

## ABSTRACT

### **Some Efforts Designed to Boost Inpatient Service at Puskesmas Based on Evaluation Analysis and Public's Expectancy (A Case Study in Puskesmas Manufui, Timor Tengah Utara Regency, Nusa Tenggara Timur Province)**

The utilization of the inpatient service at Puskesmas Manufui became an essential health issue in Timor Tengah Utara regency. The utilization of the inpatient service at this primary health center was still low as indicated by BOR of the inpatient service at 20,84% (2001-2005) compared with the target 70%. The objective of this research was to provide recommendation on how to boost such utilization.

This study was the observational research using cross sectional approach. The research was conducted for two months commencing from May up to June 2006. The research location was at Puskesmas Manufui at kecamatan Biboki Selatan, Timor Tengah Utara regency.

The results showed that the health personnel present in patient section of the Puskesmas Manufui have undertaken double tasks; the waiting rooms for the prospective patients were still absent. In addition, the block grant from the central government for the inpatient service operation was not sufficient. The inpatient service management in Puskesmas Manufui has not carried out an evaluation, monitoring and internal control related to inpatient service activity and some outcomes achieved. More important, a hundred percent of respondents said that they really needed the inpatient service. Delivery conducted outside primary health center in 2005 comes to 66%.

The analysis of the respondents' assessment and expectation using Cartesius chart demonstrated that firstly respondents dissatisfied with the speed in which physician, midwives and nurses present in dealing with the patients. Second, respondents also dissatisfied with the willingness of the physicians and the respondents dissatisfied with the midwives' and nurses' attitude and behavior in delivering health service of them. Fourth, they also felt dissatisfaction in line with the cleanliness and the comfort in the care rooms also cleanliness in bathrooms and toilets. And finally, they dissatisfied with an untimeliness of the physician's visit.

**Key words:** Puskesmas (primary health center), inpatient service, health service, utilization