

**DETERMINANTS OF ELDERLY HEALTH SERVICE UTILIZATION IN MANGUNREJO
VILLAGE, WONOREJO HEALTH CENTER WORKING AREA
NGADILUWIH DISTRICT, KEDIRI REGENCY**

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ABSTRACT

National data in 2016, the utilization of elderly posyandu was only 5.39% with an increase of 13.23% in 2017. The proportion of elderly people served in East Java Province fluctuated, in 2016 it was 62, in 2017 it decreased by 49 and increased again in 2018 by 75%. Meanwhile, data on elderly health services at Wonorejo health centers in 2022 amounted to 63.4%. This data shows the lack of utilization of posyandu services for the elderly. The aim of this research is to analyze the determinants of utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency. This type of research is Observational Analytical. This study used a cross-sectional design. Respondents were taken using purposive sampling technique. Population of all elderly people in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency. The sample size was 253 people. Independent variables are service quality, attitudes and cadre roles. The dependent variable is the use of posyandu services for the elderly. Statistical tests use Logistic Regression. service quality was in the good category, namely 158 people (62.5%). the attitude of respondents in the negative category was 137 people (54.2%). the role of cadres in the good category is 140 people (55.3%). The utilization of elderly posyandu services is in the good category, namely 156 people (61.7%), the influence of service quality on the utilization of elderly posyandu services with a significance value of $0.003 < 0.05$. the influence of attitudes on the use of posyandu services for the elderly with a significance value of $0.001 < 0.05$, the influence of the role of cadres on the use of posyandu services for the elderly with a significance value of $0.023 < 0.05$. there is an influence of service quality, attitudes and roles of cadres on the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

Keywords: Service Quality, Attitude, Role of Cadres, Elderly Posyandu

INTRODUCTION

The government has established an elderly health program in the national medium-term development plan for 2022-2024. (supriono, 2022). One of the government's efforts to ensure the quality of life of the elderly group is by providing elderly health services at community health centers and their networks. Apart from that, in order to bring health services closer to the elderly, the government has developed the concept of community resource health (UKBM). The UKBM that plays a role in providing health services for the elderly is Posyandu and Posbindu. (supriono, 2022).

National data in 2016, the utilization of posyandu for the elderly was only 5.39% with an increase of 13.23% in 2017. Data on the utilization of posyandu for the elderly in Indonesia is still far from the SPM Health target of 80%. (Nasution et al., 2019). The proportion of elderly coverage served in East Java Province has fluctuated, in 2016 it was 62, in 2017 it decreased by 49 and increased again in 2018 by 75%. Since 2017, the coverage target set by the Indonesian Ministry of Health is 100%, making it difficult for regions to achieve this target (Rukmini, 2022). Meanwhile, based on data regarding elderly health services at Wonorejo health centers in 2022, the number is 63.4%..

Based on a preliminary study in the Wonorejo Community Health Center working area, Kediri Regency in February 2023, it is known that of the 10 elderly people we met, 4 of them visited less than 6 times a year. This data shows the lack of utilization of posyandu services for the elderly. A person's behavior, in this case regarding the behavior of utilizing health services, according to Green in Notoatmodjo (2012), is

influenced by three factors, namely predisposing factors (gender, age, knowledge, attitudes, etc.), enabling factors (quality of health services, access distance, etc. - others) and strengthening factors (the role of cadres, family support, support from health workers, etc.) Efforts that can be made to increase elderly visits to elderly posyandu include providing counseling and improving the quality of service..

Based on the above phenomenon, researchers are interested in conducting research on "Determinants Of Elderly Health Service Utilization In Mangunrejo Village, Wonorejo Health Center Working Area Ngadiluwih District, Kediri Regency".

LITERATURE REVIEW

Definition of Health Services

Health services are all efforts and activities to prevent and treat disease. All efforts and activities to improve and restore health carried out by health workers in achieving a healthy society. The aim of health services is to achieve a level of public health that satisfies the expectations and level of community needs (Consumer satisfaction) through effective services by service providers which will also provide satisfaction in the expectations and needs of service providers (Provider satisfaction) in service institutions that are organized efficiently (Institutional).

Kind of service

Promotive Health Services are an activity and/or a series of health service activities that prioritize health promotion activities. 2) Preventive Health Services Preventive health services are preventive activities against a health problem/disease. 3) Curative

Health Services Curative health services are an activity and/or a series of treatment activities aimed at curing disease, reducing suffering due to disease, controlling disease, or controlling disability so that the quality of sufferers can be maintained as optimally as possible.

4) Rehabilitative Health Services Rehabilitative health services are activities and/or a series of activities to return former sufferers to society so that they can function again as members of society who are useful for themselves and society to the maximum extent possible according to their abilities.

Factors that Influence the Quality of Health Services According to Parasuraman the dimensions that represent consumer perceptions of the quality of services are as follows:

1. Direct Evidence (Tangible)

Defined as the appearance of facilities, equipment and personnel providing services, because a service cannot be seen, smelled, touched or heard, the tangible aspect becomes very important as a measure of service delivery. b) Reliability is a dimension that measures the reliability of a service to consumers. The reliability dimension is defined as the ability to provide promised services reliably and accurately.

2. Responsiveness

This is the willingness to help and provide services quickly to consumers which includes the alertness of the workforce in serving consumers, the speed of the workforce in handling transactions and handling consumer complaints. The responsiveness dimension is the most dynamic dimension. This is influenced by technological development factors. One example of an aspect of

responsiveness in service is speed.

3. Guarantee (Assurance)

It is a dimension of service quality that is related to the ability to instill trust and confidence in consumers. The certainty dimension includes the ability of the workforce to know the product, including the employee's ability to know the product appropriately, the quality of hospitality, attention and politeness in providing services, skills in providing security in utilizing the services offered and the ability to instill consumer confidence in the service. which is offered. This dimension of certainty or guarantee is a combination of aspects:

- a. Competence is the skills and knowledge possessed by workers to provide services.
- b. Politeness (coutesy), which includes friendliness, attention and attitude of the workforce.
- c. Credibility, which includes matters related to trust in service providers such as reputation, achievements and so on.
- d. Security, which includes matters related to the workforce's ability to provide a sense of security to consumers.
- e. Empathy is a willingness to care and provide personal attention to service users. Empathetic service really requires a personal touch/feeling. The empathy dimension is a dimension that provides a great opportunity to create a "surprise" service, namely something that the service user did not expect but which turns out to be provided by the service provider.

This dimension of empathy is a combination of aspects:

- a. Access includes the ease of utilizing the services offered by service providers.
- b. Communication, namely the ability to communicate to convey information to consumers or obtain input from consumers.
- c. Understanding consumers (understanding the customer), includes service providers' efforts to know and understand consumer needs and desires.

RESEARCH METHODOLOGY

This type of research is Observational Analytical. This study used a cross-sectional design. Respondents were taken using purposive sampling technique. Population of all elderly people in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency. The sample size was 253 people. Independent variables are service quality, attitudes and cadre roles. The dependent variable is the use of posyandu services for the elderly. Statistical tests use Logistic Regression.

RESULTS RESEARCH

Table 1. Frequency Distribution Determinan of Elderly Health Service Utilization In Mangunrejo Village, Wonorejo Health Center Working Area Ngadiluwih District, Kediri Regency (N=253)

Variable	Frequency (n)	Percentage (%)
Service Quality		
Poor	95	37,5
Good	158	62,5
Attitude		
Negatif	137	54,2
Positif	116	45,8
Cadre Role		
Poor	113	44,7
Good	140	55,3
Service Utilization		
Poor	97	38,3
Good	156	61,7

The results of the research showed that the majority of respondents stated that service quality was in the good category, 158 (62.5%), attitudes in the negative category were 137 (54.2%),

the role of cadres in the good category was 140 (55.3%) and utilization of posyandu services for the elderly was in the good category as much as 156 (61.7%).

Table 2. Results of logistic regression test analysis regarding Determinants of Elderly Health Service Utilization In Mangunrejo Village, Wonorejo Health Center Working Area Ngadiluwih District, Kediri Regency

Variable	Service Utilization				P-value
	Poor		Good		
	n	%	n	%	
Service Quality					
Poor	48	59,5	47	49,5	0,003
Good	49	31,0	109	69,0	
Attitude					
Negatif	65	47,4	72	52,6	0,001
Positif	32	27,6	84	72,4	
Cadre Role (n/%)					
Poor	38	33,6	75	66,4	0,023
Good	59	42,1	81	57,9	

Based on the results of the analysis using logistic regression tests, it is known that the influence of service quality on the utilization of elderly posyandu services is known to have a significance value of $0.003 < 0.05$. The influence of attitude on the use of posyandu services for the elderly is known to have a significance value of $0.001 < 0.05$. The influence of the role of

cadres on the utilization of posyandu services for the elderly is known to have a significance value of $0.023 < 0.05$. So it can be stated that there is an influence on the quality of service, attitudes and roles of cadres on the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

DISCUSSION RESEARCH

The influence of service quality on the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

Based on the results of data analysis using logistics regression tests regarding the influence of service quality on the utilization of posyandu services for the elderly, it is known that the significance value is $0.003 < 0.05$. So there is an influence of service quality on the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

This research is in line with research by Purwadi (2013) which states that there is a significant influence of perceived service quality on the utilization of posyandu for the elderly. Similar research results were also stated by Malawat (2016) that there was a significant relationship between health services and the elderly's interest in posyandu services for the elderly in the working area of the Kairatu Community Health Center, West Seram Regency. Then other research that supports this research was carried out by stating that facilities and infrastructure have an influence on the use of Posyandu. Adequate support for posyandu

facilities and infrastructure also provides an opportunity of 0.115 for the elderly to utilize posyandu compared to posyandu with inadequate infrastructure. Good service quality will increase the activeness of the elderly in utilizing services at the elderly posyandu, thereby improving the health status of the elderly. This is in line with research by Saraisang (2018) which states that the quality of posyandu services for the elderly is related to the level of satisfaction of the elderly. Elderly satisfaction is directly proportional to the elderly's health status.

According to the researchers' assumptions, the results of this study show that service quality influences the utilization of posyandu services for the elderly. The better the quality of service, the better the utilization of posyandu services for the elderly. The quality of elderly posyandu services in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency is included in the good category. This can be seen in the elderly who receive notification or information about the schedule and location for posyandu activities, the availability of service facilities for posyandu activities such as tables and chairs, posters/pictures, weight scales and height measuring devices that are adequate, the elderly receive weighing services. body or height, health checks in the form of blood sugar, cholesterol and uric acid tests, simple laboratory examination equipment available such as blood sugar, cholesterol and uric acid tests as well as getting counseling about healthy living behavior. Apart from that, posyandu officers are kind and patient in providing health services and recording the results of health examinations in the KMS book and no less important, after a health

examination, the elderly receive notification about their health condition.

According to Muninjaya (2015), service quality indicators consist of 5 dimensions, among others: a) tangible includes physical facilities, which include the latest equipment used, condition of facilities, condition of human resources and harmony between physical facilities and the type of services provided. b) reliability are aspects of the reliability of the service system provided by the service provider which includes conformity of service implementation with plans, hospital concern for problems experienced by patients, reliability of service delivery from the start, timeliness of service, accuracy of security c) responsiveness is the desire to help and provide services that patients need. This includes clarity of information on service delivery times, accuracy and speed in administrative services, employee willingness to help patients, free time for employees to respond to patient requests quickly. d) Assurance, namely a guarantee that the services offered provide security guarantees including human resource capabilities, a sense of security when dealing with tasks, patience of officers, leadership support for staff. e) Empathy, related to providing full attention to patients including attention to patients, personal attention of staff to patients, understanding of patient needs, attention to patient interests, suitability of service times to patient needs.

The five dimensions above are dimensions that can be used to measure the quality of existing services. Through indicators in each dimension, the quality of service will be known.

The influence of attitudes on the use of Posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

Based on the results of the analysis using logistic regression tests regarding the influence of attitudes on the use of posyandu services for the elderly, it is known that the significance value is $0.001 < 0.05$. So there is an influence on attitudes towards the use of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

The results of this research are in line with the results of Nadirah's (2020) research which states that there is a relationship between attitudes towards the use of visits at posyandu for the elderly. Zahara's research (2023) also shows the same results that there is an influence of attitudes on the use of posyandu for the elderly in the Kuala Bangka Health Center Working Area, Kualuh Hilir District, North Labuhanbatu Regency. Sebayang's research (2022) also had the same results which stated that there was a relationship between attitudes and the use of Posyandu for the Elderly. According to researchers' assumptions, the attitude of the elderly influences the use of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency. The more positive the elderly's attitude, the better the use of elderly posyandu services, and vice versa, the more negative the elderly's attitude, the less use of elderly posyandu services. The research results also show that respondents have a negative attitude but still utilize posyandu services for the elderly. This is due to the good role of cadres in

providing information and services. Likewise, on the contrary, we still found respondents who had a positive attitude but were lacking in utilizing posyandu services for the elderly, this was because the elderly had not made Posyandu the first place to monitor the health status of the elderly.

Efforts that can be made to foster a positive attitude in the elderly towards the use of elderly posyandu are by providing counseling to the elderly, so that the elderly's knowledge about the importance of utilizing elderly posyandu services will increase. With increased knowledge, it is hoped that the attitude of the elderly will be able to change into a positive attitude and the elderly will be more active in utilizing the elderly posyandu. This opinion is in line with research by Purwaningrum (2016) which states that there is an influence of counseling on the attitude of the elderly in visiting the elderly posyandu in Jabon Village, Jombang District, Jombang Regency.

According to Swarjana (2022) attitude is a view or opinion or feeling towards a particular object or person or event. Meanwhile, according to Lestari (2015), attitude is an assessment process carried out by a person towards an object or situation which is accompanied by certain feelings and provides a basis for that person to make a response or behave in a certain way that he chooses.

The influence of the role of cadres on the utilization of Posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

Based on the results of the analysis using logistic regression tests regarding the influence of the

role of cadres on the utilization of posyandu services for the elderly, it is known that the significance value is $0.023 < 0.05$. So there is an influence of the role of cadres on the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency. The role of cadres influences the utilization of posyandu services for the elderly. The research results also show that cadres play a good role in optimizing the use of posyandu services for the elderly.

This research is in line with research conducted by Utami (2019) which states that the role of cadres influences the utilization of posyandu for the elderly in Kragilan village. The results of this research are also in line with research by Giena (2021) which states that there is a relationship between the role of cadres and the utilization of posyandu for the elderly in the work area of the Karangnanding Health Center, Karang Tinggi District, Central Bengkulu Regency. Then, according to research by Zulaikha (2020), there is an influence between the role of cadres and the use of posyandu for the elderly. According to the researcher's assumptions, the better the posyandu cadres are at providing services, the better the utilization of lansis Posyandu services will be. Likewise, if posyandu cadres are not good at providing services, there will be less use of posyandu for the elderly. With good service, the elderly will feel confident in the services provided by the cadres. Cadres must be able to motivate the elderly to come to the posyandu on the next schedule. Apart from that, cadres must have good knowledge so that cadres can provide explanations to questions from the elderly regarding health. Cadres can provide

services at the elderly posyandu which include friendliness, patience and providing health education. With the role of good cadres, the elderly feel that their health and social life are cared for and can make the elderly active in utilizing the elderly posyandu. In other words, cadres play a very important role in influencing the participation of elderly people in coming to Posyandu. The role of cadres is an important factor because elderly posyandu cadres are responsible for the health of the local community, they work and act as social actors in an elderly posyandu health system, if the role of cadres is carried out optimally then the utilization rate of elderly posyandu will increase.

Duties and roles of cadres in the technical implementation of Posyandu for the elderly at the village level are Preparation of the place/location for carrying out activities, Provision of facilities and infrastructure and availability of examination sticks/reagents, Implementation of Posyandu activities for the elderly, Preparation of PMT, Empowerment of the Elderly and Recording and Reporting (Kementerian Kesehatan RI. 2021).

CONCLUSION

The quality of service, attitudes and roles of cadres influence the utilization of posyandu services for the elderly in Mangunrejo Village, Wonorejo Health Center Working Area, Ngadiluwih District, Kediri Regency.

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