



Analysis Of Health Service Use Of Hope Family Program Participants In Increasing The Work Effectiveness Of The Wanaraya Health Center, Kikim Barat District Lahat District

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ABSTRACT

The author conducted research with the aim of finding out how the Health Services Utilization of Participants in the Family Hope Program in the Work Area of the Wanaraya Health Center, West Kikim District, Lahat Regency. The type of research used by the author is a form of field research which is qualitative research. Data processing and analysis techniques using Data Reduction, Data Presentation and Verification and Conclusion Drawing. The results of the study explain that the Family Hope Program (PKH) is very helpful for underprivileged people in utilizing and using health facilities through the Wanaraya Health Center, West Kikim District, Lahat Regency. For people in the category of elderly, pregnant women and toddlers, they are required to check themselves regularly every month in the context of eradicating malnutrition/stunting at health service facilities, both direct health centers and posyandu-posyandu which are spread across 7 (seven) villages under the working area of the Wanaraya Health Center. Many people who use or take advantage of health services through the Family Hope Program (PKH), are more dominant in utilizing health service facilities for childbirth, while the use of other health service facilities is not dominant.

INTRODUCTION

Health is one of the factors that plays an important role in realizing quality human resources. Healthy conditions are defined holistically, not only physical health but also spiritual and social health in society. To create healthy conditions like this, harmony is needed in maintaining a healthy body. In health science, there are several factors that affect a person's health, namely factors from the individual itself and environmental factors.

There are four main factors that affect the degree of public health consisting of behavior/lifestyle factors, environmental factors (social, economic, political, cultural), health

service factors (type of coverage and quality) and genetic factors (heredity). These factors interact with each other which can affect individual health and affect the health status of the community. Development in the health sector is expected to further improve the degree of public health, and health services can be enjoyed by all levels of society adequately. Several government policies and programs from the government must be implemented with the aim of improving the level of public health. Improving the quality of public health services is aimed at realizing an increase in services provided to achieve the fulfillment of health service users in achieving the healthy state desired by all parties. One of the government's efforts aimed at improving public health is through the Family Hope Program (PKH). The Indonesian government has launched PKH since 2007. PKH is the first conditional cash transfer program in Indonesia from the Ministry of Social Affairs. The program aims to improve human quality by providing conditional cash transfers for poor families to access certain health and education services. PKH participants are facilitated with a community health insurance card (Jamkesmas/BPJS Card), it is hoped that with the guarantee of accessing health services, health problems for PKH participants can be resolved. Health behavior is a person's response to a stimulus or object related to illness and disease, the health care system, food and drink, and the environment. In addition, the world factor of health services in terms of the availability of health facilities, ease of access, and affordability of the community, especially the poor, must be considered in improving the quality of good services to provide quality services to service users. The level of utilization of health care facilities by the community shows how good the quality of health services provided by health workers is and shows the level of public trust in the provision of health services.

Data on the Elderly in the Wanaraya Health Center Working Area, West Kikim District, Lahat Regency, which consists of the villages of Mekar Jaya, Purworejo, Lubuk Seketi, Sukarami, Bandar Jaya, Purnamasari and Wanaraya, the number of Lasia recorded at the Community Health Center is 285 people and the number of Lasia recorded at PKH is 78 people.

Data on Toddlers in the Working Area of the Wanaraya Health Center, West Kikim District, Lahat Regency, which consists of the villages of Mekar Jaya, Purworejo, Lubuk Seketi, Sukarami, Bandar Jaya, Purnamasari and Wanaraya, the number of toddlers recorded at the Puskesmas is 456 people and the number of toddlers recorded at PKH is 35 people.

BPJS users in the Wanaraya Health Center Working Area, West Kikim District, Lahat Regency, in 2022 starting from January - December 2022 in the Wanaraya Health Center Working Area, West Kikim District, Lahat Regency are registered at 4,820 while BPJS users are recorded at 122. Direct observation of KPM (Beneficiary Families), PKH (Family Hope Program) who use/utilize health facilities as a form of fulfilling their commitment to receive PKH social assistance. To have regular self-checks every month for the elderly, pregnant women and toddlers as well as in the context of eradicating malnutrition/stunting in health service facilities, both direct health centers and posyandu-posyandu spread across 7 (seven) villages under the work area of the Wanaraya health center. Exploring the use of BPJS health cards in accessing health services.

This issue is very interesting because it can provide an estimate of how far PKH KPMs are in utilizing and using these health services. We even dig deeper into the interest in using BPJS health cards by KPM PKH in accessing health services. Because several participants stated that it was better to pay a high price as long as the treatment was carried out at home by calling a health worker such as a doctor or midwife specifically, even though the health worker was also on duty at the Wanaraja Community Health Center.

LITERATURE REVIEW

Definition Of Health Service Utilization

Health service utilization is the process of utilizing health services by the community. According to Levey and Loomba (2021: 184), what is meant by health services is any effort carried out individually or together in an organization to maintain and improve health, prevent,

treat illness and restore the health of a person, family, group and community. Health service utilization is the result of the process of seeking health services by a person or group.

Definition Of Health Services

According to the Ministry of Health of the Republic of Indonesia (2009) health services are any efforts organized alone or jointly in an organization to maintain and improve health, prevent and cure diseases and restore the health of individuals, families, groups and or communities. In accordance with the limitations as above, it is easy to understand that there are many forms and types of health services found.

Definition Of Family Hope Program (PKH)

The Family Hope Program (PKH) is a program that provides cash assistance to Very Poor Households (RSTM), if they meet the requirements related to efforts to improve the quality of human resources (HR), namely education and health. The Family Hope Program (PKH) is a poverty reduction program. The position of PKH is part of other poverty reduction programs. PKH is under the coordination of the Poverty Reduction Coordination Team (TKPK), both at the central and regional levels. Therefore, a PKH Control Team will soon be formed within TKPK to ensure good coordination and synergy.

METHODS

The type of research used by the author in this study is a form of qualitative field research, researchers try to understand the phenomena experienced by research subjects and conduct studies of field studies. Qualitative research is also a form of research that aims to describe existing problems that occur in the object of research, these problems can be in the form of characteristic changes, similarities, and differences between problems and other problems. According to Arikunto (2020: 144) descriptive research is the collection of data and information about a symptom that exists in the object of research, thus the author records, analyzes existing conditions and analyzes the variables studied by the author.

RESULTS AND DISCUSSION

Utilization Of Health Services For Family Hope Program Participants In Improving The Work Effectiveness Of The Wanaraya Health Center, West Kikim District, Lahat Regency

The results of interviews with the Head of the Wanaraya Health Center, BapK John Khanedi, S.KM, explained that the Family Hope Program (PKH) in the Wanaraya Health Center Working Area, West Kikim District, Lahat Regency, began in 2012, while according to the national Family Hope Program (PKH) in 2007. The Family Hope Program (PKH) in the Working Area of the Wanaraya Health Center, West Kikim District, Lahat Regency, targets the health of toddlers, pregnant women and the elderly.

The results of interviews with the PKH Coordinator of Lahat Regency, Mr. Dani Setianto, S.Kom, explained, KPM (Beneficiary Family), added, the Family Hope Program (PKH), is one of the government's efforts aimed at improving public health through the Family Hope Program (PKH), so the community hopes that this program will help the poor or underprivileged in accessing health services. The results of the interview with Mrs. Eka explained that the Family Hope Program (PKH) really helps the community in utilizing and using health facilities through the Wanaraya Health Center, West Kikim District, Lahat Regency, we as underprivileged people are greatly helped by the provision of the Family Hope Program (PKH). The results of the interview with Ms. Novi explained that the Indonesian government has launched PKH since 2007. PKH is the first conditional cash transfer program in Indonesia from the Ministry of Social Affairs. This

program aims to improve human quality by providing conditional cash assistance for poor families in accessing certain health and education services.

The results of interviews with Mrs. Pipin Field explained, PKH participants are facilitated with a public health insurance card (Jamkesmas / BPJS Card), it is hoped that with the guarantee of accessing health services, health problems for PKH participants can be resolved.

The results of the interview with the Chairperson of the PKH Kenanga Group in Puworejo Village, Mrs. Surhayati, explained, Health services in terms of the availability of health facilities, ease of access, and affordability of the community, especially the poor, must be considered in improving the quality of good services to provide quality services to service users. The level of utilization of health care facilities by the community shows how good the quality of health services provided by health workers is and shows the level of public trust in the provision of health services.

Obstacles In The Utilization Of Health Services For Family Hope Program Participants In Improving The Work Effectiveness Of The Wanaraya Community Health Center, West Kikim District, Lahat Regency

The Community Health Center is a public health organization that also fosters community participation, provides comprehensive and integrated services to the community and is authorized and responsible for health maintenance in its working area. Puskesmas is a social organization that carries out the task of providing health services for the community to carry out this task, the active performance of human resources is very dominant as with other service businesses. As a health service provider organization, puskesmas is expected by the community to provide health insurance served by human resources with the help of medical equipment so that it is expected to get a healthy condition. Therefore, paramedics must be able to provide friendly service, be able to use the available equipment to the maximum, and be able to complete work on time and reliably. Most of the community utilizes services because the treatment available at the Puskesmas meets the community's need for health services at an affordable cost. And as for the small part of the community that does not utilize health services even though the cost of services is "cheap", this is because the behavior of the community is still at the stage of attitude that accepts/agrees to the existence of services but they are not yet at the stage of "action", namely making full use of services because, illness/disease can be cured with traditional medicine. Utilization of health services for most people who think it is "cheap" because they realize the importance of seeking treatment/health checks at health services that have been provided by the government at a relatively cheap and affordable cost. In addition, there are also people who feel helped by the policies of the central and regional governments, namely the existence of health insurance.

Utilization of public health services in the Working Area of the Wanaraya Health Center, West Kikim District, Lahat Regency when viewed from a socio-economic perspective, the community has utilized health services, this is in accordance with information obtained from health workers who revealed that the community in the Wanaraya Health Center Working Area, West Kikim District, Lahat Regency they always come to the Puskesmas to get treatment when they are sick. People who come for treatment feel that they have received attention from the Government, they have also obtained health-related insurance including BPJS, KIS, and Jamkesda, the community feels facilitated in terms of health financing with these various policies. And for those who do not get insurance, they still do not feel difficulties in health checks / treatment because the cost of drugs is relatively affordable and the drugs provided also provide a fast reaction in the healing process.

The concept of health that is developing in society is that people can work or carry out their daily routines, while sick people are people who are no longer able to carry out their work or are no longer able to get out of bed. The concept of health that is developing in society is that people can work every day, while sick people are people who are no longer able to carry out

their work or are no longer able to get out of bed. People's behavior in treatment is closely related to people's perceptions of health and illness. Perceptions in society vary, namely some people think that their health condition does not interfere with their daily activities. There are also those who think that they have more confidence in themselves based on previous treatment experiences and successful recovery so there is no need to seek outside treatment. And some others assume that shaman treatment is part of the community, closer to the community, its treatment is part of the community's culture so it is more acceptable than doctors, midwives, nurses, and so on. Thus, the majority of people in the Wanaraya Community Health Center Working Area, West Kikim District, Lahat Regency have utilized modern medical health facilities. Solutions for utilizing health services for participants in the Family Hope Program. The leaders and officers of the Wanaraya Community Health Center, West Kikim District, Lahat Regency should provide guidance to the community in utilizing health services through directing the formation of changes in attitudes or behavior of people who previously still used traditional medicine towards modern medicine.

CONCLUSION AND SUGGESTION

1. The existence of the Family Hope Program (PKH) really helps underprivileged communities utilize and utilize health facilities through the Wanaraya Community Health Center, West Kikim District, Lahat Regency.
2. For people in the categories of elderly, pregnant women and toddlers, they are required to have regular check-ups every month in order to eradicate malnutrition/stunting in health service facilities, both direct community health centers and posyandu-posyandu spread across 7 (seven) villages under the work area of the Community Health Center. Wanaraya.
3. Many people use or take advantage of health services through the Family Hope Program (PKH) in the work area of the Wanaraya Health Center, West Kikim District, Lahat Regency, predominantly using health service facilities for giving birth, while the use of other health service facilities is not dominant.
4. There are still people who do not understand the procedures for using health service facilities, this is because there is still a lack of explanation and information from employees as public health servants, so that some people only use health service facilities as an urgent solution.
5. The Health Services for Participants in the Family Hope Program provided by the Wanaraya Community Health Center, West Kikim District, Lahat Regency are in accordance with the expectations of the community, where in this case the community is greatly helped by the existence of Health Services for Participants in the Family Hope Program, so that the effectiveness of the work of the Wanaraya Health Center, West Kikim District, Lahat Regency has been achieved. fairly good.

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