

Need and Demand of Primary Health Care on Public Health's Undergraduate Students, Airlangga University, Surabaya

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Keywords: Primary Health Care, Need, Demand, Undergraduate student, Public health.

Abstract: Health is important to everyone. Health is needed for doing daily activities. Everyone would like to be healthy through various ways such as investment or in consuming goods and health services. Therefore, everyone wants to go to health services. Need and demand depend on need and ability to fulfill their needs. Public Health's undergraduate students should know the importance of primary healthcare. The aim of this research is to analyze the need and demand for primary healthcare in public health undergraduate students and the gap between need and demand. This research uses primary data from questionnaire on the need and demand for primary health care for public health undergraduate students. This research emphasizes the gap in the analysis of need and demand in primary healthcare. Population of this research is 924 students of public health. Meanwhile, the sample of population is 276 students. The result from this research is that a gap between need and demands of primary healthcare still exists. According to respondents, the need for primary healthcare has not yet been fulfilled with the demand of primary healthcare. This problem can be solved by improving the quality of primary healthcare with considering the needs of customers.

1 INTRODUCTION

Primary healthcare is the first health service of the basic needs of the community when they have health problems or accidents. Primary healthcare is given by Puskesmas (*Pusat Kesehatan Masyarakat*) or community health services, health centers and clinics. Primary healthcare is *Fasilitas Kesehatan Tingkat Pertama* (FKTP), which relates directly to the public. Thus, access to primary healthcare services needs to be considered. Access here can be at a reasonable distance and at an affordable price. This is supported by the implementation of the Jaminan Kesehatan Nasional (JKN) system as the National Health Insurance in Indonesia. In the era of JKN, patients in need of healthcare should go to Fasilitas Kesehatan Tingkat Pertama (FKTP) in advance, except in emergency conditions. FKTP destination is faskes who have cooperated with BPJS (Badan Pengelola Jaminan Sosial).

The JKN program owned by the government depends on the supply and demand of health services. The need and demand for health services could be used as a tool for the evaluation of the JKN program, particularly in *Fasilitas Kesehatan Tingkat*

Pertama (FKTP). Demand for health services is the realization of the use of health services by consumers or patients. Demand consists of need and want. Need is the best goods or services by healthcare providers. Meanwhile, want is the goods or services desired by the patient. In the Strategic Plan 2015-2019, the Health Department revealed the data did not meet the need for health services by 7%. The data indicate the problematic need for health services in Indonesia.

Students of public health should have more knowledge about health, especially the health service in Indonesia. Need and demand of their preferences could be drawn as the situation in the population. The demand of primary health care could be used as a tool to evaluate insurance's utilization in Airlangga University and primary health care on Airlangga University. The aim of this research is to analyze the need and demand of primary health care in public health undergraduate students and the gap between the need and demand. From some of the above explanation, the researcher adopted the issue of the need and demand for primary healthcare on public health undergraduate students. The results of this study can

be used as a recommendation to primary healthcare to meet the needs of customers or patients

2 METHODS

This research uses descriptive analysis to analyze the need and demand of primary healthcare in public health undergraduate students from primary data. The instrument of this research is using online questionnaire regarding the need and demand of primary healthcare. The questionnaire was held on September 3rd – 4th, 2017. Respondents of this research are public health undergraduate students for the academic years of 2017/2018, which include the years of 2014, 2015, 2016 and 2017. The method for determining the sample of this research is simple random sampling. Population of this research is 924 undergraduate students of public health in Airlangga University. Meanwhile, the sample for this research is 276 students.

3 RESULT

The sampling method uses simple random sampling, which is a sampling design in which n distinct units are selected from the N units in the population in such a way that every possible combination of n units is equally likely to be the sample selected. (2)

The results of this research compare the need and demand of primary healthcare. Need and demand of primary healthcare can be seen by the number of expectancy and realization seeking health services for treatment.

Characteristic respondents of this research are dominated by females. In the population of public health undergraduate students, the number of female students is greater than male students. Respondents of this research are divided into four categories of academic years, 2014, 2015, 2016 and 2017. The distribution by academic years can be seen from Table 2, which is dominated by students of the 2014 academic year. The student's allowance per month is dominated by students with IDR 750.000 – 1.000.000, and the result is that 31.9% students choose that.

Table 1: Number of respondents by gender

Gender	Total	Percentage
Male	34	12.3%
Female	242	87.7%
Total	276	100%

Table 2: Number of respondents by academic year

Years	Total	Percentage
2014	102	37.0%
2015	65	23.6%
2016	57	20.7%
2017	52	18.8%
Total	276	100.0%

Table 3: Number of respondents by allowance per month

Allowance (IDR)	Total	Percentage
<500.000	52	18.8%
500.000 – 750.000	74	26.8%
750.000 – 1.000.000	88	31.9%
> Rp 1.000.000	62	22.5%
Total	276	100.0%

Most of the respondents have health insurance. The result is 84.8% of all respondents or 234 students have health insurance. The type of health insurance that they have is dominated by social insurance from governance, such as JKN (*Jaminan Kesehatan Nasional*), KIS (*Kartu Indonesia Sehat*), ASKES (*Asuransi Kesehatan*), etc. A total of 214 students have social insurance while the others have private insurance. From this condition, public health students can be seen to be aware of their health condition.

Table 4: Number of respondents by having health insurance

Have Health insurance	Total	Percentage
Yes	234	84.8%
No	42	15.2%
Total	276	100.0%

Table 5: Number of respondents by type of health insurance.

Type of Health Insurance	Total	Percentage
Social Insurance	214	91.5%
Private Insurance	20	8.5%
Total	234	100.0%

Table 6: Number of respondents who have been sick the last six months.

Sick	Total	Percentage
Yes	181	65.6%
No	95	34.4%
Total	276	100.0%

The type of health services that respondents want to visit when they are sick is dominated by

Puskesmas (Pusat Kesehatan Masyarakat) or clinics. 35,1% of respondents want to go to a Puskesmas or clinic when they feel sick. The finding is that when respondents feel sick, 27. 8% of respondents choose Puskesmas or clinics. From the data, we can know that need and demand has not yet been met. This can be caused by various reasons.

From this research, the unmet demand of primary healthcare can be caused by a misperception between health providers and customers (patients). Respondents think that distance, facility and quality of health providers and health services can boost primary healthcare visits. Health services that are accessible is also important according to respondents. Respondents will choose health services that are accessible in terms of distance and cost.

Table 7: Health Services that respondents want to visit

Type of Health Services	Total	Percentage
Governance Hospital	37	13.4%
Private hospital	46	16.7%
Medical Specialist	19	6.9%
Doctor/Midwife	69	25.0%
<i>Puskesmas/Clinic</i>	97	35.1%
<i>PLK (Pusat Layanan Kesehatan) UNAIR</i>	8	2.9%
Total	276	100.0%

Table 8: Respondents go to health services when they are sick

Respondents are sick and go to health services	Total	Percentage
Yes	144	52.2%
No	132	47.8%
Total	276	100,0%

Table 9: Type of health services that are chosen

Type of Health Services	Total	Percentage
Governance Hospital	26	18.1%
Private hospital	30	20.8%
Medical Specialist	6	4.2%
Doctor/Midwife	28	19.4%
<i>Puskesmas/Clinic</i>	40	27.8%
<i>PLK (Pusat Layanan Kesehatan) UNAIR</i>	14	9.7%
Total	144	100.0%

From the result, most of respondents want to go to Puskesmas when they were sick. They have chosen to go to puskesmas or clinic when they are sick. But the number has not met yet. So, the need and demand of primary health care has not met yet.

4 DISCUSSION

Health system financing in Indonesia these days is through JKN (Jaminan Kesehatan Nasional). According to Peraturan Menteri Kesehatan RI Nomor 71 Tahun 2013 Tentang Pelayanan Kesehatan Pada Jaminan Kesehatan Nasional, JKN is a health insurance system in Indonesia which protect participants' health, so that they will get the benefit of healthcare and protection to fulfill their basic health needs. The participants will get the benefit of health insurance when they have paid the premium or have been paid by the governance.

JKN depends on the supply and demand of health services. The need and demand of health services can be used as a tool to evaluate this program, especially for primary healthcare or FKTP (Fasilitas Kesehatan Tingkat Pertama). Demand of health services is defined as the realization of using health services by consumers or patients. Demand consists of need and want. Need is the best goods or services according to health providers, while want is goods or services that patients wish to buy.

Need is generally defined as the number of medical services, which, in the opinion of medical professionals, should be consumed by members of a community if they are to become or remain as healthy as possible given existing medical knowledge.

Demand refers to the number of medical services community members want to consume at certain prices as reflected by their tastes and preferences for all goods and services available to them.

Most of the respondents already have national health insurance, JKN, which is required by the governance. As public health students, they are already aware of health issues, especially about health system financing in Indonesia. From the result of this research, the need and demand of primary healthcare in public health undergraduate students shows some difference. The degree of need of primary healthcare is higher than its demand. Besides the primary healthcare, respondents also choose doctor and hospital as health services that they use when they feel sick. From the data, the students will also go to a private hospital aside from primary healthcare such as puskesmas or clinics.

Unmet need can be caused by various reasons according to respondents. Most said that accessibility will determine the choice of health services. Accessible means health services that can be reached by public transportation and at affordable prices. Another reason that supports health services is the quality of health services. The quality of

health services can be determined by qualified health providers and complete facility.

There are some intervention to reduce demand barriers, information on health care, education, costs, household preferences, community and cultural preferences, attitude, norms, price and availability. (Ensor & Cooper, 2004)

A demand curve can be used in evaluating the program with need and demand analysis. However, in this research a demand curve cannot be created because of the time limitation. The researcher cannot measure the change of quantity and prices in order to form a demand curve

5 CONCLUSION

The conclusion of the need and demand analysis of primary healthcare in public health undergraduate students is that there is a gap between the need and demand of primary healthcare. There is unmet need in primary healthcare because of the quality of health providers and access to health services.

Future research can be carried out over a longer period, so that there will be change of prices and quantity and, from those variables, a demand curve can be drawn. The demand curve can then be used as a tool to evaluate the JKN (Jaminan Kesehatan Nasional) Program.

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