

# **ANALISIS TINGKAT PENGETAHUAN MASYARAKAT TERHADAP PEMANFAATAN PELAYANAN KESEHATAN DI PUSKESMAS PANONGAN KABUPATEN TANGERANG TAHUN 2023**

**Salsabila Shafa**

## **Abstrak**

Tingkat pemanfaatan fasilitas pelayanan kesehatan oleh masyarakat mencerminkan kualitas pelayanan yang diberikan oleh petugas kesehatan, sekaligus menunjukkan tingkat kepercayaan pasien terhadap penyelenggaraan pelayanan kesehatan. Jumlah kunjungan di Puskesmas Panongan mengalami penurunan yang signifikan dari tahun 2020 hingga tahun 2022. Penelitian ini bertujuan untuk menganalisis hubungan antara tingkat pengetahuan masyarakat terhadap pemanfaatan pelayanan kesehatan di Puskesmas Panongan. Penelitian menggunakan desain *cross-sectional* dengan teknik pengambilan sampel *simple random sampling* dan dilakukan pada 111 responden. Analisis univariat menunjukkan mayoritas responden berusia dewasa (88.3%) dan perempuan menjadi mayoritas responden penelitian (61.3%), sebagian besar responden memiliki pendidikan terakhir menengah (69.4%), mayoritas responden bekerja (73.9%) dan berpenghasilan rendah (52.3%), tingkat pengetahuan responden mayoritas pada kategori cukup (37.8%). Hasil uji *chi square* menunjukkan terdapat hubungan antara tingkat pengetahuan (*p value* = 0.000) dengan pemanfaatan pelayanan kesehatan di Puskesmas. Kesimpulan yang didapat adalah tingkat pengetahuan berhubungan dengan pemanfaatan pelayanan kesehatan di Puskesmas. Diharapkan masyarakat dapat memanfaatkan secara maksimal pemanfaatan pelayanan kesehatan di Puskesmas dan mencari informasi lebih banyak melalui tenaga kesehatan di Puskesmas ataupun secara mandiri melalui sumber-sumber terpercaya terkait pelayanan kesehatan yang tersedia.

**Kata Kunci:** Pemanfaatan, Pelayanan Kesehatan, Tingkat Pengetahuan

# **ANALYSIS OF THE LEVEL OF COMMUNITY KNOWLEDGE ON THE UTILIZATION OF HEALTH SERVICES AT PANONGAN PUSKESMAS TANGERANG DISTRICT IN 2023**

**Salsabila Shafa**

## **Abstract**

The level of utilization of health care facilities by the community reflects the quality of services provided by health workers, as well as indicating the level of patient trust in the provision of health services. The number of outpatient visits at the Puskesmas Panongan has decreased significantly from 2020 to 2022. This study aims to analyze the relationship between the level of community knowledge and the utilization of health services at the Panongan Health Center. The study used a cross-sectional design with simple random sampling technique and was conducted on 111 respondents. Univariate analysis showed that the majority of respondents were adults (88.3%) and women became the majority of research respondents (61.3%), most respondents had secondary education (69.4%), the majority of respondents worked (73.9%) and had low income (52.3%), the majority of respondents' knowledge level was in the moderate category (37.8%). The results of the chi square test showed that there was a relationship between the level of knowledge ( $p$  value = 0.000) with the utilization of health services at the Puskesmas. The conclusion obtained is that the level of knowledge is related to the utilization of health services at the Puskesmas. It is expected that the community can make maximum use of health services at the Puskesmas and seek more information through health workers at the Puskesmas or independently through trusted sources related to available health services.

**Keywords:** Health Services, Level of Knowledge, Utilization