

ABSTRACT

National Social Assurance System (SJSN) in the health sector is the efforts to improve public access to qualified and safe health care. For the poor it help them to get the required health care. Low utilization of health services by PBI's outpatient in RSU Haji Surabaya is an indicator of SJSN is not optimal. The purpose of this study was to determine the correlation between demand, quality care assessment, and assessment of administrative procedures with the use of health care.

This study is a observasional and cross sectional analytic design. Sample calculated by the formula of simple random sampling, that is equal to 74 people and collected by systematic random sampling. Samples are outpatients who use health services in RSU Haji Surabaya in May-June 2014. Data were collected by questionnaires submitted through interviews. Data processing is done by the Spearman correlation test and Chi Square ($\alpha = 0.05$).

The results showed the majority of respondents have a high utilization. The majority of respondents were female, age range of majority respondents was 46-65 years. Quality care assessment showed that patients lack to the quality attributes have low utilization. Significant factors associated with utilization are age ($p = 0.001$) and spending times to get care ($p = 0.006$). Another factor related to the utilization are referral access ($p = 0.004$), additional cost access (0,011) and assessment of registration procedures ($p = 0.011$).

The conclusion of this study are age, spending time to get care, referral access , access to additional costs and registration procedure associated with the utilization rate of health care respondents. Patients who utilize health services tend to have high utilization.

Keywords: demand, PBI, quality, utilization