



FACTORS RELATED TO THE UTILIZATION OF HEALTH SERVICES AT TRADITIONAL COMMUNITY HEALTH CENTER IN MAKASSAR

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ABSTRACT

Background: Treatment methods through traditional healers and using herbal ingredients are an alternative for the community in overcoming health problems experienced, in addition to using conventional health services.

Objective: This study aims to determine the factors related to the use of health services at Traditional Community Health Center in Makassar (Balai Kesehatan Tradisional Masyarakat Makassar/BKTM) in 2023.

Methods: This research was conducted at Traditional Community Health Center in Makassar in May 2023. The population of this study were all outpatients in all types of services. The sample size was 95 respondents. The research method employed was a cross-sectional design with a quantitative approach. The data analysis techniques used were univariate and bivariate, and the tests applied was chi-square test.

Results: The study's findings revealed that the utilization of health services at Traditional Community Health Center in Makassar was associated with three factors: availability($p=0.048$), affordability($p=0.000$) and accessibility($p=0.085$).

Conclusion: The utilization of health services at Traditional Community Health Center in Makassar correlated with availability, affordability, and accessibility. It is recommended for the management to improve facilities that are not yet available, as well as increase promotion and publication regarding traditional health services and the existence of the Balai Kesehatan Tradisional Masyarakat Makassar.

INTRODUCTION

Health is a fundamental need for every human being. With changes in lifestyle influenced by the progress of the era, there are more and more types of diseases suffered by

humans, this also causes an increasing human need for health care needs (Santoso et al., 2015). Utilization of health services is the use of health service facilities provided in the form of outpatient, inpatient, home visits by health

workers or other forms of health service utilization activities (Arifa, 2018).

Traditional health services are care and treatment with drugs and methods that refer to empirically derived experiences and skills that can be accounted for and applied in accordance with existing norms in community life. Traditional medicine has been utilized by the community before the development of conventional medicine, with the aim of curing disease, maintaining and improving health status (Indonesia Ministry of Health, 2009). Traditional health services have been recognized earlier than conventional health services. The existence of conventional healthcare came after traditional healthcare in the 19th century (Agustina, 2016).

Treatment methods through traditional healers and using herbal ingredients have become an alternative choice for the community in overcoming health problems experienced, in addition to using conventional health services (Setiawan, 2018). The paradigm of some people who think that traditional health services can treat various chronic diseases that cannot be treated by conventional medical methods, also influences the behavior of seeking traditional health services (Kartika et al., 2017). In addition, the consideration of people who are afraid of surgery and medical drugs is also the reason some people prefer to utilize traditional health services (Damanti, 2021). Beside that, One of the reasons people use traditional medicine is cultural factors (Kristiana et al., 2020).

WHO recommends the use of traditional medicines including herbal medicines in public health maintenance, prevention and treatment of diseases, especially for chronic, degenerative diseases and cancer. This shows WHO's support for "back to nature" which is in a way more beneficial (Bagiastra & Sudantra, 2019).

Based on the 2018 Riskesdas Report, the proportion of Indonesians using traditional health services was 31.4%. This shows an increase compared to 30.4% in 2013. South Kalimantan is the province with the highest use of traditional health care in Indonesia at 54.1%, while West Sulawesi Province is the lowest in Indonesia at 8.5%. Provinces with the lowest number of people practicing traditional health care include West Sulawesi, South Sulawesi, Papua, Maluku, West Papua, Aceh, East Nusa Tenggara, North Kalimantan, West Kalimantan, and Riau Islands (Republik Indonesia, 2019).

Traditional Community Health Center in Makassar is a utilization and development of traditional health services, by carrying out efforts to integrate traditional health services and conventional health services. The vision of the Traditional Community Health Center in Makassar is to become a driving center for the development and development of the use of traditional health services in Indonesia. Traditional Community Health Center in Makassar is a Technical Implementation Unit in the field of traditional community health which is administratively supervised by the

Secretariat of the Directorate General of Public Health within the Indonesian Ministry of Health. Traditional Community Health Center in Makassar can be utilized directly by the community through available services as well as being a center for medicinal plant studies. Various types of services provided to the community can be in the form of promotive, preventive, and rehabilitative efforts through acupuncture, acupressure, wellness SPA, baby massage, laboratory tests, and herbal medicines or ingredients.

The Four As is a model of health service utilization that has been widely used by anthropologists, epidemiologists, and medical experts who emphasize aspects of distance, economy, acceptance, and availability as key factors for access to treatment (Ningsih et al., 2014).

METHODS

The type of research used in this study is quantitative research with a cross sectional study approach. This research was conducted

at the Traditional Community Health Center in Makassar in April-May 2023. The population in this study were outpatients at Traditional Community Health Center in Makassar in all types of services. The sample size was 95 respondents. The sampling technique in this study used accidental sampling method.

Data collection is divided into two, primary data obtained by the researchers themselves by filling out questionnaires/direct interviews with respondents, while secondary data consists of the number of patient visits at Traditional Community Health Center in Makassar in 2020-2022, the types of services available at Traditional Community Health Center in Makassar, and the Suggestion Box. The data analysis techniques used were univariate and bivariate with SPSS using the chi-square test.

RESULTS

Data were collected from March 01 to March 28 in 2023 at Traditional Community Health Center in Makassar.

Table 1. Distribution Respondents of Traditional Community Health Center in Makassar

Characteristics of Respondents	Frequency (n)	Percentage (%)
Age (year)		
16-25	17	17,9
26-35	20	21,1
36-45	25	26,3
46-55	18	18,9
56-65	15	15,8
Gender		
Female	60	63,2
Male	35	36,8
Income		
< Rp3.385.145	32	33,7
≥ Rp3.385.145	63	66,3

Latest Education

Not graduated from elementary school	1	1,1
Elementary School	1	1,1
Middle School	1	1,1
High School	19	20,0
Diploma(D1,D2,D3,D4)	4	4,2
Undergraduate	40	42,1
Magister	23	24,2
Doctoral	6	6,3

Occupation

Jobless	24	25,3
Civil Servant	38	40,0
Private Employee	14	14,7
Self Employed	11	11,6
Other	8	8,4

Source: Primary Data, 2023

According on the results of this study in table 1, it shows the most respondents were in the age group 36-45 years namely 25 respondents (26.5%). Based on the gender, there were more female respondents with 60 respondents (63.2%). The income of respondents was mostly more than

Rp3.385.145 namely 63 (66.3%). The latest education of respondents mostly at undergraduate level, namely 40 respondents (42.1%). Based on the occupation, the most respondents work as civil servant namely 38 respondents (40.0%).

Table 2. Distribution of Respondents' Ratings Related to Research Variables

Variable	Frekuensi (n)	Persentase (%)
<i>Availability</i>		
Unavailable	5	5,3
Available	90	94,7
<i>Affordability</i>		
Unaffordable	32	33,7
Affordable	63	66,3
<i>Acceptability</i>		
Lack	24	25,3
Good	71	74,7
<i>Accessibility</i>		
Difficult	32	33,7
Easy	63	66,3
Utilization of Health Services		
Underutilize	62	65,3
Utilize	33	34,7

Source: Primary Data, 2023

Based on the respondents' assessment in table 2, it shows that out of 95 respondents, 5 respondents (5.3%) rated availability as unavailable, while 90 respondents (94.7%) rated availability as available. A total of 32 respondents (33.7%) rated affordability as unaffordable, while 63 respondents (66.3%) rated affordability as affordable. A total of 24 respondents (25.3%) rated acceptability as

lack, while 71 respondents (74.7%) rated acceptability as good. A total of 32 respondents (33.7%) rate accessibility as difficult, while 63 respondents (66.3%) rate accessibility as easy. In addition, the results also showed that there were 62 respondents (65.3%) who enough utilized health services, while 33 respondents (34.7%) underutilized health services.

Table 3. Distribution of Independent Variables with the Utilization of Health Services at Traditional Community Health Center in Makassar

Variabel	Pemanfaatan Pelayanan				Total		Uji Statistik
	Kesehatan						
	Enough	Underutilize	N	%	N	%	
Availability							
Unavailable	1	20,0	4	80,0	5	100	<i>p</i> =0,048
Available	61	67,8	29	32,2	90	100	
Affordability							
Unaffordable	9	28,1	23	71,9	32	100	<i>p</i> =0,000
Affordable	53	84,1	10	15,9	63	100	
Acceptability							
Lack	12	50,0	12	50,0	24	100	<i>p</i> =0,085
Good	50	70,4	21	29,6	71	100	
Accessibility							
Difficult	8	25,0	24	75,0	32	100	<i>p</i> =0,000
Easy	54	85,7	9	14,3	63	100	

Source: Primary Data 2020

The results of the bivariate analysis in table 3 show that based on the variable relationship between availability and health service utilization, out of 5 respondents who considered that availability was not available, there were 1 respondent (20.0%) who said that health service utilization was enough and 4 respondents (80.0%) said it was underutilize. Whereas from a total of 90 respondents who considered that availability was available, there were 61 respondents (67.8%) who said

that health service utilization was enough and 29 respondents (32.2%) underutilize. The results of statistical tests using the chi square test showed a p value <0.05, which was 0.048 so that Ho was rejected and Ha was accepted. This means that there is a relationship between availability and utilization of health services at the Traditional Community Health Center in Makassar.

Based on the relationship between affordability and health service utilization, out

of a total of 32 respondents who considered that affordability was unaffordable, there were 9 respondents (28.1%) who said that health service utilization was enough and 23 respondents (71.9%) said it was underutilize. Whereas from 63 respondents who considered that affordability was affordable, there were 53 respondents (84.1%) who said that health service utilization was enough and 10 respondents (15.9%) said it was underutilize. The results of statistical tests using the chi square test showed a p value <0.05 , which was 0.000 so that H_0 was rejected and H_a was accepted. This means that there is a relationship between affordability and health service utilization at the Traditional Community Health Center in Makassar.

As for the relationship between acceptability and health service utilization, out of a total of 24 respondents who considered that acceptability was lacking, there were 12 respondents (50.0%) who said that health service utilization was enough and 12 respondents (50.0%) said it was underutilize. Meanwhile, of the 71 respondents who considered that acceptability was enough, 50 respondents (70.4%) said that health service utilization was enough and 21 respondents

DISCUSSION

Availability referred to in this study is the availability of health services at the Makassar Community Traditional Health Center as measured by the availability of medical services, medical and non-medical supporting facilities. According to the

(29.6%) said it was underutilize. The results of statistical tests using the chi square test showed a p value > 0.05 , which was 0.085 so that H_0 was accepted and H_a was rejected. This means that there is no relationship between acceptability and health service utilization at the Traditional Community Health Center in Makassar.

Based on the relationship between accessibility and utilization of health services from a total of 32 respondents who considered that accessibility was difficult, there were 8 respondents (25.0%) who said that the utilization of health services was enough and 24 respondents (75.0%) said underutilize. Whereas from 63 respondents who considered that accessibility was easy, there were 54 respondents (85.7%) who said that health service utilization was enough and 9 respondents (14.3%) said it was underutilize. The results of statistical tests using the chi square test showed a p value <0.05 , which was 0.000 so that H_0 was rejected and H_a was accepted. This means that there is a relationship between accessibility and health service utilization at the Traditional Community Health Center in Makassar.

Indonesian Minister of Health Regulation No. 6 of 2013, health service facilities are tools and places used in organizing health service efforts, both promotive, preventive, curative and rehabilitative, provided by the government and the community. Inadequate and limited facilities will hinder service delivery and the

services received are also not maximized, especially in medical facilities (Basith & Prameswari, 2020). A good physical appearance can affect patient expectations and perceptions, providing a positive assessment and impression of the quality of service provided. This can include the appearance of facilities or physical elements, equipment, personnel, and communication materials (Setyaningsih et al., 2020).

Table 3 shows that of the 90 respondents who assessed the availability available, 61 respondents (67.8%) said they were enough to utilize health services. This is because respondents feel that the traditional health services provided by the Traditional Community Health Center in Makassar are more complete than other traditional health services, so respondents will choose and utilize health services at the Traditional Community Health Center in Makassar compared to those whose services and facilities are incomplete and not as needed. Meanwhile, there were 29 respondents who considered that availability was available but did not take advantage of health services because some respondents who took treatment at the Makassar Community Traditional Health Center, previously only did conventional treatment at hospitals and health centers. The results also showed that there were 5 respondents who considered availability not available at the Traditional Community Health Center in Makassar, and as many as 1 respondent (20%) who adequately utilized health services. This is due to the lack

of non-medical service facilities such as ATMs, especially newspapers and television which make the waiting time before performing health services feel less pleasant. However, patients still utilize health services because they follow the doctor's recommendations for the cure of their illness. Meanwhile, there were 4 respondents (80%) who considered that availability was not available and did not take advantage of health services, this is because patients also carry out conventional treatment at hospitals and health centers and feel that service facilities in conventional health services are more complete. The results of statistical tests using the chi square test show a p value <0.05 , which is 0.048 so that H_0 is rejected and H_a is accepted. This means that there is a relationship between availability and utilization of health services at the Traditional Community Health Center in Makassar.

The results of this study are consistent with the research of (Safitri et al., 2016), good facilities affect the community in utilizing traditional medicine measures with leech media in Rengel Village, Tuban Regency. If the facilities provided are adequate, it will provide comfort for patients to obtain subsequent health services (C. Dewi & Nurjannah, 2020). This study is in accordance with (Lukmayani et al., 2021) that the availability of health services is good enough to pay attention to non-medical equipment and hygiene equipment such as the availability of hand washing stations, trash cans, water and

toilet cleanliness as an ease of using services according to patient needs. However, this study is not in line with (Nadya et al., 2016) that there is no relationship between the completeness of facilities and the utilization of health services at RSGM Unsyiah Banda Aceh, this is because although the facilities and medical equipment are not complete and the service space is not comfortable, the subjects still use it because there is only one RSGM in Banda Aceh.

Affordability is the financing that must be incurred by patients in obtaining health services, both the cost of care for individuals, households and families. Utilizing health services is inseparable from costs, namely payment of tariffs for health services and goods, such as medicines, medical devices, and others. Health costs are the amount of funds that must be provided to organize and utilize various health efforts needed by individuals, families, groups and communities (Isvandiari et al., 2022). Therefore, cost is one of the factors that can influence the utilization of health services. The Indonesian government has developed various efforts in health care, especially for the poor population with the insurance system. The issuance of the National Social Security System (SJSN) aims to ensure that all people are able to get proper health needs. But for traditional health services themselves, until now they have not been accommodated into the National Health Insurance (JKN). Traditional Community Health Center in Makassar is currently under

the auspices of the Ministry of Health of the Republic of Indonesia, but all service fees Traditional Community Health Center in Makassar Community Traditional Health Center are not covered by BPJS (Health Insurance). Therefore, all patients must pay registration fees and medical fees if they want to take advantage of health services at the Traditional Community Health Center in Makassar.

Based on table 3, 63 respondents who assessed affordable affordability at the Makassar Community Traditional Health Center, 53 respondents (84.1%) said they were enough utilizing health services. This is because respondents feel that the cost of traditional health services provided by the Makassar Traditional Community Health Center in Makassar is cheaper than the cost of other traditional health services in Makassar City. Meanwhile, there were 10 respondents who considered that affordability was affordable but did not utilize health services. This can be attributed to the distribution of respondents' income, where most respondents have an income \geq Rp3,385,145 as many as 63 respondents (66.3%) and it is known that some respondents who seek treatment at the Traditional Community Health Center in Makassar, previously only routinely practiced conventional treatment at hospitals and health centers. The results also showed that there were 32 respondents who considered affordability unaffordable at the Traditional Community Health Center in Makassar, as

many as 9 respondents (28.1%) who adequately utilized health services. This is because the patient feels suitable for the treatment received and follows the doctor's recommendation to get treatment at the Traditional Community Health Center in Makassar for the sake of healing the illness suffered, even though it costs a lot of money. Meanwhile, there were 23 respondents (71.9%) who considered that affordability was not affordable and did not utilize health services. This is because some respondents who carry out treatment at the Traditional Community Health Center in Makassar, previously only routinely did conventional treatment at hospitals and health centers that could use BPJS and were considered more affordable. The costs are considered cheaper or even totally covered by BPJS, so that sometimes people do not need to pay medical fees at all.

The results of statistical tests using the chi square test show a p value <0.05 , which is 0.000 so that H_0 is rejected and H_a is accepted. This means that there is a relationship between affordability and health service utilization at the Traditional Community Health Center in Makassar.

The results of this study are in line with (T. F. Dewi & Nisa, 2019) that the patient's ability to buy services is related to the utilization of traditional medicine in hypercholesterolemia patients at the Hortus Medicus Jamu Research House. This study is also in line with the research of (Nurhayati &

Widowati, 2017), households that have a high economic level are more likely to use traditional health services. Complementary medicine costs have varying prices, depending on the type of treatment used. In a study by (Basry et al., 2022) expensive costs are an obstacle faced in the use of complementary therapies in breast cancer patients at Adventist Hospital in Bandung City. In contrast to (Liana, 2017), families with high income can certainly reach and choose the health services they will use. This does not affect the use of traditional medicine because families with high income are assumed to also have high education, so they will have more confidence in conventional medicine or modern medicine such as hospitals and health centers.

Acceptability is the behavior of officers perceived by patients as measured by the responsibility, skills, and friendliness of officers when providing health services. One of the factors that influence people in utilizing health services is timely service. Friendly and attentive treatment from officers to patients can be an attraction of health services. This can certainly be a motivation and provide psychological strength so that patients will continue to utilize health services (Rumengan et al., 2015).

Table 3 shows that of the 71 respondents who rated acceptability as good at the Traditional Community Health Center in Makassar, 50 respondents (70.4%) said they were sufficiently utilizing health services. This is because respondents felt that they received

good treatment from health workers, security guards and administrative officers, such as security guards who are always on standby at the entrance, always smiling and greeting patients, giving greetings when patients arrive and return, and administrative officers who are friendly and responsive. Respondents felt that the friendliness of health and administrative staff made patients feel comfortable to take advantage of health services at the Traditional Community Health Center in Makassar. Meanwhile, there were 12 respondents who considered that acceptability was good but did not take advantage of health services because some respondents who took treatment at the Traditional Community Health Center in Makassar, previously only did conventional treatment at hospitals and health centers, so traditional medicine was only an alternative treatment. The results also showed that there were 24 respondents who rated acceptability poorly at the Traditional Community Health Center in Makassar, as many as 12 respondents (50%) who moderately utilized health services, this was due to the sometimes long queuing time when patients piled up. However, patients still utilize the Traditional Community Health Center in Makassar because they feel no problem with the waiting time and it does not happen continuously. While there are 12 other respondents (50%) who underutilize health services, because patients feel that they still receive insufficient information related to the Traditional Community Health Center in Makassar and are considered to lack promotion

and publication so that many patients previously did not know about the existence of the Traditional Community Health Center in Makassar. In addition, sometimes the length of time queuing in the General Poly when patients accumulate.

The results of statistical tests using the chi square test show a p value > 0.05 , which is 0.085 so that H_0 is rejected and H_a is accepted. This means that there is no relationship between acceptability and the utilization of health services at the Traditional Community Health Center in Makassar. The behavior of officers perceived by patients as measured by the responsibility, skills, and friendliness of officers when providing health services, does not increase public interest in utilizing traditional health services at the Traditional Community Health Center in Makassar. Although most respondents felt that the officer's behavior was said to be good, the assessment of good or poor officer behavior in serving patients had no effect on the utilization of health services. This is due to the need factor to get traditional health services and the desire to recover from the disease suffered and already feel suitable with the treatment methods received.

This study is in line with (Astuti, 2016) research that the role of nurses is not related to the use of traditional medicine in hypertensive patients in Jambi City. (Variyani & Ayatullah, 2020) also found that there was no relationship between medical personnel services and the utilization of health services by pregnant

women at the Oesapa Health Center. The results of this study are not in line with the research of (Setyaningsih et al., 2020) that the factors influencing the use of complementary therapies during pregnancy in the Ngaglik Health Center area of Sleman Regency are the skills and knowledge of health workers and trust in health workers. Health workers are considered informative, communicative, friendly and caring towards pregnant women who carry out therapy, making pregnant women feel comfortable to continue using complementary therapy. According to the results of researcher observations conducted at Langara Health Center, the attitude of health workers is the attitude in providing services to the community or patients who utilize health services must be required to provide good health services in services so that the community is happy with the attitude shown by health workers (Wulandari, 2016). Health workers are the ones who most often interact with the patient most often so that they can understand the patient's physical and psychological conditions of the patient and influence the patient's self-confidence patient's self-confidence (Pratiwi & Perwitasari, 2017).

Accessibility is the reachability of health services that can be measured by time, the distance traveled by the patient and the means of transportation used to get to the health service facility. Health services with locations that are too far away will certainly make it difficult for patients because they are difficult to reach. If this situation occurs, it will

certainly not satisfy patients in utilizing health services. People will more often access health services with travel time to health services less than or equal to thirty minutes compared to health services above thirty minutes (Khatimah et al., 2019).

Table 3 shows that of the 63 respondents who assessed easy accessibility at the Community Traditional Health Center, 54 respondents (85.7%) said they were sufficiently utilizing health services. This is because most of the respondents live in Makassar City so that the distance of the house to the Traditional Community Health Center in Makassar is relatively close, easily accessible, and passed by various public vehicles. Meanwhile, there were 10 respondents who considered that accessibility was easy but did not utilize health services. This is because although it is geographically easy to reach the Traditional Community Health Center in Makassar, it does not utilize the Makassar Community Traditional Health Center because of the many health service options available much closer around where the respondents live.

The results also showed that there were 32 respondents who considered accessibility difficult to the Traditional Community Health Center in Makassar, as many as 8 respondents (25%) who adequately utilized health services. This is because the distance from the respondent's house to the Traditional Community Health Center in Makassar is quite far and needs to pass through several traffic

jams in Makassar City, but it is not a problem because most respondents use private vehicles. Meanwhile, there were 24 respondents (75%) who considered that accessibility was difficult and did not take advantage of health services because there were several respondents who did not live in Makassar City, even found several patients who came from outside Sulawesi Island but still sought treatment at the Traditional Community Health Center in Makassar. It was found that some patients needed to use air transportation and land transportation between districts / cities so that it took a long time to travel.

The results of statistical tests using the chi square test show a p value <0.05 , which is 0.000 so that H_0 is rejected and H_a is accepted. This means that there is a relationship between accessibility and health service utilization at the Traditional Community Health Center in Makassar.

The results of this study are in line with the research of (Laristra & Farida, 2019), one of the factors influencing hypertensive patients at Sibela Surakarta Health Center to use herbal medicine because of the affordable tariff and easy place to get the service. Poor road conditions and difficult access to health services, people do not want to utilize these health services (Cahyani & Anam, 2020). However, this study is not in line with the

research of (Ariyanti, 2020) that the distance from the patient's home to health services has no relationship with the utilization of traditional acupuncture treatment at Latu Usadha Abiansemal Badung Practice. Irawan & Ainy (2018) also found that the distance from people's homes to acupuncture health services is not a problem for patients because they feel comfortable with the services provided.

CONCLUSION

According to the text, there are three factors that are related to the utilization of health services at the Traditional Community Health Center in Makassar, that are availability, affordability and accessibility.

The results of this study are expected to contribute and support theories, especially in public health science regarding health human resources related to utilization of health services.

SUGGESTION

Traditional Community Health Center in Makassar management advised to improve facilities that are not yet available, increase promotion and publication of traditional health services and the existence of Traditional Community Health Center in Makassar and maintain friendliness in providing services to patients.

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