

## ABSTRAK

Gambaran Pemanfaatan Pelayanan Kesehatan pada Peserta BPJS Kesehatan di Puskesmas Gondangwetan. Kamelia Fitriani (2021) Karya Tulis Ilmiah Survei, Program Studi D-3 Asuransi Kesehatan, Jurusan Kesehatan Terapan, Politeknik Kesehatan Kemenkes Malang. Pembimbing Ibu Rizki Fadila, SE, M.S.A.

### **Kata Kunci : Pemanfaatan Pelayanan, BPJS Kesehatan**

Pemanfaatan puskesmas di Kabupaten Pasuruan dari tahun ke tahun terus mengalami peningkatan, menurut website resmi kabupaten Pasuruan pada tahun 2018 mengalami peningkatan 2,44% dari tahun sebelumnya, hal ini dapat dikatakan bahwa Puskesmas masih menjadi opsi utama dalam penanganan kesehatan masyarakat di Kabupaten Pasuruan. Akan tetapi di tahun 2020 pemanfaatan di Puskesmas Gondangwetan mengalami penurunan dikarenakan pandemi covid-19.

Penelitian ini membahas tentang gambaran pemanfaatan pelayanan kesehatan pada peserta BPJS Kesehatan di puskesmas Gondangwetan. Penelitian ini menggunakan penelitian deskriptif dengan pendekatan kuantitatif, dengan menggunakan variabel yang mencakup usia, jenis kelamin, pendidikan, pekerjaan, pengetahuan, ketersediaan pelayanan kesehatan, akses pelayanan kesehatan (jarak, waktu tempuh, kemudahan transportasi) dan pelayanan petugas. Populasi pada penelitian ini adalah seluruh peserta BPJS Kesehatan yang sudah terdaftar di Puskesmas Gondangwetan. Sampel dalam penelitian ini adalah 100 peserta BPJS Kesehatan yang memanfaatkan pelayanan kesehatan di Puskesmas Gondangwetan dengan teknik simple random sampling. Pengumpulan data dilakukan dengan kuesioner. Penyajian data dalam penelitian ini di sajikan dari data hasil penelitian dalam bentuk uraian kalimat dan penyajian tabel.

Gambaran pemanfaatan pelayanan kesehatan berdasarkan usia yaitu 98 responden (98%) berusia produktif dan 2 responden (2%) berusia non produktif. Gambaran pemanfaatan pelayanan kesehatan berdasarkan jenis kelamin yaitu 68 responden (68%) perempuan dan 32 responden (32%) laki-laki. Gambaran pemanfaatan pelayanan kesehatan berdasarkan pendidikan yaitu pendidikan rendah 49 responden (49%), pendidikan menengah 35 responden (35%) dan pendidikan tinggi 16 responden (16%). Gambaran pemanfaatan pelayanan kesehatan berdasarkan pekerjaan yaitu 55 responden (55%) tidak bekerja dan 45 responden (45%) bekerja. Gambaran pemanfaatan pelayanan kesehatan berdasarkan pengetahuan tinggi sebesar 89 responden (89%), sedangkan pengetahuan rendah sebesar 11 responden (11%). Gambaran pemanfaatan pelayanan kesehatan berdasarkan ketersediaan pelayanan kesehatan baik di 65 responden (65%), sedangkan ketersediaan pelayanan buruk di 35 responden (35%). Gambaran pemanfaatan pelayanan kesehatan berdasarkan akses pelayanan kesehatan yaitu 72 responden (72%) menyatakan mudah, 27 responden (27%) menyatakan sedang dan 1 responden (1%) menyatakan sulit. Gambaran pemanfaatan pelayanan kesehatan berdasarkan pelayanan petugas yaitu 97 responden (97%) menyatakan baik dan 3 responden (3%) menyatakan cukup baik.

## ABSTRACT

Description of Health Service Utilization for BPJS Kesehatan Participants at Gondangwetan Health Center. Kamelia Fitriani (2021) Scientific Writing on Survey, D-3 Health Insurance Study Program, Department of Applied Health, Health Polytechnic of the Ministry of Health Malang. Advisor, Mrs. Rizki Fadila, SE, M.S.A.

**Keywords: Service Utilization, BPJS Health**

Utilization of puskesmas in Pasuruan Regency from year to year continues to increase, according to the official website of Pasuruan Regency in 2018 it has increased by 2.44% from the previous year, it can be said that Puskesmas is still the main option in handling public health in Pasuruan Regency. However, in 2020 the utilization at the Gondangwetan Health Center decreased due to the covid-19 pandemic.

This study discusses the description of the utilization of health services for BPJS Health participants at the Gondangwetan Public Health Center. This study uses descriptive research with a quantitative approach, using variables that include age, gender, education, occupation, knowledge, availability of health services, access to health services (distance, travel time, ease of transportation) and service personnel. The population in this study were all BPJS Health participants who were registered at the Gondangwetan Health Center. The sample in this study was 100 BPJS Health participants who used health services at the Gondangwetan Health Center with a simple random sampling technique. Data was collected by means of a questionnaire. The presentation of data in this study is presented from research data in the form of sentence descriptions and table presentations.

The description of the utilization of health services by age is 98 respondents (98%) of productive age and 2 respondents (2%) of non-productive age. The description of the utilization of health services by gender, namely 68 respondents (68%) female and 32 respondents (32%) male. The description of the utilization of health services based on education, namely low education 49 respondents (49%), secondary education 35 respondents (35%) and higher education 16 respondents (16%). The description of the utilization of health services based on work, namely 55 respondents (55%) not working and 45 respondents (45%) working. The description of the utilization of health services based on high knowledge of 89 respondents (89%), while low knowledge of 11 respondents (11%). The description of the utilization of health services based on the availability of good health services in 65 respondents (65%), while the availability of poor services in 35 respondents (35%). The description of the utilization of health services based on access to health services is 72 respondents (72%) said it was easy, 27 respondents (27%) said it was moderate and 1 respondent (1%) said it was difficult. The description of the utilization of health services based on the service of officers, namely 97 respondents (97%) said it was good and 3 respondents (3%) said it was quite good.