738 visits. Based on visiting data at the Tampang Tumbang Anjir Health Center, there is a trend of decreasing visits to the Tampang Tumbang Anjir Health Center health facility by 67.5% from 2019 to 2021.

Andersen's theory infactors that influence the utilization of health services consist of predisposition factors (age, gender, marital status, education, and culture), ability factors (health information, family income, availability of health facilities) and needs factors (perceptions pain and clinical assessment). Some of these factors that are still being debated by some researchers are perceptions of illness, ownership of health insurance and availability of health facilities. Availability of health services such as completeness of medical equipment and personnel is also a consideration for the community in utilizing public health.^{1,4}

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personnel is also a consideration for the community in utilizing public health.¹ Based on the conditions in the field, the distance from the Tampang Tumbang Anjir Health Center to other health facilities is around 8 kilometers, the area also does not have doctors or paramedics who practice independently and data on the availability of facilities at the Tampang Tumbang Anjir Health Center, for data on facilities and infrastructure, for example parking spaces are still not available, many sinks and toilets don't work, sterilitor is not available, laboratory equipment is partly purchased using self-help funds, dental and ultrasound services are also not available the factor of availability of health facilities (p value 0.012) OR value of 4.0 means that respondents who assess the availability of good health facilities have a 4.0 times greater likelihood of utilizing health services. Improving the quality of services related to the availability of health services that are being provided will increase their evaluation of the Puskesmas and ultimately the utilization of health services will improve. In line with in Kendal Regency, it shows that there is a relationship between the availability of health facilities and the utilization of health services (p value 0.040). which showed that there was no relationship between the availability of health facilities (p = 0.444) and the utilization of health services at the East Sumba Health Center. Based on previous studies where there is still debate and secondary data in the field there is still a lack of availability of health facilities, it is necessary to conduct research on the variable availability of facilities.^{5,6,7}

Based on the problem of decreasing data on visits to Community Health Centers over the last three years and the data above regarding perceptions of illness, ownership of health insurance and availability of health facilities, these three factors are also still being debated by previous researchers. Therefore, it is necessary to carry out research aimed at finding out the factors of perception of illness, insurance

ownership, availability of health facilities with the use of health services at the Tampang Tumbang Anjir Public Health Center UPT, which is one of the community health centers in Tampang Tumbang Anjir Village, Kurun District, Gunung Mas Regency. with the title Analysis of factors related to the utilization of health services at the Tampang Tumbang Anjir Community Health Center UPT.

METHOD

This research was carried out at the Tampang Tumbang Anjir Health Center UPT, Gunung Mas Regency in May 2023. The type of research was analytical observational with a cross-sectional study approach. The samples in the study were some of the patients who visited the Tampang Tumbang Anjir Health Center UPT, Gunung Mas Regency in May 2023. The sample size was 61 respondents, so to anticipate a shortage of samples due to problems occurring in the field, 10% of the sample was added to total 67 respondents. The sample for this study meets the criteria, namely patients > 17 years old who are considered adults and have chronic health status, patients with a minimum education of graduating from junior high school because they are considered capable of managing their minds. The sampling method in this research is by using non-probability sampling with a purposive sampling technique, namely determining the sample with certain considerations (Sugiyono, 2015). The instrument used was a questionnaire. Bivariate analysis using the Chi Square statistical test because the data to be analyzed is categorical data and multiple logistic regression test analysis because the dependent and independent variables are nominal.

RESULT AND DISCUSSION

Univariate analysis

The results of bivariate data analysis can be seen in the table below

Table 1. Description of the characteristics of respondents at the Tampang Tumbang Anjir Health Center in 2023

Variable	n	%
Age		
17-25 years	13	19,4
26-35 years	23	34,3
36-45 years	15	22,4
46-55 years	9	13,4
56-65 years	7	10,4

Variable	n	%
Education		
Junior High School	2	3,0
Senior High School	35	52,2
Diploma / Bachelor	30	44,8
Jenis Kelamin		
man	23	34,3
women	44	65,7
Status Pekerjaan		
Work	35	52,2
Not Work	32	47,8
Status Kesehatan		
Critical	67	100
Total	67	100

Source: Primary data, 2023

Based on table 1, the characteristics of the respondents based on the age of most of the respondents were aged 26-35 years, namely 23 respondents (34.3%), the sex of the majority was female, namely 44 respondents (65.7%), the education of most of them was high school,

namely 35 respondents (52.2%), the employment status of the majority is working, namely 35 respondents (52.2%) and the health status is mostly acute, namely 67 respondents (100%).

Table 2. Variable Frequency Distribution of Health Insurance Ownership Status and Health Utilization at the Tampang Tumbang Anjir Health Center in 2023

Variable	n	%
Ownership status		
Have	51	76,1
Don't have	16	23,9
Utilization of Health Facilities		
Yes	39	58,2
No	28	41,8
Total	67	100

source: Primary data, 2023

Based on table 2, the frequency distribution of health insurance ownership status for most of the respondents, namely 51 respondents (76.1%) and utilization of health facilities in the last 3 months, most of the respondents used, namely 39 respondents (58.2%), Because respondents have health insurance, they can easily get health services without having to think about costs.

Table 3. Frequency Distribution of Pain Perception Variables at the Tampang Tumbang Anjir Health Center in 2023

Perception	n	%
Bad	26	38,8
Good	41	61,2
Total	67	100

Source: Primary data, 2023

Based on table 3, the distribution of the frequency of perceptions of pain for the majority of respondents' perceptions was categorized as good, namely 41 respondents (61.2%) and those with bad perceptions were 26 respondents (38.8%). This means that the perception of people who visit the Tampang Tumbang Anjir health center has a good perception of illness because it is in line with the minimum education level of high school.

Table 4 Frequency Distribution of the availability of facilities at the Tampang Tumbang Anjir Health Center in 2023

Availability of health facilities	n	%
Incomplete	38	56,7
complete	29	43,3
Total	67	100

Source: Primary data, 2023

Based on table 4, it was found that the frequency distribution values for the availability of health facilities, the majority of respondents from the study answered incomplete, namely 38 respondents (56.7%) and 29 respondents (43.3%) completely.

Bivariate Analysis

Bivariate analysis aims to determine the relationship between perceptions of illness, ownership of health insurance and availability of health facilities with the utilization of health services at UPT Puskesmas Tampang Tumbang Anjir. The results of the analysis are as follows:

Table 5. Results of the analysis of the relationship between perceptions of pain and utilization of health services at UPT Puskesmas Tampang Tumbang Anjir

Perception of illness	Availability of health facilities				Total		P Value	OR (95% CI)
	No		Yes		n	%		
	n	%	n	%				
Bad	17	65,4	9	34,6	26	100	0,004	5,152 (1,779-14.915)
Good	11	26,8	30	73,2	41	100		

Source: Primary data, 2023

Based on table 5, the perception of pain from respondents who did not use health services was dominant in the good category (73.2%), while those who used health services with bad perceptions (65.4%) did not use health services. The results of the chi square test obtained a p value of 0.004 <a 0.05 so that it can be concluded that there is a relationship between perception and utilization of health services and an OR value of 5.152 meaning that people who have a good perception of illness will use health services 5.1 times that of people who have a bad perception of illness.

This is because the respondents understand more about when someone is said to be sick, the respondents understand more about the actions to be taken if they are sick and the immediate need to take advantage of health services. Whereas for respondents with poor perceptions who did not take advantage of health

services, this was because respondents chose to seek treatment themselves, went to alternative medicine and waited for their illness to get worse before taking advantage of health services.

The results of this study are in accordance with research. This is in accordance with⁷ there is a relationship between the perception of illness and the utilization of health services at the Tanah Sareal Community Health Center, Bogor City (p-value 0.002 or p-value <0.05). And the Odds Ratio (OR) value shows that respondents with a good perception of illness are 4.6 times more likely to take advantage of health services

The results of this study are in accordance with the theory put forward by Notoatmodjo (2003), which states that the perception of illness is closely related to treatment-seeking behavior. The main idea will affect the use or not of the health facilities provided.

Table 6. Results of the analysis of the relationship between ownership of health insurance and utilization of health services at UPT Puskesmas Tampang Tumbang Anjir

Ownership of health insurance	Utilization of Health Services				Total		P Value	OR (95% CI)
	No		Yes		n	%		
	n	%	n	%				
Have	12	75,0	4	25,0	16	100	0,005	6,563 (1,830-23,529)
Don't have	16	31,4	35	68,6	51	100		

source: Primary data, 2023

Based on table 6, the dominant respondents who do not use health services are those who do not have health insurance (75%), while respondents who do use health services are those who have health insurance (68.6%).

The results of the chi square test, obtained a p value of 0.005 <a 0.05 so that it can be concluded that there is a relationship between ownership of health insurance and utilization of health services and an OR value of 6.563 means

that people who have health insurance will utilize health services 6.5 times that of people who do not have health insurance. People who have health insurance prioritize their health and make more use of existing health services, because the costs incurred are inexpensive and even free and are already insured in their health insurance ¹¹

The research results are in line with ¹² in the field to be able to utilize health services at the Medan Labuhan Health Center, each respondent is required to have government health insurance in order to get treatment. Of the 100 respondents interviewed, only 40 respondents have health insurance, so people who have health insurance can take advantage of the puskesmas.

Table 7. Results of the analysis of the relationship between the availability of health facilities and the utilization of health services at UPT Puskesmas Tampang Tumbang Anjir

Availability of health facilities	Utilization of Health Services				Total		P Value	OR (95% CI)
	No		Yes		n	%		
	n	%	n	%				
Incomplete	24	63,2	14	36,8	38	100	0,000	10,714 (3,087-37,187)
complete	4	13,8	25	86,2	29	100		

Source: Primary data, 2023

Based on table 7, the dominant respondents who will utilize health services are those with complete health facilities (86.2%). Meanwhile, respondents who did not use health services answered that the availability of health facilities was incomplete (63.2%), The availability of health facilities is one of the factors that encourages people to utilize health services. The more complete the facilities and infrastructure of a health facility, the higher the utilization of health services. The results of the chi square test, obtained a p value of 0.000 < a 0.05 so that it can be concluded that there is a relationship between the availability of health facilities and the utilization of health services and the OR value of 10.714 means that the availability of complete health facilities, the community will utilize health services 10.7 times the availability of incomplete health facilities.

The results of this study are in line with the research of ⁷ the factor of the availability of health facilities is the p-value (0.012) the OR value is 4.0 meaning that there is a relationship between

the availability of health facilities and the utilization of health services.

Multivariate analysis

Multivariate analysis is to find out what factors are most dominant related to the utilization of health services at UPT Puskesmas Tampang Tumbang Anjir. The stage that was carried out before entering the multivariate analysis was to carry out a bivariate selection to determine the relationship of the independent variables and the dependent variable separately (partially). Variables that are statistically proven to have a relationship with the dependent variable (p value <0.005), then these variables can automatically enter into the candidate model for the multivariate test.

Following are the results of the bivariate selection test on the variable perception of pain, ownership of health insurance and availability of health facilities on the utilization of health services at UPT Puskesmas Tampang Tumbang Anjir, namely as follows:

Table 8. Bivariate test results

Variable	P Value	<0,25	Information
Ill perception	0,004	0,25	Enter in models
Ownership of health insurance	0,005	0,25	Enter in models
Availability of health facilities	0,000	0,25	Enter in models

Source: Primary data, 2023

Based on table 8, the results of data analysis obtained the significance value of the variable perception of pain, ownership of health insurance and availability of health facilities

significantly related to the utilization of health services with the results Ho being rejected (p <0.05) meaning that there is a relationship so that it can be concluded that the variables of

perception of pain, ownership of health insurance and availability of health facilities are included in the candidate multivariate model, to find out what is most dominant in relation to the use of health services. The analysis was carried out after fulfilling the following prerequisites:

Goodness Of Fit Test

For the multiple logistic regression equation in this study has a decent Goodness Of Fit with an Omnibus Test value of 0.000 and a Hosmer and Lemeshow Test value of 0.948 so it can be concluded that the model used can be analyzed further.

Nagkerke R Square value

The test results for the coefficient of determination (R²) show that the Nagelkerke R Square value is 0.458 which can be interpreted

as the proportion of the variance of the utilization of health facilities that can be explained by the model of 45.8%.

Research Hypothesis Test

After the requirements of the regression test are met, the results of the hypothesis test for multivariate can be seen. Then, multiple logistic regression analysis was performed using the enter method, which included all independent variables simultaneously in one step, without missing certain statistical significance criteria. This model is appropriate or often used because in modeling it can consider aspects of substance.

The Next, an analysis of all variables included in the multivariate analysis was carried out. Multivariate test results can be seen in table 4.9 below:

Table 9. Results of multivariate analysis

Variable	Sig	Exp (B)	95% CI	
			Lower	Upper
Ownership of health insurance	0,002	8,262	2,102	32,477
Availability of health facilities	0,025	5,401	1,238	23,573
ill perception	0,067	3,162	0,922	10,847

Source: Primary data, 2023

As for the results after carrying out multiple logistic regression analysis, it turns out that the variables included in the model are the availability of health facilities, ownership of health insurance and perceptions of illness. Variables that are closely related to the utilization of health services are the availability of health facilities and ownership of health insurance, while the variable perception of illness is only a confounding factor. Variables that have a significant relationship to the variable utilization of health services at the 95% confidence level (P value <0.05) can be seen from the Odd Ratio (OR) / Exp (B) value, which is the order of the greatest relationship, namely:

1. Availability of health facilities obtained an Odd Ratio (OR) or Exp (B) value of 8.262, this means that the availability of health facilities tends to utilize health services 8 times, because from the results of the multivariate tests which were tested simultaneously, the value of Exp (B) was obtained, which means that the availability of facilities will make it 8 times easier to utilize health services.
2. Ownership of health insurance obtained an Odd Ratio (OR) or Exp (B) = 5.401, this means that ownership of health insurance has

a tendency of 5 times greater to utilize health services, because from the results of the multivariate tests which were tested simultaneously, the Exp (B) value was obtained, which means that health insurance will increase the use of health services 5 times,

3. Perceptions of illness obtained an Odd Ratio (OR) or Exp (B) = 3.162, this means that perceptions of illness have a tendency of 3 times utilizing health services, because from the results of the multivariate tests which were tested simultaneously, the Exp (B) value was obtained, which means that the perception of illness will make you use health services 3 times.

Based on the results of a multivariate analysis of three independent variables that are significantly related to the utilization of health services, the most related variable is the availability of health facilities because it has the highest OR value (OR = 8.262), because the OR value of the availability of health facilities is the highest so that the availability of health facilities is the most dominant factor in the multivariate assessment.

Table 10. The results of the multivariate analysis after the pain perception variable was removed from the relationship model between the independent variables and the dependent variable utilization of health services at the UPT Puskesmas Tampang Tumbang Anjir

Variable	Sig	Exp (B)	95% CI	
			Lower	Upper
Availability of health facilities	0,001	10,176	2,102	32,477
Ownership of health insurance	0,016	6,054	1,238	23,573

source: Primary data, 2023

Next, calculating the change in OR after the pain perception variable is removed from the model is as follows:

Table 11 Comparison of the coefficients B before and after the perception of pain is removed from the relationship model between the independent variables and the dependent variable the utilization of health services at the UPT Puskesmas Tampang Tumbang Anjir

Variable	OR complete variable	Perception of illness has been removed	Calculations	OR Changes
Availability of health facilities	8,262	10,176	$(8,262)-(10,176)/(8,262)*100$	23%
Ownership of health insurance	5,401	6,054	$(5,401)-(6,054)/(5,401)*100$	12%
Ill perception	3,162	-		

source: Primary data, 2023

Based on table 11 above, the calculation of the change in OR value for each variable found that there was a change in OR > 10% before and after the pain perception variable was removed from the model, thus the pain perception variable was re-entered into the multivariate model.

The perception of illness greatly influences the availability of health facilities and the ownership of health insurance, meaning that even though the puskesmas has complete facilities, the community will not take advantage of these facilities as long as their perception of illness does not change for the better, and vice

versa with health insurance, even though the community has health insurance as long as perceptions of illness does not change, the use of health services is the last resort. Because on the perception of illness, people will use or utilize health services if the perception of their illness is good and they do not seek services at alternative health services. On the other hand, if the perception is not good, then people will prefer to seek alternative treatment and people will choose health services if they think they have a disease. they're really bad.

Table 12. Final modeling when the pain perception variable is returned to the multivariate model

Variable	Sig	Exp (B)	95% CI	
			Lower	Upper
Availability of health facilities	0,002	8,262	2,102	32,477
Ownership of health insurance	0,025	5,401	1,238	23,573
Ill perception	0,067	3,162	0,922	10,847

source: Primary data, 2023

As for the results after carrying out multiple logistic regression analysis, it turns out that the variables included in the model are the availability of health facilities, ownership of health insurance and perceptions of illness. Variables

that are closely related to the utilization of health services are the availability of health facilities and ownership of health insurance, while the variable perception of illness is only a confounding factor.

Variables that have a significant relationship to the variable utilization of health services at the 95% confidence level (P value <0.05) can be seen from the Odd Ratio (OR) / Exp (B) value, which is the order of the greatest relationship, namely:

1. Availability of health facilities obtained an Odd Ratio (OR) or Exp (B) value of 8.262, this means that the availability of health facilities tends to utilize health services 8 times, because the OR value of the availability of health facilities is the highest so that the availability of health facilities is the most dominant factor in the multivariate assessment.
2. Ownership of health insurance obtained Odd Ratio (OR) or Exp (B) = 5.401, this means that ownership of health insurance has a tendency of 5 times greater to utilize health services, because from the results of the multivariate tests which were tested simultaneously, the Exp (B) value was obtained, which means that health insurance will increase the use of health services 5 times
3. Perceptions of illness obtained an Odd Ratio (OR) or Exp (B) = 3.162, this means that perceptions of illness have a tendency of 3 times utilizing health services.

Based on the results of a multivariate analysis of three independent variables that are significantly related to the utilization of health services, the most related variable is the availability of health facilities because it has the highest OR value (OR = 8.262).

CONCLUSION

There is a relationship between the perception of illness and the utilization of health services (p value 0.004 <a 0.05) and the OR value is 5.152 meaning that people who have a good perception will use health services 5.1 times that of people who have a bad perception. There is a relationship between ownership of health insurance and utilization of health services (p value 0.005 <a 0.05) and an OR value of 6.562 means that people who have health insurance will use health services 6.5 times that of people who do not have health insurance. There is a relationship between the availability of health facilities and the utilization of health services (p value 0.000 <a 0.05) and the OR value is 10.714 meaning that the availability of complete health facilities means that people will use health services 10.7 times the availability of incomplete health facilities. From the results of the multivariate test, 3 variables were included at

once in the regression test, namely perception of illness, ownership of health insurance and availability of health facilities with utilization of health services, for variable perception of pain (p value 0.067 and OR value 3.162), ownership of health insurance (p value 0.025 and OR 5.401) and the availability of health facilities (p value 0.002 and OR 8.262). So the most related variable is the availability of health facilities because it has the highest OR value (OR = 8.262)

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