

TESIS

**UPAYA PENINGKATAN PEMANFAATAN RAWAT INAP BERDASARKAN
ANALISIS HARAPAN DAN PENILAIAN MASYARAKAT
DI PUSKESMAS ABIANSEMALI
KABUPATEN BADUNG BALI**



I PUTU SUPADA

**PROGRAM PASCASARJANA
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SURABAYA
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TESIS

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ABSTRACT

Effort for the Improvement of the Utilization of the Inpatient Ward Based on an Analysis on the Expectations and Assessment of the Community at the Abiansemal 1 Public Health Center at Badung Regency in Bali

I Putu Supada

Public Health Centers (PHC) as are the front line health-care services for the community and yet, the utilization is far from the expectation. The purpose of this study was to analyze the factors causing the low utilization rate of Abiansemal 1 PHC inpatient ward.

This was an observational study applying a cross sectional approach. Respondents were 94 inpatient ward non-consumers taken by a random sampling from the outpatients of PHC in July 2004 and 25 inpatient from January to June 2004. Questionnaires were used to collect data to identify needs, expectations and assessment of the community.

The result showed that 87.2% of the non-consumer community needed the inpatient services, a physician was highly required (58.9%), the highest expectation was prompt services (60%), the need for inpatient facilities (82.9%), the need of the community for service types (54.8%), the highest expectation was for a pediatrician (29.8%), the need for good nutritional service (64.7%) and the need to have a clean and healthy meal for inpatients (38.3%). The result was analyzed through a Cartesian diagram showing the area of satisfaction and dissatisfaction. The condition of the inpatients ward presently, in general was good but it needed one doctor, two midwives and one administrator.

It can be deduced that at the inpatient ward of Abiansemal 1 PHC the need for physicians, with pleasant attitude and the willingness to provide information to patients, was very strong. Also the need for additional physician, midwives and an administrative staff became apparent. The doctor visitation hours be scheduled and proper in its implementation. The need to improve physician-midwife collaboration and the need to provide innovative services by Abiansemal 1 PHC must be materialized.

Key words: community demand and expectation, satisfaction, utilization of inpatient ward