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Submission date: 01-Sep-2022 10:54AM (UTC+0700)

Submission ID: 1890445752

File name: Penelitian_3.pdf (50.86K)

Word count: 1622

Character count: 8927

DOI: <http://dx.doi.org/10.33846/hn50307>
<http://heanoti.com/index.php/hn>



RESEARCH ARTICLE

URL of this article: <http://heanoti.com/index.php/hn/article/view/hn50307>

Community Attitudes and Decisions in Choosing a Health Center as a Health Service Facility in Lembang Laang Tanduk, Tampak Selatan, Rantepao District

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ABSTRACT

The existence of a community health center as the spearhead of health services in Indonesia is faced with various problems such as a decrease in budget allocations and a lack of health personnel. This study aims to analyze the relationship between attitudes and decisions about choosing a community health center as a health service facility, especially at the Laang Tanduk. The study design was cross-sectional with respondents from the health center customers who were selected by purposive sampling technique. Data were collected through filling out a questionnaire and tested the hypothesis using the Chi-square test. The results showed that the p-value was less than 0.05, so it was concluded that attitudes were related to the community's decision to choose a health center as a health service facility.

Keywords: public health center, decision to choose, attitude, community

INTRODUCTION

Health plays a major role in efforts to improve the standard of life of the community. Thus, all countries strive to provide health services, namely all efforts carried out alone or jointly in an organization, to maintain and improve health, prevent and treat disease, and restore individual health⁽¹⁾.

Blum (2011) states that there are four main factors that affect public health, namely environment, behavior, health services and heredity. The environment is the most dominant factor affecting public health, because it is in the environment where humans interact and interrelate in their life processes, both in the physical, psychological, socio-cultural and economic environment, where these conditions are strongly influenced by the behavior of individuals, families, groups, and communities, which is closely related to the customs, norms and customs that apply in society. Then it is only supported by the availability of health service facilities that are affordable to the community, and the last is heredity, which is inherited from birth, which is closely related to genes passed on by parents⁽²⁾.

The quality of nursing service is the most important factor in forming customer trust in health care institutions, so that customers choose the puskesmas as a place of care. Rahmulyono (2008) reports that the dimensions of service quality individually and collectively have a significant effect on the choice of health service locations⁽³⁾.

Community health centers were established based on the assumption that the community needed them. But in reality, people only want to seek health services after they really can't do anything about it. The low use of health service facilities can be caused by people's perceptions of health that are different from the concept of health service providers⁽⁴⁾.

Community health center as the first level health service unit and foremost in health services must make compulsory health efforts and several selected health efforts that are tailored to the conditions, needs, demands, capabilities and innovations as well as local government policies.

In Indonesia, the number of community health center at the end of 2013 was 9,321 units⁽⁵⁾ and by early 2014, the number of community health center had increased to 9900 units⁽⁶⁾.

Laang Tanduk is a sub-district with a population of 2099 people, which consists of 4 hamlets, namely Pangrante Hamlet, East Pangrante Hamlet, Tampak Utara Hamlet and Tampak Selatan Hamlet. The number of families is 447 with details of Pangrante Hamlet: 82 families, Pangrante Utara Hamlet: 171 families, Tampak Utara Hamlet: 111 families and Tampak Selatan Hamlet: 83 families.

Community behavior in utilizing health service facilities is shown by using more than one health facility, including self-medication. The reasons for self-medication are practical in terms of time, trust in traditional medicine and cheaper costs.

This study aims to analyze the relationship between attitudes and community decisions in choosing health care facilities at Lembang Laang Tanduk, South Tampak, Rantepao District, North Toraja Regency, Indonesia.

METHODS

This type of research is a survey with a cross-sectional design. The population in this study were the community as customers of the Laang Tanduk Community Health Center, with a population size of 125 people. The sample size was 69 people, who were selected by purposive sampling technique.

In this study, the independent variable is attitude, while the dependent variable is the community's decision to choose a community health center as a health service facility. Data for all research variables were collected through filling out a questionnaire, with answer options in the form of a Guttman and Likert scale. Data with categorical types that have been collected were analyzed descriptively in the form of frequencies and percentages⁽⁷⁾, then hypothesis testing was carried out using the Chi-square test.

This research has considered all aspects related to health research ethics.

RESULTS

Table 1 shows that the majority of people (72.5%) had a positive attitude towards community health centers as health service facilities. Meanwhile, table 2 shows that the majority of people (87.0%) had made the decision to choose a community health center as a health service facility.

Table 1. Distribution of attitudes towards community health centers as health service facilities

Attitude	Frequency	Percentage
Positif	50	72.5
Negatif	19	27.5

Table 2. Distribution of community decision making in choosing a community health center as a health service facility

Decision	Frequency	Percentage
Choose	60	87.0
Not choose	9	13.0

Table 3. The relationship between community attitudes and decisions in choosing a community health center as a health service facility

Attitude	Decision				Total	%	p-value
	Choose		Not choose				
	f	%	f	%			
Positive	41	82	9	18	50	100	<0.001
Negative	0	0	19	100	19	100	

Table 3 shows that people with a positive attitude tend to choose community health center as the health service, and the opposite condition occurs in people with negative attitudes. The results of the Chi-square test showed a p-value <0.001 so it was interpreted that attitude was related to the decision to choose a health center as a health service facility for them.

DISCUSSION

Attitude is a mental state of readiness that is regulated through experience which provides a dynamic or directed influence on individual responses to all related objects and situations. Attitude is dynamic⁽⁸⁾.

The results showed that most of the community had a positive attitude towards community health centers as health service facilities. The community prefers certain health service places which are the first steps for a family. In the family, if one family member is sick, then automatically the other family members try to find ways to solve the problem. Therefore, the first step to overcome this problem is to try to find the closest health service facility, including a community health center.

Most people choose a community health center as a health service facility in Tampak Selatan Hamlet, Lembang Laang Tanduk, Rantepao District. Meanwhile, the results of hypothesis testing prove that attitudes are related to the decision to choose a community health center as a health service facility for them. According to Notoatmodjo 2010, attitude is a tendency to act or practice. Attitudes are not necessarily manifested in action, because for the realization of action, other factors are needed, among others, the existence of facilities or infrastructure. In order to make an attitude into a real action, it requires supporting factors or a condition that allows, among others, facilities.

Saam⁽⁹⁾ states that if an attitude has been formed in a person, then this will affect that person's behavior. Broadly speaking, attitudes can be divided into two types, namely positive attitudes and negative attitudes. A

positive attitude is an attitude of approving, accepting or liking. Conversely, a negative attitude is an attitude of disapproving, rejecting or displeasing.

The relationship between community attitudes and utilization of community health center services occurs because people who have a positive attitude will tend to behave to take advantage of service facilities because it is based on their knowledge of the benefits of community health center services. On the other hand, people who have negative attitudes towards community health center services will not be motivated to take advantage of these health services because they do not know the benefits, so they are more likely to be disinterested and unsure of getting good health services.

8 CONCLUSION

Based on the results of the study, it can be concluded that attitudes are related to community decision making to choose to use the community health center as a health service facility for them.

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