

## ABSTRACT

The COVID-19 pandemic has an impact on people's psychological health. Psychological impacts that can be caused include anxiety, depression, and psychological trauma. The results of quantitative and qualitative online research conducted in Indonesia show that as many as 16.3% of respondents with anxiety disorders and as many as 15.1% of respondents who experience depression go to health services to resolve their perceived complaints. The purpose of this study is to analyze the factors that influence the utilization of mental health services during the COVID-19 pandemic.

This research is a literature review research with a systematic review approach. The databases used in this research are Google Scholar, PubMed, and Science Direct. The keywords used are mental health (or mental illness), healthcare access (or access to care), and COVID-19. The amount of articles that met the inclusion and exclusion criteria of the study were 21 articles.

The results of this study show that predisposing factors that affect the use of mental health services during the COVID-19 pandemic include gender, education level, employment status, ethnicity, and health belief. Enabling factors that influence the use of mental health services during the COVID-19 pandemic are family income, ownership of health insurance, service availability, and service distance. The need factors that influence the use of mental health services during the COVID-19 pandemic are symptoms and severity. Mental health service system factors that affect the utilization of mental health services during the COVID-19 pandemic include policies, resources, and organization. The most influential factors on the utilization of mental health services during the COVID-19 pandemic are ethnicity, service availability, severity, and policies.

The conclusions of this study are that predisposing factors, enabling factors, need factors, and mental health service system factors affect the utilization of mental health services during the COVID-19 pandemic. Further researchers are advised to conduct further research related to the factors that influence the utilization of mental health services directly through the method of observation, filling out questionnaires, and interviews to obtain more accurate results.

Keywords: COVID-19, mental health, utilization healthcare

## ABSTRAK

Pandemi COVID-19 berdampak pada kesehatan psikologis masyarakat. Dampak psikologis yang dapat ditimbulkan meliputi cemas, depresi, dan trauma psikologis. Hasil penelitian kuantitatif dan kualitatif yang dilakukan secara daring di Indonesia memaparkan hasil bahwa sebanyak 16,3% responden gangguan cemas dan sebanyak 15,1% responden yang mengalami depresi pergi ke layanan kesehatan untuk mengatasi keluhan yang dirasakan. Tujuan dari penelitian yaitu untuk menganalisis faktor yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19.

Penelitian ini merupakan penelitian *literature review* dengan pendekatan *systematic review*. Basis data yang digunakan dalam penelitian adalah Google Scholar, PubMed, dan Science Direct. Kata kunci yang digunakan adalah *mental health (or mental illness)*, *healthcare access (or access to care)*, dan COVID-19. Jumlah artikel yang memenuhi kriteria inklusi dan eksklusi penelitian sebanyak 21 artikel.

Hasil penelitian menunjukkan bahwa faktor predisposisi yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19 meliputi jenis kelamin, pendidikan, pekerjaan, etnis, dan *health belief*. Faktor pemungkin yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19 adalah pendapatan keluarga, kepemilikan asuransi kesehatan, ketersediaan layanan, dan jarak layanan. Faktor kebutuhan yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19 adalah gejala dan tingkat keparahan. Faktor sistem pelayanan kesehatan jiwa yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19 mencakup kebijakan, sumber daya, dan organisasi. Faktor yang paling berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19 adalah etnis, ketersediaan layanan, tingkat keparahan, dan kebijakan.

Kesimpulan dari penelitian ini adalah faktor predisposisi, faktor pemungkin, faktor kebutuhan, dan faktor sistem pelayanan kesehatan jiwa berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa saat Pandemi COVID-19. Peneliti selanjutnya disarankan untuk melakukan penelitian lebih lanjut terkait faktor yang berpengaruh terhadap pemanfaatan pelayanan kesehatan jiwa secara langsung melalui metode observasi, pengisian kuesioner, maupun wawancara untuk memperoleh hasil yang lebih akurat.

Kata kunci: COVID-19, kesehatan jiwa, pemanfaatan pelayanan