

## FACTORS THAT AFFECT THE UTILIZATION OF SERVICES BY OUTPATIENTS AT HOSPITALS. TENGKU CHIK DITIRO

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### Abstract

The use of health services is the use of service facilities provided, both in the form of outpatient care, hospitalization, and home visits by health workers. This study aims to analyze the factors that affect the utilization of outpatient services at Tengku Chik Ditiro Hospital. This study uses an analytical survey design with a cross-sectional approach. The study population was all outpatients totaling 112 people, with sampling techniques using accidental sampling. Data analysis was carried out univariately, bivariate using chi-square test, and multivariate using logistic regression test with a significance level of  $\alpha = 0.05$ . The results showed that of 93 respondents, the majority had a perception of disease in the bad category as many as 47 people (50.5%), a perception of health services in the bad category as many as 56 people (60.2%), and a perception of clinical diagnosis in the good category as many as 63 people (67.7%). The attitude of medical workers in the bad category was 53 people (57.0%), the availability of drugs and medical devices in the bad category was 54 people (58.1%), and the utilization of outpatient services by non-poor patients was 50.8%. The variable that affects the utilization of outpatient services at Tengku Chik Ditiro Hospital is the perception of clinical diagnosis.

**Keywords :** Influencing Factors, Service Utilization, Outpatient

### Introduction

Hospitals as socioeconomic health service providers have functions and duties in providing curative, rehabilitative, preventive, and promotive services, as well as organizing outpatient and inpatient services. The service aims to restore and improve the health status of individuals from sick to healthy, in addition to prevention efforts and improving public health.

In recent years, the development of hospitals in Indonesia has continued to increase, both in terms of number, capacity, and service facilities and infrastructure, in line with the increasing needs of the community and the rapid development of science and technology in the health sector. Nevertheless, the basic function of hospitals as a means of referral health services remains unchanged, namely supporting the achievement of optimal public health degrees.<sup>1</sup>

According to the World Health Organization (WHO), the utilization rate of government hospital services is still higher than that of private hospitals. The difference in utilization rates has an impact on the efficiency level of hospitals, which is reflected in indicators such as the number of beds used, the number of outpatient services, the number of patient visits, the number of days of hospitalization, the number of surgical procedures, and the number of laboratory and radiological examinations.<sup>2</sup>

Based on the results of the latest Basic Health Research (Riskesdas) which is still a national reference, the utilization of inpatient services in hospitals in Indonesia is still relatively low. In addition, health service financing in Indonesia is still dominated by direct payments by the public (*out of pocket*), although the coverage of the National Health Insurance (JKN) continues to increase. This condition

shows that the use of hospital services is still influenced by various factors, both from the patient side and from the service provider's side.<sup>3 4</sup>

The use of health service facilities such as hospitals that are not optimal is often associated with various obstacles, including the distance of service facilities that are felt to be far away, both geographically and socially, service costs that are considered high, and the quality of service that is not satisfactory. In practice, the public has a diverse assessment of the quality of health services provided by hospitals.<sup>5</sup>

Some views state that the low number of public visits to hospitals is caused by the suboptimal quality of health workers' services, such as untimely services, unfriendly and unprofessional attitude of officers, limited building facilities, inadequate medical and non-medical equipment, limited availability of medicines, and unfavorable geographical conditions and transportation access. These factors directly or indirectly affect people's decisions in utilizing hospital services.<sup>6</sup> The Gospel of Jesus

Based on an initial survey conducted through brief interviews with several outpatients at Tengku Chik Ditiro Hospital, information was obtained that some patients preferred to be referred or treated at other government hospitals rather than Tengku Chik Ditiro Hospital. This is due to the patient's perception of the limitations of available service facilities, so that patients feel the need to seek health services elsewhere. In addition, patients also expressed dissatisfaction with the services of health workers, especially doctors and nurses, who were considered to lack attention and thorough examination. Some patients stated that the examination was carried out briefly, only based on complaints without adequate physical examination, so that the medication given was felt to be inappropriate and did not provide an improvement in health conditions.

The results of interviews with the management, especially the Head of Medical and Nursing Services at Tengku Chik Ditiro Hospital, also show that the quality of health services for outpatients still needs to be improved. This is reflected in various complaints from patients and patients' families related to the attitude of officers, the friendliness of doctors and nurses, the speed of service, slow administrative processes, and the service of security officers who are considered unfriendly. From the aspect of hospital management, there are still problems in the implementation of standard operating procedures (SOPs) in each service unit, especially in outpatient services. This condition is shown by the lack of optimal recording of the progress of nursing care and the still high number of patient complaints related to the availability of drugs and consumables.

Based on this description, and the use of outpatient services at Tengku Chik Ditiro Hospital is still not optimal, the researcher considers it necessary to conduct research on the factors that affect outpatient services at Tengku Chik Ditiro Hospital in 2025.

## **Research Methods**

This research will be carried out at Tengku Chik Ditiro Hospital in 2025, with the research implementation time starting from April to January 2025. The type of research used is an analytical survey with a cross-sectional study design, which aims to analyze the influence of independent variables on dependent variables.

The population in this study was all outpatients at Tengku Chik Ditiro Hospital in the study period, with a population of 112 people. The number of samples used in this study was 93 respondents, which were determined using accidental sampling techniques.

Data analysis was carried out in stages, including univariate analysis to describe the distribution of respondent characteristics and each research variable, bivariate analysis using chi-square test, and multivariate analysis using logistics regression test to determine the variables that most affected outpatient services. All statistical tests were conducted at a significance level of  $\alpha = 0.05$

## Research Results

**Table 1 Distribution of Age Frequency , Income, Side Effects of Outpatients in Hospitals. Tengku Chik Shot**

No.	Age	Frequency	Percentage (%)
<b>Age</b>			
1.	< 35 years old	31	33,3
2.	> 36 years old	62	66,7
<b>Quantity</b>		<b>93</b>	<b>100,0</b>
<b>Gender</b>			
1.	Male	65	69,9
2.	Women	28	30,1
<b>Quantity</b>		<b>93</b>	<b>100,0</b>
<b>Education</b>			
1.	Low	57	61,3
2.	Height	36	38,7
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 1 above, the age of outpatients in the < category is 35 years old, which is 31 people (33.3%) and > 36 years, which is 62 people (66.7%), the gender of outpatients in the male category is 65 people (69.9%) and women is 28 people (30.1%), outpatient education is in the low category of 57 people (61.3%) and high is 36 people (38.7%).

**Table 2 Distribution of Frequency of Disease Perception by Outpatients in Hospitals. Tengku Chik Shot**

No.	Disease Perception	Frequency	Percentage (%)
1.	Not good	47	50,5
2.	Good	46	49,5
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 2 above, the perception of disease by outpatients is not good, which is 47 people (50.5%) and good, which is 46 people (49.5%).

**Table 3 Distribution of Frequency of Health Service Perception by Outpatients in Hospitals. Tengku Chik Shot**

No.	Perception of Health Services	Frequency	Percentage (%)
1.	Not good	56	60,2
2.	Good	37	39,8
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 3 above, the perception of health services by outpatients is not good, namely 56 people (60.2%) and good, namely 37 people (39.8%).

**Table 4 Distribution of Frequency of Clinical Diagnosis Perception in Hospitals. Tengku Chik Shot**

No.	Clinical Diagnosis Perception	Frequency	Percentage (%)
1.	Not good	30	32,3
2.	Good	63	67,7
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 4 above, the perception of clinical diagnosis in the category of bad is 30 people (32.3%) and good which is 63 people (67.7%).

**Table 5 Distribution of Frequency of Medical Officers' Attitudes in Hospitals. Tengku Chik Shot**

No.	Medical Officers' Attitudes	Frequency	Percentage (%)
1.	Not good	53	57,0
2.	Good	40	43,0
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 5 above, the attitude of medical workers in the category of not good is 53 people (57.0%) and good which is 40 people (43.0%).

**Table 6 Distribution of Frequency of Availability of Drugs and Medical Equipment in Hospitals. Tengku Chik Shot**

No.	Availability of Medicines and Medical Equipment	Frequency	Percentage (%)
1.	Not available	39	41,9
2.	Available	54	58,1
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 6 above, the availability of drugs and medical equipment in the category of unavailable is 39 people (41.9%) and available is 54 people (58.1%).

**Table 7 Distribution of Frequency of Outpatient Services in Hospitals. Tengku Chik Shot**

No.	Outpatient Services	Frequency	Percentage (%)
1.	Not taking advantage of	50	53,8
2.	Utilize	43	46,2
<b>Quantity</b>		<b>93</b>	<b>100,0</b>

Based on table 7 above, outpatient services in the category of not utilizing are 50 people (53.8%) and utilizing 43 people (46.2%).

**Table 8 Results of the Hosmer and Lemeshow Test Regression Model Feasibility Test**

Step	Chi-square	df	Say.
1	13,206	8	0,105
2	16,365	8	0,037

This step aims to test the fit (good of fitness) between the model and the data, by looking at the number -2 log likelihood at the beginning (Block 0: beginning block 0, step 0) and the number of -2 log likelihood at the end (block 1, step 1) in the summary model. If there is a decrease in the results of beginning block 0, step 0 and block 1, step 1, then this shows an overall better fit model. The results of the overall test of the fit model are presented in Table 9

**Tabel 9 Uji Omnibus (overall test) Omnibus Tests of Model Coefficients**

		Chi-square	df	Sig.
Step 1	Step	37,882	5	0,000
	Block	37,882	5	0,000
	Model	37,882	5	0,000
Step 2a	Step	-2,332	1	0,127
	Block	35,550	4	0,000
	Model	35,550	4	0,000

The significance value =  $0.000 < p = 0.05$ , this result gives the meaning that the model is feasible to use (model fit).

**Tabel 10 -2 Log Likelihood Awal  
Iteration Historya,b,c**

		Coefficients	
Iteration	-2 Log likelihood	Constant	
Step 0	1	128.398	-0,151
	2	128.398	-0,151

a. Constant is included in the model.

b. Initial -2 Log Likelihood: 128.398

c. Estimation terminated at iteration number 2 because parameter estimates changed by less than .001.

**Table 11 -2 Final Likelihood Logs  
Model Summary**

Step	-2 Log likelihood	Cox & Snell R Square	Nagelkerke R Square
1	90,516a	,335	,447
2	92,848a	,318	,424

a. Estimation terminated at iteration number 5 because parameter estimates changed by less than .001.

## Discussion

### The Effect of Disease Perception on Outpatient Services

The results showed that the majority of respondents had a perception of a bad category of disease, namely 47 people (50.5%). Of this group, as many as 33 people (35.5%) did not use outpatient services and 14 people (15.1%) used outpatient services. The Prevalence Ratio (PR) value was 4.021, which means that respondents with a poor perception of disease had a 4.021 times greater risk of not taking advantage of outpatient services compared to respondents with a good perception of disease.

Based on the results of the chi-square test, a value of  $p = 0.002$  ( $p < 0.05$ ) was obtained, so it can be concluded that there is a significant relationship between the perception of disease and the utilization of outpatient services at Tengku Chik Ditiro Hospital in 2025.

The researcher's assumption states that the perception of disease affects the utilization of outpatient services. Some individuals tend to delay seeking medical help because they do not feel any meaningful pain or discomfort. The absence of pain is often considered an indicator that the disease is not serious, even though many chronic diseases do not show obvious symptoms in the early stages. As a result, patients only seek treatment when the disease condition has worsened.<sup>7</sup>

### **The Influence of Health Service Perception on Outpatient Services**

The results showed that the majority of respondents had a perception of health services in the category of not good, namely 56 people (60.2%), with 38 people (40.9%) not using outpatient services and 18 people (19.4%) using it. The PR value of 4.398 showed that respondents with a perception of poor health services had a 4.398 times greater risk of not taking advantage of outpatient services compared to respondents who had a perception of good health services.

The results of the chi-square test showed a value of  $p = 0.001$  ( $p < 0.05$ ), so there was a significant relationship between the perception of health services and the use of outpatient services at Tengku Chik Ditiro Hospital in 2025.

The researcher's assumption states that the perception of the quality of health services greatly influences the patient's decision to utilize outpatient services. Patient perception is formed during direct interaction with health workers. Services that are less responsive, less friendly, and less explained can lower patient confidence, so they are more likely to seek health services at other facilities on their next visit.<sup>8,9</sup>

### **The Effect of Clinical Diagnosis Perception on Outpatient Services**

The results showed that the majority of respondents had a perception of a good clinical diagnosis, namely 63 people (67.7%), with 26 people (28.0%) not using outpatient services and 37 people (39.8%) using outpatient services. A PR value of 5.692 showed that respondents who had a perception of a poor clinical diagnosis were 5.692 times greater at risk of not taking advantage of outpatient services compared to respondents who had a good perception of clinical diagnosis.

Based on the results of the chi-square test, a value of  $p = 0.001$  ( $p < 0.05$ ) was obtained, so it can be concluded that there is a significant relationship between the perception of clinical diagnosis and the use of outpatient services at Tengku Chik Ditiro Hospital in 2025.

Clinical diagnosis is the process of determining the type of disease based on signs and symptoms supported by the competence of health workers and the availability of supporting facilities such as laboratory and radiological examinations.<sup>10</sup> The relatively short consultation time often causes doctors to not provide adequate explanations about the patient's health condition, so that the patient does not understand the results of the examination and the diagnosis given. Lack of clear and complete information can reduce patients' trust in health services.<sup>11</sup> The Gospel of Jesus Christ

### **The Influence of Medical Officers' Attitudes on Outpatient Services**

The results showed that the majority of respondents assessed the attitude of medical officers as a bad category, namely 53 people (57.0%), with 36 people (38.7%) not using outpatient services and 17 people (18.3%) using outpatient services. A PR value of 3.933 showed that respondents who rated the medical officer's attitude as bad had a 3.933 times greater risk of not taking advantage of outpatient services compared to respondents who rated the medical officer's attitude as good.

The results of the chi-square test showed a value of  $p = 0.003$  ( $p < 0.05$ ), so there was a significant relationship between the attitude of medical workers and the use of outpatient services at Tengku Chik Ditiro Hospital in 2025.

The attitude of the medical officer is related to the behavior and way the officer interacts with the patient, such as friendliness, politeness, empathy, and willingness to listen to the patient's complaints. A bad attitude can reduce patient satisfaction and trust. However, some respondents still use outpatient services due to urgent health conditions, even though they consider the officers' attitude to be unsatisfactory.<sup>12</sup>

### **The Effect of the Availability of Drugs and Medical Equipment on Outpatient Services**

The results showed that the majority of respondents stated that drugs and medical equipment were available, namely 54 people (58.1%), with 21 people (22.6%) not using outpatient services and 33 people (35.5%) using them. A PR value of 4.557 showed that respondents who stated that medicines and medical equipment were not available had a 4.557 times greater risk of not taking advantage of outpatient services compared to respondents who stated that medicines and medical equipment were available.

The results of the chi-square test showed a value of  $p = 0.001$  ( $p < 0.05$ ), so there was a significant relationship between the availability of drugs and medical equipment and the utilization of outpatient services at Tengku Chik Ditiro Hospital in 2025.

The availability of drugs and medical equipment is an important factor in the utilization of outpatient services. Some patients, especially BPJS participants, stated that not all prescribed drugs are available or covered, so they have to buy drugs outside the hospital. In addition, a lack of information about substitutes when prescribed medications are not available can cause patient disappointment and have an impact on the decision not to return to hospital services.<sup>13</sup>

### **Conclusion**

The results of the study show that the perception of disease, the perception of health services, the perception of clinical diagnosis, the attitude of medical officers, and the availability of drugs and medical equipment have a significant effect on the utilization of outpatient services at Tengku Chik Ditiro Hospital in 2025. Patients with poor perceptions of these factors have a higher tendency not to take advantage of outpatient services. Multivariate analysis showed that perception of clinical diagnosis was the most dominant factor influencing the utilization of outpatient services, which emphasized the importance of accurate diagnosis and clear and effective clinical communication between health workers and patients in increasing trust and utilization of health services.

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