



Universitas Airlangga 2nd ICoHAP



# PROGRAM BOOK and **ABSTRACTS**

**The 2nd International Conference  
on Health Administration and Policy**  
*"International Conference on Health Technology  
and Sustainable Risk Management"*  
**Novotel Samator East Surabaya Hotel**  
**September 10-12, 2019**





# The 2nd International Conference on Health Administration and Policy

*"International Conference on Health Technology  
and Sustainable Risk Management"*

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**SUPPORTED BY The 2nd International Conference  
on Health Administration and Policy (ICoHAP)**

Faculty of Public Health, Universitas Airlangga  
Kampus C Mulyorejo, Surabaya, Indonesia  
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## PREFACE

WE thank God for His blessings and grace, today we can conduct *The 2<sup>nd</sup> International Conference On Health Administration And Policy: "International Conference On Health Technology and Sustainable Risk Management"* smoothly until this book can be produced. May this conference will give benefits to all participants and all of public health sector performer in advanced



THE conference will be attended by 250 participants and 120 speakers from Indonesia and other country such as Malaysia, North Korea, and Taipei and also participants from primary health care, hospital, public health program and government health sector. We proudly announce that indexed journal publications will be carried out by IOP with their good reputation with facilitation from Universitas Airlangga Journal Development and Publication (PPJPI) so we can support the development of research in public health sector.

ON this occasion, I would like to thank all lecturers and civitas academica of Universitas Airlangga Public Health Faculty, especially colleagues from Health Administration and Policy Magister Program, and also all speakers, sponsorship partners, participants who have contribute to this even.

WE have tried our best to the excellence of this conference, but still we apologize for any imperfection in this event and any inconveniences that felt. Finally, I congratulate you to enjoy this conference and I hope this would be unforgettable memories. May God give His permission and protection to us.

Surabaya, 6 September 2019  
Head of Committee

Yussi Winarto, MD.





## **INTRODUCTION**

THERE is JKN program which entering the era of universal health coverage in 2019 and the paradigm shift in a new accreditation standards. The role of leaders and owners of health providers are very important to keep health providers able to sustain and develop in the future with all the challenges and competition that exists.

CONTINUING the success of the implementation of 1st International Conference on Health Administration and Policy (ICoHAP 1) in 2018, the Faculty of Public Health of Airlangga University intends to return to hold ICoHAP 2 in 2019 with a theme: "International Conference on Health Technology and Sustainable Risk Management".

WE took this theme considering that in 2019 the JKN has entered the fifth (5) years implementation period and the era of universal health coverage where all Indonesian people must be covered by JKN. There are also new accreditation standards that prioritize risk management and using of modern technology for health service. This is a new challenge for us so that public health practitioner and health service leaders must prepare it all.

THIS conference aims to improve policy makers competence in the hospital as well as the owners of hospitals in order to develop strategies to face on challenges and competitions towards quality hospitals in the era of universal health coverage in 2019.





**RUNDOWN 2<sup>nd</sup> ICOHAP**  
**"International Conference on Health Technology and  
Sustainable Risk Management "**  
**Novotel Samator East Surabaya Hotel**  
**September 10-12, 2019**

**Tuesday, 10 September 2019 - Ballroom**

Time	Program	Theme	Speakers
07.00-08.00	Register		
08.00-08.10	Pra Opening Ceremony	Safety briefing	
08.10-08.30		Sparkling Dance Surabaya	Club Tari tradisional FKM Unair
08.30-08.40	Opening Ceremony		
08.40-08.50	National Anthem Indonesia Raya		V-voice FKM Unair and all Participants
08.50-09.00	Welcome message from the chair of organizing commite		dr. Vincentius Agung
09.00-09.10	Welcome message from the Dean Faculty of Public Health		Prof. Dr. Tri Martiana dr., M.S.
09.10-09.20	Welcome message from the Ministry of Health		Prof. Dr. Nila Moeloek, Sp.M (K)
09.20-09.30	Welcome message from the Mayor Surabaya		Dr. (H.C) Ir. Tri Rismaharini, MT
09.30-09.40	Official Opening		Kemenkes RI beserta jajaran
09.40-09.50	Song Performance		V-voice FKM Unair
09.50-10.00	Prayer		Ahmad Amin Mahmudin, dr.
10.00-10.30	Keynote Speaker : <i>Health Technology Assesment : Achievement &amp; Opportunity in Globalization Era, How to Manage it?</i>	National Health Policy to Solved Health Coverage Problems	1. Prof. Dr. Nila Moeloek, Sp.M(K) (Menteri Kesehatan RI)

10.30-11.00		How to Solved Health Coverage Problems in East Java? Based on New Regulation of BPJS in Government and Private Hospital	2. dr Dian Islami, M.Kes (Kepala Bidang Pelayanan Kesehatan Dinas Kesehatan Provinsi Jatim)
11.00-11.30		Health Coverage Policy for Sustainable Achievement & Opportunity in Globalization Era	3. Prof. Dr. dr. Fahmi Idris, M.Kes (Direktur Utama BPJS Kesehatan Pusat)
11.30-12.00		Roles of Academic and Policy Maker in Determining Universal Health Coverage to Maintain Health Community	4. Prof. Dr. Maznah Binti Dahlui, MD (lecture in Medicine Faculty of Malaya University)
12.00-12.30	Discussion		All Speakers
12.30-13.30	Break		
13.30-13.45	Plennary season 1 : <i>Strategic plans against Transformation Era ( Industry 4.0 )&amp; Uncertainty Conditons in Healthcare</i>	Healthcare Strategic Plans Against Uncertainty Condition	1. Widodo J. Pudjirahardjo, dr., M.S.,M.PH., Dr. PH (Dosen AKK Fakultas Kesehatan Masyarakat)
13.45-14.00		How to Manage Health Care infection using Digital Technology	2. So Yoon Kim (Yonsei University, Seoul, Korea Selatan)
14.00-14.15		How to Prepare Hospital Accreditation Against Transformation Era & Uncertainty Condition	3. dr. Djoni Darmadjaja, Sp.B,MARS
14.15-14.30		Technology Utilization to Optimize Healthcare Services Toward Hospital	4. Dr. Joni Wahyuhadi, dr., Sp.BS(K) (Direktur Utama RSUD Dr. Soetomo)
		Accreditation in Transformation Era	
14.30-15.00	Discussion		All speakers



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15.00-15.30	Plennary season 2 : <i>Implementation Learning Model : How to Manage &amp; Control Change Wave in Healthcare Technology</i>	How to Manage & Control Change Wave in Hospital?	1. dr. Syamsu Rahmadi, Sp.S. (Wakil Direktur Pelayanan RSUD Sidoarjo)
15.30-16.00		How to Manage & Control Change Wave in Surabaya Primary Health Care ?	2. Dr. Sri Hawati (Kepala Puskesmas Balongsari Surabaya)
16.00-16.30	Discussion		All speakers



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**Wednesday, 11 September 2019 - Ballroom**

Time	Program	Theme	Speakers
08.00-08.30	Register & Coffe break		
08.30-09.00	Plennary season 3 : <i>How To Use Technology To Control Quality &amp; Cost in Universal Health Coverage Era</i>	The Equity of Universal Health Coverage: Degree of Health Coverage and Financial Protection	1. Dr. Mundiharno, M.Si (Director of Development Planning and Risk Management BPJS Kesehatan Pusat)
09.00-09.30		Quality and Cost Control First for Effective Universal Health Coverage	2. dr. Hartono, MARS (Direktur RS Premier Surabaya)
09.30-10.00		Primary Health Care Strategy for Quality and Cost Control in Universal Health Coverage era	3. dr. Kalsum Komaryani, MPPM (Kepala Pusat P2JK Kementerian Kesehatan RI )
10.00-10.30		Quality and Cost Control in Universal Health Coverage in Taiwan	4. Prof. Nicole Huang (National Yang-Ming University, Taipei)
10.30-11.00		Quality and Cost Control in Universal Health Coverage in Korea	5. So Yoon Kim ( Yonsei University, Seoul, Korea Selatan)
11.00-11.30	Discussion		All Speakers
11.30-12.30	Break		
12.30-12.45	<i>Join Workshop(Workshop Gabungan): Infection Control management : Change Paradigm of Infection Preventive &amp; Control as Cost Pool into Cost Efficiency</i>	1. Infection Control Management : Change Paradigm of Infection Preventive & Control as Cost Pool into Cost Efficiency	1. Janine Elliott (Becton Dickinson)

12.45-13.00		2. Health Technology Utilization for Infection Control Management	2. Prof. Dr. Ing Eko Supriyanto (Director of IJN-UTM Cardiovascular Engineering Centre, Universiti Teknologi Malaysia)
13.00-13.30		3. Role of IPCN in quality and cost control	3. Bernadetta Indah Mustikawati, Amd.Kep., S.KM
14.30-15.00	Discussion		All Speakers
12.30-16.00	ORAL PRESENTATION Session at 3rd Floor		
	Oxygen Room	Argon 1 Room	Argon 2 Room

**Thursday, 12 September 2019 – Ballroom A**

### **Satellite Symposium A**

<b>Time</b>	<b>Program and Theme</b>	<b>Speakers</b>
07.30-08.00	Register and Coffee Break	
08.00-09.00	Changes in the Clinical Service Paradigm based on technology in National Accreditation Standards.	Dr. dr. Hanny Ronosulistyo, Sp. OG(K), MM (Komisi Akreditasi Rumah Sakit)
09.00-10.00	How to choose health technology according to hospital needs in standard national accreditation.	Dr. dr. Hanny Ronosulistyo, Sp. OG(K), MM (Komisi Akreditasi Rumah Sakit)
10.00-11.00	<i>Executive view : Quality Control and Costs in the JKN era meet Universal Health Coverage.</i>	Dr. Herman Dinata Mihardja, AAK (Kepala Cabang Utama BPJS Kesehatan Surabaya)
11.00-12.00	<i>Quality &amp; Cost Control :Is Health Technology Expensive?</i>	Associate Professor Dr. Hajjah Aini Binti Haji Ahmad
12.00-13.00	Break	
13.00-13.45	Clinical Practice Guidelines & Clinical Pathway.	Dr. Erwin Astha Triyono, dr., Sp.PD.K-PTI, FINASIM (Kepala Bidang Pendidikan dan Pelatihan RSUD Dr. Soetomo)
13.45-14.30	Monitoring & Implementation Clinical Pathway Based on Information Technology.	Dr. Erwin Astha Triyono, dr., Sp.PD.K-PTI, FINASIM (Kepala Bidang Pendidikan dan Pelatihan RSUD Dr. Soetomo)
14.30-15.15	Assessment of Nursing Care Quality Ethics in E-RM.	Prof. Dr. H. Nursalam, M.Nurs (Hons)
15.15-16.00	Role and Function of nursing in selection of Health Technology in Patient Safety Management.	Prof. Dr. H. Nursalam, M.Nurs (Hons)



**Thursday, 12 September 2019 – Ballroom B**

**Satellite Symposium B**

Time	Program and Theme	Speakers
07.30-08.00	Register and Coffee Break	
08.00-09.00	Changes in the Health Service Paradigm based on Technology in National Accreditation Standards in Primary Health Care.	Dr. Sri Setyani (Kabid Yankes Dinkes Surabaya)
09.00-10.00	Tips on dealing with Primary Health Care Accreditation Standards Tahun 2017.	Dr. Sri Setyani (Kabid Yankes Dinkes Surabaya)
10.00-11.00	<i>Executive view : Quality Control and Costs in the JKN era meet Universal Health Coverage.</i>	Dr. drg. Yulita Hendrartini, M.Kes, AKKK (Universitas Gajah Mada)
11.00-12.00	Quality Control Strategy in Applicationbased Tiered Reference Systems.	Dr. drg. Yulita Hendrartini, M.Kes, AKKK (Universitas Gajah Mada)
12.00-13.00	Break	
13.00-14.00	Preparation of Service Quality Indicators in Primary Health Care.	Dr.drg. Ernawati, M.Kes
14.00-15.00	How to Select Health Technology in accordance with the Requirements in the National Accreditation Standard for Primary Health Care.	dr. Lolita Riamawati, M.Kes (Kepala Puskesmas Sememi Surabaya)
15.00-16.00	Quality Evaluation of the Selection Results of Health Technology.	dr. Lolita Riamawati, M.Kes (Kepala Puskesmas Sememi Surabaya)

## LIST OF ORAL PRESENTATION

### Oral Presentation

**Room: Argon 1 Floor 3.**

**Time: 12.30-16.00**

**Chair: Dr. dr. Harry Gondo, Sp. OG**

NO	NAME	TITLE OF ABSTRACT
1	Anindya Hapsari	Sedentary Lifestyle And Secondary Amenorrhea In High School Students
2	Lailatun Nimah	Determinants Of Fluor Albus On Female Students At Wali Songo Islamic Boarding Schools Based On Theory Of Self Care Orem
3	Mubasysyir Hasanbasri	The Role Of Local Government Officer Support In Strengthening District Health Systems: The Case Of Kulon Progo In Preventing Maternal Death
4	Nurul Barizah	Indonesian Patent Policy On Compulsary License And Access To Affordance Medicine
5	Retno Indarwati	Analysis Of Factors Affecting Santri Husada Behavior In Establishing Healthy Students Based On Health Promotion Model Theory
6	Dr. Atik Sri Wulandari, Skm, M.Kes	The Correlation Between Level Of Knowledge, Education And Attitude Towards Open Defecation Behavior In Kedungrejo Village, Jabon Subdistrict, Sidoarjo District
7	Sukma Sahadewa	Relationship Of Body Mass Index With Serum Albumin Concentration And Hemoglobin With Tuberculosis In Balongbendo Health Center
8	Atik S Wulandari	Relationship Of Community Healthy Life Movements (Gerakan Masyarakat Sehat /Germas) With Hypertension
9	Muflikhah	Evaluation Of Cbms System ( Case Based Measles Surveillance ) In East Java Province

10	Michael Siswanto	Impact Of Clinical Pathways Compliance For Reducing Length Of Stay In Pediatric Wards Of Indonesian Private Hospital
11	Laily Hidayati	The Relationship Of Personal Factor, Physical Environments, And Socio-Economic Factors With The Behavior Of Prevention Of Leprosy Transmission





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### **CONTENT of ABSTRACTS ORAL PRESENTATION ROOM 1**



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## SEDENTARY LIFESTYLE AND SECONDARY AMENORRHEA IN HIGH SCHOOL STUDENTS

Anindya Hapsari

### ABSTRACT

**Introduction:** Sedentary lifestyle has been associated with noncommunicable diseases, such as hypertension, diabetes mellitus, metabolic syndrome, and hypercholesterolemia. These diseases characterized with increasing of oxidative stress which can also affect ovulation and menstrual cycle. The aim of this research was to identify the differences on sedentary lifestyle between high school students who had secondary amenorrhea and regular menstrual cycle. **Method:** This research was an observational analytic study with a cross-sectional design implemented. The sampling technique used simple random sampling, in which 116 high school students of SMAN 4 Malang participated. From 116 respondents, there were 15 participants that had secondary amenorrhea and became case group. Then, matching was done based on age to make a control group of other 15 participants. A validated questionnaire of sedentary lifestyle in teenager was performed. Data collected on July to August 2019 and analyzed with McNemar test. **Results:** The result showed that there was a differences on sedentary lifestyle between case group and control group ( $p=0.002$ ). The proportion of students with sedentary lifestyle in case group was 86,7% compared to 6,7% of control group. **Discussion and Conclusions:** Based on these result, amenorrhea students were more sedentary than non-amenorrhea group. This indicated that sedentary lifestyle may be a risk factor for secondary amenorrhea. Sedentary lifestyle made more oxidative stress and lipid accumulation that can affect ovulation. We suggested there should be policies made to keep students do more physical activity and reduce sedentary lifestyle in order to keep them healthy, especially in their reproductive ages.

Key word : sedentary lifestyle, secondary amenorrhea, high school students

**DETERMINANTS OF FLUOR ALBUS ON FEMALE STUDENTS AT WALI SONGO ISLAMIC  
BOARDING SCHOOLS BASED ON THEORY OF SELF CARE OREM**

**Lailatun Nimah<sup>1</sup>**, Retnayu Pradanie<sup>2</sup>, Tri Lestiyorini<sup>3</sup>

<sup>1,2,3</sup> Faculty of Nursing Universitas Airlangga, Kampus C Universitas Airlangga Surabaya, Indonesia

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**ABSTRACT**

**Introduction:** Fluor albus is one of the classic problems for women, including students. The prevalence of fluor albus on female students at Islamic Boarding Schools increased. As much as 75 % of women have experienced fluor albus once in a life. Multi factors that influence to self care to prevent of fluor albus in female student. The purpose of this study was to determine the correlation between self care factors with fluor albus in female student of Wali Songo Islamic Boarding School. **Method:** The design of this study was descriptive correlation with cross sectional approach. The population was all female students in Wali Songo Islamic Boarding School. Total sampel was 67 respondents, taken according inclusion criteria. The independent variabels were life style, family system, sociocultural orientation, knowledge of health care system, and perception of environmental. The dependent variabel was fluor albus of female student. Data were collected using structure questionnaire and respondent observation. Data were analyzed using multiple regression test with level of significance of 0,05. **Results :** The result showed that fluor albus of female students had correlation with life style (  $r = 0,270$ ,  $p < 0,05$ ), knowledge of health care system (  $r = 0,386$ ,  $p < 0,05$ ), and perception of environmental (  $r = 0,458$ ,  $p < 0,05$ ). **Discussion and Conclusion:** Good perception of environment can impact to attitudes and behavior care for environment. Further studies should measure all elements in basic conditioning factors that affect to self care of reproductive organs to avoid fluor albus.

**Keyword :** Fluor albus, female student, self care



## THE ROLE OF LOCAL GOVERNMENT OFFICER SUPPORT IN STRENGTHENING DISTRICT HEALTH SYSTEMS: THE CASE OF KULON PROGO IN PREVENTING MATERNAL DEATH

Mubasysyir Hasanbasri

### ABSTRACT

**Introduction:** The central government, through several ministries, a national planning agency, and international health donor agencies, has an influential role in health policymaking. Specific health program packages go to the district health offices and even directly at the community health center level. In the context of the nationally driven health programs, this paper wants to show the local government initiative in managing a local health problem. The paper aims to explore Bupati strategies in strengthening the support system that ensures health workers to engage actively with the health risk people to prevent unexpected health problems.

**Methods:** Content analysis of news, document reviews, and in-depth interviews about the implementation of BumilKu. **Results:** Local governments develop digital monitoring systems for pregnant women according to their geographical position and status of service updates from the nearest service facility. Stakeholders who can have access to the condition of pregnant women of concern include heads of health facilities in all districts, health offices, and other related institutions, including the police. When the system detected at-risk pregnant women, middle-level officers at the local government will actively communicate in a WhatsApp group to ensure that somebody is in action. Lessons for other Bupati should be two points. First, public health problems should be the responsibility of all sectoral policies of the local government. Secondly, IT-based application serves as a useful tool to support multi-stakeholder coordination at the local level. Most importantly was the Bupati leadership in developing problem-solving teamwork spirit among middle-level government officers.

**Conclusion:** This case study illustrates a success story of local government officers support system and the model of health literate Bupati in serving the population. Local citizens of other districts should consider to give their votes for a politician who brings health as a priority district government policy.

**Key word :** district health policy; health decentralization; health in all policies; IT-based local government support system; inter-sectoral collaborative practices; district health system strengthening

## **INDONESIAN PATENT POLICY ON COMPULSORY LICENSE AND ACCESS TO AFFORDANCE MEDICINES**

**Nurul Barizah**

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### **ABSTRACT**

The objective of this research article is to analyse the existence of Indonesian Patent Law and policy on providing compulsory licence to use pharmaceutical patents with and without permission for patent holders to enhance public health in Indonesia. The focus of this research is to examine whether such law and policy adequate to support the access to affordable medicines in Indonesia. The type of this research is normative legal research by using statute and conceptual approaches, while legal resources used in this research is primary and secondary legal resources. Statute approach is used in this research to examine all Indonesia legislations, regulations and policies dealing with this compulsory license on pharmaceutical patents. This research found that normatively, Indonesian Patent Law and Policy dealing with compulsory license is adequate to secure people's access to affordable medicines. Unfortunately, this compulsory license have not been utilised by Indonesian Government. The Ministry of Human Rights Regulation No. 39 of 2018 concerning Procedures for Granting of Compulsory License to implement the Patent Act of 2016 has issued, but this Regulation has several weaknesses and accordingly, the implementation is still in question. This research advises the Government to issue clear procedure and technical guideline to implement this compulsory license so that it can be understandable by pharmaceutical companies, and accessibility and affordability of medicines can be achieved.

**Key Words:** Access to Medicines, Compulsory License, Indonesian Patent Law and Policy,

**Analysis of Factors Affecting Santri Husada Behavior in Establishing Healthy Students Based on Health Promotion Model Theory**

Retno Indarwati

Poskestren was formed to overcome the problems in boarding schools conducted by health cadres or Santri Husada. The purpose of this study was to determine the factors that influence the behavior of Santri Husada in forming healthy students. The research design was cross sectional. A sample of 115 respondents. Sampling technique using cluster random sampling found 6 Poskestren in Malang. The independent variables are personal factors ( motivation, ethnicity, education), perception factor of action benefit, perceived obstacle factor, self efficacy factor, personal factor of teacher, personal factor of health worker, situational factor of Poskestren, The dependent variable was *Santri husada* behavior. Data were tested using chi-square and logistic regression. The result showed that factors related to the behavior of *santri husada* with  $p < 0.05$  are among others the obstacles felt by *santri husada* ( $p = 0,034$ ), self efficacy of strong *santri husada* ( $p = 0,022$ ), the interpersonal influence of teacher /  $p = 0,05$ ), interpersonal influence of health officer ( $p = 0,016$ ). From that factor the most dominant variable in giving influence to *santri husada* is health officer with coefficient of determinant equal to 11,6%. Health workers can provide links to the behavior of *santri husada* in conducting *poskestren* activities. Health workers can provide their role as program holders in *Puskesmas* to provide guidance related to the implementation of *poskestren*, provide health knowledge about health in Islamic boarding school cottage environment, and first aid in simple accidents

Keyword : Poskestren, Santri husada

**THE CORRELATION BETWEEN LEVEL OF KNOWLEDGE, EDUCATION AND ATTITUDE  
TOWARDS OPEN DEFECATION BEHAVIOR IN KEDUNGREJO VILLAGE, JABON  
SUBDISTRICT, SIDOARJO DISTRICT**

Dr. Atik Sri Wulandari, SKM, M.Kes; Nur Khamidah, SKM., MPH; Gita Suci Ariani; Neilavery Winda Suci  
Parameswari; Ni Luh Gede Candra Rucita; Frida Mayasari

**ABSTRACT**

**Background:** Open defecation behavior or also called OD (open defecation) is one of unhealthy behavior. Based on WHO data in 2010 it is estimated that 1.1 billion people or 17% of the world's population are still OD (open defecation). Based on data, 81% of the population who are OD (open defecation) are in 10 countries and Indonesia is the second most found OD community (open defecation). Based on total health center data from 15 villages in Jabon with a total number of households of 17,287 households, there are 1018 households that do not have closet. Kedungrejo Village is ranked first with the highest number of closet with 208 households of total 1,496 families, where 14% of families in Kedungrejo village do not have closet, this causes still high OD (open defecation) habits in the village. **Objective:** This study aim to find out the correlation between knowledge, education, and attitudes towards OD behavior in Kedungrejo Village, Jabon Subdistrict, Sidoarjo District. **Method:** This study was use cross sectional analytic approach. Sampling study was simple random sampling technique. The sample were 94 respondents who includes the inclusion criteria. The data were gathered by using questionnaire and processed by using SPSS version 16 with Chi Square statistic test. **Result:** the result out of 94 respondents, there were 24.5% of the population included in the category of conducting open defecation behavior, and 75.5% of the total respondents with less knowledge of 13.8% of knowledge about defecation behavior in latrines. a total of 56.4%, and a good number of 29.8%, for the education level a number of 21.3% were still illiterate, 76.6% had attended compulsory education both elementary / middle / high school or equivalent, and 2.1% took higher education. For attitude variables, respondents who have less attitudes amount to 8.5%, quite a number of 64.9%, and a good attitude 26.6%. Statistical analysis was obtained  $p = 0,000$  ( $p < 0,05$ ), it mean have significant correlation **Conclusion:** There was the correlation between knowledge, education, and attitudes with OD behavior in Kedungrejo Village, Jabon District, Sidoarjo district.

**Keywords:** Knowledge, Education, Attitude, Open Defecation

**Relationship of Body Mass Index with Serum Albumin Concentration and Hemoglobin with  
Tuberculosis in Balongbendo Health Center.**

Sahadewa, Sukma; Khamidah, Nur; Wardhani, Galuh Nusaputri Kartika; Sriwahyuni, Wiwin Ida Nur;  
Cahyadi, I Kadek Angga Dwi; Utomo, Eko Deski, 2019.

**Background :** Tuberculosis (TB) is infectious disease caused by *Mycobacterium tuberculosis*. One of the factors that influences the possibility of getting pulmonary TB disease is poor nutritional status. Indicator's to determine nutritional status is to calculate BMI. The purpose of this study was to determine the relationship of body mass index (BMI) with serum albumin and hemoglobin concentrations in lung patients. **Method:** This study used a cross sectional study, with 30 respondents. The study was conducted during May-June 2019 using laboratory research and anthropometric. **Result:** The results of this study 40% of respondents had a thin BMI with a low serum albumin concentration of around 30% and less than normal hemoglobin amounted to 26.7%. This study uses two tests with nominal data scales. *Chi Square* test obtained *p-value* = 0.001 on the correlation of BMI and serum albumin concentration and *p-value* = 0.002. The correlation of BMI and hemoglobin concentration which means that there is a significant correlation of body mass index and serum albumin concentration and hemoglobin in tuberculosis patients in Balongbendo Health Center. **Conclusion:** The conclusion of this study, there was correlation of body mass index with serum albumin concentration and hemoglobin with tuberculosis.

**Keywords:** Body Mass Index, Serum Albumin Concentration, Hemoglobin Concentration, Tuberculosis



## RELATIONSHIP OF COMMUNITY HEALTHY LIFE MOVEMENTS (GERAKAN MASYARAKAT SEHAT /GERMAS) WITH HYPERTENSION

Atik S Wulandari<sup>1</sup>, Djazuli C<sup>3</sup>, Ayu C Noviana<sup>1</sup>, Hamidah<sup>1</sup> Nurul Fitriani<sup>2</sup>, Indra F Dermawan<sup>2</sup>, Tirsa N Ayuningtias<sup>2</sup>, Harnum B Pratiwi<sup>2</sup>

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<sup>3</sup>. Department of Health, Policy and Administration, Faculty of Public Health, Airlangga University, Indonesia

### ABSTRACT

**Background and Objective :** Community healthy life movements such as physical activity, healthy diet and early detection of hypertension risk factors. Those activities were related to the incidence of hypertension. Early detection of the risk factors could be done in several ways such as checking blood pressure, blood sugar levels, stomach circumference and checking cholesterol levels. The purpose of this study was to determine the role of physical activity, healthy diet and early detection of hypertension risk factors through routine health checks on the incidence of hypertension in people aged less than 50 years. **Method:** This case-control study was designed as a cross-sectional study, with 91 Javanese subjects. Physical activity, healthy diet dan early detection of hypertension risk factors were collected from, observations, or interviews processe while blood glucose and lipid levels were determined by standard clinical laboratory methods and hypertension from measurements.

**Results:** Our observations showed that physical activity significantly correlated with hypertension ( $p = 0.000$ ;  $CI=95\%$ ). Healthy diet significantly correlated with hypertension ( $p = 0.000$ ) and early detection of health significantly correlated with hypertension ( $p = 0.000$ ;  $CI=95\%$ ). **Conclusion:** Physical activity, healthy diet and early detection of health was a role in preventing hypertension

**Keyword:** Physical activity, healthy diet, early detection of health, hypertension

**EVALUATION OF CBMS SYSTEM ( CASE BASED MEASLES  
SURVEILLANCE ) IN EAST JAVA PROVINCE**

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**Abstract:**

**Background:** Measles is one of the diseases that is one of the five leading causes of child mortality in the world. Measles in East Java since 2014 to 2017 increased from 762, 2367, 3,913, 4936 cases. The problem that occurs in Indonesia is that Indonesia still endemic to measles, the implementation of a CBMS (Case Based Measles Surveillance) system that is of poor quality, causing a lack of epidemiological information. **Objective:** Evaluate the measles surveillance system in East Java Province in 2018 based on the attributes Simplicity, Flexibility, Data quality, Acceptability, Timeliness, Representativeness, Stability. **Method:** This type of research is a descriptive study with a qualitative approach and also uses secondary data. **Results:** Implementation of existing CBMS in East Java Based on the Simplicity attribute (officer have never received training and only one officer, not according to standards, Flexibility (no change), Data quality (Completeness 16%), Acceptability (Regencies / Cities implementing CBMS only 16% met the target, 79% did not meet the target, 5% did not implement CBMS), Timeliness (Accuracy 5.7%, adequate serum taking 14%), Representativeness (lack of representation, data only from Primary Health Service ,Hospital and private sectors were minimal), Stability (less reliable). **Conclusion:** Human resources are lacking, Funding of measles surveillance activities is lacking, Data from the private sector and hospitals were very minimal, Collection of specimens that are not by following per under to Technical Guidelines, Reagents are not always available.

**Increasing Hand Hygiene Compliance To Reduce The Incidence of Multidrug Resistance  
Acinetobacter baumannii in Ventilator Associated Pneumonia in ICU Surabaya Hospital**

**Bernadetta M<sup>1</sup>, Djazuly Ch<sup>2</sup>, Niken S<sup>3</sup>**

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**Abstract**

**Introduction:** To reduce the incidence of Multi Drug Resistance Acinetobacter baumannii (MDRAB) in Ventilator Associated Pneumonia (VAP) from 12.82 per 1000 device days to zero tolerance by increasing hand hygiene compliance among staff and doctors from 61.47% to 85% in ICU. **Method:** This study was a cross sectional with analytic quantitative, using chi-square analysis to determine the significance of hand hygiene compliance improvement. All mechanically ventilated patients admitted to the ICU between October 1, 2012, and October 31, 2016, were prospectively monitored for the development of ventilator-associated events according to the National Healthcare Safety Network criteria. **Results:** Hand hygiene compliance in ICU in 2012 was 61.47%, increase to 94.3 % ( $p < 0.0001$ ). in 2016. Incidence of Multidrug resistance Acinetobacter baumannii in Ventilator Associated Pneumoniae in 2012 was 12.82 per 1000 ventilator-days, decrease to zero tolerance ( $p < 0.0001$ ) in 2016. **Conclusions:** Increasing of hand hygiene compliance can reduce the incidence of Multi Drug Resistance Acinetobacter Baumannii (MDRAB) in Ventilator Associated Pneumonia (VAP) in ICU Hospitals Surabaya

*Keywords: Multi Drug Resistance Organism, Hand Hygiene Compliance, Ventilator Associated Pneumoniae*

## IMPACT OF CLINICAL PATHWAYS COMPLIANCE FOR REDUCING LENGTH OF STAY IN PEDIATRIC WARDS OF INDONESIAN PRIVATE HOSPITAL

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### Abstract

**Introduction:** Clinical pathways are multidisciplinary care plans based on best clinical practice for groups of patients with a particular diagnosis, designed to minimize delays, optimize resource utilization, maximize the quality of care, as well as clinical outcomes. Diagnostic and therapy compliance of clinical pathways could affect length of stay. The aim of our study is to determine diagnostic examination and therapy compliance of clinical pathways related with length of stay. **Method:** This study was cross sectional with simple random sampling. We analyzed pediatric patients whose clinical pathways were filled completely by doctors. The inclusion criteria were pediatric, admitted into hospitals during January-December 2018 and were diagnosed as gastroenteritis. We collected data from patient's medical record and their clinical pathways forms at medical records office. We analyzed those nominal and continuous data by multiple classification analysis. **Results:** There were 197 patients with clinical pathways filled completely. 60.91% of cases were complied with the diagnostic examination as stated as clinical pathways and 88.32% for therapy. There was no statistically significant correlation between diagnostic ( $p > 0.05$ ) and therapy compliance ( $p > 0.05$ ) of clinical pathway with patient's length of stay (combined =  $p > 0.05$ ). **Discussion and Conclusions:** Many factors could be related with length of stay especially patient's condition itself. And in this study clinical pathways compliance has no impact for reducing length of stay in pediatric wards.

**Keyword:** Clinical pathway, compliance, length of stay, pediatric

**Correlation of A Good Reward System With Job Satisfaction Level Among Nurses At Surabaya Private Hospital**

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**Introduction:** Nurses are the largest number of human resources in hospitals. As one of the main sources in hospital health services, nurses' performance is certainly one of the main factors that determine the quality of health services. A lot of factors influence nurses' performance, one of them is job satisfaction. Various studies have shown a significant relationship between the performance of nurses in hospitals with their job satisfaction level. One of the factors that determine the level of job satisfaction of nurses is the reward system that applies in the hospital. The aims of this study is to reveal the correlation between the implementation of a good reward system and the job satisfaction level among nurses in private hospital. **Methods:** The data was retrieved using the Minnesota Satisfaction Questionnaire which were distributed among 90 clinical nurse in one of private hospital in Surabaya. The validated questionnaire numbered 85 out of 90 completed questionnaires. Descriptive analysis approach is carried out on the data obtained to get a relationship between a good reward system and the level of employee job satisfaction. **Results:** Most of the respondents were women which is 82.4%, with dominant age group range between 31-49 years, 52.9%. The test using simple regression analysis indicate a significant relationship between the implementation of a good reward system with the level of job satisfaction of nurses in the hospital ( $p < 0.05$ ). **Discussion and Conclusion:** The level of nurses' job satisfaction is influenced by a good reward system in the hospital. Therefore, a good reward system must be maintained and developed continually, which can provide higher job satisfaction level for nurses who work in the hospital.

**Keywords :** hospital, job satisfaction, Minnesota Satisfaction Questionnaire, nurses, reward system



**THE RELATIONSHIP OF PERSONAL FACTOR, PHYSICAL ENVIRONMENTS, AND SOCIO-ECONOMIC FACTORS WITH THE BEHAVIOR OF PREVENTION OF LEPROSY TRANSMISSION**

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**ABSTRACT**

**Introduction:** Leprosy was an infectious disease that affects health behavior shown by sufferers and other communities. This study aimed to determine the relation between personal, physical, and socio-economic factors with the leprosy transmission prevention behavior. **Methods:** This study used a correlational descriptive analytic design with a cross sectional approach. The sample used were 60 leprosy clients in the Puskesmas of Surabaya by a purposive sampling technique. The dependent variable was leprosy transmission prevention behavior and independent variables include personal factors, physical environment, and socio-economic. Instruments used questionnaires. The statistical test this study used Spearman's Rho and Chi-Square test. **Results:** This study shows that leprosy transmission prevention behavior are associated with age ( $p=0.033$ ), gender ( $p=0.002$ ), education ( $p=0.016$ ), occupation ( $p=0.043$ ), income ( $p=0.000$ ), knowledge ( $p=0.000$ ), physical environment ( $p=0.012$ ), family support ( $p=0.000$ ) and stigma ( $p=0.043$ ). **Conclusions:** Personal, physical and socio-economic factors relation with the prevention behavior of leprosy transmission. Further research, we are hoping there will be an intervention about prevention behaviour transmission from the leprosy.

**Keywords:** Leprosy, personal factors, physical environment, socio-economic, prevention behavior of leprosy transmission.

## LIST OF ORAL PRESENTATION

### Oral Presentation

**Room: Argon 2 Floor 3.**

**Time: 12.30-16.00**

**Chair: Dr. Ratna Dwi Wulandari, S.KM., M.Kes.**

NO	NAME	TITLE OF ABSTRACT
1	Putri Ayuni Alayyannur	Hazards At Welding Material Section In Metal Manufacturing
2	Haerawati Idris	Outpatient Visit Among Elderly In Indonesia
3	Angela F. C. Kalesaran	Tuberculosis From 2014 To 2017: A Public Health Centre Based Study In Sangihe Islands Regency, North Sulawesi
4	Intan Innayatun Soeparna	The Asean Mutual Recognition Arrangements On Three Professions Of Healthcare Services: Opportunity And Challenge For Indonesia
5	Dani Nasirul Haqi	Relationship Between Lack Of Control And Knowledge Of Ohs In The Metal Industry
6	Andiani	The Correlation Between The Level Of Knowledge Of Pulmonary Tuberculosis Patients With The Compliance Of Anti Tuberculosis Drugs In Trosobo Public Health Center Working Area
7	Atik S Wulandari	Physical Condition Of An Unhealthy Home Environment Is Associated With The Incidence Of Pulmonary Tuberculosis
8	Lusiani Tjandra	The Influence Of Fermented Soybean Extract On Cytokines In Animal Model Of Tuberculosis.
9	Setya Haksama	Improvement Of Procedures For The Poor Statement Submission (Spm) To Increase Health Services In Banyuwangi Regency

<b>10</b>	Muhammad Maulidin	Problem Analysis Of Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome In Jember District Of East Java 2018
<b>11</b>	Serafika Permoni Putri Manyakori	Hearing Screening Using Distortion Product Otoacoustic Emission (DPOAE) in High Risk Employees of RSUD Dr. Soetomo Surabaya



## **The 2nd International Conference on Health Administration and Policy**

*"International Conference on Health Technology  
and Sustainable Risk Management"*

### **CONTENT of ABSTRACTS ORAL PRESENTATION ROOM 2**



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## HAZARDS AT WELDING MATERIAL SECTION IN METAL MANUFACTURING

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### Abstract

**Introduction:** There were 99 small industries in 2011 in the Waru Subdistrict and were the highest number in Sidoarjo District. Health of small industries' workers is the responsibility of Community Health Center. The small industry group that was the target of the Community Health Center of Waru area was the highest target. The purpose of this study was to determine the risk of work in welding material section in the informal sector of metal processing in Waru subdistrict. **Method:** This research method is descriptive. Research uses equipment to measure noise, work climate, cadmium and lead that are in the workplace. Mapping hazard is carried out using the walk through survey method. The study was conducted in November 2018 in the informal industry in metal manufacturing in Waru subdistrict. **Results:** The results of the hazard mapping in the welding material section in the informal industry making metal showed that there were physical, chemical, biological, ergonomic, and psychological hazards, but all were still at safe limits. The number of cadmium and lead were still at safe limits. Only noise that has exceeded NAB is equal to 100.2 dbA. **Discussion and Conclusion:** All workers don't know about the hazards and the impact of that hazards for their health. They have not been given knowledge of existing hazards and control measures have not been carried out in full. All hazards are still within the safe limits except the noise level and there are no control activities for the risk of existing hazards.

**Keyword:** noise, risk, welding



## **OUTPATIENT VISIT AMONG ELDERLY IN INDONESIA**

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### **ABSTRACT**

Population aging has become an important issue mostly discussed in many countries in the world. The proportion of the older population is getting better in both developed and developing countries. Elderly tend to need more health care as they are more susceptible to chronic diseases. The purpose of this study was to determine the factors affecting outpatient visit among elderly in Indonesia. The data used to be analyzed were from the Indonesian Family Life Survey 2014 representing 83% of the population in Indonesia. The theory used was Andersen health service utilization model. This study used a cross-sectional study design with a sample of 60-year-old individual with a total sample of 5.325. In analyzing the data, univariate, and bivariate analysis were used, with chi-square and multivariate test using multiple logistic regression test prediction model. Elderly who utilize health service for outpatient was 18,6%. Variables that have a significant relationship with outpatient utilization on elderly were female, high education, formal job, Java and Bali, urban, health insurance ownership, economic status, the perception of ill, smoking habit, fat, and obesity. Predictors for the most dominant outpatient utilization is influenced by a self-reported after controlled by other variables. Self-reported greatly affect the elderly in utilizing health services for outpatient. to overcome this, the government is expected to provide policies on health facilities to better emphasize promotive and preventive efforts among the elderly.

**Keywords:** Health Service Utilization, elderly, Outpatient, Indonesia Family Life Survey

**Tuberculosis from 2014 to 2017: a public health centre based study in Sangihe Islands Regency, North Sulawesi**

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**Introduction:** Tuberculosis is a public health problem with a significant burden for Indonesia. In Sangihe Islands Regency of North Sulawesi Province, tuberculosis is one of the most common disease found in every public health centre. The aim of this study was to describe pulmonal tuberculosis with the positive acid-fast-bacilli (AFP) on sputum smears in all public health centres in Sangihe Islands Regency, from 2014 to 2017.

**Method:** This was an observational study conducted in Sangihe Islands Regency on 2018. Tuberculosis data was collected from all public health centres in the area. Data was then analyzed descriptively based on the location and years. **Results:** Public health centre with the highest cases from 2014 to 2017 was Puskesmas Enemawira. Other public health centres with high cases of tuberculosis were Puskesmas Manganitu, Tamako, and Manente. Increased cases of tuberculosis were found in Puskesmas Kahakitang and Kendahe. **Discussion and Conclusions:** Tuberculosis cases were found in all public health centres in Sangihe Islands Regency. Effort to control the spreading and to reduce the case number by monitoring and evaluation should be increased in public health centre with high number of cases. Attention should also be given to areas where increased number of tuberculosis cases were found.

**Keyword:** descriptive study, positive sputum smears, puskesmas, sangihe islands, tuberculosis.

**The ASEAN Mutual Recognition Arrangement on Three Professions of Healthcare Services: Opportunity  
and Challenge for Indonesia**

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**Abstract**

ASEAN has agreed on Mutual Recognition Arrangements (MRAs) for eight professionals which designed to facilitate professionals' mobility within the ASEAN region. Three of the MRAs are healthcare services - medical and dental practitioners, and nursing services which the standard of qualification is determined by national legislations of the ASEAN Member Countries (AMS). Despite of the aim of the ASEAN Economic Community (AEC) transform the ASEAN region as free flow of skilled labours, the implementation progress of the MRAs is difficult to measure as it has become an internal affair of domestic policy shifts. This paper objectives to analyses the opportunity and challenge that Indonesia may have to get benefits from the arrangements, by utilize the normative legal research with conceptual and statutes approaches. Considering the labour and skill shortages in some AMS, this paper argues that there would be some benefits for countries with stronger education system than the weaker system of education. To sum up, Indonesia needs to be well prepared in its human resources by preparing not only selectively in choosing the human factor but also a responsive curriculum in accordance with the ASEAN Qualification Framework (AQF) as regional standards for healthcare services in ASEAN. Since increased skilled labour mobility in ASEAN is highly likely would have happened in the long term, Indonesia has to have a systematic well-planned strategy in healthcare sector.

**Keywords:** AEC, ASEAN, AQF, healthcare service

## RELATIONSHIP BETWEEN LACK OF CONTROL AND KNOWLEDGE OF OHS IN THE METAL INDUSTRY

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**Introduction:** A large number of employees in the informal sector located in Waru, Sidoarjo, especially in the metal industry sector. The occupational health and safety management system requires a commitment in all elements so that the occupational health and safety aspects can be well implemented included that metal industry in informal sector. The objective of this research was to analyze the relationship between lack of control and knowledge of OHS in the metal industry. **Materials and Methods:** It was analytical research with a cross-sectional study approach. 75 employees in the informal metal industry were taken as the respondents in this research. Data collection was done by distributing questionnaires. The independent variables were OHS policy, OHS training, the provision of PPE, knowledge of OHS, and work behavior. **Results:** Based on this research, the results showed that OHS policy, OHS training, and the provision of PPE had no relationship with knowledge of OHS. Meanwhile, individual commitment had no relationship with knowledge of OHS. **Conclusion:** no one independent variable that has a relationship with dependent variable.

**Keywords:** informal sector, knowledge, metal

**The Correlation Between The Level Of Knowledge Of Pulmonary Tuberculosis Patients With The Compliance Of Anti Tuberculosis Drugs In Trosobo Public Health Center Working Area**

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<sup>2</sup>I Made Subhawa Harsa

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**Background:** Lung TB (pulmonary tuberculosis) is a contagious disease caused by the bacteria *Mycobacterium tuberculosis*. Lung TB prevalence in Indonesia ranks third in the world, behind India and China. It was estimated in 2004, 539,000 new cases and about 101,000 deaths occurred annually. Based on secondary data of Trosobo Public Health Center in 2016-2017, there is an increasing number of lung TB patients with 39 people diagnosed in 2016, consisting of AFB (+) in 3 patients while 1 patient died; and 60 people in 2017, consisting of AFB (+) in 14 patients and DO in 5 people. The aim of this study is to find the correlation between the level of knowledge of pulmonary tuberculosis patients with the compliance of Anti Tuberculosis Drugs in Trosobo Public Health Center Working Area. **Methods:** This study used cross sectional design with 30 samples of pulmonary tuberculosis patients in Trosobo Public Health Center. Data were collected through interviews using questionnaires and then analyzed through Chi Square test. **Results:** There were 30 respondents, those with a high degree of knowledge, 46.67% (14 respondents) of them showed compliance and 13.33% (4 respondents) did not. Those with a low degree of knowledge, 13.33% of them showed compliance while 10% did not. **Conclusion:** The results showed that there was a correlation between the level of knowledge of pulmonary tuberculosis patients with Anti Tuberculosis Drugs compliance in the working area of Trosobo Community Health Center.

**Keywords:** Pulmonary TB, Level of knowledge, Compliance.



## PHYSICAL CONDITION OF AN UNHEALTHY HOME ENVIRONMENT IS ASSOCIATED WITH THE INCIDENCE OF PULMONARY TUBERCULOSIS

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### ABSTRACT

**Background and Objective** Indonesia is ranked 4th among the five largest countries of pulmonary tuberculosis incidents in the world. Physical condition of an unhealthy home environment plays a significant role in the transmission and propagation of *Mycobacterium tuberculosis*. Therefore this study aimed to determine the role of the physical condition of the home environment in the incidence of pulmonary tuberculosis. **Method:** Analytic observational research with case-control research type, the sample of which is respondents who meet the inclusion criteria of 32 people. Room temperature, room lighting, house occupancy density, house air humidity, ventilation is obtained through observation and measurement, while the incidence of tuberculosis is based on doctor's diagnosis. **Results:** Observation with Chi-Square showed the results of there was a relationship between room lighting with the incidence of pulmonary tuberculosis that was equal to 0.028, there was a relationship between house temperature with the incidence of pulmonary tuberculosis room that was equal to ( $p = 0.001$ ; CI = 95%), there was no relationship between house ventilation with the incidence of pulmonary tuberculosis ( $p = 0.077$ ; CI = 95%), there was no correlation between air humidity with the incidence of pulmonary tuberculosis ( $p = 0.127$ ; CI = 95%), there was no relationship between the density of home occupancy with the incidence of pulmonary tuberculosis 0.654, there was a relationship between home lighting with the incidence of pulmonary tuberculosis ( $p = 0.028$ ; CI = 95%). **Conclusion:** This study demonstrates that room lighting and house temperature was correlated with incidence of pulmonary tuberculosis. House ventilation, air humidity, the density of home occupancy, and home lighting was correlated with the incidence of pulmonary tuberculosis.

**Key-word:** Physical condition of unhealthy home, Pulmonary tuberculosis

**The influence of fermented soybean extract on cytokines in animal model of tuberculosis.**

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**Background:** Adequate quality nutrition could play an important role in the recovery process of tuberculosis (TB). **Aim:** The purpose of the study was to assess the efficacy of ethanolic extract tempe provision on proinflammatory cytokines among male Wistar rats (*Rattus norvegicus*) after infection by *Mycobacterium tuberculosis*. **Method:** Thirty-five male Wistar rats were divided randomly into five groups and infected by *Mycobacterium tuberculosis* strain H37RV intratracheally. The first, second and third groups received the ethanol extract of tempeh at concentrations of 200, 400 and 800 mg/kg body weight respectively. The fourth group was a control group received placebo, and the rats in the fifth group were sacrificed for histopathology analyses. Tumour necrosis factor alpha (TNF  $\alpha$ ), interferon gamma (INF  $\gamma$ ), interleukin (IL)-2, IL-6, IL-10, and IL-12 were measured by Elisa method. **Result:** There were no significant differences in the levels of TNF  $\alpha$ , IL-2, IL-6, IL-10, and IL-12 at all concentrations in comparison with control. At the concentration of 800 mg/kg body weight supplementation, the level of INF  $\gamma$  was significantly lower than control ( $p = 0.0047$ ). **Conclusion:** Supplementation of ethanolic tempeh extract has not shown significant change on level of cytokines in the TB animal model.

**Keywords:** tempe, cytokines, tuberculosis,

**IMPROVEMENT OF PROCEDURES FOR THE POOR STATEMENT SUBMISSION (SPM) TO  
INCREASE HEALTH SERVICES  
IN BANYUWANGI REGENCY**

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Local Health Insurance (Jamkesda) is the regional obligation to meet the basic needs of proper public health based on the mandate of Law Number 40/2004 on National Social Security System. The implementation of Jamkesda in Banyuwangi Regency based on Banyuwangi Regency Regulation Number 28 year 2016 about the Guidelines to Implement Local Health Insurance Programs and Health Services Through Certificate of Disadvantaged (SPM). The Certificate of Disadvantaged is a statement issued by the community outside of National Health Insurance and Local Health Insurance participation that meets the poor criteria in accordance with the implemented laws and regulations. Access of making the Certificate of Disadvantaged need to be evaluated the accomplishment of public health services for the poor. The purpose of this study was to analyze the procedure to access the Certificate of Disadvantaged. The method used in this study is qualitative with cross sectional research design in Banyuwangi Regency. Data was collected by secondary data study and Focus Group Discussion. The results of the study indicate that submission of Certificate of Disadvantaged at Banyuwangi Regency has been accordance with existing guidelines. The difficulty in the process of giving Certificate of Disadvantaged were at the problem of issuing Certificate of Disadvantaged if the applicant has to meet the criteria of 18 poverty indicators and the Certificate of Disadvantaged need the Head District or District Secretary signature. The citizen can be interrupted when the person is not available or not in place. The conclusions in this study indicate that the Issuance of Certificate of Disadvantage in general is in accordance with procedures based on applicable regulations. The need for a review of the Banyuwangi Regency Regulations concerning the procedure for issuing Certificate of Disadvantage in Banyuwangi District so as to make it easier for applicants to obtain SPM.

**Keyword:** *Poor Statement Submission, Submission, Procedure*

**PROBLEM ANALYSIS OF HUMAN IMMUNODEFICIENCY VIRUS/ACQUIRED  
IMMUNE DEFICIENCY SYNDROME IN JEMBER DISTRICT  
OF EAST JAVA 2018**

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**ABSTRACT**

**Introduction:** Problem analysis is the initial part of a health program planning. In 2016, number of HIV/AIDS new cases in Jember District was 566 cases and in 2017 it increased to 637 cases, though in 2018 it decreased to 506 cases. **Aim of the study:** Analyze the problem priority of HIV/AIDS in Jember District on 2018. **Method:** An observational descriptive study was conducted in Jember District Health Office on January 2019. The data collected from the Health Profile of Jember District in 2016-2018 and interviews with officers. Determination of problem priority used the criteria of Urgency, Seriousness, and Growth (USG). The cause of problem was analyzed using Ishikawa method. **Results:** According to the USG method, HIV/AIDS was in the second order with a score of 189 and the finding of HIV cases which has not been optimum was chosen as the main problem priority. The number of AIDS related deaths had fluctuated and there were 73 cases in 2017. HIV/AIDS cases mostly found in men and at the age range of 20-49 years. Based on the Ishikawa method, the root of the problem was the lack of public knowledge about HIV/AIDS and the lack of public awareness to carry out HIV testing. **Conclusion:** The finding of HIV cases which has not been optimum was the main problem priority. It is necessary to strengthen the cross-program and cross-sector collaboration, maximizing the role of health cadres and peer educators to educate about HIV/AIDS to reduce stigma and discrimination.

**Keywords:** HIV/AIDS, Urgency, Seriousness, Growth, Ishikawa

## Hearing Screening Using Distortion Product Otoacoustic Emission (DPOAE) in High Risk Employees of RSUD Dr. Soetomo Surabaya

Serafika Permoni Putri Manyakori<sup>1</sup>, Nyilo Purnami<sup>1</sup>,

Budi Utomo<sup>2</sup>

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Community Medicine and Health Prevention Department  
Medical Faculty Universitas Airlangga<sup>2</sup>

### ABSTRAK

**Background:** Noise in the hospital cause noise-induced hearing loss (NIHL) in employees. Standard diagnostic is audiometry to determine hearing level. Distortion product otoacoustic emission (DPOAE) is a potential screening tool for cochlear problems. Noise exposure not only in industrial areas but also in the hospital. **Purpose:** To perform hearing screening in hospital employees using DPOAE. **Method:** Intensity and noise dose measurements in 3 installations, medical facilities maintenance (MFM), sanitation, and nutrition. 56 subjects underwent tympanometry to exclude conductive hearing loss. 48 subjects fit the inclusion criteria. Correlation between examination results and age, work station and working duration analyzed using Spearman correlation test ( $p < 0,05$ ). Correlation between noise dose, intensity and hearing status analyzed using Fischer test ( $p < 0,05$ ). **Result:** Average noise intensity at MFM 95,83dBA, nutrition 99,07dBA, and Sanitation 105,5dBA. Average noise dose at MFM 674,25%, nutrition 1 632,5%, and sanitation 8 977,75%. Abnormal audiometry 50%, DPOAE refer 77,083%. There is a significant correlation between work station and DPOAE refer ( $p = 0,0184$ ), there is a correlation between noise intensity and hearing loss ( $p = 0,088$ ). **Conclusion:** There are no significant difference results of DPOAE and audiometry. An additional data DPOAE potential for hearing screening in high risk noise exposure employees.

**Keywords:** Hearing screening; Distortion product otoacoustic emission; DPOAE



## LIST OF ORAL PRESENTATION

**Oral Presentation**  
**Room: Helium Floor 3.**  
**Time: 12.30-16.00**  
**Chair: Maya Sari Dewi, S.KM., M.Kes.**

NO	NAME	TITLE OF ABSTRACT
1	Natali, Haerawati Idris.	Physicians' Behavior In Referring National Health Insurance Patients To Hospital
2	Riksa Wibawa Resna	Analysis Causal Factors Of Returning Inpatient Claim File On National Health Insurance (Nhi) Bpjs At South Tangerang Public Hospital
3	Megadianty	Cost Aspects And Quality Of Laboratory Automation: A Systematic Literature Review
4	Nurnaningsih Herya Ulfah	Does Brand Equity Of Bpjs Health Insurance Contribute To Outpatient Satisfaction Level In Primary Healthcare Facilities, Malang City?
5	Cahya Ariani	The Relationship Between The Role Conflict And Burnout And The Performance Of Female Nurses At Pertamina Jaya Cempaka Putih Hospital And Jakarta Port Hospital In 2019
6	Mubasysyir Hasanbasri	Choice Of The Workplace After Graduation: Survey Findings From Undergraduate Public Health Students At The Sam Ratulangi University – Indonesia
7	I Made Subhawa Harsa	The Correlation Between The Internal Factors Of Village Midwives On The Effectiveness Of Use The Si-Cantik Software In The Trosobo Community Health Center On Taman District Sidoarjo
8	Alita Dewi Percunda	Organizational Justice And Performance Appraisal Satisfaction: A Study In Suburban Hospital In Indonesia

<b>9</b>	Ayu C. Noviana	The Willingness Of Pregnant Mother To Attend Hiv/Aids Counseling And Test Due To The Hiv/Aids Knowledge At Tropodo Village, Sidoarjo
<b>10</b>	Frans Abidondifu	Abalysis Of Health Problems In The Stunting in Magetan District, East, Java, 2019
<b>11</b>	Vincentius Agung	Correlation Of A Good Reward System With Job Satisfaction Level Among Nurses At Surabaya Private Hospital



## The 2nd International Conference on Health Administration and Policy

*"International Conference on Health Technology  
and Sustainable Risk Management"*

### CONTENT of ABSTRACTS ORAL PRESENTATION ROOM 3



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## **Physicians' Behavior in Referring National Health Insurance Patients to Hospital**

**Natalia<sup>1</sup>, Haerawati Idris<sup>2\*</sup>**

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### **Abstract**

The decision on the referral by physicians in public health center is vital in supporting the National Health Insurance (NHI). Some study mentioned that the high referral causes an increase the cost of BPJS claims and hospital workload. The purpose of the study was to investigate the Physicians' behavior in referring national health insurance patients to hospital. The research design was a qualitative study; 18 informants from Dempo public health center were selected using purposive sampling and analyzed with content analysis. Validation of data used triangulation method. The results showed that physicians referred patients when cases could not be handled; there were indications of disease and needed further examination. Obstacles were felt in the form of pressure from NHI patients to be referred and diagnosed differently from ICD 10. Physicians in referring NHI patients had behaved according to procedures and referral criteria. However, high referrals are caused by patients being forced to be referred, coming with complaints of severe illness, having checked into the hospital, and some cases should not be referred to but still referenced, by entering a similar diagnosis into ICD 10. It is suggested that BPJS will educate NHI participants related to tiered referral procedures

**Keywords:** National Health Insurance, Health Belief Model, Referral

**ANALYSIS CAUSAL FACTORS OF RETURNING INPATIENT CLAIM FILE OF NATIONAL  
HEALTH INSURANCE (NHI) BPJS  
AT SOUTH TANGERANG PUBLIC HOSPITAL**

**Riksa Wibawa Resna<sup>1</sup>, Islah Tilawah<sup>2</sup>, Susi Shorayasari<sup>2</sup>, Kamaluddin Latief<sup>3</sup>**

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<sup>3</sup>Research Department, University of Indonesia

**ABSTRACT**

**Introduction:** Problems with BPJS claims Health is a problem that must be faced by most hospitals in Indonesia. South Tangerang City Public Hospital is one of the hospitals that experienced problems when filing the claim file. This study aims to determine the factors causing the return of claims for hospitalization at South Tangerang Public Hospital. **Method:** This study is descriptive research with quantitative and qualitative approaches. Quantitative sampling consisted of 297 claims for hospitalization for the period of January to April returned by BPJS verifiers using total sampling, while qualitative sampling was seven people using purposive sampling method. **Results:** From quantitative research find out the percentage of no warrant of inpatient letter around 13,5%, incomplete of medical resume data 49,8%, no supporting evidence 16,8%, data error caused by employee 15,2%, and changing of inpatient class 10,45%. The result of the qualitative study can be seen the factors that the process of inhibiting filing claims BPJS in-patient is the availability of human resources, a hospital system that still manually and incompleteness in the contents of the medical patient record. **Discussion and Conclusions:** The factors that causing the return of inpatient claims file due to incomplete requirements for file claims for hospitalization, errors in coding diagnoses and errors in data entry. Based on the finding data, re-socialization is needed regarding the importance of completing the contents of the medical record file to the doctor or nurse in each hospitalization and making a check list sheet of the claim file requirements.

**Keywords:** BPJS, insurance claim, public hospital



**Cost aspects and quality of laboratory automation:  
A Systematic Literature Review**

**Megadianty<sup>1</sup>, Amal Chalik Sjaaf<sup>2</sup>**

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<sup>2</sup>*Lecturer, Faculty of Public Health, Universitas Indonesia*

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**ABSTRACT**

**Introduction:** With the existence of national social security in Indonesia since 2014, a new era of health has begun. An increase in the number of visits to health facilities has led to an increase in the number of laboratory examinations. On the other hand, laboratories are required to achieve greater efficiency, accuracy, standardization, quality, and patient safety. One of the strategies to meet these demands is laboratory automation. However, some laboratories are still hesitant to implement laboratory automation because the costs are still considered high. Besides, there is an element of doubt in terms of the quality of the laboratory automation. Therefore, this study focuses on reviewing the cost and quality aspects of laboratory automation.

**Method:** This study is a systematic review using the PRISMA protocol as a guideline in the writing of this research. The data were obtained from PubMed, Science Direct, and Scopus databases. The keywords used are laboratory automation, clinical laboratory, cost and quality. The research reviewed were those written in English and published in 2009 or the following years. **Results:** It was found out that there was a decrease in costs as a result of laboratory automation. The decrease in costs was mainly due to a decrease in the number of employees needed for certain jobs which involve automation. The most assessed aspect of quality was the Turn Around Time (TAT). The TAT shows an improvement in non-emergency exams, while as for emergency exams, validation is still needed within the time frame determined by hospitals. **Discussion and Conclusions:** When properly implemented, laboratory automation can effectively optimize laboratory processes and efficiency. The first six months after the adoption of laboratory automation was a crucial time due to some factors, among others, untrained staff members. That was why continuous and more stringent improvements were needed at that time.

**Keywords;** Laboratory automatin, clinical laboratory, cost, quality

**Does Brand Equity of BPJS Health Insurance Contribute to Outpatient Satisfaction Level in Primary Healthcare Facilities, Malang City?**

Nurnaningsih Herya Ulfah<sup>1,2\*</sup>, Anindya Hapsari<sup>1</sup>, Tika Dwi Tama<sup>1</sup>, Afifah<sup>1</sup>, Silmy Marintan<sup>1</sup>, Endah Retnani Wismaningsih<sup>3</sup>

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**ABSTRACT**

This study conducted to examine the relationship between elements of brand equity with the outpatient satisfaction level in First Level Health Care Facilities (FKTP), Malang. An observational analytic study with a cross-sectional design implemented. The sampling technique used cluster sampling, in which 214 outpatients from 29 health facilities participated in this study. A set of validated questionnaires obtained information on brand awareness, brand perception, perceived quality, brand loyalty, brand trust, and satisfaction level. Data collected between August and December 2018. Chi-square analysis performed to determine the association between independent variables and the outpatient satisfaction level. Brand perception (PR 1.25; 95% CI 1.10 – 1.43), perceived quality (PR 1.58; 95% CI 1.23 – 2.03), and brand loyalty (PR 1.16; 95% CI 1.05 – 1.29) had a significant association with the level of brand satisfaction. Four of the five brand equity elements contributed to the outpatient satisfaction level. Branding a strategic plan could increase the customer's awareness. Socialization regarding the products or services offered by BPJS Health Insurance could be maximized.

**Keywords:** *Brand Equity*, BPJS Health Insurance, FKTP, outpatient satisfaction

**The relationship between the role conflict and burnout and the performance of female nurses at  
Pertamina Jaya Cempaka Putih Hospital and Jakarta Port Hospital in 2019**

Cahya Ariani

**ABSTRACT**

This study aims to analyze the relationship between the role conflict that consisting of family-work conflict and work-family conflict and burnout with the performance of married female nurses at Pertamina Jaya Cempaka Putih Hospital and Jakarta Port Hospital. This quantitative study was a cross-sectional design. The respondents of this study were 179 married-female nurses who worked at Pertamina Jaya Cempaka Putih Hospital and Jakarta Port Hospital. The analysis in this study used Structural Equation (SEM) Model with LISREL software. The study showed that most of the respondent were experienced low family work conflicts (115 respondents or 64.2%) and low work-family conflict (161 people or 89.9%), and low burnout (83.2%). Most of the respondents had a high category of performance (145 people or 81%). The study showed that family-work conflict and work-family conflict are not significantly related to performance ( $t$ -value  $< 1.96$ ). Family-work conflict and work-family conflict are significantly related to burnout ( $t$ -values = 4.63, SLF=0.86 and 12.65, SLF=0.19), and burnout is significantly related to their performance ( $t$ -value = 2.29, SLF= -0.51). The study recommends that the human resources management of the hospitals should make a working time more flexible, alternative work schedules and job sharing policies.

**Keywords:** burnout, family-work conflict, female nurse, performance

**CHOICE OF THE WORKPLACE AFTER GRADUATION: SURVEY FINDINGS FROM  
UNDERGRADUATE PUBLIC HEALTH STUDENTS AT THE SAM RATULANGI UNIVERSITY –  
INDONESIA**

Mubasysyir Hasanbasri

**Abstract**

**Background.** The establishment of the faculty of public health has produced many public health scholars. They can mainly be functional and managerial staff in the health department, puskesmas, or other health institutions. The specific context of their future workplaces should be an essential motivation for students. Assuming all students have workplace and job orientation earlier in their study years, this study examined the consistency between students career choice and the study field they take. Also, do FKM provide students with work orientation at district health offices? **Methods.** Two hundred of fourth-year students from 5 fields of study filled out a questionnaire in a survey in August 2015, designed to look at student management competencies and career choices, at the Faculty of Public Health - Sam Ratulangi University, Manado. **Results.** District health offices have the most choices (26% -56%). All study areas mention district health offices as their place of work after graduation. To our surprise, health administration students had the smallest percentage in choosing district health offices. Forty-eight percent of students choose careers in places other than district health offices, government public health centers, hospitals, and nongovernmental organizations, the workplaces most relevant to them. FKM students do not consider hospitals as workplaces. A large percentage of nutrition students chose the career in a hospital, probably because of their intention to work in a nutrition installation. Different from our expectations, students from occupational health, environmental health, and health administration and management were, in fact, needed in many government hospitals. **Conclusions and recommendations.** As expected, this study confirms that district health offices were the most common workplace FKM students chose as their future career. The dominant choice in district health offices suggests that lecturers and educators should base training activities on actual practical works of district health offices. FKM and the provincial government are in urgent need to set up district health offices as academic health centers, where students learn what they will do in the future.

**Keyword :** Academic health centers; career choice; undergraduate public health students; capstone in district health office; career orientation; undergraduate public health education; student internship

**The Correlation Between The Internal Factors Of Village Midwives On The Effectiveness Of Use The Si-Cantik Software In The Trosobo Community Health Center On Taman District Sidoarjo**

<sup>1</sup>I Made Subhawa Harsa

<sup>2</sup>Andiani

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**Abstract:**

**Background:** In Sidoarjo, Si-Cantik (*Sistem Informasi Sidoarjo Cegah Angka Kematian Ibu Dan Anak*) software has been created to reduce maternal mortality (MMR) and infant mortality (IMR) based on the indicators of the success of health services in a region according to Sustainable Development Goal (SDGs) and the National Medium Term Development Plan. **Purpose :** this study was to analyze the correlation between the internal factors of village midwives on the effectiveness of use the Si-Cantik software in the Trosobo Community Health Center on Taman district Sidoarjo in 2019. **Method:** This study was observational analytic using the cross sectional method. The population of the study were 20 village midwives with samples taken from the entire population with total sampling technique. Variables consist of internal village midwives as independent variables, and the effectiveness of using the Si-Cantik program as the dependent variable. **Results :** The results of this study based on Chi-Square test is  $p = 0,04$  ( $< 0,05$ ) and it shows theres significant correlation between internal factor of village midwives with effectiveness of the use of Si-Cantik software in the Trosobo Community Health Center on taman district in Sidoarjo. The results of Contingency coefficients test is  $C = 0,417$  (41,7%) which means the correlation between village midwife's internal factors and the effectiveness of the use of the Si-Cantik program are quite significant at 41.7%. **Conclusion:** This study shows that theres a correlation between the internal factors of village midwives and the effectiveness of use the Si-Cantik software.

**Keywords :** Si-Cantik Software, Internal Factors, Understanding Levels



## ORGANIZATIONAL JUSTICE AND PERFORMANCE APPRAISAL SATISFACTION: A STUDY IN SUBURBAN HOSPITAL IN INDONESIA

Alita Dewi Percunda<sup>1\*</sup>, Nungky Tantiasari<sup>2</sup>, Djazuly Chalidyanto<sup>3</sup>

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### Abstract:

**Introduction:** Performance appraisal conducted should aim to increase employee work performance. Effective performance appraisal system could be seen from perception of employee's performance appraisal satisfaction. The organizational justice, fairness of organization in performance management, considered to be the key factor for the success of performance appraisal system. Therefore, the correlation of organizational justice and performance appraisal satisfaction in hospital need to be explored.

**Aims:** This research conducted to know the correlation of organizational justice and performance appraisal satisfaction

**Method:** A questionnaire to measure organizational justice and performance appraisal satisfaction was given to employee at service department in Anwar Medika General Hospital. Valid questionnaire with number of 223 were received from 271 spreaded out or 82% response rate. Data analysis had been done for descriptive values and linear regression for correlation coefficient

**Result:** The respondents mostly are female (80.3%), age below 30 years old (74%), and from inpatient ward (39%). The test showed significant correlation between organizational justice and performance appraisal satisfaction ( $p < 0.05$ )

**Discussion:** The correlation of organizational justice and performance appraisal satisfaction showed that factor contributing to satisfaction with performance appraisal system is the fairness of organization in performance appraisal system. The satisfaction to performance appraisal system believed to be contributing to work performance

**Conclusions:** Factors contributing to the better performance appraisal system important to be revealed in many work setting since it is important to the performance of employee

**Keyword:** organizational justice, performance appraisal satisfaction, hospital

## LIST OF ORAL PRESENTATION

### Oral Presentation

**Wednesday, 11 September 2019**

**Room : Oxygen Floor 3.**

**Time : 12.30-16.00**

**Chair : Inge Dhamanti, S.KM, M.Kes, M.PH., PhD**

NO	NAME	TITLE OF ABSTRACT
1	Zachreini I / Nyilo Purnami	The Correlation Between Elderly With Presbycusis Who Live At Home And Decreasing Quality Of Life In Indonesia
2	Bernadetta Mustikawati	Increasing Hand Hygiene Compliance To Reduce The Incidence Of Multidrug Resistance Acinetobacter Baumannii In Ventilator Associated Pneumonia In Icu Surabaya Hospital
3	Rista Fauzingtyas	Relationship Between The Interaction Of Parents And Emotional Maturity Of Adolescents With Cyberbullying
4	Lucky Radita Alma	Descriptive Study Of Knowledge And Environment Of Adolescents Students Towards Early Marriage In Malang Regency (Study In Hasanudin Senior High School, Wajak Subdistrict, Malang Regency)
5	Dr. Lilik Pudjiastuti, S.H., M.H.	The Integrated Health Services Legal Certainty As A Form Of Acceleration In Health Development In Indonesia
6	Sri Winarsi	An Analysis On The President Instruction No. 4 Of 2019: A Responsive Legal Review On The Indonesian Government's Exigent Policy On The Plague Deployment In Indonesia
7	Wilda Prihatiningtyas	The Ratio Legis Of Hospitals Classification Regulation And Doctor's License To Improve Access To Health Services And Prevent State Financial Leakage

<b>8</b>	Chreisyse Kardinalia Fransisca Mandagi	Knowledge Improvement Of Preventing Sexually Transmitted Disease To Students Of Smp Negeri I Talawaan, Kecamatan Dimembe, North Minahasa
<b>9</b>	Radian Salman	Legal Protection To Indonesian Dental Artisan: A Judicial Review Post-Constitutional Court Decision No. 40/Puu-X/2012
<b>10</b>	Mas Rahmah	The Policy Of Balancing Access To Essential Medicines And Patent Rights: Corporate Social Responsibility For Pharmaceutical Companies As An Alternative
<b>11</b>	Ayu C. Noviana	The Knowledge About The Sign Of Emergency In Pregnancy With The Compliance In Attending Ante Natal Care At Tropodo Village, Sidoarjo



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### CONTENT of ABSTRACTS ORAL PRESENTATION ROOM 4



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**The Correlation Between Elderly With Presbycusis Who Live At Home And Decreasing Quality Of Life  
In Indonesia**

Zachreini I\*, Nyilo Purnami\*\*, Bashiruddin J\*\*\*, Soetjipto D\*\*\*\*

\* *Medical Faculty of Universitas Malikussaleh*

\*\* *Medical Faculty of Universitas Airlangga*

\*\*\* *Medical Faculty of Universitas Indonesia*

\*\*\*\* *Chief of The National Committee for Prevention & Management of Hearing Loss and Deafness (PGPKT)*

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**Abstract**

**Abstract:** Elderly experience aging process leading to degenerative change in the body function, both physically and emotionally. One of the physical changes affects the hearing, causing a specific hearing decreased function and called as presbycusis. Presbycusis impedes communicational interaction with other people within the neighborhood which then impacts quality of life. **Method:** This research is an observational analytic study to find out correlation between elderly with presbycusis who live at home and decreasing quality of life in Indonesia based on Hearing Handicap for Elderly Screening (HHIE-S) questionnaire using cross sectional study. **Result:** Based on the results of the study, has found significance correlation between elderly with presbycusis who live at home and decreasing quality of life in Indonesia, which p value 0,023. **Conclusion:** There was significance correlation between elderly with presbycusis who live at home and decreasing quality of life in Indonesia.

**Keywords:** Elderly, Presbycusis, Decreasing Quality of Life



**Relationship Between The Interaction of Parents and Emotional Maturity of Adolescents with  
Cyberbullying**

**Mas Sonia Nabeela Salhami<sup>1</sup>, Ilya Krisnana<sup>1</sup>, and Rista Fauziningtyas<sup>1</sup>**

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**Abstract.** Cyberbullying is a phenomenon that often occurs now in adolescence. Parent interaction and emotional maturity may related to cyberbullying. This study aims to determine the relationship of parental interaction and emotional maturity to cyberbullying in adolescents. This study used a cross-sectional study design, with samples taken from 150 adolescents aged 16-18 years. Samples were selected by simple random sampling method. The independent variable was parental interaction collected using the PACHIQ-R questionnaire and emotional maturity used the SDQ questionnaire. Dependency variable was cyberbullying which is used using the 2016 version of the Cyberbullying Questionnaire. Data were analyzed using Pearson and Spearman. There was a relationship of between parent interaction and adolescents who cyberbullying with p value = 0.008 and also victims with p value = 0.009 ( < 0,05). There was a relationship between emotional maturity and adolescents who cyberbullying with p value = 0.002 and also victims p value = 0,000 ( < 0,05). Health promotion regarding adolescent maturity and adolescent interaction needs to be given by health workers, as an effort to prevent cyberbullying in adolescents.

**DESCRIPTIVE STUDY OF KNOWLEDGE AND ENVIRONMENT OF ADOLESCENTS STUDENTS  
TOWARDS EARLY MARRIAGE IN MALANG REGENCY (STUDY IN HASANUDIN SENIOR HIGH  
SCHOOL, WAJAK SUBDISTRICT, MALANG REGENCY)**

Dewi Fatimah<sup>1</sup>, Lucky Radita Alma<sup>2\*</sup>

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**Introduction:** There were 513 cases of early marriage in the Wajak Sub-district in 2018 (ranked 3<sup>rd</sup> in Malang Regency)(DP2KB, 2018). Hassanudin Senior High School is one of the senior high schools in the Wajak Sub-district where there were students who have dropped out of school due to marriage. This study aims to determine the description of knowledge and environment of adolescent students towards early marriage.

**Method:** This study was a descriptive study using a cross sectional approach. Variables in this study consist of knowledge and environment (family, peers, and society). Sample in this study were all students in 10<sup>th</sup> and 11<sup>st</sup> grade who 14-19 years old and unmarried. The instrument used was a questionnaire. Data analysis uses frequency and percentages distribution tables.

**Results:** There were 122 respondents consist of 48% male and 52% female, average of age 16 years old. 65% of respondents ever had information about early marriage; 46% about definition and 43% consequences of early marriage. 51% of respondents obtained information from electronic media. 54% live around family which support early marriage, 70% around peers whom support early marriage and 89% live in community which does not support toward early marriage. **Discussion and conclusions:** most respondents have knowledge about early marriage, having a family and peer environment conditions which supportive towards early marriage.

**Keywords:** knowledge, environment, adolescents students, early marriage

**THE INTEGRATED HEALTH SERVICES LEGAL CERTAINTY AS A FORM OF ACCELERATION  
IN HEALTH DEVELOPMENT IN INDONESIA**

Dr. Lilik Pudjiastuti, S.H., M.H. (487)

**ABSTRACT**

This article aims to review the ease of business licensing policy through the online system in the health sector as a follow-up to the Online Single Submission service policy which is intended to facilitate for entrepreneurs to obtain the legality of activities. Licensing in the health sector aims as a protection for the public in obtaining safe, quality and affordable health services, so that the existence of licensing in the health sector is an instrument to achieve health development and achieve the third goal in sustainable development goals (SDG"s) namely health and well-being and prevention of health services that can harm the community. Licensing service through OSS application is a policy that accelerates licensing services which have been considered long and expensive, but in the implementation of licensing services on line still raises legal problems, namely not fulfilling the principle of legal certainty, the principle of accuracy and the principle of openness, so that the potential for health services having a permit does not guarantee the availability of safe, quality and affordable health services. The discussion of this article through a conceptual analysis of licensing and health services and analysis of laws and regulations in the field of health services licensing.

AN ANALYSIS ON THE PRESIDENT INSTRUCTION NO. 4 OF 2019: A RESPONSIVE LEGAL  
REVIEW ON THE INDONESIAN GOVERNMENT'S EXIGENT POLICY ON THE PLAGUE  
DEPLOYMENT IN INDONESIA

Sri Winarsi<sup>1\*</sup>, Sri Hajati<sup>2</sup>, Faizal Kurniawan<sup>3</sup>, Prawitra Thalib<sup>4</sup>, Bagus Oktafian Abrianto<sup>5</sup>, Xavier Nugraha<sup>6</sup>

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**ABSTRACT**

A little while ago, Indonesia was in an uproar due to the emersion of a new plague called the monkeypox. Other than the monkeypox, the constant emersion of new, unidentified plague all over the globe, possesses a high risks to spread in Indonesia. It is logical to think the high risks was because of globalization that caused the world to be borderless. Thus, in the effort to prevent foreign disease deployment in Indonesia, the President of the Republic of Indonesia, has created an exigent policy that is the President Instruction No. 4 of 2019 on Capacity Building to Prevent, Detect, and Response to Plague, Global Pandemic, and Nuclear, Biologic, Chemical Exigencies. The instruction was directed from the President to the twenty-three Ministries pertinent to the prevention of foreign disease deployment activities. The existent of the President Instruction arises two, ground, questions. **First**, whether the President Instruction is the accurate, legal policy, to respond to foreign disease deployment? **Second**, what kind of instruction the President Instruction No. 4 of 2019 actually regulated to anticipate plague from abroad? This research is judicial research that studies legislation provisions pertinent to the plague deployment in Indonesia. The research uses statute and conceptual approach pertinent to the plague deployment in Indonesia. Based on the research, it is found that: **First**, President Instruction is a *beleid*, issued by the Government in an exigent situation, to respond the foreign disease deployment, is *the* accurate legal policy to respond the foreign disease deployment. **Second**, the instruction by the President that was directed to the twenty-three Ministries, is the accurate instruction in the effort to prevent foreign disease deployment, through the means of evaluation, literature studies, completion of the existent legislation provision, and conducting coordinated and integrated steps, in accordance with the role, function, and the authority of each Ministry in order to increase Indonesia's ability to prevent, detect, and response foreign disease from abroad.

**Keyword** Responsive law, Exigent Policy, President Instruction No. 4 of 2019

**THE RATIO LEGIS OF HOSPITALS CLASSIFICATION REGULATION AND DOCTOR'S LICENSE  
TO IMPROVE ACCESS TO HEALTH SERVICES AND PREVENT STATE FINANCIAL LEAKAGE**

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**ABSTRACT**

Based on Article 34 paragraph (3) of the 1945 Constitution RI, The state shall have the obligation to provide sufficient medical and public service facilities. In order to carry out the mandate of the constitution, one form of regulation issued by the government is through Health Minister Regulation Number 56 of 2014, which one of the provisions is related to a Practice License (Surat Ijin Praktik/SIP). In the provisions related to this SIP, one of the terms of the extension is related to the classification of the hospital where the doctor practices. This aims to ensure that hospitals with high classification have standardized health service facilities including the number of specialist doctors who are able to support the quality of the hospital. However, it turns out that the disharmony of regulations regarding the classification of hospitals with the extension of the license for the practice of specialist doctors is problematic. But unfortunately one of the factors is the function of local government regulations that force hospitals to immediately move up the class, so that specialist doctors who practice in hospitals whose classification has not been high cannot be extended. This raises the paradigm as if specialist doctors can only practice in hospitals that have been classified as high, because if hospitals that are not yet high quality want to have specialized doctors, it is as if they are required to raise the quality of hospitals first. Based on this, there can be seen two major problems. First, what is the legal ratio of the provisions relating to the regulation of hospital classification and doctor's license? Second, how is the legal protection for the community in guaranteeing health care facilities from specialist doctors proportional to the right to social health insurance? As we all know that hospital classification greatly influences the value of BPJS health claims for hospitals. The higher the hospital class, the higher the claim value. Finally, in order not to lose the doctor, hospitals that should still be class C competing to become class B and the BPJS claim value that should be paid with type C hospitals to become type B. Is not this resulted in state losses. To answer this problem, this study uses juridical research with a statute approach and conceptual approach. Based on the results of this study, it was found that, *First*, the ratio legis of the provisions related to the regulation of hospital classification and medical practice permits using historical interpretation is to provide substantial health service access rights for all Indonesian people in accordance with Article 28H paragraph (1) of the 1945 Constitution RI. *Second*, because the ratio legis of the provisions relating to the regulation of hospital classification and medical practice permits is to provide a substantial right of access to health services for the community, meaning that specialist doctors who practice in hospitals that are classified not yet high, so with a progressive legal approach, the specialist doctor should still be given permission, while the hospital is called upon to improve its classification. This is because, when specialized doctors at the hospital were not given an extended license, it seemed to close the opportunity for the hospital to improve its classification and finally the hospital was closed. This is precisely contrary to the existence of the original intent of the provisions relating to the regulation of hospital





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classification and doctor's license is to provide the right to access substantial health services for the community.

**Keyword:** Practice License, The Right to Health Services, Hospitals Classification



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**KNOWLEDGE IMPROVEMENT OF PREVENTING SEXUALLY TRANSMITTED DISEASE TO  
STUDENTS OF SMP NEGERI I TALAWAAN, KECAMATAN DIMEMBE, NORTH MINAHASA**

*Chreisye Kardinalia Fransisca Mandagi, Sam Ratulangi University  
Sekplin Andries Steven Sekeon, Samratulangi University  
Maureen Irinne Punuh, Sam Ratulangi University*

**ABSTRACT**

Lack of information and knowledge from the youth students about sexually transmitted disease (STD) can lead to increment to the numbers of the sexually transmitted disease among the youth. SMP Negeri I Talawaan is one of the schools located in North Minahasa. Presenting the education or information related to sexual issues si still considered tobooo and trigger pros-cons among the society in the village of Talawaan, Kecamatan dimembe. Thus, the information about the education and the risk of sexually transmitted disease is necessary to improve he knowledge of the students about STD so that the students can prevent STD in early stage. **Method:** Cross sectional. The population of this research is students of SMP Negeri 1 Talawaan, 7<sup>th</sup> and 8<sup>th</sup> Grade. The instruments that were used are questionnaire sheets. The health education will be presented by socialization.

**Results:** Knowledge level about the STD before the socialization which categorized as good knowledge category is 8 respondents amounted to (18.6%), fair knowledge category is 27 respondents (62.8%), and less knowledge category is 8 respondents ( 18.6%). Whereas upon receiving the socialization, the knowledge level improved where number of respondent in good knowledge category is 37 respondents (86.0%), fair knowledge category is 6 respondents (14.0%), in other words respondent with less knowledge category is none..

**Keywords:** Sexually Transmitted Diseases, Students, SMP

**LEGAL PROTECTION TO INDONESIAN DENTAL ARTISAN: A JUDICIAL REVIEW POST-  
CONSTITUTIONAL COURT DECISION NO. 40/PUU-X/2012**

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**ABSTRACT**

Dental artisan is a common and preferred profession that has been widely known amongst the general public due to its inexpensive price. But, because the profession was unsafe, the dental artisan was prohibited by Legislation No. 29 of 2004 on Medical Practice and the Ministry of Health Regulation No. 1871/MENKES/PER/IX/2011 on the Repeal of the Ministry of Health Regulation No. 339/MENKES/PER/V/1989. However, the Constitutional Court through its decision No. 40/PUU-X/2012 has re-legalized the dental artisan profession. Amongst considerations made by the Constitutional Court, the re-legalization was caused because although the profession has a high risk of security, it can be settled through teaching, licensing, and supervision, instead of prohibition. In this matter, two issues arise. **First**, whether post-Constitutional Court Decision No. 40/PPU-X/2012, dental artisan as a profession is equal with the dentist?, **Second**, how is the teaching, licensing, and the supervision that was intended by the Constitutional Court? This research is a juridical research that studies the existent legislation provision on the legal protection regarded to dental artisan in Indonesia. Based on this research, it was founded that: **First**, pursuant to Article 6 (1) of Ministry of Health Regulation No. 39 of 2014, dental artisan is only allowed to, (a) create a partial or complete removable dentures that are made out of *heat curing acrylic*, that adheres to health standard requirements, (b) install a partial or complete removable dentures that are made out of *heat curing acrylic* without covering the patient's left-tooth root. In the event a dental artisan conducted practice outside of the two, the City or Regency Local Government will impose an administrative sanction upon them. **Second**, the form of teaching, licensing, and supervision intended by the Government will be given directly to the City of Regency Local Government to decide appropriately.

**Keyword:** Legal protection, dental artisan, Constitutional Court Decision No. 40/PPU-X/2012

**THE POLICY OF BALANCING ACCESS TO ESSENTIAL MEDICINES AND PATENT RIGHTS:  
CORPORATE SOCIAL RESPONSIBILITY FOR PHARMACEUTICAL COMPANIES AS AN  
ALTERNATIVE**

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**ABSTRACT**

Patent law provides legalized monopolies for the holders, approximately 90% dominated by pharmaceutical industries. This has allowed pharmaceutical industries to drive up the price of essential medicines for poor patients. This situation, has blocked poor people's access to essential medicines contributing to public health problems associated with inadequate access to medicines. The conflict between drug pricing and public access has raised pressing questions about the relevance of patent rights to medicine, and the pharmaceuticals social responsibility related to the public access to drugs. This paper argues that pharmaceutical industries need to contribute to improved access to medicines for poor patients particularly in the poor countries since they are responsible for solving public health problems by providing medicines available and accessible to those in need. This paper has objective to formulate the policy of balancing access to essential medicines and patient rights and on how CSR becomes a strategic alternative to ensure access to essential medicines. The result of paper recommends that the charity philanthropic donations of drugs and financial resources as usual common CSR should be accompanied by other mechanisms such as balancing patent and access to medicines, revitalizing TRIPS (Trade Related Aspects of Intellectual Property) flexibilities such as compulsory licensing and parallel importation and other practical mechanisms such as building health capacity, technology transfer, public-private partnership, discounted drug or differential pricing.

**Key words:** CSR, patent, access, essential medicine, pharmaceuticals

**The Knowledge about The Sign of Emergency in Pregnancy with The Compliance in Attending Ante Natal Care at Tropodo Village, Sidoarjo**

**Ayu C. Noviana, Atik S. Wulandari, Sukma Sahadewa, Septiari D. Wicahyani, Lailatul Fithriyah, I Putu Indra Wiadnyana, I Gusti Ayu Avitri V.<sup>1</sup>**

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**ABSTRACT**

**Background and Objective:** East Java Province at years 2017 has maternal mortality rate 91,92 every 100.000 birth. To reduce the rate every pregnant mother must attend ante natal care regularly. Every normal pregnancy has a chance to be complicated, so routine ante natal care is a must to prevented. Mothers would attend ante natal care regularly if she has the knowledge of the emergency sign in pregnancy. **Method:** This observasional coss sectional study were conducted in Tropodo Village, Sidoarjo with 94 pregnant mothers as population and 48 pregnant mothers as sample. Subjects would filled questionnaire that given by the research team. **Results:** Using chi square with CI 95% , 0,05, we analized the correlation between the knowledge and the compliances to attend ante natal care. The result shows  $p=0,026$  (  $<0.05$ ). **Conclusion:** There is correlation between the knowledge about the emergency sign in pregnancy with pregnant mothers compliance in attending ante natal care regularly. So every pregnant mother should have good knowledge about the emergency sign in pregnancy.

**Keywords:** Antenatal Care (ANC), knowledge, emergency sign in pregnancy, compliance



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17	Yuniar	Community-Based Partnerships In Improving Access To Mental Services At Dr. Radjiman Wediodiningrat Mental Hospital Lawang
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19	Anasyia Nurwitasari	Problem Analysis Of Immunization In Diphtheria Prevention At The Bangkalan District Of East Java, 2019

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## BUDGET ALLOCATION POLICY ANALYSIS AGAINST HEALTH ACHIEVEMENT PROGRAM IN RURAL AREA

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### ABSTRACT

**Introduction:** According to health legislation, the amount of the regional government health budget is allocated at least 10% of the regional income and expenditure budget. However, budget allocations only reached 9.37% in 2012. Budget allocation in South Halmahera District is far from recommended only reached 5%. **Method:** This study to analyze the budget allocation policy in South Halmahera District health offices to the achievements of the health program. This study is a qualitative study conducted in South Halmahera District Health Office. The primary data obtained through interviews and secondary data obtained through the study of documents relating to research, sourced from Development Planning Agency at Sub-National Level, Regional Finance Agency, Regional Representative Council and District Health Office. **Results:** The results of the policy analysis of budget allocation at the South Halmahera District Health Office towards the achievement of health programs are influenced by planning capabilities, Regional Medium Term Development Plans, Regional Revenues, and Budget Allocation of District Health Office sourced from the Regional Revenue and Expenditure Budget. **Discussion:** This study concludes that planning capabilities/work plan processes are influenced by regional commitments, priority scales, advocacy and balance of the budget and regional income through the transfer of balance funds in the form of General Allocation Funds. Health program achievements are still below the Minimum Service Standards set by the Government.

Keywords: Budget Allocation, health office, program coverage

**Military Patient Satisfaction Analysis of  
Military Hospital in BPJS'S era With Servqual Method**

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**ABSTRACT**

**Background :** Military Hospital is one of the work units under KODIKLATAL has the duty to support and carry out health services for Military Personnels and Military students in KODIKLATAL. In the BPJS era, not all illnesses or cases that occurred in training and education could be claimed. This has an impact on the level of patient satisfaction, especially military who are active in the Kodiklatal. **Purpose :** The purpose of this paper is to thoroughly analyze the satisfaction rating of patient in Military Hospital by using Servqual Method. **Method :** This type of research is analysis by using a data collection tool for patient satisfaction questionnaire that was adapted from the Hospital Survey on Patient Satisfaction questionnaire. This kind of analysis was using Servqual Method. And the study population was all patients that visited to the hospital, wheter Military Personnels or Military Students. Sampling using total sampling with 100 respondents. Data analysis that was performed was descriptive statistical analysis. **Results :** in the era before the BPJS, patients were very satisfied with the speed of service which was 52% compared to the era of BPJS by 32% . whereas in the BPJS era patients were very satisfied with the completeness of the facilities at 58% compared to the era before the BPJS which was only 19%. **Conclusion :** Patient satisfaction in Military Hospital is quite satisfied. It is expected that the hospital will improve the health services for the patients in BPJS era .

**Keywords:** Satisfaction, Patients, and Servqual Method.

**EFFECTIVENESS OF THE IMPLEMENTATION OF THE JOB ENLARGEMENT AND JOB  
ENRICHMENT METHOD IN EFFORTS TO OVERCOME LIMITATIONS OF EMPLOYEES**

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**ABSTRACT**

Organizing a government whose professionalism is currently the biggest demand. However, in reality, this is still very difficult to achieve, due to the limitations of employees, the uneven distribution of employees and the incompatibility of employee resources with the needs of the organization.

Workload analysis is a method that can be used to find out the type of position formation that is experiencing a shortage of employees or excess employees. Recruitment can be a choice to solve this problem. But if recruitment can not be chosen, one solution alternative is the rearrangement of existing job designs, for example by implementing job enlargement and job enrichment.

Likewise in Dinas Kesehatan Kota Kediri, since the moratorium, the work design policy using job enlargement and job enrichment began to be considered as an alternative solution, so that the number of available staff able to handle existing tasks and services can still be implemented properly. The purpose of this study is to find out the effectiveness of the policies implemented whether it is sufficiently effective in overcoming the problem of employee limitations.

The method of research chosen is descriptive which is intended to see the effectiveness between the variables studied by using descriptive data analysis results of employee performance evaluation before and after the methods are carried out. The results of this study indicate that the job enlargement and job enrichment methods are still quite effective chosen as an alternative in overcoming the problem of employee limitations. This is confirmed by the absence of a decrease in the results of employee performance appraisal and some of them have increased along with the addition of the types of responsibilities given.

**Keywords:** *Workload Analysis, Job Enlargement, Job Enrichment, Performance, Limitations of Employees*



## THE MEASUREMENT ANALYSIS OF PUBLIC HEALTH CENTER SERVICE PERFORMANCE USING BALANCED SCORECARD

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### ABSTRACT

**Introduction :** Public Health Center as a public organization, is also demanded to be responsible over its performance completely to the regional government and the community. Balanced Scorecard is proper choice to measure the public health center performance in the aspects of financial and non-financial. The objective of this research is to improve the service performance of public health center using BSC.

**Method:** This performance measurement used descriptive quantitative approach. This method was employed by describing every data of indicator achievement per perspective that has been collected and recapitulated, comparing the indicator achievement result and every perspective's performance target, determining every perspective's weight, giving score and criteria for each perspective's indicator and assessing the performance of each perspective.

**Results:** the performance measurement of public health center using BSC showed that the highest performance assessment was the perspective of Internal Business Process (39.93), perspective of financial was still low (20.67%), the third place was the perspective of learning and development (16.96%), while the lowest performance was the perspective of the customer (13.94%).

**Discussion and Conclusion:** Public Health Center as non-profit organization needs to pay attention to the perspective of learning and development, which is by utilizing the fund of JKN and DAK to improve the staffs' competence, while in order to increase the customer perspective as the lowest performance is by optimizing the Complaint Center function.

Keyword: BSC, Performance, Perspective, Service, Public Health

**Planning Analysis of Public Health Human Resources in  
in Health Office Tulungagung District**

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**ABSTRACT**

**Introduction:** Human resource planning is the main function that must be carried out by the organization so that there are workers available to occupy positions and appropriate jobs. In health development, public health workers are part of a very important human resource role in order to increase awareness of health services that are promotive and preventive. Objectives to be achieved from this study is to analyze the planning of Public Health workers in Health Office Tulungagung District. **Method:** Descriptive and literature studies. **Results:** The results showed that the appointment of a civil servant or a moratorium has not been held, including Public Health workers from 2014 to 2017. So there is a gap between the needs and the availability of Public Health workers in Health Office Tulungagung District. So far, to overcome these problems, a job enlargement is carried out, that is, other health workers get additional tasks as Public Health workers. This makes the workload of these worker increasingly high and incompatible with their main tasks and functions and educational background. Health Office Tulungagung District human resources planning is carried out annually based on Workload Analysis (ABK). The number of Public Health workers needed by the Health Office Tulungagung District is 31 people. **Discussion and Conclusions:** Therefore it is necessary to have an alternative provision of Public Health workers through the process of recruitment, selection and orientation which will later become contract workers from the Health Operational Assistance (BOK) fund.

**Keyword:** public health workers, human resources planning

**CORRELATION BETWEEN WORKING LIFE AND EDUCATION LEVEL TOWARDS MIDWIVES  
COMPLIANCE IN APPLYING SOP FOR HANDWASHING**

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**ABSTRACT**

The highest morbidity and mortality rate in the world is caused by infection cases. There are around 1.4 million deaths every day in the world caused by Nosocomial Infection. According to WHO, the percentage of nosocomial infections in hospitals in the world reaches 9%. In Indonesia, the rate of Nosocomial Infection is increasing every year. Therefore, it is important to carry out prevention; hand washing is one of the effective prevention options. However, there is much non-compliance of health workers including midwives in the implementation of SOP for washing hands. The implementation compliance rate is still low, below 50%. The aim of this research is to analyze the influence of working life and educational level on midwife compliance in applying SOP for handwashing. The research was conducted in RSU Bakti Mulia, Banyuwangi. This was an observational research with analytical and cross-sectional design. Research populations were 40 midwives in the midwifery unit. The sample was determined by Lemeshow formula and 33 midwives were obtained. Sample determination was done by using simple random sampling. Data were collected by doing observation and giving questionnaires. The result has showed that all variables have p values  $(0.001) < (0.05)$ . It means that working life and educational level factors have a significant and positive effect on midwife's compliance in applying SOP for handwashing.

**Keywords:** Hand washing, Working life, education level, compliance, and SOP

**THE EFFECT OF BREAKFAST ON THE LEVEL OF ANXIETY IN GRADE 6 STUDENT OF SDN  
PATRANG III, IV AND V JEMBER DURING MENARCHE**

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**ABSTRACT**

Anxiety is influenced by two hormones, namely norepinephrine and serotonin; where norepinephrine increases anxiety while serotonin decreases anxiety. The norepinephrine hormone from the amino acids tyrosine and serotonin originates from tryptophan. Protein food carry amino acids including tryptophan and tyrosine, both of which compete to pass the blood brain barrier first. In the presence of carbohydrates, it will stimulate insulin excretion, where insulin is composed of various amino acids, including tyrosine. However, tryptophan does not form insulin so that it directly passes through the blood brain barrier to form serotonin. As a result, protein foods combined with carbohydrates can reduce anxiety levels. The purpose of this study was to examine whether there was an effect of breakfast on the level of anxiety in students during menarche. This study used correlation descriptive approach with chi square as data analysis. The results of the study show that  $p = 0.006$ , i.e.  $P < 0.05$ , meaning there was a significant effect of breakfast on the level of anxiety in grade 6 primary school students who were experiencing menarche. Therefore, it can be concluded that breakfast can reduce the level of anxiety. The girls who will step into adolescence is characterized with menarche which is one of the triggering factors for anxiety. There is a significant effect of breakfast on the level of anxiety among students in SDN Patrang III, IV and V when they were experiencing menarche.

**Keywords:** Tryptophan, Tyrosine, Serotonin, Norepinephrine, Anxiety.

## THE MATURITY OF SOCIAL CAPITAL RELATION WITH UNIVERSAL CHILD IMMUNIZATION ACHIVEMENT TARGET IN PUSKESMAS OF SURABAYA

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### ABSTRACT

Based on UCI achievement recapitulation taken from the reports of Surabaya Health Department at 2008 to 2010, these past three consecutive years, Puskesmas UCI is decreasing. The general objective of this research is to analyze the relationship on maturity level of social capital with the achievement of Universal Child Immunization in the health center of Surabaya. The specific objectives; analyzing the maturity level of social capital across sectors in achieving the UCI' target according to the perspective of coordinator's immunization program, analyze the planning, implementation and assessment (P1, P2 and P3) from immunization program. It is also analyzing the relation on social capital across sectors with the UCI' target achievement according to the perspective of coordinator's immunization program Puskesmas. It is also analyzing the relation on P1, P2 and P3 immunization program of puskesmas with UCI target achievement, and the last is to construct the recommendations on UCI target improvement in Puskesmas of Surabaya. It is a survey research, using an observational study design. The samples are gaining with a Stratified proportional random sampling technique. From 34 Puskesmas, sample is taken in each Puskemas with one respondent which is the Puskesmas immunization program coordinator. The data results of the questionnaire are analyze with distribution frequency. Then, it is tested in the Spearman correlation with significance level  $\alpha = 0,05$ . The problem on maturity level of social capital according to the Pareto principle, which is in the district, has raw percentage as of 36, 48%, sub district has 24, 72% and at PKK has 32, 94%. According to the Pareto principle, the problem is in the implementation stage. From the results of Spearman correlation test there was no relation between the level on maturity of social capital district, sub district, PKK, and RT /RW with the UCI target achievement. It is also has no relation between P1, P2 and P3 immunization program with the UCI achievement. The improvement suggestions starting from Surabaya' government, health department of Surabaya until puskesmas, which is one of it is to re-improve the regulation that involves cooperation between health authorities, municipalities and agencies to implement the synergy of cooperation between the puskesmas to district until the sub district in synergy to support immunization program. Strengthen the political commitment that support immunization program becomes operational, start from the province, city, district to the village level, and sub district. Increasing maturity of social capital with the policy, program or activity of Surabaya Health Department and has to be done by all Puskesmas in Surabaya.

**Keywords:** Social capital, Universal Child Immunization, Puskesmas.



**Patient Safety Culture Overview of drg. Nainggolan Naval Academy Hospital**

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**ABSTRACT**

**Background :** One of the basic principles in health care is patient safety. The culture of patient safety developed by the hospital management is the first step to make effective patient safety efforts. Hospital patient safety is a system where hospitals will make patient care more safe than before. The system includes: risk management, identification and management of matters related to patient risk, reporting and analysis of incidents, the ability to learn from incidents and their follow-up and implementing solutions to minimize the risk. Therefore, if the hospital wants to reduce the occurrence of patient safety incidents, the hospital must adopt a patient safety culture. **Purpose :** The purpose of this paper is to thoroughly describe the overview of patient safety culture at the drg. Nainggolan Naval Academy Hospital. **Method :** This type of research is descriptive using a data collection tool for patient safety culture questionnaire that was adapted from the Hospital Survey on Patient Safety Culture questionnaire published by The Agency for Healthcare Research (AHRQ). The study population was all staff / medical service personnel and support in the hospital. Sampling using total sampling with 72 respondents. Data analysis that was performed was descriptive statistical analysis. **Results :** The results showed that the average positive response from 12 dimensions of patient safety culture was 54.9%. The dimension that has the highest positive response is cooperation within the unit (78.9%) and the dimension that has the lowest positive response is management support (36.6%). **Conclusion :** Patient safety culture at drg. Nainggolan Naval Academy Hospital is quite positive. It is expected that the hospital will continue to make improvements and enhance the culture of patient safety, especially in the lowest category dimension.

**Keywords:** Patient Safety, Patient Safety Culture, drg. Nainggolan Naval Academy Hospital.

**THE RELATIONSHIP BETWEEN HEALTH BEHAVIOR AND INCIDENTS AT WORK OCCURRING  
TO NURSES IN EMERGENCY UNIT OF Dr. MIDİYATO SURATANI NAVAL HOSPITAL  
TANJUNGPINANG**

**Siti Saerah**

**Introduction:** The preliminary survey showed the number of incidents at work occurring to nurses at Dr. Midiyato Suratani Naval Hospital was high at 82%, and nurses in Emergency Unit experienced more incidents 72.2%. This study analyzed the relationship between health behavior (knowledge, attitude, action) and incidents at work in the Emergency Unit of Dr. Midiyato Suratani Naval Hospital. **Method:** This descriptive-quantitative study employed a cross-sectional design. The samples are nurses in the Emergency Unit of Dr. Midiyato Suratani Naval Hospital. This study used a univariate analysis and bivariate analysis using Chi-Square test. **Results:** The findings show that incidents at work in the Emergency Unit of Dr. Midiyato Suratani Naval Hospital are 72.8%. The nurses lack knowledge (61.1%) and take false action (66.%), but have good attitude (72.2%). The chi-square test found there is a significant relationship between knowledge and incidents at work, so is action and incidents at work in the Emergency Unit of Dr. Midiyato Suratani Naval Hospital. There is no a significant relationship between attitude and incidents at work in the Emergency Unit of Dr. Midiyato Suratani Naval Hospital. **Conclusion:** To decrease risks of incidents at work occurring to nurses, the Hospital should design a policy for planning and implementing an occupational and health safety program.

**Keyword:** Health Behavior, Incident at Work, Emergency Unit.

**FACTORS AFFECTING POTENTIAL CLAIM OVERPAYMENTS  
OF HEALTH INSURANCE AT Dr. RAMELAN NAVAL HOSPITAL, SURABAYA**

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**ABSTRACT**

**Background:** One of the crucial aspects for hospital insurance system is claim management. Based on the audit claims submitted by Ramelan Navy Hospital, there were potential overpaid claims which will affect return claims that the hospital should pay. **Objective:** The objective of the study was to find out factors causing potential claim overpayment. **Method:** This study was descriptive analytic. The population was all 254,669 claims after they were audited by internal auditors of Social Security Agency in 2018. **Results:** There were 3881 (1.33%) potentially overpaid claims during 2018. There were 1951 (50.27%) documents considered as overpayment. Several causes of overpayment are readmission, double billing for inpatients and outpatients on the same day, differences in perception of diagnoses and procedures in coding, different classes of care from patient rights, billing of dead patients, and patient chemotherapy. The value of overpayment was approximately Rp. 4,066,938,800 (1.18%) of total claims in 2018. **Discussion:** The potential overpayment can be resulted from both hospital and Social Security Agency. There are differences in perception of diagnosis and procedures of care, and chemotherapy causes. Communication and education about the regulation of Social Security Agency claims and application help to detect readmission and double claims. **Conclusion:** Factors affecting overpaid claims of Social Security Agency at the Ramelan Navy Hospital are readmission, double billing for inpatients and outpatients on the same day, differences in perception of diagnoses and procedures in coding, different classes of care with patient rights, billing of dead patient, and patient chemotherapy.

**Keywords:** Social Security Agency, claim document, claim audit, potential overpayment

**DESCRIPTION INTERPRETATION, BEHAVIOR TEACHERS CONDUCT PHBS PROGRAM IN  
ELEMENTARY SCHOOLS IN THE WORK AREA OF NGLETIH HEALTH CENTER IN KEDIRI**

**Denilay Richardo Raming**

**ABSTRAK**

**Background :** Health development is directed towards achieving a healthy Indonesia, which is a situation where everyone lives in a healthy environment, behaves in a clean and healthy life, has access to health services and has the highest level of health. **Purpose:** This study aims to find out the level of interpretation, behavior Teachers in conducting School PHBS programs and Constraints Factors not / not yet implemented School PHBS in accordance with eight (8) Indicators of PHBS in Elementary Schools. **Method:** This research is a survey research using descriptive research design or design.) The population in this study were Teachers in three (3) elementary schools located in the working area of Ngletih Health Center amounting to 32 people. The sample in this study were elementary school Teachers from Bawang Elementary School 1, Ngletih Elementary School and Ketami Elementary School 2 Kediri City **Results:** The results description the level Teachers's interpretation of PHBS was still lacking, Teachers's behavior had performed healthy clean behavior (PHBS) in their respective schools even though not all of them were perfect. the need to increase PHBS Counseling in schools. **Conclusion:** Level of Teachers's interpretation of school PHBS is still lacking, Teachers's behavior towards healthy hygiene behavior most school PHBS has done but it is not yet perfect and the implementation PHBS has mostly tried to do and the obstacle factors are facilities and infrastructure originating from the Teachers is derived from student awareness and parental participation familiarize PHBS both at home and at school for students.

**Keywords:** Interpretation, Behavior, Indicator

**Analysis Of Determinant Factors With Health Services Utilization For National Health Insurance  
Participants At Working Area Of Lavalette Hospital**

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**ABSTRACT**

**Introduction:** Hospital is a health facility that provides advanced health services for national health insurance participants. Based on data from Lavalette Hospital in 2018, the lowest inpatients visit for national health insurance patients occurred at Lavalette Hospital (852 patients). The aim of this study was to analyze determinant factors with health services utilization in the working area of Lavalette Hospital. **Method:** This was a cross-sectional study using simple random sampling technique with total sample was 150 respondents. Data were analyzed using linear regression statistical analysis. **Results:** The results of the study illustrated that only 55,33% of utilized national health insurance. The most of respondents have characteristics as follow: age > 60 years (50,67%), female (53,33%), high education (66%), employment (58,67%), having good perception regarding health officers attitude (45,33%), having good perception regarding national health insurance (68,67%), close to health center (53,33%), and having positive perception regarding pain (56%). There were correlation between age variable (p-value=0,022), education (p-value=0,005), perception regarding national health insurance (p-value=0,000), service accessibility (p-value=0,001), with health services utilization for national health insurance participants at working area of Lavalette Hospital. **Discussion and Conclusion:** There were four variables correlated significantly with national health services utilization (age, education, perception regarding national health insurance, and service accessibility). It is suggested that a good understanding of national health insurance programs among society needs to be improved to the effectiveness of health service at the health center.

**Keywords:** Determinant factors, Health Service, National Health Insurance, Utilization, Lavalette Hospital



## THE RELATIONSHIP BETWEEN OBESITY AND HYPERTENSION IN CENTRAL JAVA PROVINCE 2015-2017

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### ABSTRACT

**Background:** Hypertension is a deadly disease. This disease can cause health issues and death. The incidence of vascular disease and heart disease is the risk of obesity. An increase in the body mass caused by the obesity can increase the blood pressure. **Aim of the study :** To analyze the relationship between obesity and hypertension cases in Central Java Province 2015-2017. **Method :** This study utilizes a cross sectional design. The independent variable in this study is the case of obesity, while the dependent variable used is the case of hypertension. This study employs the secondary data obtained from the data of the Health Profile of Central Java Province 2015-2017. The data normality test uses *kolmogorov-smirnov*, while the correlation test uses *spearman* since the data distribution is not normal. **Results :** The significance value between obesity cases and hypertension cases is 0.001 ( $p < .$ ). The strength of correlation between variables is 0.517 which shows a moderate relationship. **Conclusion :** There is a relationship between cases of obesity and cases of hypertension in Central Java Province 2015-2017.

**Keywords :** Central Java, Hypertension, Obesity

**Abstract**

**RELATIONSHIP BETWEEN THE LEVEL OF NUTRITIONAL ADEQUACY, PHYSICAL ACTIVITY  
WITH BODY ENDURANCE**

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**Introduction:** Endurance is a person's ability to move with all members of the body in a long period, especially for athletes. One sport that requires endurance is a martial sport. The level of nutritional adequacy, and physical activity are supporting the immune system. The aims of this study was to determine the relationship between the level of nutritional adequacy and physical activity with endurance. **Method:** This research is an observational analytic study with case-control study design, a large sample of 20 athletes divided into 10 cases and 10 controls. The data used in this study are the level of nutritional adequacy measured by Food Recall, physical activity is measured by a training pattern questionnaire, nutritional status is measured based on Body Mass Index and endurance is measured by the Indonesian Physical Fitness Test aged 16-19. **Results:** The analysis shows that there is a relationship between physical activity with endurance divided into a duration of exercise with (OR = 0.025) and frequency of exercise (OR = 0.0). Data on athletes about the level of nutritional adequacy and nutritional status with endurance does not affect. **Discussion and Conclusions:** Endurance is related to duration and frequency during exercise.

**Keyword:** *Nutritional Adequacy, Physical Activity, Body Endurance*

## CAUSE OF BPJS HEALTH CLAIM'S DATA WAS REJECTED

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**Background:** Implementation of the National Health Insurance Program to provide health protection in the form of health care benefits in order to meet basic health needs provide to everyone who give contributions or has been paid by the government. Based on Badan Penyelenggara Jaminan Sosial's (BPJS's) data, participants of Health National Health Insurance (JKN) is about 196.66 million people. This amount is equivalent to 74% of the total population of Indonesia which is estimated to reach 265 million people in 2018. From the last data, BPJS Health facilities by May 2018 has reached 27,140. It's consist of 6,666 health centers, 497 inpatient clinics and 2,159 hospitals. In this case, providers that work with BPJS Health must have the ability to collect data claim quickly and accurately in order to speed up the claim process. Some factors cause to declined verification. It can cause hospital claims for health insurance BPJS are delayed. The Purpose this research to find out the cause of BPJS Health claim returns. **Method:** This research was conducted at Dr. Moedjito Dwidjosiswojo General Hospital by analyzing how often the BPJS verifactor rejected the data of claims for internal disease cases. The design of this study is a descriptive analytic method using secondary data collection and observation. **Conclusion:** Based on data obtained during the last 3 months the claims data were rejected on March were 56%, April 52%, May 44%.

Keywords: national health insurance, claim file, data was rejected

**COMMUNITY-BASED PARTNERSHIPS IN IMPROVING ACCESS TO MENTAL SERVICES AT  
DR. RADJIMAN WEDIODININGRAT MENTAL HOSPITAL LAWANG**

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**ABSTRACT**

**INTRODUCTION:** Health cadres have an important role in improving public health, both physically and mentally. Treatment gaps in the field of mental health are essentially caused by access difficulties (both communication access and physical access), limitation of the distribution of drugs, lack of human resources and service facilities, as well as stigma by the surrounding community this difficulties will result in low literacy on mental health. The implementation of a community-based mental health program can improve people's access to mental health services in advanced healthcare facilities. The formal system that is available at this time has not been able to answer all these challenges, so Mental Hospital Dr. Radjiman Wediodiningrat (RSJRW) Lawang use an informal communication networks with all stakeholders through the *whatsapp* messaging application group. This study aims to describe the success of community-based mental health programs in collaboration with the use of simple social media in increasing the number of people with mental disorders (ODGJ) in accessing mental health services needed. **METHOD:** This research is a descriptive study. **RESULTS:** The results of this study indicate an increase in the number of ODGJ's in accessing mental health services at RSJRW Lawang at the same periode of time. **DISCUSSION AND CONCLUSIONS:** This study shows that the participation of primary health facilities, related government agencies, the active role of educated and trained communities and the use of simple, low-cost and appropriate information technology media can increase ODGJ 's access to obtain the required mental health services and also increasing the quality of referrals and stakeholder satisfaction.

ANALYSIS OF BASIC IMMUNIZATION COVERAGE  
IN TULUNGAGUNG DISTRICT, 2019

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ABSTRACT

**Background:** Basic Immunization coverage is still one of problems in Tulungagung district. For the last 3 years, the basic immunization coverage did not cover all the target infants. In 2018, from the target of 15,147 infants, there were 1,116 infants who did not receive immunization of Hepatitis B, 689 infants were not immunized with Bacillus Calmette Guérin (BCG) and 849 infants were not immunized for Oral Polio Vaccine (OPV 1). **Aim of the study :** To analyze the problems of basic immunization program. **Method :** This study was done at Tulungagung District Health Office from January to February 2019. Identification of problems was done by conducting interviews, analyzing secondary data on basic immunization coverage of the Tulungagung health profile from 2016 to 2017 and section report Immunization in 2018. Prioritisation of Basic Immunization problems was done using *Urgency, Seriousness, Growth* criteria. Root cause of problem was done by Fishbone methods. **Results :** Of the problems identified, the first priority problem in Tulungagung District 2018 is Hepatitis B immunization coverage does not reach the target. The root causes were poor immunization, under qualified workers in data collection and validation of targets, poor integration of Basic Immunization and Maternal and Child Health (MCH), lack of promotion and media campaign. **Conclusion :** Low Hepatitis B immunization coverage is a priority problem for basic immunization programs. Optimization of the integration of child and maternal health immunization program (MCH) is needed, periodic validation of program coverage and health promotion on immunization using creative promotional media.

Keywords : Basic Immunization Coverage, USG, Fishbone, Maternal and Child Health



**PROBLEM ANALYSIS OF AT THE BANGKALAN DISTRICT OF EAST JAVA, 2019  
IMMUNIZATION IN DIPHTHERIA PREVENTION**

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**ABSTRACT**

**Background:** Diphtheria in Bangkalan District was the third highest in East Java. The highest cases of diphtheria during the last 5 years occurred in 2018. Until the end of January 2019, there have been 4 times diphtheria outbreaks which 2 cases positive toxigenic laboratory confirmation. **Aim of the study :** Find out the priority and root cause immunization problem and used in planning and implementing diphtheria control programs appropriately. **Method:** This study was a descriptive observational study conducted at the Bangkalan District Health Office in January 2019. Problem identification was done Nominal Group Technique method. Determination of priority using the Capability, Accessibility, Readiness, Leverage (CARL) method. The root cause of problem was determined using fishbone method. **Results:** Complete basic and DPT Booster immunization coverage for the past 3 years has not met the target and was unevenly distributed as a top priority immunization problem in Bangkalan District. Epidemiological investigations of diphtheria outbreaks showed in 2018, 95.4% of cases did not get DPT immunization during infancy. The coverage of the DPT booster in 2018 was 66.4%. The root cause of priority problem were the village coordinator of immunization were not good at collecting data about the number of targets actively and did not carry out counseling before immunization. Training immunization coordinator at the puskesmas, village, or private services level was still limited. **Conclusion:** Strengthening the role of the village coordinator of immunization by involving others sector, and establish a community empowerment program such as My Home My Village is necessary.

Keywords :diphtheria, immunization, DPT, immunizations coordinator, bangkalan

ANALYSIS OF THE PROBLEMS OF DENGUE HEMORRHAGIC FEVER IN MAGETAN  
DISTRICT, EAST JAVA, 2019

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ABSTRACT

**Background:** Case Fatality Rate (CFR) of Dengue Hemorrhagic Fever (DHF) in Magetan District during 2013-2017 is still above the target. CFR was 3, 66% in 2013, 6.25% in 2014, 1.94% in 2015, 2.42% in 2016 and in 2017 CFR was 2.42%. The purpose of this study is to analyze health problems in the DHF program at Magetan District Health Office in the year of 2013-2017. **Method:** This study is a descriptive observational study. It conducted at the Health Office of Magetan District. The types of data collected are secondary data on the health profile of Magetan District in 2013-2017. Priority problem using the Urgency, Seriousness, Growth (USG) method. Priority of problems found is identified as causes of problems with problem analysis diagrams. The root cause of the problem found in priority with the CARL method (Capability, Accessibility, Readiness, and Leverage) and made alternative solutions to problems. **Results:** DHF CFR of 2.42% is still above the national target. It became the main priority of health problem in Magetan Districtbase on USG method. The root cause found that the handling of patients is still not optimal, environmental conditions still strongly support the spread of DHF, DHF services in health centers and DHF vector control have not been optimal. **Conclusion:** Cross-sector advocacy efforts are needed related to prevention and controlling of dengue fever, socialization of the importance of controlling mosquito's breeding places in Magetan District for prevention of dengue, treatment and also about the importance of conducting laboratory assesment to obtain the true diagnosis.

Keywords: DHF, CFR, USG, Magetan

**DETERMINING THE HEALTH PROBLEM PRIORITY IN  
JEMBER DISTRICT (EAST JAVA), 2019**

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**ABSTRACT**

**Background:** Analysis of health problem priority is essential in order to plan appropriate solution program to health problems in the area with limited resources. This study aimed to determine the health problem priority in Jember on 2019. **Methods:** This study was an observational descriptive study conducted on January 2019 in Jember. Health problem identification and analysis used primary data obtained through interviews and secondary data from the Regional Health Office Profile during 2016-2018. The data collected were demographics, surveillance reports, health status, morbidity, and mortality. Health problem priority was determined using the assessment of urgency, seriousness, and growth (USG) criteria of each problem, and then the root cause of the problem was determined with Ishikawa diagram sequencing. **Results:** The main health problem priority was Tuberculosis (TB) with a value of 190. Tuberculosis was the top priority due to low percentage of Case Detection Rate (CDR) achievement in Jember. In 2016, the TB case finding rate was 49.42%, then in 2017 it decreased into 45.5% and in 2018 it decreased further into 40.3%. The root cause of the problem was the lack of report from health care workers in finding TB cases, lack of health Workers, double Job, SITT Error, and low public awareness in Jember. **Conclusion:** Low CDR is the main health problem priority in Jember. It is suggested to improve the report from TB health care workers through active case finding to increase the CDR and expand both cross-sector and cross-program cooperation to combat tuberculosis in Jember.

**Keywords:** Tuberculosis, health problem priority analysis, USG method, Ishikawa

## FAILURE MODE AND EFFECTS ANALYSIS REPORT OF MEDICATION PROCESS IN A PRIVATE HOSPITAL

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**Introduction:** Medication error is one of many adverse event that occurred at hospital. Based on data from the Committee of Quality Improvement and Patient Safety in this hospital, there has been an increase in the number of medication errors from 28% in 2017 to 37% in 2018. This article is an analysis of failure modes and the effects of medication process using FMEA, a proactive risk reduction method in healthcare.

**Method:** The design of this study was cross-sectional. Data sourced from the incident report and risk register of this hospital. The FMEA process uses stages according to JCI. Data analysis was carried out descriptively.

**Results:** The FMEA produced failure modes, potential causes and its potential effects. The highest Risk Priority Number (80) of failure modes is the lack of information about patient's allergic history in medical records. 60% proposed redesigns process was implemented in this hospital and lowering Risk Priority Number 64 points from 80 to 16.

**Discussion and Conclusions:** Redesign Process using FMEA method can be used in reducing healthcare risk, and this research needs to be continued to observe the effectiveness of FMEA in reducing incident report in this hospital this year.

**Keywords:** *FMEA, medication errors, medication process, patient safety and quality improvement, risk management.*

**Analysis of Independence Level and Cognitive Function Elderly Who  
Visited Primary Health Center of Aikmel District East Lombok**

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**ABSTRACT**

**Background:** One of four elderly have experienced illness in the last month and they are needing health care which primary efforts to increase, preventive and maintain health results of degenerative process than must check in the facility health. **Aim:** Determine the independence level is to use the Barthel ADL's Index and cognitive function is to use the Mini-Mental Status Examination (MMSE). **Method:** This study was observational descriptive at the Primary Health Center of Aikmel District East Lombok, the study sample was visited elderly from January to June 2019, a total sample of 739 respondents. **Results:** Analysis uses the Barthel ADL Index that the independence level of the elderly was 92.7% independent, 7.0% mild dependent and 0.3% moderate dependent. While the Mini-Mental Status Examination (MMSE) for cognitive function of the elderly was 69.8% normal, 25.0% probable cognitive impairment and 5.1% definite cognitive impairment. **Conclusion:** The elderly was visited the Primary Health Center of Aikmel's most independent and normal cognitive function. **Recommendation** for Primary Health Center is evaluating the results of the assessment than make planning and implementation to follow-up in the integrity health programs.

**Keywords:** Independence, Cognitive, Primary Health Center



## THE EFFECTS OF WEARING HIGH-HEELED SHOES TO THE LOWER LIMB

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**Introduction:** High-heeled shoes causes increases of energy cost and temporal change of gait. Long term change of gait made the change of the structure. It could affect power and function of the structure. This study was aimed at describing the effects of wearing highheeled shoes to the lower limb.

**Method:** Thirty five women aged 20-25 years, body weight 45-55 kgs, body height 155-165 cm, were included and given questionnaire to detect complaints with their wearing high-heeled shoes. Descriptive method and qualitative analysis were used.

**Results:** The result showed that wearing high-heeled shoes made 90% respondents feel fatigue on posterior cruris during standing, walking and running activities. Weakness and painfull feelings especially on posterior pedis, posterior cruris region, and talocruralis articulation were the most frequent symptoms registered by more than 65% participants. Approximately, 40% of the participants reported that high-heeled shoes accelerate the emegence of weakness and painfull feelings during standing, walking and running activities compared with lower heels one. About 60% of the participants reported that high-heeled shoes would cause weakness and painfull feelings during running activities.

**Discussion and Conclusions:** Wearing high-heeled shoes will make the lower limb prone to weakness, fatigue, and painfull feelings during standing, walking and running activities.

**Keyword:** High-heeled shoes, Lower Limb, Weakness, Fatigue, Painfull Feelings.

**The Implementation of Clinical Pathways as an Cost Services Control Instrument in RSUD Dr. Soetomo  
Action Reserch Study of BPJS Patient Who Underwent Caesarean Section with INA-CBG Payment  
System**

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**Introduction:** Total real hospital cost for Jamkesmas patient who underwent caesarean section at Dr. Soetomo General Hospital Surabaya was significantly higher than collectible cost using INA-CBG packet as the basis of their payment policy. The objective of this study is to determine about the effect of using clinical pathway as a tool to control total real hospital cost BPJS patient who underwent caesarean section.

**Method:** An action research used to analyze the success of implementing clinical pathway as a tool to control the real hospital cost for c-section. Firstly we developed the clinical pathway by reviewed caesarean section service flow and hystorical c-section data during August until October 2012. Also we pay attention to c-section Standard Operation Procedure and expert input and advice during Focus Group Discussion. We implemented the clinical pathway to BPJS patient who performed caesarean section during 1 January until 31 March 2014 and comparing the real hospital cost between that period with Jamkesmas patient who underwent c-section during 1 October until 31 December 2013. **Results:** 126 BPJS patient performed c-section during 3 month study period, compare to 215 Jamkesmas patient in the same control period. From 126 study group 65 (51.58%) the clinical pathway form was completed. The average of real hospital cost significantly higher after implementation of clinical pathway with  $p = 0.019$ . The average length of stay, service cost and real hospital cost was significantly lesser in completed clinical pathway form group with  $p = 0.012$ ,  $p = 0.013$  and  $p = 0.012$  respectively. **Discussion and Conclusions:** This study demonstrated that implementation of the clinical pathway may yield decreasing length of stay and the real hospital cost in c-section patient and demonstrated that using clinical pathway can make the service more efficient.

**Keywords:** clinical pathway, caesarean section, hospital cost.

ANALYSIS OF ECONOMIC LOSS DUE TO DIABETES MELLITUS  
ON NATIONAL HEALTH INSURANCE PARTICIPANTS  
IN SUMBERREJO PUBLIC HOSPITAL, BOJONEGORO

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ABSTRACT

**Background:** NHI's participants consists of insurance fee waiver and non insurance fee waiver. Disease could cause economic loss. The result of Indonesia Basic Health Research in 2018 showed the increase percentage of people with diabetes mellitus, including in Bojonegoro. This study aims to analyze economic loss due to diabetes mellitus on NHI participants with insurance fee waiver and non insurance fee waiver.

**Method:** This research was quantitative study with cross sectional design. The sample of this study were 17 patients of diabetes mellitus with insurance fee waiver of NHO and 15 patients with non insurance fee waiver of NHI. The study was conducted in Sumberrejo Public Hospital from May until June 2019.

**Result:** Economic loss due to diabetes mellitus were calculated through direct and indirect costs. The economic loss in patients with insurance fee waiver of NHI was Rp 5.572.366. The economic loss in patients with non insurance fee waiver of NHI was Rp 2.989.984.

**Discussion and conclusion:** The greatest economic loss due to diabetes mellitus found in patients with insurance fee waiver of NHI for about Rp 5.572.366. It was very high when compared with the mean of their income for about Rp 634.375. This could happened because NHI's participants have not been use the utilized of NHI optimally. Considering, the direct costs incurred by insurance fee waiver of NHI's participants were come up to Rp 0-. This cost seems high

**Keywords:** Diabetes Mellitus, Economic Loss, Insurance Fee Waiver, National Health Insurance, Non Insurance Fee Waiver

## The Effectiveness of Feedback on Performance Appraisal in Improving the Performance of Employees

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**Introduction.** Definition of Human resource performance appraisal is a systematic process of evaluating the performance of employees / human resources within an organization within a certain period of time / period according to predetermined standards. Evaluation of useful performance includes providing feedback to employees about their performance which ultimately encourages performance improvement. Number of employees Dr Moch Soewandhie Hospital which has a poor performance is still very high at 5 percent of the total number of employees of 700 contract workers. The target of the hospital is less than 2 percent. Contract employees who have less recurring values only on certain employees. The employee from year to year has less value and there are those who have a good performance value and then go down to be less good. These employees numbered 18 people (47.36%) out of a total of 38 people. For this reason, it is necessary to measure the effectiveness of feedback on performance appraisal in improving the performance of employees at Dr Moch. Soewandhie Surabaya.

**aims.** This study aims to determine the effectiveness of feedback on performance appraisal in improving the performance of employees of Dr. Moch Soewandhie Hospital Surabaya.

**Method.** Measuring the performance of employees who have poor performance values is done by reassessment after 3 months of employee performance evaluation for the first time . This type of research is descriptive using secondary data on employee assessment at Dr Moch Soewandhie General Hospital in 2016-2018.

**Results.** Coaching is done in the form of feedback from direct supervisor. As the result, There are 21 employees (55,26%) experiencing an increase in performance, 2 employees (5,26%) have a fixed performance and dan 15 employess ( 39,47 %) actually decrease performance

**Conclusion.** Feedback from the performance evaluation of Dr. Moch Soewandhie Hospital after 3 months did not show a significant performance improvement from the first performance appraisal time.

Keywords: feedback, performance appraisal, human resources

**ANALYSIS OF HAND HYGIENE COMPLIANCE IN X GENERAL HOSPITAL EMERGENCY  
DEPARTEMENS**

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**ABSTRACT**

**Introduction:** Infectious diseases are still the main cause of high morbidity and mortality in the world. Hand hygiene behavior is one of the factors that has a major influence on preventing the occurrence of nosocomial infections (INOS) in hospitals. This analysis is to find out the relationship between education, knowledge, attitudes, availability of facilities, guidelines / Standard Operating Procedure hand hygiene, length of work, supervision of the head of the room and training in compliance with hand hygiene in the emergency staff at the General Hospital X. **Method:** The study used was a comparative study with a cross-sectional design, carried out at the Emergency Department of X Hospital in December 2018. Data collection using interview techniques was guided by questionnaires, observations and measurements. The sample in this study was 61 people selected based on total sampling. The sampling technique uses saturated samples by taking all members of the population into a sample. **Results:** There is a significant relationship between the availability of facilities, length of work, supervision of the head of the room and training in compliance with hand hygiene. The most influential variable on compliance with hand hygiene was the supervision variable of the head of the room. **Discussion and Conclusions:** Health workers have not complied with the implementation of Hand Hygiene activities. Education should be done to health workers related to the importance of Hand Hygiene activities.

**Keywords:** Compliance, Hand Hygiene, Health personnel



**Effect of Motivation Factors on Compliance in Filling Medical Records in the Inpatient Unit of Airlangga Hospital, Jombang**

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**Introduction:** The completeness of the medical record is closely related to the quality of service of a hospital. The average of filling the complete medical records in Airlangga Hospital, Jombang only reached 82%. This study aims to identify the effect of motivation factors on compliance in filling medical records in the inpatient unit of Airlangga Hospital, Jombang.

**Methods:** An operational study involves 61 respondents from physicians, nurses, pharmacists, nutritionists, and front office. The independent variable is a motivation factor, however the dependent variable is compliance in filling medical records. This study uses primary data from the Herzberg questionnaire (39 questions) and secondary data from the medical records checklist.

**Results:** This study shows five important findings. First, the compliance of employee in filling the inpatient medical records reached 59% so it was categorized as low. Second, the respondents' categorized motivation factors are good enough (2.92). Third, the motivational factor proved to have a strong enough effect on the motivation of officers in filling medical records. Fourth, the motivation factor also has a strong influence on the intention to fill the medical records. Fifth, intention does not affect the compliance of officers to fill medical records. **Discussion and Conclusions:** This study concludes the importance of improving employee motivation to ensure completeness of filling medical records. Therefore, hospital management needs to conduct periodic monitoring and evaluation of employee's compliance in filling medical records and implementing reward and punishment systems to employee so that they are motivated to fill medical records completely and correctly.

**Keywords:** motivation factors, compliance, medical record.

**ANALYSIS OF EFFECTIVE COMMUNICATION EFFECT ON IMPROVING THE QUALITY OF  
PRIMA SERVICES AND PATIENT SATISFACTION IN THE OUTPATIENT INSTALLATION**

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**Abstract**

**Introduction:** Effective communication is important to support nurses in providing excellent service which is a caring attitude of nurses to patients in providing the best service to facilitate ease of meeting patient needs so that it can be used to realize patient satisfaction. The purpose of this literature review study is to describe the effect of effective communication on improving the quality of excellent service and patient satisfaction in Outpatient Installation. **Method:** This study uses a literature review research method. This method is done by searching publication articles on Google Search with selected keywords namely effective communication, excellent service, and patient satisfaction. Searches were carried out by limiting publications from 2009-2019.

**Results:** From the literature search results, it is known that effective communication can significantly affect the provision of excellent service quality so that it has an impact on increasing patient satisfaction with health care.

**Discussion and Conclusions:** The recommendation from this literature review study is that collaboration between the Personnel (HR) and the Head of Nursing is expected to conduct effective communication training, nurses are expected to continue to be able to improve their effective communication skills with patients, and further researchers are advised to be able to dig deeper into the effect of effective communication towards improving the quality of excellent service and patient satisfaction.

**Keyword:** Effective Communication; Excellent service; Patient Satisfaction

***EVALUATION OF SCREENING PROGRAMS IN DIABETES MELLITUS DISEASE IN PRIMARY  
HEALTH SERVICE X, INDONESIA***

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**ABSTRACT**

**Background:** Data from surveillance conducted by the program holder shows that the prevalence of Diabetes Mellitus in the City of Kediri is 19,705, but the Screening coverage at the Kowilsel Primary Health Service is only 8% of the target achievement.

**Objective:** To evaluate the problems that occur in the implementation of screening on NonCommunicable Diseases especially Diabetes Mellitus at the Kowilsel Primary Health Service, Kediri City.

**Method:** This type of research is a descriptive study with a qualitative approach. through in-depth interviews and observations.

**Results:** Untrained human resources about management, unallocated funds, lack of health promotion, integrated development posts that are not by following per under to the standards issued by the Indonesian Ministry of Health, low community participation.

**Conclusion:** The role of the Primary Health Service as a Level I Health Facility as a facilitator of screening for non-communicable diseases especially Diabetes Mellitus has not been carried out to the maximum.

PROBLEM ANALYSIS OF HEALTH SCREENING  
IN PUBLIC HEALTH CENTRE OF KOTA WILAYAH SELATAN, KEDIRI 2019

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**ABSTRACT**

**Background:** NCD cases in Kediri City have increased from 2017 to 2018, especially in the Public Health Centre of Kota Wilayah Selatan. Hypertension and Diabetes Mellitus are the two highest NCDs that occur in the Kediri City and at Public Health Centre of Kota Wilayah Selatan. Thus, health screening is a secondary prevention that is important to do to against NCDs' increase. **Aim of the study :** Find out the priority and root cause health screening problem and used in planning and implementing prevention of Non communicable diseases (NCDs) appropriately. **Method :** This study was a descriptive observational study conducted at the Public Health Centre of Kota Wilayah Selatan in July 2019. Problem identification was done using Brainwriting Method. Problem priority was done using Urgency Seriousness Growth (USG) Method. Root cause of problem was done using Fishbone Diagrams Method. **Results :** There are three problem was detected in health screening, and the problem priority is lack of Posbindu centers that can be accessed by the community, especially time to during implementation. The problem priority was analyzed using five aspect (man, material, money, market, and method) on Fishbone Diagram Method. **Conclusion :** The root cause were the many targets spread over in large area and do not have much time to participate in Posbindu, low number of cadres available, and low number of Posbindu kit and infrastructure available. Strengthening other sectoral cooperation and community empowerment must to do to increase achievement of health screening implementation.

Keywords :Health Screening, Kediri, Problem Priority

## **CURRENT STATUS IN KEDIRI CITY TOWARDS THE 2020 90-90-90 UNAIDS TARGET**

### **A case study of Pesantren 1 Health Center**

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### **Introduction**

In 2016, UN Member States committed to reduce new HIV infections to fewer than 500,000 annually by 2020, a 75% reduction compared with 2010, reduce AIDS-related deaths to fewer than 500 000 globally as a means of ending AIDS by 2030. The main UNAIDS 2020 target is to ensure that 90% of the people living with HIV know their status, 90% of the people living with HIV (who know their HIV status as positive) are already on ART treatment, 90% of people on treatment are virally suppressed. The objective of the study is to determine the current status in Kediri city towards this 90-90-90 UNAIDS target that has to be met by 2020.

### **Method**

The study was a cross sectional study at Pesantren 1 Health Center, Kediri city. The researcher collected secondary data at from the year 2018 till May 2019, carried in depth interviews, then determined the percentage of HIV positive patients that did a HIV test and received their results as Positive, the percentage of HIV positive patients that started ART treatment, the percentage of HIV positive patients that have viral load suppression from the viral load tests done.

### **Results**

The results indicated that only 2.4% of the people living with HIV know their HIV status, 93.4% of the people with HIV already on ART treatment and 20.5% of the people on ART treatment have viral load suppression.

### **Conclusion**

Only the second 90 target has so far been met. The first and third 90 targets are still very far from reach.

Key words: AIDS, ART, HIV, Suppression, Viral, Pesantren, Kediri



**DESCRIPTION OF PULMONARY CAPACITY IN PARKING WORKERS  
AT PT FAJAR GRAHA PENA IN MAKASSAR**

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Pulmonary capacity is the maximum amount of air a person can expel from the pulmonarys determined from the development of the respiratory system. **Introduction:** This study aims to determine the description of pulmonary capacity in parking workers at PT Fajar Graha Pena in Makassar. **Method:**The design of this study used a descriptive design with an exploratory approach. Respondents as many as 9 samples taken in total sampling, data collection methods using quantitative research methods. Retrieval of data directly using a questionnaire instrument and measurement using a spirometer on the pulmonary capacity of workers. **Results:** The results showed that parking workers of PT. Fajar Graha Pena, there are 3 out of 9 respondents who have decreased pulmonary capacity. Pulmonary capacity is influenced by several variables namely gender, sleep patterns, smoking habits, exercise, and air pollution. Decreased pulmonary capacity is much influenced by smokers namely as many as 2 respondents, while others are influenced by respondents' irregular sleep patterns. **Discussion and Conclusions:** Suggestions that can be given to prevent pulmonary capacity decline in parking workers is to change the respondent's living habits and the management of working hours for the company.

**Keyword:** pulmonary capacity, parking workers



**RELATIONSHIP ORGANIZATIONAL COMMUNICATION CLIMATE AND TEAMWORK ON  
INCIDENTS OF PATIENT SAFETY IN PRIVATE HOSPITALS**

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**Abstract**

Background: Patient safety is an effort to guarantee and improve patient safety in the service delivery process. There is a need for a communication climate and teamwork to make patient safety efforts.

Aims: The aims of this research is to explain the relationship of Organizational Communication Climate and Teamwork to Patient Safety Incidents.

Methods: This study is a descriptive study of literature review conducted in a private hospital.

Results: The results of this literature review found that Organizational Communication Climate and Teamwork influence the implementation of patient safety efforts.

Conclusion: There is a relationship between Organizational Communication Climate and Teamwork on patient safety incidents



## CONSTRAINTS IN PROVISION TIME OF HOSPITAL MEDICAL RECORD DOCUMENTS

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### **ABSTRACT**

**Background:** Waiting time in provision time of hospital medical record documents remains to be an issue that need to be solved. Some constraints need to be analysed in order to know the factors causing the long waiting time of outpatient medical record document provision. **Objective:** To analyze the long-time provision for outpatient medical records based on the theory of constraints. **Methods:** Research result found that the average waiting time of medical record document provision is 54.84 minutes with average registration period of 5.93 minutes and time for finding and making of the medical record document is 48.91, while the standard time of medical record document provision is <20 minutes. Constraint was found in the process of medical record document provision, including the time to find the medical record document, numbering waiting time to the filling room, and the waiting time of the distribution of medical record document after the tracer. Solution that can be given in overcoming the constraint cause of waiting time of document provision, includes transferring the numbering staff of medical record document collection and making section to the registration section, making maintenance program regularly, conducting *Standar Operating Procedure* (SOP) and main task and function socialization to all staff by distributing printed *Standar Operating Procedure* (SOP). **Conclusion:** According to the result of observation and analysis in the path of outpatient medical record document provision service by comparing the standard time and the real time of the service, it was found that the main problem of the long waiting time of outpatient medical record document provision was the numbering waiting time to the filling room, time to find and make (for new patient) medical record document and distribution waiting time.

**Keywords:** medical record, waiting time, theory of constraint

## INCIDENT OF URINARY TRACT INFECTIONS (UTI) DUE TO CATHETER USAGE

### (A Study in Indonesian Suburban Private Hospital)

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#### ABSTRACT

**Introduction:** Nosocomial infection is the most common problem occurs among 9% of 1,4 million hospitalized patients in the world. Urinary tract infections (UTIs) account for up to 40% of nosocomial infections which are reported by acute-care hospitals every year. **Purpose:** The purpose of the study to describe UTI incident due to catheter use.

**Methods:** This was a descriptive study in suburban private hospital. The subjects of this study were patients who had indwelling catheter inserted in ward, chosen by total sampling technique. Data was collected secondary from medical record. **Result:** The result showed that from total 5525 inpatients patient, 492 (8,9%) patient use urine catheters. Duration of catheter use is about 3-6 days with average 4,5 days. The percentage of urinary tract infections in patients with urine catheters is 0.4% (2 events) with the incidence of infections occurring on day 3 and day 6. Its includes the category of rare events. A septic technique factors for catheter placement and care during catheter use greatly influence the risk of urinary tract infections besides duration of catheter usage. **Discussion and Conclusion:** Catheters should only be used for appropriate indication and should be removed as soon as they are no longer needed, because of the UTI risk on the catheter usage is estimated to increase by 5% to 10% per day.

**Key words:** urinary tract infections, urinary catheter, duration of catheter use

**The Relationship between Nurse Motivation and Electronic Documentation of Nursing Care in the Inpatient Unit of Jember Lung Hospital.**

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**Introduction :** Completeness of documentation of nursing care will be different for each nurse, incomplete nursing care documentation will harm nurses, patients, and other parties. One of the factors that influence the completeness of the documentation of civil care is motivation. **Aims:** The Aims of this study was to analyze the relationship between nurses' motivation and the completeness of the Electronic documentation of nursing care at the Inpatient Installation of the Pulmonary Hospital in Jember. **Metod :** Respondents in this study were 48 nurses at inpatient unit Jember Lung Hospital selected by total sampling technique. **Result :** Spearman correlation rank statistical test results have a p-value of 0,000 which means there is a significant relationship between motivation of nurses and the completeness of electronic nursing care documentation. Spearman correlation coefficient value is 0.665. There indicate a strong relationship between nurses' motivation and completeness of electronic documentation nursing care where positive results show a direct relationship, thats show the motivation of nurses and the completeness of electronic documentation of nursing care documentation means good. **Coclussion :** The results of this study concluded that nurses with good motivation can increase the percentage and completeness of electronic documentation of nursing care. It is recommended by the hospital to better maintain the motivation of nurses.

**Keywords:** Motivation of Nurses, Completeness of Documentation of Nursing Care



### The Implementation of Risk Management in Hospital

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#### ABSTRACT

**Background** Risk Management has an important role in identifying risk to reduce incidents of patient safety. However, Incidents of Patient Safety are still very high. In 2016, there were 36 cases in X Hospital, which should be zero incidents. **Objective** The purpose of this study is to analyze the implementation of risk management at Surabaya X Hospital. **Methods** This research was a quantitative research with cross sectional research design, where data was collected at one time. The sampling technique was done with Total Sampling. **Results** The results of the study showed that 18 work units (81.8%) at X Hospital has been implemented the risk identification process very well. In addition, as many as 17 work units (77.3%) carried out a very good risk analysis at X Hospital. The implementation of risk classification has been carried out, where as many as 15 work units (68.2%) at X Hospital has been performed very well. Furthermore, the risk control process as a follow-up on priority risks among 19 work units (86.4%) has been implemented very well. However, good risk management should be supported by awareness of all human resource in Hospital. For this reason, a strategy that can be carried out is through strengthening collaboration among all health workers, so that integration is created that prioritizes patient safety in accordance with the profession. **Discussion** Implementation risk management in Surabaya X Hospital carried out very well at most work units, but also needs more effort to raise awareness about importance of patient safety.

**Keywords** : Risk Management, Patient Safety, Hospital

## **HOW CHANGE VALENCE IMPACT READINESS TO CHANGE IN TEACHING HOSPITAL**

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Educational hospital is hospital that have functions as an integrated place of education, research, and health service in the field of education or dentistry, continuing education, and other health education in a multi profession manner. University of Nahdlatul Ulama Surabaya as a medical institution is required to have at least one primary educational hospital, so Surabaya Islamic Hospital Foundation is preparing Jemursari Islamic Hospital to become an educational hospital. Based on the result of self assessment of educational hospital n 2017, Jemursari Islamic Hospital just meet 88,34%. The purpose of this study is to determine the effect of change valence on readiness to change in Jemursari Islamic Hospital in a change into educational hospital.

This study is an analytical research and use quantitative design. Based on time, the design of this study is cross sectional. Sampling method with proportional random sampling to determine the sample size in each work unit so that the sample obtained amounted to 88 people. The data were collected by using questionnaire.

The result of this study showed that most employees of Jemursari Islamic Hospital have high rate of change valence. Readiness to change is measured based on five indicators namely communication, sponsorship, stakeholder, readiness, and training. Only communication indicators have a slightly ready level, while the other four indicators have ready level. The statistical test result of simple linear regression showed that change valence have influence to readiness to change ( $p = 0,000$ )

The conclusion that can be drawn from this study is change valence have influence to readiness to change. The higher the rate of change valence would lead to an increase in the level of readiness to change. The advice given to Jemursari Islamic Hospital is to improve communication related to change to become an educational hospital, so that all indicators of readiness to change become ready.

**Keywords:** change valence, readiness to change, educational hospital

## EVALUATION OF HAND HYGIENE IMPROVEMENT STRATEGY IMPLEMENTATION

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### Abstract

**Background:** The increase in nosocomial infections in Surabaya Hajj General Hospital can be caused by the implementation of hand hygiene which is not optimal in the Hajj General Hospital in Surabaya. To improve the achievement of hand hygiene, Surabaya Hajj Hospital began to implement a strategy to improve hand hygiene.

**Objective:** To evaluate the implementation of strategies to improve hand hygiene.

**Method:** A descriptive study using observational and cross-sectional design. Data collection was carried out through document seeking, questionnaires and observations in units. The variables used in this study contain the context, input, process, product.

**Results:** The evaluation context which includes the policy got less categories, standard operating procedures and targets are in good categories. Input evaluations which include system change got good categories, training/education, reminders at work in good categories, and institutional safety climate inadequate categories. Process evaluation which include implementation hand hygiene improvement strategy in good categories. Evaluation of products which include compliance hand hygiene got an adequate category.

**Conclusion:** need improvement in policy, availability of disposable towels or tissue in the sink and easiness officer to reach hand rub, a screensaver that says SAVE LIFE: Clean your hands on the computer, advocacy and promotion of hand hygiene, letter templates for communicating hand hygiene innovations to managers and letter templates for advocating about hand hygiene to managers, and compliance hand hygiene.

**Keywords:** Evaluation, CIPP (context of product input process), strategies for improving hand hygiene, hand hygiene

## IMPROVE THE LABORATORY REAGENTS MANAGEMENT USING SIX SIGMA METHOD

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**Introduction:** This research is based on the findings of the number of expired (19.1%) reagents, stockout reagents (50%) and stagnant reagents (25%) in the Clinical Pathology Laboratory of X Hospital in 2017 with the aim of increasing the effectiveness and efficiency of the reagent management process in the Clinical Pathology Laboratory using the Six Sigma method. **Method:** This research is an action research study conducted at the Clinical Pathology Laboratory of X Hospital. Intervention was carried out for 7 weeks. Samples were collected using purposive sampling. Data analysis were done using Six Sigma's stage. **Results:** The result In the define phase there were found 4 critical to quality in the process of managing reagents, namely annual needs planning, demand planning, reagent collection according to type inspection and recording of logistics cards. The measure phase found that the sigma value of the measurement results of the reagent management process was 2.5 sigma. The analyze stage was found in 12 root causes of the problem with 4 root causes of the selected problem being repaired. In the improve phase, the solution to the problem is obtained and implementation of improvements In the control phase the repair solution has been successfully implemented. **Discussion and Conclusions:** The conclusion that Six Sigma can increasing the effectiveness and efficiency of managing reagents. Recommendations are to compile and update SOPs and develop guidelines for evaluating managing reagents.

**Keywords:** Six Sigma, Laboratory Reagents, Critical to Quality

**AVAILABILITY AND ACCOMODATION OF CHILDBIRTH IN HEALTH PERSONNEL TOWARDS  
MOTHER'S ACHIEVEMENT TO CHILDBIRTH SERVICES AT BONDOWOSO DISTRICT,  
INDONESIA**

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**ABSTRACT**

**Introduction:** MMR is a serious problem in Indonesia with one of the MMR high factors is due to low coverage of childbirth by health personnel. Bondowoso is one of the districts in Indonesia with high childbirth by non-health personnel. There were **510** childbirth by non-health personnel in 2016, and 250 childbirth by non-health personnel until September 2017. The aim of this study was to analyze the **correlation of** availability and accommodation of childbirth in health personnel with mother's achievement to childbirth services.

**Methods:** This study was an observational analytic that was conducted in five sub-district of Bondowoso District and involved 100 women who gave birth in 2017. The variables of this study consist of four independent variables and a dependent variable. Data analysis used spearman test.

**Results:** The results of correlation test showed that geographic location, hours of opening, appointments mechanisms, and accommodation had correlation with mother's achievement to childbirth services ( $p$  value < 0.05).

**Discussion and Conclusions:** The formation of an internal health office team, optimizing the role of the head of community health center in the rehabilitation activities of auxiliary health center buildings, birth waiting house socialization especially for areas that far from the reach of community health center are solutions to increase mother's achievement to childbirth services.

**Keywords:** MMR, availability and accommodation, mother's achievement to childbirth services, health personnel



**IMPLEMENTATION ANALYSIS OF GOVERNMENT REGULATION NUMBER 33 YEAR 2012  
REGARDING EXCLUSIVE BREASTFEEDING IN SURABAYA**

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**Background:** The awareness of mothers to exclusively breastfeed is still very low. In 2016, exclusive breastfeeding coverage was only 54.0%, in 2017 it increased to 73.06%, and in 2018 it decreased slightly to 68.74%, while the target to be achieved was 80%. The low exclusive breastfeeding triggers the low nutritional status of infants and toddlers and can be an indirect cause of infant death. Breastfeeding is very important for optimal growth and development both physically and mentally and the intelligence of infants. Therefore breastfeeding needs to get the attention of mothers and health workers so that government policies regarding breastfeeding can be implemented.

**Objective:** This study aims to examine the implementation of policies regarding exclusive breastfeeding in Surabaya.

**Methods:** This study uses a qualitative method. Data collection is done through in-depth interviews and observations. Research informants namely midwives and nursing mothers in Surabaya.

**Results:** The results showed that the implementation of exclusive breastfeeding policy has not gone well, due to the lack of knowledge and public awareness about the benefits of breastfeeding, the infrastructure that supports the implementation of exclusive breastfeeding policy is inadequate. Targets in the implementation of the program are still limited so that it is not optimal to be able to achieve the target. Factors that influence the performance of the implementation of exclusive breastfeeding program policies in Surabaya are HR factors that are considered to be inadequate in terms of quantity, limited infrastructure, and the absence of public support in implementing exclusive breastfeeding policies.

**Discussion:** Based on the results of research on the implementation of the exclusive breastfeeding program policy in Surabaya, it can be concluded that the implementation of the exclusive breastfeeding program policy in Surabaya so far has not been implemented well.

RELATIONSHIP BETWEEN *PSYCHOLOGICAL CAPITAL AND  
WORK ENGAGEMENT ON HEALTHCARE STAFF OF  
EMERGENCY DEPARTMENT  
SOUTH MADIUN DISTRICT, EAST JAVA, INDONESIA*

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**ABSTRACT**

**Introduction:** In an organization, success achievement in terms of healthcare service is determined by qualified staff who can complete the task given to them. Some of the psychological factors which support service is personality, psychological capital and work engagement. Psychological capital is a kind of attitude and behavior capital which have big role in determining someone's success, while work engagement is a part of component which shape the staff's attitude.

**Aim:** Analyzing relationship between Psychological capital and Work engagement on healthcare staff of the Emergency Department in South Madiun District, East Java, Indonesia.

**Method:** The type of this research was descriptive research through observational approach. The research design was cross sectional, with the number of healthcare staff was 18 people chosen through total sampling. The data was analyzed using questionnaire distributed to 18 healthcare service staff of hospital's emergency department consisting of 13 nurses and 5 doctors.

**Result:** Research showed that relationship between Psychological capital and Work engagement had positive value of  $n=15$ , (93.8%) on the healthcare service staff of the emergency department of the General Hospital of South Madiun District, East Java, Indonesia.

**Conclusion:** It is concluded that there was positive relationship between Psychological capital and Work Engagement on the healthcare service staff of the emergency room of the general hospital of South Madiun District, East Java, Indonesia. It is recommended for the management of the hospital to conduct evaluation towards the performance of each healthcare service staff regularly per 3 months as well as psychological factor monitoring on the healthcare service staff so that it can support the performance target achievement established by the hospital director.

**Keywords:** Psychological Capital, work engagement, healthcare service staff, Emergency Department

## IMPLEMENTATION PLAN OF ACTION AND MONITORING EVALUATION IN THE CASE OF INCREASED MANAGEMENT OF NEONATAL COMPLICATION IN SUMENEP, EAST JAVA, INDONESIA

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### ABSTRACT

**Introduction:** The first level of health services that are the responsibility of the primary health care include personal services, among others, outpatient and inpatient care, as well as public health services with the primary purpose of maintaining and improving health and preventing disease without neglecting the healing of diseases and health recovery. The number of cases of death in newborns in Sumenep district. In 2015 there were 20% of LBW deaths, along with the increase in 2018 there were 35% of LBW cases. This is based on mothers who have not much knowledge during pregnancy and myths circulating in the area make mothers misunderstand during pregnancy. Meanwhile, the golden period of infancy lies in the first 1000 days which starts from pregnancy to neonates. Based on the description above and by looking at the importance of health in neonates, especially in the Lenteng Health Center Work Area, Sumenep Regency, the authors are interested in planning and evaluating health services with efforts what can be done is to prepare a Plan of Action and a plan for monitoring and evaluation of programs that can reduce these problems. **Objectives:** To develop a plan of action and a monitoring and evaluation plan based on priority maternal and infant health problems identified in Sumenep, east java, Indonesia. **Material and methods:** This study was an observational analytic that was conducted in one of the primary health care in Sumenep with data the last 3 years data. The variables of this study consist of four independent variables and a dependent variable. Data analysis used spearman test. **Results:** The results of correlation test showed that matriks Plans of Action (POA) had correlation Monitoring Evaluation ( $p$  value  $< 0.05$ ). it means POA in Sumenep work enough and need for their staff and need to increased. **Discussion and Conclusions:** Obtained outcome evaluation 2019 health program budget has been increased by 10% from the 2018 budget, Already established cooperation with cross sector, Cadre transport budget for home visits in areas easily accessible and difficult to reach is not differentiated, disamarakatan that is equal to Rp 25,000.00 for once departed, Cadre not optimal in conducting home visits for non-routine pregnant women to Posyandu, and pregnant women in all working areas of the Lenteng Health Center and holding regular meetings every month

**Keywords:** Neonatal, Plan of Action, Monitoring Evaluation, Cross Sector.

**Analysis of Tuberculosis Prevention and Control at Kota Wilayah Selatan Public  
Health Center, Kediri City in 2019**

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**ABSTRACT**

**Background:** In 2017, East Java Province ranked second in Indonesia in the discovery of TB patients. The Southern Area Health Center was ranked fifth by the number of cases of 27 cases.

**Aim of the study :** To analyze problems and prioritize TB health problem in the Kota Wilayah Selatan Public Health Center in Kediri City in 2019.

**Method :** Observation of data at Kota Wilayah Selatan Public Health Center Performance Assessment in 2018, As for the USG method and The use the fishbone method.

**Results :** Analyze identification is The TB program indicators are indicators of; all TB cases found and treated, suspected TB cases and the success rate of treatment of all TB cases (Success Rate / SR). Priority problems that exist at Kota Wilayah Selatan Public Health Center in 2019 is Suspected sputum TB pots were not returned and The root cause of the problem is Lack of public knowledge and TB cadres are less active.

**Discussion:** Based on the results of the identification of the problems that occur in the South Region City Health Center, which is the achievement of indicators of the TB prevention and control program, has not yet reached the target and The root cause of the problem is the lack of community knowledge, TB cadres are less active, incomplete patient data and there is no funding for TB cadres.

**Keywords :** Analyze, Problem Prioritisation, TB.

**ANALYSIS OF HEALTH PROBLEMS IN THE STUNTING IN MAGETAN DISTRICT,  
EAST JAVA, 2019**

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**ABSTRACT**

**Background:** The major issue for children under five years in the world is stunting. The cases of stunting in Magetan was increasing. Based on data, in 2017 the case was 24,8%, in 2016 was 22,1%, and in 2015 was 22,4 %. The aim of this study is to identify the cause of stunting and to determine the priority problem for stunting at Magetan district..

**Method:** This study was descriptive observasional study. Data collection used second data analysis, brain storming and indepth interview. Health service indicator was created from health profile and accountability report from health office of Magetan district in 2017. This analysis used Urgent Seriousness Growth (USG) method for priority problem, Diagram Analysis of Health Issue is used to identify the cause of problem and to did the priority problem used of Capability Accessibility Readiness Leverage (CARL).

**Result:** The result saw that several midwife in village are not skilled at anthropometry measurement. The pregnant mothers and his families did not aware the importance of nutrition during the premarital, maternity and breastfeeding period. Not all cadres of skilled perform anthropometry measurements. Registration and reporting stunting surveillance system are not optimal.

**Conclusion:** It is obvious that the training related to stunting, anthropometric measurement for midwife in the village. Health education to the teenager, young mother and his families about the important of nutrition. Do revitalization in integrated health service pos (Posyandu) and refreshment program towards the cadre. It is necessary to evaluate and strengthen the stunting surveillance system in stage.

**Key words:** Nutrition, Stunting, Anthropometry, Magetan.



IS THERE DIFFERENT LEVEL OF PATIENT SATISFACTION JKN AND NON JKN  
(A STUDY AT ISLAMIC HOSPITAL )

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**ABSTRACT**

**Background:** JKN is a government insurance to fulfill the people's need of health services. All the health facilities including hospital expected to provide health services without discrimination between patient using JKN and Not Using JKN. **Aims:** This experimental is to know the differentiation patient satisfaction between patient with JKN and non using JKN. **Methods:** This experimental using inductive-comparative with *cross sectional methods*. Experimental sampling is total patient who comes to Siti Hajar Islamic Hospital on August 2019. The sample taking way used is *proportional sampling* with 202 respondents. Statistics test used is *Mann-Whitney U Test* by using SPSS. **Result:** The result shows the different level of satisfaction between JKN and non JKN patients (p value=0,000). This being respondents on this project is JKN Patient who most are woman aged 30-39 years with educated in medium level, high school graduated. Meanwhile non JKN patient are majority women from 40-49 years old with educated in medium level, high school graduated. Patients with JKN shows 73,3% in high satisfaction, while only 1,2 % patient from non-JKN who has their satisfaction.

**Keyword** : Satisfaction, JKN patient, Non JKN patient

### **Time Analysis and Satisfaction Outpatient In The Pharmacy Section**

**Andreas Nugroho Susanto<sup>1</sup>, Djazuly Chalidianto<sup>2</sup>**

**Introduction :** Waiting time for pharmaceutical services, especially outpatients, has become a problem that often occurs in hospitals. At present hospital policy stipulates patient waiting time from submitting prescriptions to receiving drugs is an average of 15 minutes, this has proven to be effective in increasing patient satisfaction with quarterly monitoring of increased patient satisfaction. **Purpose :** The purpose of this paper is to find out whether drug waiting time has a relationship with patient satisfaction in the pharmaceutical department, especially for outpatients. **Method :** The method used in this paper is cross sectional data, which will be combined with questionnaires distributed to outpatients in the outpatient pharmacy department. The data is presented in the form of descriptive data with a total of 1338 patient respondents and observations for 3 months. **Result :** The results of this study indicate an increase in patient satisfaction, during the 3-month observation period. This result is shown by the increase in several categories in the questionnaire and is accompanied by the number of concoction drugs or puyers that are transacted by patients. **Conclusion :** From the results of data analysis, there was an increase in patient satisfaction during 3 months of observation, so patient satisfaction in the pharmaceutical unit was stated to have been achieved and would be used as an assessment of each staff (Individual Key Performance), so that this achievement could be maintained.

**Keyword :** Satisfaction, Time Analysis, Outpatient, Farmasi Section

**Patient Image about Private Hospital services: a study from the Medical Check Up Departement in the  
Eye Corporate & Insurance**

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**Introduction :** The corporate image is the basic performance aim of experience Public Relations practitioners which is formed through experience services that been obtained and perception when visiting a company. This study aims to determine the image description of Private Hospital in the eyes of visitors. Image measurement was done based on five image measuring indicators, namely Primary Impression, Familiarity, Perception, Preference, and Position.

**Method :** This is a descriptive research that used quantitative approaches and survey methods. Therefore, the data was collected by distributing questionnaires. This study using simple random sampling technique with total sample was 100 respodent. The data was analyze using descriptive statistical analysis and cross tabulation technique.

**Result :** Of this study show that the image of Private Hospital Surabaya in unit medical check up visitor's mind is positive, where the highest image indicator was Primary Impression with an average score of 4.14 and the lowest was Position with an average score of 3.59. For the acquisition of the other indicators' average score were known to the amount of 4.12, 4.09 and 3.92 for Familiarity, Preference and Perception indicators.

**Conclusion :** In this study it can also be concluded that a positive image with the highest percentage is given by corporate medical check up visitors and negative image with the highest percentage given by medical visitors insurance check up

**Keywords :** Patient Image, Private Hospital Surabaya, visitor's satisfaction, Unit Medical Check Up

**PATTERN OF DISTRIBUTION OF PATIENTS OF HEALTH INSURANCE PROGRAM AFTER THE  
IMPLEMENTATION OF REGULATION OF THE MINISTER OF HEALTH REPUBLIC OF  
INDONESIA NUMBER 51 YEAR 2018 IN AL-IRSYAD HOSPITAL SURABAYA, JAWA TIMUR,  
INDONESIA**

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**Introduction:** The enactment of the Minister of Health Regulation of the Republic of Indonesia Number 51 in 2018 replaces the Regulation of the Minister of Health of the Republic of Indonesia Number 52 in 2016 and all the regulations that follow it, has influenced hospital policies in Indonesia including Al-Irsyad Hospital in Surabaya, East Java, Indonesia. The distribution pattern of patients as participants in the National Health Insurance Program (JKN) at Al-Irsyad Hospital Surabaya has reached 76% in 2018. Data from Social Security Agency of Health (BPJS), participants of the National Health Insurance program (JKN) has reached 74% in 2018. These changes affect the strategy of hospitals in quality control and costs in order to maintain the continuity of care and hospital operations. **Method:** This study was to determine the relationship of participants increasing national health insurance program (JKN) with an overview of the distribution of the national health insurance patient at the hospital of Al-Irsyad Surabaya in 2015-2018. **Result:** Participants in the national health insurance program (JKN) have continued to increase since 2015 until now. Patients in hospitals al irsyad Surabaya who follow national health insurance program in 2015-2018 increased when compared with patients who did not follow the health insurance program (JKN). Data were obtained from Medical Records Unit report shows in 2015 and 2016 amounted to 51% of patients JKN, and gradually increased by 61% in 2017 and reached 78% in 2018. **Discussion:** The increase in the number of patients in the National Health Insurance Program (JKN) at Al-Irsyad Hospital in Surabaya from 2015-2018 is directly proportional to the increase in the national health insurance program participants nationally. The increase in patients is quite high each year will affect the hospital's strategy in quality control and cost control in maintaining hospital services and operations. Further in-depth research in analyzing the impact of the increase in the patient's health insurance program is needed as an anticipation of the possibility of financial risks that will occur by considering a different claim system between National Health Insurance patients and non-national health insurance patients. **Conclusions:** Increase in patients National health insurance at Al Irsyad Surabaya hospital by 76% in 2018 in accordance with an increase in national health insurance participants by 74% in 2018. A complete change of strategy in hospital management is needed for quality control and costs by considering claims for anticipating unwanted impacts.

**Keyword:** National Health Insurance (JKN), Quality Control and Costs

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## The 2nd International Conference on Health Administration and Policy

*"International Conference on Health Technology  
and Sustainable Risk Management"*

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## IMPACT OF VENTILATORY-ASSOCIATED PNEUMONIA (VAP) BUNDLE TOWARD INCIDENCE OF VAP IN THE INTENSIVE CARE UNITS AT REGIONAL GENERAL HOSPITAL

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**Introduction:** Ventilator-associated pneumonia (VAP) is the most prevalent infection in the intensive care units (ICU). In order to decrease the incidence of VAP at a regional general hospital, VAP bundle as one of methods of prevention and control of infections has been applied to the ventilated patients. This study aims to determine about correlation between use of VAP bundle and the incidence of VAP in the ICU at a regional general hospital. **Method:** A cross-sectional study was done using VAP bundle assessment form made by committee of prevention and control of infections. Samples were chosen using a cluster random sampling method. They were selected according to the inclusion and exclusion criteria from January to June 2019 (n: 189). Furthermore, each 7 bundles and the incidence of VAP were scored and observed. **Results:** There was 10 incidences of VAP during the first semester of 2019 with mean of 3,7%. The highest rate was found on May as 9,8% while the standard is less than 5,8%. Descriptive results showed that 6 of 7 bundles was the most score in 34,9% samples with oral hygiene as bundle item at most frequently listed in 98,4% patients. Logistic regression also pointed a significant correlation ( $p < 0.05$ ) between use of VAP bundle and the incidence of VAP. **Discussion and Conclusions:** There was a significant correlation between use of VAP bundle and the incidence of VAP for ventilated patient in the ICU. Therefore, each VAP bundle must be completely done to give impact against incidence of VAP because

**Keyword:** intensive care units, prevention and control of infections, ventilatory-associated pneumonia, ventilatory-associated pneumonia bundle.

**EMPLOYEE TURNOVER ANALYSIS  
AND RECOMMENDATIONS TO DECREASE TURNOVER RATE**

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**Background :** One important function in human resource management is the maintenance function of employee. However, there are many problems in managing human resources, one of which is an employee who goes out before his time, which is called employee turnover.. **Aim :** To describe the characteristics of employees who are experiencing turnover so that they can provide recommendations to reduce turnover rates in the future . **Method :** This Descriptive study was taking the secondary data from human resources department. **Results :** At Gatoel Hospital there was an increase in employee turnover from 2015 to 2017, from 3.8% to 8.5% . Classifications of employees who leave are: the percentage of types of work most are nurses in 2015 is 67%, in 2016 is 33%, in 2017 is 40%, the percentage of the age at most is young age 21 - 31 years in 2015 is 100%, in 2016 is 61%, in 2017 is 100%, Percentage of the most long time working in 2015 of employees who resigned is 0-12 months ie 67%, in 2016 the length of work 13-24 months is 61%, in 2017 the length of work 0-12 months is 55%., the percentage of the most reasons for leaving are back to place of Origin where the percentage in 2015 was 33%, in 2016 it was 44%, in 2017 it was 45%.. **Discussion and Conclusion :** To prevent an increase in employee turnover, the recommendations are: employee recruitment should be prioritized for applicants who come from within the city, there are clear career development opportunities, opportunities to increase knowledge, intensify communication across all lines and increase financial and non-financial competitiveness.

**Keywords :** Communication, Financial, Recommendations, Recruitment, Turnover

## THE IMPACT OF LEADERSHIP ON HAND HYGIENE COMPLIANCE AT EMERGENCY ROOM IN EAST JAVA HOSPITAL

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**Introduction:** Infectious diseases are still the main cause of the high rate of morbidity and mortality in the world. Proper hand hygiene is one of the most important factor in preventing Healthcare Associated Infection (HAIs) in the hospital. However, Hand hygiene compliance is still below the standards. One of the factor that effect hand hygiene compliance is Leadership.

**Objective:** the aim of this research is to find the correlation of Leadership with the level of hand hygiene compliance in Emergency room.

**Method:** This research is a quantitative analytic research and use descriptive design with cross sectional research method. The sampling technique used in this research is total sampling technique that is taking data of all nurses who are in emergency room. The population in this study were 29 nurses with a total sampling at the Hospital ER. Data retrieval in this study was conducted in July 2018. The technique and instruments of this study were carried out manually by filling out questionnaires and observations.

**Result:** The results show which is 58% democratic, 42% participatory, there is a nurse's compliance with 5 moments of hand hygiene at the hospital's emergency department is 68% obedient and 32% non-compliant. The results of this study indicate that leadership has a positive correlation with hand hygiene compliance in emergency room

**Conclusion:** Based on the results of the study it can be concluded that there is a leadership style used by the head of the hospital's emergency room. There is a relationship between the leadership style of the head of the room to the nurse's compliance to do the 5 moments of the hand hygiene ED

**Keywords :** Leadership, Hand Hygiene, Emergency room.

**ANALYSIS OF QUALITY OF *QUALITY OF WORK LIFE* (QWL)  
(Case Studies of Nurses at Urban Hospital in Indonesia)**

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**ABSTRACT**

**Introduction:** The job performance of nurses is now a world issue, as a consequence of community demands on the need for high quality nursing services. Quality service needs a quality work atmosphere or quality of Work Life (QWL). The objective of this study is to analyze quality of working life (QWL) of nurse's in the hospital work environment.

**Methods:** The method used in this study is descriptive-correlation and its purpose in order to be applied. The sample conducted 75 nurses at Urban Hospital in Indonesia by using a questionnaire with WRQoL scale. Results obtained and analyzed using the method of Prosentase analysis. Sampling is taken by simple random method. QWL measurements use the WRQoL scale (The Work-Related Quality of Life). The size of WRQoL uses 6 factors consisting of (1) GWB (General Well-Being) (2) HWI (Homework Interface), (3) CAW (Control at Work), (4) WCS (Working Condition), (5) SAW (Stress at Work), and (6) JCS (Job an Career Satisfaction)

**Results:** The results of the study showed that there were still nurses who were dissatisfied with the HWI factor of 19.01%, CAW of 34.9%, WCS of 28.6%, SAW of 87.3%, and QWL which is still low by 30.2%.

**Conclusion:** The quality of work life of nurse's at urban hospital in Indonesia is still poor. The recommended to identify factors that influence and develop recommendations on improvement of Quality of Work Life (QWL) on nurses.

**Keywords:** Job performance, QWL, WRQoL Scale.

**The Influence of Completeness Supporting Examination Results and Procedure In Discharge Summary  
To Suitability of Severity Level Determination In Tertiary Referral Hospital**

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**ABSTRACT**

**Introduction:** The implementation of the national health insurance program to fulfill the payment system related to a claim needs the documentation of services in the discharge summary. The discharge summary's content becomes the basis for determining the code of disease especially the suitability between diagnoses, procedure and supporting examination results to determine the severity level of disease. The objective of this study is to determine the influence of completeness supporting examination results and procedure in discharge summary to suitability of severity level determination in tertiary referral hospitals.

**Method:** An analytical study with cross sectional design. The data was collected from observation toward inpatient's discharge summary in October, November, and December 2018. 99 samples were taken by random sampling system.

**Results:** The results of the study showed that the completeness supporting examination results and procedure in discharge summary was 68,89%, the completeness of secondary diagnosis in discharge summary was 95,29%, and the conformity of severity level was 91%. The results of the statistical significance test showed that the congeniality between the supporting examination results and procedure ( $p=0.00$ ) and the completeness of completeness of secondary diagnosis in discharge summaries ( $p=0.00$ ) had an influence on the suitability of severity levels.

**Conclusion:** The seamless and the completeness of supporting examination results and procedure in discharge summary is one of the factor that can influence the suitability of severity level. The completeness of secondary diagnosis coding, procedure and supporting examination results in discharge summary influences the amount of insurance expense and the severity level. A tertiary referral hospital is aimed for the patient's condition categorized in advanced severity level. Therefore, completing the discharge summary is needed and should comply with the clinical pathway.

**Keywords:** completeness, discharge summaries, procedure, supporting examination, suitability, severity level



**CORRELATION BETWEEN PERCEIVED SERVICE QUALITY AND  
PATIENT SATISFACTION WITH BEHAVIOURAL INTENTION AT  
RSAL DR.RAMELAN SURABAYA**

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**Abstract**

**Introduction:** Patient's behavior intention to continue the visit and return to the hospital for further treatment affect the number of patient visits at RSAL dr.Ramelan. Patient behavior intention influenced by several factors, includes service quality and patient satisfaction. This study aims to determine the correlation between perceived service quality and patient satisfaction with behavioural intention in hospitalized patient. **Method:** This study was quantitative correlational. Subject for this study were 100 hospitalized patient in inpatient room at RSAL dr.Ramelan. Primary data collected with questionnaire, include perceived service quality scale, patient satisfaction scale and behavioural intention scale. Data analyzed using regression method. **Result:** This study found that: (1) there was a correlation between perceived service quality and patient satisfaction with behavioural intention, value of  $R^2 = 0.386$ , (2) perceived service quality have a significant correlation with behavioural intention ( $r = 0.322$ ,  $p < 0.05$ ), (3) Patient satisfaction have significant correlation with behavioural intention ( $r = 0.407$ ,  $p < 0.05$ ). **Discussion and Conclusions:** To increase behavioural intention of patient can be done by improving service quality of hospital and increasing patient satisfaction. Further research need to be conducted to develop patient's behavioural intention enhancement program.

Keyword : nosocomial infection, hand hygiene, Intensive Care Unit

**THE EFFORTS TO INCREASE EMPLOYEES JOB SATISFACTION BASED ON CARTESIUS  
MATRIX AT MENUR MENTAL HOSPITAL OF EAST JAVA PROVINCE**

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**ABSTRACT**

**Introduction:** There was a decrease in the percentage of employee satisfaction from 2013-2014 on cultural aspects as much as 6.94%, career opportunities and promotions as much as 6.88%, communication as much as 3.37%, leadership as much as 2.93%, work activities as much as 4.60 %, 2.65% working environment and 2.36% compensation or reward.

**Aims:** to build efforts increasing employee job satisfaction based on cartesius matrix at Menur Mental Hospital of East Java Province.

**Methods:**

This research is a observational descriptive research with cross sectional study. The research was conducted in April until June 2016. The primary and secondary data were collected by questionnaire. Research respondents were Menur Mental Hospital of East Java Province employees that consist of 82 samples. The samples represented all of profession group. 8 samples were taken from the total medical group, 25 samples were taken from the total nursing group, 3 samples were taken from the total pharmacist group, and 46 samples were taken from the total population of the other health professionals and non-medical group.

**Results:** The results showed gap between the expectation and perception of attributes and sub attributes of job satisfaction. The biggest gap in medical group were attribute of human resources empowerment and sub attribute of management proactive attitude to look for feedback from employees. The biggest gap in nursing groups were communication attribute and sub attribute of management proactive attitude to look for feedback from employees.

**Conclusions :** Based on analysis by cartesius matrix, communication attribute is the attribute of job satisfaction with the most sub attributes that goes to improvement priorities.

**Keywords:** job satisfaction, expectation, perception, cartesius matrix, gap analysis

SUSTAINABILITY EVALUATION OF KAIZEN ACTIVITIES  
IN RURAL GOVERNMENT HOSPITAL

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ABSTRACT

**Introduction:** Lean management is a concept that is applied to efficiency and prevent waste in the production process. Sidoarjo General Hospital has been implementing lean management through Kaizen activities since 2016. However, for three years there has been no evaluation of the continuity of kaizen activities. This study aims to evaluate the sustainability of Kaizen activities and identify the factors that influence them. **Method:** Qualitative research took place in Sidoarjo General Hospital and involved 22 respondents. Collecting of research data from the Focus Group Discussion (FGD) with representatives of the Kaizen unit team who participated in the Kaizen festival from 2016-2018. **Results:** This study shows four important findings. First, the sustainability of Kaizen activities during the three years of implementation is still unstable (85% in 2016, 45% in 2017, and 75% in 2018). Second, the number of units implementing Kaizen is more during the festival. Third, the factors that determine the sustainability of Kaizen activities are the role of the leader, staff support, benefits obtained by staff, patients, doctors, related units and monitoring of the leader in hospital. Fourth, most units do not implement Kaizen in 2017 because the kaizen festival does not take place. **Discussions and Conclusions:** This study concludes that most units apply the Kaizen culture because of the encouragement of the Kaizen festival. The factors that make the Kaizen unit not continue other than the absence of the kaizen festival are due to changes in policies, both internal and external policies of the hospital, lack of support from other parties such as IT, other units, patients.

**Keywords:** lean management, sustainability, Kaizen activities

## RECOMMENDATION OF NURSING PERFORMANCE ASSESSMENT SYSTEM ON NURSES CAREER DEVELOPMENT IN THE DISTRICT GENERAL HOSPITAL OF NGANJUK

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**Introduction:** Nurse performance evaluation is a formal system structure in evaluating the performance of nurses in the past and present, however its implementation in health service facilities still has many shortcomings. The problem of nurse performance appraisal is the lack of not structured supervision and the results are still subjective. **Aims:** To provide recommendations on nurse performance appraisal system which can be used as a basis for career development, promotion and reward at District General Hospital of Nganjuk. **Method:** This study was a descriptive quantitative approach. The participants were 160 nurses selected from clinical nurses working across all of the hospital units in District General Hospital of Nganjuk in East Java. The type of data was secondary data that analyzed through by the literature. **Result:** Data from the general unit shows 25% of documents for nurse promotion in the October 2017 and an increase of 40% in the April 2018. There is no match between the employee performance targets and the proposed list of proposed credit points. There were some recommendation based by contextual problem, appraisal structure problem, appraisal process problem and appraisal result problem **Conclusion:** Evaluation to nurse performance are required clearly job descriptions, performance appraisal indicators, conduct an assessment accordance to the guidelines.

Keywords: performance, assessment, career.

**FACTORS ASSOCIATED WITH RESPONSE TIME AT EMERGENCY  
DEPARTMENT, REGIONAL GENERAL HOSPITAL**

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**ABSTRACT**

**Introduction:** Emergency Department as the main gate for handling emergency cases in hospitals plays an important role in the effort to save patients' lives. Response time depends on the speed and quality of providing help to save lives or prevent disability.

**Aims :** To determine the factors associated with response time at an emergency department

**Methods:** This is a cross-sectional study with a quantitative approach. We used questionnaires to get the response from the staffs about factors that were associated with emergency response. The population in this study were all nurses in the emergency room at Mojowarno Christian Hospital in December, 2018, totaling of 24 persons. Software used for the data analysis was SPSS 22.

**Results:** 84.3% were male respondents; 91.7% were twenty to thirty years of age group and; 66.6% were undergraduates. We collected questionnaires from 24 nurses from Christian Mojowarno General Hospital in December 2018. There is no significant relationship between Response Time and Type of Cases  $p\text{-value} = 0.312$  = 0.577. There is no significant Relation between Response Time and Doctor Attendance  $p\text{-value} = 0.574$  = 0.449.

**Discussion and Conclusion:** There is no significant relationship between the level of emergency of the patient, the presence of the officer who are on standby at triage, and availability of gurney with timely response. Need more research further knowledge and skills emergency department officer.

**Keyword:** response time, related factors, emergency room



## PERCEIVED SUPERVISOR SUPPORT AND JOB SATISFACTION IN PRIVATE HOSPITAL

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### ABSTRACT

**Background:** Job satisfaction is often associated with salary and career levels obtained in work place. Perceived supervisor support also plays an important role in increasing job satisfaction. Unfortunately, this has not been studied much in the hospital work environment

**Aim :** To determine the correlation between perceived supervisor support and job satisfaction in the hospital work environment.

**Methods:** This study uses cross sectional design. 69 people whom met the study criteria have completed the survey. The results were analyzed using qualitative method to determine the magnitude of the correlation. The primary outcome was a strong correlation between job satisfaction and perceived supervisor support.

**Results:** Based on the results of cross tabulation analysis, a positive correlation between perceived supervisor support and job satisfaction was obtained with significant results of 59.4% from 69 sampling (41 respondents indicated support). Strong correlation was observed between perceived supervisor support and job satisfaction using chi square analysis showing significant relationship ( $p < 0.01$ ).

**Conclusion:** Perceived supervisor support has a strong correlation with job satisfaction. Furthermore, this research can be developed to review factors that influence the level of perceived supervisor support.

Keywords: job satisfaction, perceived supervisor support

**Health Care Seeking Behavior of People with  
Tuberculosis to Improve Cases Finding on Private  
Practitioners in Surabaya, East Java, Indonesia**

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**Abstract**

**Introduction:** Indonesia is the third burden country of Tuberculosis (TB). Cases finding acceleration is an important strategy for TB elimination. This study aimed to describe health care seeking behavior of PWTB and identify the factors associated to patient delay on seeking care for TB. **Method:** This was a cross sectional study in Surabaya City, East Java, Indonesia from April-June 2018. All PWTB aged >15 years old who diagnosed from January until May 2018 were selected for interview. Health care seeking behavior including type of health facilities visited previously and patient delay from first onset to seeking care for TB. The characteristics including individual and clinical characteristic, knowledge and perceived were assessed to identify factors of patient delay. Data were collected through face to face interview using a structured questionnaire. **Results:** One hundred and sixty people with TB (PWTB) were enrolled in this study. The average of age was 43.2 years old and 90(56.3%) were female. We found 40(25.0%) PWTB previously seeking care to private practitioners (PPs), 75(46.9%) to PHC/PHC, and 45(28.1%) self-treatment. The median time of patient delay were 30 days, 91(56.9%) were 30 days and 69 (43.1%) were >30days (delay). PWTB who previously seeking care to PPs is higher risk to delay compare to PHC/hospitals (AOR=4.341; 95%CI: 1.491-12.637). The others factors of patient delay were perceived barrier about diagnostic cost (AOR=8.384; 95%CI: 1.812-38.802) and fever (AOR=2.435; 95%CI: 1.042-5.693). Hence, the factors that prevent the diagnostic delay were have TB family history (AOR=0.294; 95%CI: 0.111-0.778), knowledge about TB is a curable disease (AOR=0.133; 95%CI: 0.041-0.430) and duration of the therapy (AOR=0.022; 95%CI: 0.002-0.287). **Conclusions:** The patient delay among who previously come to PPs and self-treatment need to be shorten to accelerate and improve the case finding. PPM program should be provided capacity building to PPs and health providers. They should educate the presumptive TB particularly about the variation of TB symptoms, the cost and detail of TB examinations and treatment to encourage them to follow TB examinations.

**Keywords:** Tuberculosis, health care seeking behavior, patient delay, cases finding, private practitioners.

**DETERMINANT FACTORS OF GAY, TRANSGENDER, AND MEN HAVING SEX WITH MEN  
(MSM) FOR VOLUNTARY COUNSELLING AND TESTING (VCT)**

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**Abstract**

**Introduction:** Key populations are populations that are at risk of contracting HIV-AIDS such as Gay, Transgender, and men having sex with men (MSM). To overcome this, people who are potentially infected with this deadly disease are expected to have their health checked through Voluntary Counseling and Testing (VCT). It should be statements about background and purposes of study. The aim was to identify/analyze the determinants of Gay, Transgender, and MSM to conduct VCT. **Method:** This study uses a descriptive method with a qualitative approach through Focus Group Discussions (FGD) and in-depth interviews. Research informants numbered eight people with HIV-AIDS who had done VCT and two key informants from The National AIDS Commission of Tulungagung Regency (KPA). **Results:** Gay, Transgender, and MSM as research informants about their sexual behavior that are at high risk of contracting HIV-AIDS, the perception of seriousness received by informants is to consider whether HIV-AIDS is a big problem and cause of death. Informants enjoy the benefits of doing VCT, which is to know their status about HIV or not, get health information and can take action to prevent transmission of HIV-AIDS. Barriers that change informants include the strong stigma and debate in the community against HIV-AIDS sufferers. All informants received support from their communities, families, health workers, field facilitators from KPA and health service centers to make informants more comfortable, and confident doing VCT and taking ARV therapy. **Discussion and Conclusions:** The determinants of the Gay, Transgender and MSM community to conduct VCT are influenced by various social and psychological support to increase motivation towards themselves.

**Keyword:** VCT, HIV-AIDS, Gay, Transgender, Men having sex with men (MSM)

## ANALYSIS OF TRAINING NEEDS FOR MEDICAL STAFF BASED ON PATIENT COMPLAINTS AT SIWALANKERTO PUBLIC HEALTH CENTER

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### ABSTRACT

**Introduction :** Patient satisfaction is the core of patient-oriented marketing. Satisfying and quality service will form patient loyalty, so satisfying service will also bring in new customers. Based on the problem of patient complaints and improvement of services, an analysis of training needs is carried out to increase the knowledge, training or assessment of medical staff with the aim of analyzing the cause of complaints and contributing to updates that occur. **Method:** Design of this study is quantitative descriptive. Analysis of training needs is carried out by looking at the organization based on the number of complaints and customer satisfaction survey as a result of the Organizational Assessment, competency assessment as a result of the Task Analysis, attitudes and work methods of officers conducted by interview as a result of Individual Assessment. **Result :** Based on data from Siwalankerto Public Health Center complaints, the number of patients in 2018 was 14 people, 8 people because they were not satisfied with the attitude of the medical staff who performed the service. Customer satisfaction survey agreed that the descriptive executors were categorized as not good and the training was only conducted to increase competency according to fulfillment of competency requirement. Individual assessment is carried out by interviewing when handling complaints. **Discussion and Conclusions:** This research shows that complaints that occur because of the need for medical ability to support communication training needs to be done.

Keywords: Customer complaints, training needs analysis.

THE NEEDS HEALTH ADMINISTRATORS ANALYSIS OF PLANNING SUBDIVISION IN  
TULUNGANGUNG DISTRICT OFFICE

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ABSTRACT

**Introduction** Human resources are one of the most important inputs in an organization, not least with health services in the Health Office, it requires planning of HR needs to achieve organizational goals. **Objectives** This research was conducted at the District Health Office, Tulungagung which aims to determine the workload of HR in the planning sub-section. **Result** The results showed that the current workforce was less than the actual needs because the workload was too large it was recommended to do enrichment, enlargement or recruitment in the planning sub-section of the District Health Office. Tulungagung is adjusted in terms of institutional funding budget.

Keywords: Human Resources, Workload analysis, Human Resources needs



**HOSPITAL INFORMATION SYSTEM EVALUATION (HIS) WITH THE HOT-FIT METHOD AT THE  
REGIONAL GENERAL HOSPITAL UNDATA OF THE CENTRAL SULAWESI PROVINCE**

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**ABSTRACT**

**Introduction:** Hospital Information Systems (HIS) have an important role in clinical and administrative services to achieve quality services. However, monitoring and evaluation needs to be done to find out how the benefits of HIS are in the hospital work unit. The aim of the study was to find out human, organization, technology and net benefit factors in HIS at the Undata Hospital in Central Sulawesi Province. **Methods:** This type of research is quantitative descriptive. The sample in this study were all officers who used HIS at the Undata Regional Hospital in Central Sulawesi Province, amounting to 171 people. Sampling uses the total sampling method. Data collection was done using a questionnaire with a guttman scale. The data obtained were analyzed statistically by showing the frequency distribution of each variable. **Result:** The perception of HIS officers as follows: respondents who had good perceptions based on human factors as much as 64.9%, respondents who had good perceptions based on organizational factors as much as 88.3%, respondents who had good perceptions based on factor technology as much as 86.0%. **Conclusion:** That all variables have good acceptance. It is recommended to the hospital to maintain and improve the implementation of HIS by developing HIS to all parts / rooms that have not implemented HIS, paying attention to the supporting infrastructure for implementing HIS, and providing training on HIS to all users.

**Keywords:** Hospital Information System (HIS), HOT-Fit Method

**EFFECT OF SCREENING TO THE PERCEPTION OF NEEDS AND DESIRE FOR FOLLOWING  
VISUAL INSPECTION WITH ACETIC ACID (VIA) AS DETECTION CERVICAL CANCER  
IN SURABAYA CITY**

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**ABSTRACT**

**Introduction:** The low coverage of early detection of cervical cancer through visual inspection with acetic acid (VIA) in Surabaya city is 2.25% in 2016 while the target is 10%. One factor that is likely to affect low VIA coverage is the low motivation of mothers following VIA. This study aims to analyze the influence of screening on the mother's perception of the need and desire to follow the VIA test for early detection cervical cancer.

**Method:** This research type is analytic observational with cross sectional design. The sample of the study was 183 mothers aged <50 years who lived in two working areas of primary health care in Surabaya. Method of sampling with stratified multistage random sampling. The study was conducted from February to March 2017. Data were collected using questionnaires. Data analysis by regression linear.

**Results:** The result of data analysis shows that screening has significant and positive influence to the perception of need and desire to follow VIA test = 17.2% ( $P = 0.000$ ;  $\beta = 0.172$ ).

**Discussion and Conclusions:** The existence of screening activities has an influence to grow the needs and desires of the mother to perform early detection of cervical cancer VIA method.

**Keyword:** Cancer Cervical, Detection, Perception of Needs and Desire, Screening, Visual inspection with acetic acid

## ORGANIZATIONAL LEARNING IMPLEMENTATION IN EFFORT TO IMPROVE ACCREDITATION PERFORMANCE OF PRIMARY HEALTH CARE

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**Introduction** Puskesmas as an organization that provides community health services are required to provide quality and accountable health services. Through Permenkes Number 46 of 2015 the Ministry of Health regulates the accreditation of primary health care facilities. Accreditation aims to foster improve quality of performance through continuous improvement of the quality management system, clinical management system and application of risk management. Gayungan Primary health center (PHC) has been accredited in 2015 with basic accreditation status. With this accreditation status, efforts are needed to improve the accreditation performance to a better level. One important factor to improve performance is building organizational learning. Organizational Learning is the deliberate use of learning processes at the individual, group and system level to transform the organization on an ongoing basis that leads to increased stakeholder satisfaction. **Objective** to determine the application of organizational learning in effort to improve the accreditation performance. **Method** Descriptive research method with cross sectional approach. The population in this study were all employees of Gayungan PHC with a purposive sampling technique consist of 13 respondents. **Results** based on the survey results using a questionnaire on the Gayungan PHC accreditation team, it was found that 75% of respondents stated that the organizational learning capability and organizational learning process was good. **Discussion** The implementation of organizational learning in Gayungan PHC where employees are directed to continually learn through every activity carried out, creating new innovations in problems solving and forming good teamwork is proven can improve accreditation performance. On the last reaccreditation, Gayungan PHC get the main accreditation status.

Key words : Performance appraisal, accreditation, organizational learning, primary health care performance appraisal, performance improvement.

**LEARNING ORGANIZATION TO MAINTAIN  
ACCREDITATION OF PERFECT PRIMARY HEALTH CENTER**

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**Background:** Accreditation of puskesmas in Indonesia began in 2015 and is expected to be completed in 2019. Puskesmas that are not accredited in 2019 will be terminated from collaboration with BPJS as sanctions. In the Puskesmas Accreditation process, the Puskesmas has the role of providing facilitation, support to all members regarding the learning process so that people within the organization and the organization can continue to transform towards a better direction on an ongoing basis. So that it can improve and maintain the accreditation status of the post-reaccreditation Puskesmas by analyzing Learning Organizations in Surabaya City. **Objective:** To determine the application of organizational learning in effort to improve the accreditation performance. **Method:** Descriptive research method with cross sectional approach. The population in this study were all employees of Sememi PHC with a purposive sampling technique consist of 13 respondents. **Result :** Based on the survey results using a questionnaire on the Sememi PHC accreditation team, it was found that 65% of respondents stated that the organizational learning capability and organizational learning process was good. **Discussion:** The implementation of organizational learning in Sememi PHC where the employees are directed to continually learn through every activity carried out, creating new innovations in problems solving and forming good teamwork in proven to able to maintain accreditation performance with reaccreditation performance with reaccreditation status as the perfect accreditation.

**Key word :** accreditation, learning organizational, primary health center,

IMPLEMENTATION OF ADOLESCENT REPRODUCTION HEALTH IN JUNIOR HIGH SCHOOL  
OF PGRI PAKIS MALANG DISTRICT

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**Introduction:** To get adolescents who are serious and focused on directing adolescents in a more positive direction, which is more difficult to create a system for dealing with delinquency among adolescents.

**Method:** This type of research used in this research is the evaluation research (evaluation study). The adolescent reproductive health counseling program carried out is one of a series of Field Learning Practice Programs (PBL) conducted by the Department of Public Health, State University of Malang. To evaluate the success of this activity evaluation was carried out containing the pretest and posttest and Rating questionnaire. **Results:** The results showed that students studying health increased from an average value of 41.47 to 90 after counseling.

**Discussion and Conclusions:** Based on the evaluation of the Adolescent Reproductive Health (KRR) counseling program through a questionnaire, an average score of 86.79 was obtained which indicates that the Adolescent Reproductive Health Renewal Program (KRR) was given according to a very good category. It can be proven that supporting good health will increase knowledge about adolescent health.

**Keyword:** *Counseling, reproductive health, adolescents*



## ANALYSIS OF FACTORS THAT AFFECTING EVENT OF LBW

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### Abstract

**Introduction:** Low birth weight (LBW) cases are still a problem in developing countries. LBW risks increasing mortality and morbidity. Low Birth Weight (LBW) is a baby born with a weight less than 2500 grams. LBW is a major predictor of morbidity and infant mortality. Low Birth Weight (LBW) is one of the factors that influence neonatal mortality. The prevalence of LBW in Sidoarjo Regency tends to increase. Preliminary studies in Sidoarjo Regency show that LBW cases from 2016 to 2018 have increased from 58.56% to 66%, even though LBW prevention programs have been carried out. Research objectives: Provide an overview and analyze risk factors that influence the incidence of Low Birth Weight. **Methods:** The study used a literature study approach, the data used came from journals, scientific articles, literature reviews which contained concepts about the problem under study. **Results:** The article search results not only produce articles related to risk factors that affect LBW events, but also other articles related to the above problem. **Discussion and Conclusions:** after verification of related articles, several articles from journals, scientific papers and literature reviews that have relevance to the problem are obtained, where articles about risk factors affect and factors related to LBW events, proving that maternal factors are dominant affect LBW events.

Keywords: LBW, Risk Factors

## ABSTRACT

### Evaluation on the Implementation of Outpatient First Level Health Facility (FKTP) of Referral System on National Health Insurance (JKN) Participants in Singgani Public Health Center, Central Sulawesi

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**Introduction:** A tiered referral system is carried out by providing quality, effective and efficient health services, so that health service goals are achieved without incurring large costs. The referral ratio of the highest outpatient National Health Insurance participants in Singgani Public Health Center from January to August in 2018 was 3.729 people with a percentage of the reference ratio of 31.14%. **Objective:** To evaluate the implementation of outpatient First Level Health Facility (FKTP) referral system on JKN Participants in Singgani Public Health Center. **Method:** The type of research is qualitative with a case study approach on 12 informants selected by purposive sampling. Data collection was conducted by observation, in-depth interviews, and document studies. The validity test was done with source triangulation and technical triangulation. The data was analyzed using Miles and Huberman analysis model. **Results:** The results show that the inputs are man consist of doctors, machines which cover medical devices, and materials related to the availability of drugs that are not following to the rules, the implementation process of doctors in making decisions to refer the patients still not according to 155 diagnoses disease and the process of implementing referral from Public Health Center to hospital are not listed in the waiting room, and the output on the implementation of referral system has not been maximized from the suitability of the referral implementation at Singgani Public Health Center which still exceeds the predetermined reference ratio. **Conclusion:** The implementation of the referral system on JKN participants is still not appropriate.

**Keywords:** Referral System, First Level Health Facility (FKTP), National Health Insurance (JKN)

## THE ANALYSIS OF WORKLOAD OF OUTPATIENT CLAIM EMPLOYER BASED ON HEALTH WORKLOAD ANALYSIS METHOD

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### ABSTRACT

**Introduction:** Regional General Hospital of Sidoarjo is a class B Hospital that stated as the first rank with the highest number of patient claims in East Java based on the Ministry of Health of the Republic of Indonesia in 2018 on data claims for Indonesia Case Base Groups (INA-CBG). The number of outpatient claims at Assurance Installation of RSUD Sidoarjo in 2017 attained 323.149 files. However, the number of outpatient claims until November 2018 there were 311.429 files. **Objectives:** To Calculate the workload of a patient claim BPJS officer ambulatory care at the Sidoarjo District Hospital Installation Assurance based on the Health Workload Analysis method. **Material and methods:** This study was descriptive study that carried out by observational survey with 9 respondent used Health Workload Analysis method based on the Regulation of the Minister of Health of the Republic of Indonesia No. 33 of 2015 that concern to Guidelines for Preparation of Health Human Resource Planning. **Results:** The results showed that the most use of activity time between productive activities and unproductive activities by receiver file employees is the use of unproductive activities. **Discussion and Conclusions:** The most use of activity time by coding, costing, and outpatient monitoring and evaluation coordinators employees is the use of time for productive activities. Available Working Time for outpatient claims employees were 69.469 minutes/year with working day of 288 days/year. While the Workload Standards and Supporting Task Standards for outpatient claim employees were 318.599.358,38 files/year and 1,43.

**Keywords:** Hospital, Health Workload Analysis Method.

## EVALUATION OF THE EFFECTIVENESS OF THE SICANTIK INNOVATION SYSTEM

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### Abstract

**Background** SICANTIK is an electronic-based information system created to prevent maternal and child deaths caused by pregnancy. Maternal mortality in 2017 in Sidoarjo regency 30 mothers of 36,313 live births counted per 100,000 live births reaching 83 maternal deaths. **Objective** This research tries to analyze the effectiveness of SICANTIK electronic-based information systems in an effort to improve maternal and child health.. **Methods** The method of proving SICANTIK information systems using the Human Organization-Technology model (HOT FIT Model) is carried out in two weeks with a total of 4 puskesmas and calculates the Technological Factors, Human Factors and Organizational Factors. **Results** The results of evaluations conducted at the four health centers conducted obtained SICANTIK assessment results obtained based on Technology Factors obtained: in which there are two variables designated in the variable Good system quality and Good Information Quality. For Human Factors, the user system used by the coordinating midwife has an age range of 30-40 years within a 3-year work period. While the user satisfaction variable shows that it is still not maximal in using the SICANTIK application. Organizational factors that indicate comprehensive facility and support. **Conclusion** From the results of evaluations carried out on the health information system SICANTIK, the technology factor shows that the use of sicanik applications is not optimal, whereas the Human Factor shows that it is not ready as a whole for health safety in using the SICANTIK health information system in Puskesmas services, while the information factor for organizational support in SICANTIK implementation

**Keywords:** SICANTIK, SIK, KIA, AKB, Sidoarjo

## EFFORTS TO IMPROVE NUTRITIONAL MOTIVATION IN LOWERING THE BAD NUTRITION CASE IN SAMPANG DISTRICT

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### ABSTRACT

**Background:** Various efforts have been made by the Sampang District Government to reduce the case of Malnutrition. But based on the profile of the District Health Office of Sampang in 2017 has not shown satisfactory results. The nutrition officer at the health center is one of the field workers who directly confronts the community, including in the handling of malnutrition children in their working area. Based on the monitoring results of the Sampang District Health Office in 2018, it showed that most Nutritionists did not carry out their duties to the fullest due to various things, one of which was the low motivation of officers in carrying out their duties. **Objective:** In this study, it is expected that factors related to motivation can be identified so that appropriate intervention efforts can be taken. **Method:** In this study using the Literature Review technique using the keywords motivation, health workers and nutrition workers. **Results:** Based on several research results related to motivation, it can be seen that matters relating to or influencing motivation include: Knowledge, Age, Experience, Availability of Facilities and Infrastructure, Leadership, Perception of Supervision, Working Conditions, Recognition, Salary / Wages, Interpersonal Relations, Compensation, Job Nature and Staff Roles. **Discussion and Conclusion:** From the results of the study, efforts that can be made to improve the motivation of nutrition workers are to increase knowledge, provide fair rewards, supervise, fulfill facilities and infrastructure, provide training and education, and form team work in tackling malnutrition.

**Keywords:** Motivation, Malnutrition, Performance, Nutritionist



**Analysis of Market Segmentation and Buyer Readiness Stage as Basis for the Determination of  
Promotion Strategy to Increase Patient Visits  
(A Case Study at RSU Hati Mulia Kendari)**

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**Abstract**

**Introduction:** Changing type of a Regional Hospital from maternity hospital to D-type public hospital is accompanied by the addition of several outpatient services. Internal Poly as one of the new service units, has the smallest number of visits for 2 years since the change in hospital status was 0.01% in 2016. The purpose of this study is to analyze market segmentation and *Buyer Readiness Stage* of the surrounding community as reference in determining promotion strategy to increase utilization of internal poly services at the hospital.

**Method:** This is a descriptive research. Population is family group around the hospital (4 villages) with sample of 101 respondents taken with *simple random sampling* technique. The data analysis technique was *cross sectional*.

**Results:** Market segment of the hospital has characteristic with middle economic level equal to 56.4%, college education level 56.4%, work as civil servants and entrepreneurs 43.6% and 42.6%. The place of medical search in that area was mostly clinics/community health center. The purchase readiness level was at *awareness* level of 95.1%.

**Discussion and Conclusions:** Purchase readiness is at *awareness* level, meaning that respondent are still in early stage of being aware of the hospital existence so promotion needs to be done in order to increase purchasing readiness from *awareness* level to *knowledge* to produce *conviction* and *purchase*. Understanding market segments and level of purchase readiness will help hospitals determine what promotional activities will be used and what media is better for marketing campaigns.

**Keyword:** *Buyer Readiness Stage*, Hospital, Market Segmentation, Promotion Strategy

**RELATIONSHIP BETWEEN KNOWLEDGE AND COMMITMENT OF OFFICERS WITH THE  
PERFORMANCE OF OFFICERS AS AN EFFORT TO IMPROVE THE DISCOVERY OF PATIENTS  
WITH LEPROSY**

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**ABSTRACT**

**Introduction:** Leprosy is an infectious disease which remains a health problem in the community. Nationally, East Java Province ranks number 9 in the discovery of new leprosy sufferers / 1000 population during the period of 2011 to 2015 ranging from 12-13% (Ministry of Health of the Republic of Indonesia, 2012). Most of the districts or cities in East Java, the proportion of level 2 leprosy in the finding of new leprosy is classified as high as much as 5% including Ponorogo Regency. **Method:** This research is an observational study using cross sectional approach in Ponorogo Regency using a total sampling calculation of 29 leprosy officers from 29 health centers who found and treated leprosy. **Result:** The results of the study showed that the performance of health center leprosy officers in making early leprosy findings was not good > 20% due to the lack of knowledge about the implementation of leprosy findings (B: 0.071). In addition, because of the weak commitment of the officers responsible for the implementation of leprosy findings, the performance of early leprosy findings was not good > 20% (B: 0.005). **Conclusion:** Thus it can be concluded that the knowledge and commitment of health center leprosy officers in Ponorogo Regency are still lacking, but both of these variables have a positive effect on performance.

**Keywords:** Knowledge, Commitment, Leprosy, Health Center, Officers, Performance.

THE RELATIONSHIP OF ABILITY AND WILLINGNESS TO PAY BY PATIENTS IN SELECTION OF INPATIENT  
CLASS IN PATIENTS OF RSUD dr. SOEDONO MADIUN

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ABSTRACT

**Introduction :** A person whose life depend so much on his health will certainly have a higher demand for health status. Based on medical record from RSUD dr. Soedono Madiun, it is known that the score of class II inpatient Bed Occupancy Rate (BOR) in 2016 exceeded the standard score of 85.53%, but on the contrary for the score of class I inpatient BOR in 2016 was far below the standard of 27.74%. The purpose of this study is to know the relationship of ability and willingness to pay by patients in the selection of inpatient class in patients at RSUD dr. Soedono Madiun. **Method :** Observational analytic study with cross-sectional study design on 100 respondents of patients in class I and II inpatient of RSUD dr. Soedono Madiun. **Results :** The results of Chi Square correlation test, it is known there was a significant relationship between the Respondent's Ability to Pay and the Selection of Inpatient Classes at RSUD dr. Soedono Madiun (p-value <0.05). And there was an insignificant relationship between Willingness to Pay by Respondents and the Selection of Inpatient Class at RSUD dr. Soedono Madiun (p-value >0.05). **Discussion and Conclusions :** From the aspect of the user, in this case the subject that determined the value of the applied tariff, the current tariff is far below the ATP and WTP, thus there is flexibility in the calculation for the submission of new tariff values.

Key words : ATP, WTP, Selection of inpatient classes

## THE ANALYSIS OF DETERMINANTS OF UTILIZATION IN HEALTHCARE FACILITIES

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### ABSTRACT

**Introduction:** In the era of National Health Insurance, Social Security Agency for Health (SSAH) has been trying to improve the utilization of visit to health facilities (contact rate). The target contact rate is 150 per mile. In reality, the contact rate of 21 months from March 2016 to August 2018 in primary healthcare facilities did not reach 70%.

**Aims:** To analyse the relationship of individual, knowledge, attitude, quality of service perception characteristics with the utilization in primary healthcare facilities. Individual characteristics include gender, education level, and age.

**Methods:** This is an observational analytical study with quantitative approach and cross-sectional design. The sample size is determined using simple random sampling formula, yielding 100 respondents. The test used were Chi-square.

**Result:** Relationship between age and health and illness perception with utilization was found. On the other hand, gender, education level, knowledge, attitude, and quality of service perception have no significant relationship with service utilization in primary healthcare facilities.

**Discussion and Conclusions:** The health workers can provide socialization to increase the understanding of illness perception in order to immediately go to the primary healthcare facilities if they are sick.

*Keywords: individual characteristics, knowledge, attitude, quality, utilization*

## THE RELATION BETWEEN ATTITUDE, MOTIVATION, AND WORKLOAD WITH THE PERFORMANCE OF EARLY LEPROSY PATIENT DISCOVERY

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### ABSTRACT

**Introduction:** Leprosy is not only a complex issue. This is exacerbated by the fact that untreated leprosy may lead to grade 2 disability. Ponorogo is one regency in East Java with high number of grade 2 disabilities due to leprosy with 18%-21%, exceeding 5% target between 2011 until 2015. This situation indicates poor performance of relevant officers in finding leprosy cases.

**Aims:** To identify the impacts of attitude, motivation and workload on officer performance in finding leprosy patients early.

**Methods:** This is a descriptive and correlative study with cross-sectional approach. The population is 29 leprosy officers in a Public Healthcare Center in Ponorogo. Total sampling was used as the sampling technique. The data was analysed using frequency distribution and multiple linear regression test.

**Results:** The study found good officer's attitude and motivation with primarily low workload. However, the officer performance is moderate (62.1%). The results show that supportive attitude, lack of motivation and low workload tend to translate to poor performance.

**Discussion and Conclutions:** Workload has the biggest impact compared to motivation and attitude (B: 0.490, B: 0.488, and B: 0.206). Therefore, periodical workload analysis needs to be implemented the Public Healthcare Center.

**Keywords:** attitude, motivation, workload, performance, leprosy



## ANALYSIS OF THE RELATIONSHIP BETWEEN HEALTH SERVICES AND JOB SATISFACTION IN THE SOCIAL SECURITY AGENCY FOR HEALTH (SSAH) ERA

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### Introduction:

The Public Satisfactory Index (PSI) for the service of Glagah District Health Center in Lamongan Regency tends to decline. It can be caused by employee dissatisfaction with their job. This study seeks to explore and find out the determinants of job satisfaction in this District Health Center. Four (4) factors has been analyzed in this study are: the financial amount of health service from SSAH, knowledge on health service, attitudes towards health service, and the support for giving health service.

### Method:

A descriptive observational study with cross sectional design has been used. Data collection was carried out in December 2018. The population in this study were Glagah District Health Center staff by using 70 saturated samples.

### Result:

This study found that financial amount of health service from SSAH and the knowledge on health service has weak relationship with the PSI of Glagah District Health Center service. It contingency coefficient were only 0.273 and 0.181, respectively. While, the attitudes towards health service and support for giving health service show strong relationship with contegency coefficient of 0.719 and 0.622, respectively.

### Discussion and Conclusions:

Each determinants of job satisfaction shows different level of strength in its relationship with the PSI of Glagah District Health Center service. This result gives an insight that efforts to improve PSI in the future should be focused on the determinats that have strong relationship i.e. attitudes towards health service and support for giving health service.

**Keyword:** Health service, Job Satisfaction, Glagah District Health Center

## CONGENITAL HEARING LOSS WAS NOT A SCARY PROBLEM: ARTICLE REVIEW

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### ABSTRACT

**Background:** Congenital hearing loss in Indonesia is still not getting optimal treatment. The number of patients from year to year does not get a clear picture and the government program for this problem is still not clearly visible. Patients with hearing loss are a burden of the State response if handled early this problem can show good progress.

**Objective:** To Proving that early hearing screening in newborns can reduce complications from congenital hearing loss.

**Method:** Systematic searches were carried out at PubMed, Sciencedirect, ProQuest, Ebsco, and Web of Science to identify peer-reviewed research. The paper used is an original peer-reviewed research article in English that discusses the rehabilitation of children with hearing loss. Papers that meet the criteria are analyzed using PRISMA.

**Result:** 80% of children with congenital hearing loss identified under the age of 2 years have improved behavior, communication, and knowledge compared to children identified above 2 years. The rehabilitation process for speech ability 83% of children with congenital hearing loss under 2 years have more vocabulary. Rehabilitation costs incurred in children with congenital hearing loss identified > 2 years are higher.

**Conclusion:** Early Hearing screening is important to be carried out early on with the aim of preventing speech delay, behavior disorders, and knowledge disturbances.

Keyword: Congenital Hearing Loss, early hearing screening, rehabilitation, cost

**RELATIONSHIP BETWEEN DEPRESSION AND STRESS WITH BLOOD SUGAR LEVELS IN  
PATIENTS WITH DIABETES MELITUS TYPE II POST DISASTER ( A Case Study at Puskesmas  
Talise Kota Palu)**

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**Introduction:** Non Infectious Disease (NID) has become a problem of public health in both global, regional, national and local. NID is a lot of attention-consuming Diabetes Mellitus (DM), globally, the number of patients with DM in 2018 of 424,9 million and 95% are patients with DM Type II. Patients should keep blood sugar levels balanced in order not to occur hypoglycemia or hyperglycemia. Talise Public Health Center is a disaster-affected area and is also the highest visit of DM in 2015-2017 in Palu City. This research aims to determine the relationship between depression, and stress with blood sugar levels in patients with DM Type II post-disaster.

**Method:** This type of research is quantitative by using cross sectional design. The population is all patients with DM Type II who have 1624 outpatient. The sample in this study amounted to 91 respondents. Sample withdrawal using accidental sampling. Data was analyzed using univariate and bivariate analysis at a degree of confidence of 95% ( $\alpha = 0,05$ ).

**Results:** The results of the chi-square test show depression ( $p = 0,007$ ), and stress ( $p = 0,000$ ), associated with blood sugar levels. It is hoped to provide services and monitoring of post-disaster psychological conditions, especially in patients with DM Type II in order to suppress psychological disorders until they do not harm the disease.

**Conclusions:** Based on the results of the study it can be concluded that there is a relationship of depression and stress with blood sugar levels in patients with type II DM in Talise Health Center, Palu City.

**Keywords:** *Depression, Stress, Blood Sugar Levels*

## **ANALYSIS ON THE EFFECT OF PERCEIVED HEALTH CARE QUALITY ON PATIENT SATISFACTION**

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### **ABSTRACT**

**Introduction :** The main factor influencing the product image and credibility of a company is service quality, because good service quality can make a hospital stays competitive. Service quality / services based on multi models can be measured by covering three dimensions, namely interaction quality, physical environment quality and outcome quality. Patient satisfaction is an indicator of hospital service quality. perceived health care is influenced by patient satisfaction favorable to the hospital and positive impact on patient satisfaction. The problem in this study is the decrease of inpatient visits at Muji Rahayu Hospital in Surabaya (RSMRS) in 2018 by 0.01%. This study aims to analyze the effect of perceived health care on inpatient satisfaction. **Method:** This research uses cross sectional as the method, the sampling technique uses proportionate stratified random sampling with a sample size of 116 patients. **Result:** the data that has been obtained was then analyzed using descriptive and regression methods with  $p < 0.05$ . Descriptive analysis of patient satisfaction in the inpatient installation of Physical environment quality as much as 17.1%, interaction quality as much as 18.4%, outcome quality as much as 19.1%. The results obtained indicate that perceived health care quality has a significant positive effect on patient satisfaction. Physical Environment quality ( $p = 0.008$ ,  $b = 0.199$ ), interaction quality ( $p = 0.000$ ,  $b = 0.471$ ), outcome quality ( $p = 0.005$ ,  $b = 0.238$ ). **Discussion and conclusions:** perceived health care quality has a strong effect on patient satisfaction.

**Keyword:** patient satisfaction, perceived health care quality, hospital

**RELATIONSHIP BETWEEN MOTHER'S KNOWLEDGE AND FAMILY SUPPORT ON THE  
PROSPERITY OF PREGNANT WOMEN ABOUT ANTENATAL CARE (ANC)**

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**ABSTRACT**

Antenatal care is a service that's received by women during pregnancy and it is very important in helping to ensure mother and fetus are safe in pregnancy and childbirth. Riskesdas 2013 shows that the scope of antenatal care for pregnant women is increasing. However, the scope of K1 and K4 in East Java has not reached 100% yet. The purpose of this study was to determine the mother's knowledge and family support for the attitudes of pregnant women regarding ANC in the working area of Gunung Anyar Public Health Center, Surabaya City. This study used a cross sectional study design. The population was 1089 pregnant women and samples were taken using the Slovin formula of 75 people. The statistical test used is Chi Square test with a confidence level of 95%. The results showed that pregnant women who had poor knowledge of 46 people (61.3%), pregnant women who lacked family support were 28 people (37.3%), and pregnant women who had a negative attitude about ANC of 42 people (56.0%). The p-value between mother's knowledge and family support with maternal attitudes regarding ANC is 0.012 and 0.744. The conclusion is there is no relationship between maternal knowledge and family support with the mother's attitude about ANC.

**Keywords:** *Knowledge, family support, attitude, ANC*



## ANALYSIS OF SATISFACTION AND ITS EFFECT ON PATIENT LOYALTY

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### ABSTRACT

**Introduction:** A patient satisfaction is the benchmark for the level of health service quality-Whether the patient is satisfied in receiving treatment at the hospital determines whether he will use the same hospital in the future. Muji Rahayu Surabaya Hospital (RSMRS) experienxed a reduction in inpatient visits by 1.01% in 2018. The decrease of inpatient visits is likely due to complaints voiced by patients. This study is done to analyze- patient satisfaction against *perceived health care quality* and the effect on patient loyalty. **Method:** This study is observational-analytic with cross-sectional study design. Sampling technique is done by using *proportionate stratified random sampling* with 116 respondents who received inpatient services at RSMRS. The independent variable measured was patient satisfaction against *perceived health care quality* consisting of sub variable of *physical environment quality satisfaction*, *interaction quality* satisfaction of doctors and nurses, as well as outcome quality satisfaction. While the dependent variable measured was patient loyalty. The statistical test used is descriptive analysis and regression. **Results:** The results of descriptive analysis showed that 14,4% patients felt very satisfied against *physical environment quality*, 20,7% patients felt very satisfied against *interaction quality of doctors* and 21,3% against *interaction quality of nurses*, as well as 16,8% patients felt very satisfied on *outcome quality*. Meanwhile, patient loyalty overall was still low as much as 13,2%. Regression analysis showed that the patient satisfaction has positive significant effect against patient loyalty ( $p=0,000$ ,  $b=0,367$ ). **Conclusion:** Patient satisfaction against perceived health care quality has a strong effect on patient loyalty.

**Keyword:** patient satisfaction, patient loyalty, perceived health care quality, quality of health care

## EFFORTS TO INCREASE EARLY DETECTION OF LEPROSY PATIENTS

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### ABSTRACT

**Introduction:** Leprosy is an infectious disease which remains a health problem in the community. The high proportion of the findings of level 2 leprosy patients in Ponorogo Regency, East Java Province from 2011 to 2015, ranging from 18% -21%, shows a delay in the performance of officers. purpose of study is to know the influence of patient knowledge, patient stigma and patient access to the performance of officers in leprosy early detection **Methods:** Using a Cross Sectional approach with a population of 160 people affected by leprosy, a sample of 113 people taken randomly and proportionally at 29 health cares. The interview used a questionnaire and the answers were compiled into 29 community health centers' answers. **Results:** The results showed that the patients did not have good knowledge about leprosy and had a positive influence on the performance of officers (B: 0.228). Most of the patients stigmatized their illness and had a positive effect on staff performance (B: 0.36). Patients' stigma on leprosy affected the performance of officers even though the effect was little. a small portion of leprosy patients' access to health center services was still difficult and had a negative influence on staff performance (B: -0,215). **Discussion and Conclutions:** Therefore it can be concluded that the knowledge and stigma of patients have a positive influence on the performance of officers in leprosy early detection. While patients' access has a negative effect.

**Keywords:** patient knowledge, patient stigma, patient access, performance, leprosy

**The Influence of Transformational Leadership, Job Involvement  
And Value Congruence Toward Turnover Intention at PT.P**

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**Abstract**

**Introduction:** The turnover rate of employee in PT P increased over the last three years since 2016 to 2018 that was 11% in 2016, 12,3% in 2016 and 14,6% in 2018. The high employee turnover rate in PT P was probably due to high turnover intention of employees in some work-units

at PT P on 2018 with the individual average value by 50.80%. The purpose of this study was to analyze the influence of Transformational Leadership, Job Involvement and Value Congruence Toward Turnover Intention.

**Method:** The research method was observational-analytic with cross sectional design. The total number of respondents was 307 active employees from three hospitals belonging to PT P in 2018, which were selected through stratified random sampling. Data were collected through questionnaires and were analyzed by descriptive statistics using computer-based statistical application with a p value <0.05.

**Results:** The results showed that employees on averaged had high level of Transformational Leadership, Job Involvement and Value Congruence of turnover intention. Nevertheless, there were employees who had low (24.1%) and very low (0.6%) Transformational leadership, low (26.1%) and very low (3.2%) job involvement, and also high (20.7%) and very high (2.3%) turnover intention. Turnover intention had a positive influence on turnover ( $p = 0,001$ ;  $\beta = 1,195$ ).

**Conclusions:** The conclusion is that the lower the job involvement, and value congruence the higher the turnover intention will be. The higher of Transformational Leadership influence to reduce turnover intention. The higher the turnover intention, the higher the turnover.

**Keywords:** turnover intention, transformational leadership, job involvement, value congruence

Coordination Implementation of Police Agencies, Schools and Primary Health Center in Effort to Reduce the Risk of Motorcycle Accidents

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## ABSTRACT

**Introduction** Indonesia is a country with a high number of traffic accidents. The number of accidents in January-March 2017 was 43,121 risks, and the number of motorcycle accidents as much as 31,247 risks. Coordination is an important factor needed to be able to solve a particular program or problem involving two or more institution.

**Objectives** This study aims to determine the coordination of the police, schools and health centers in the District of Krian.

**Method** This research design uses descriptive method with cross sectional approach. Data collection by questionnaires were distributed to 14 officers in the Krian Sector Police Agency, Krian High School and Krian Primary Health Center. The sampling technique is purposive sampling.

**Result** The study shows that 64.3% of respondents claimed always need coordination, 42.9% of respondents always obeyed in carrying out the leadership's instructions, 50% of officers often carry out informal communication.

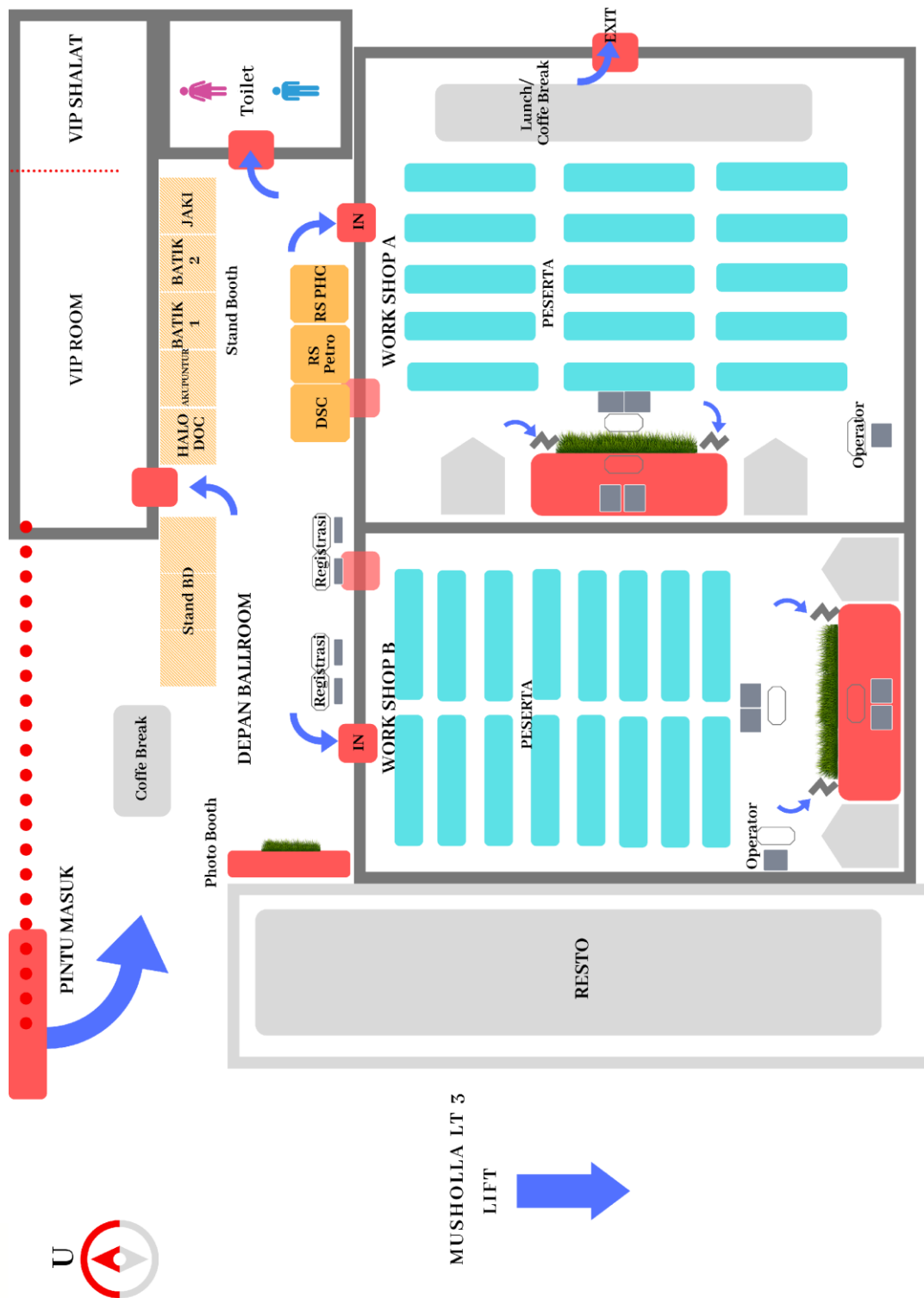
**Discussion and conclusion** The obstacles that occur in the implementation of coordination is the ignorance of other agencies, regarding the role of Health Centers in traffic accident prevention efforts. It can be concluded that the implementation of coordination between the police, schools and health centers is generally quite good.

**Keywords:** Agency, Coordination, Motorcycle Accident, accident prevention, Traffic accident

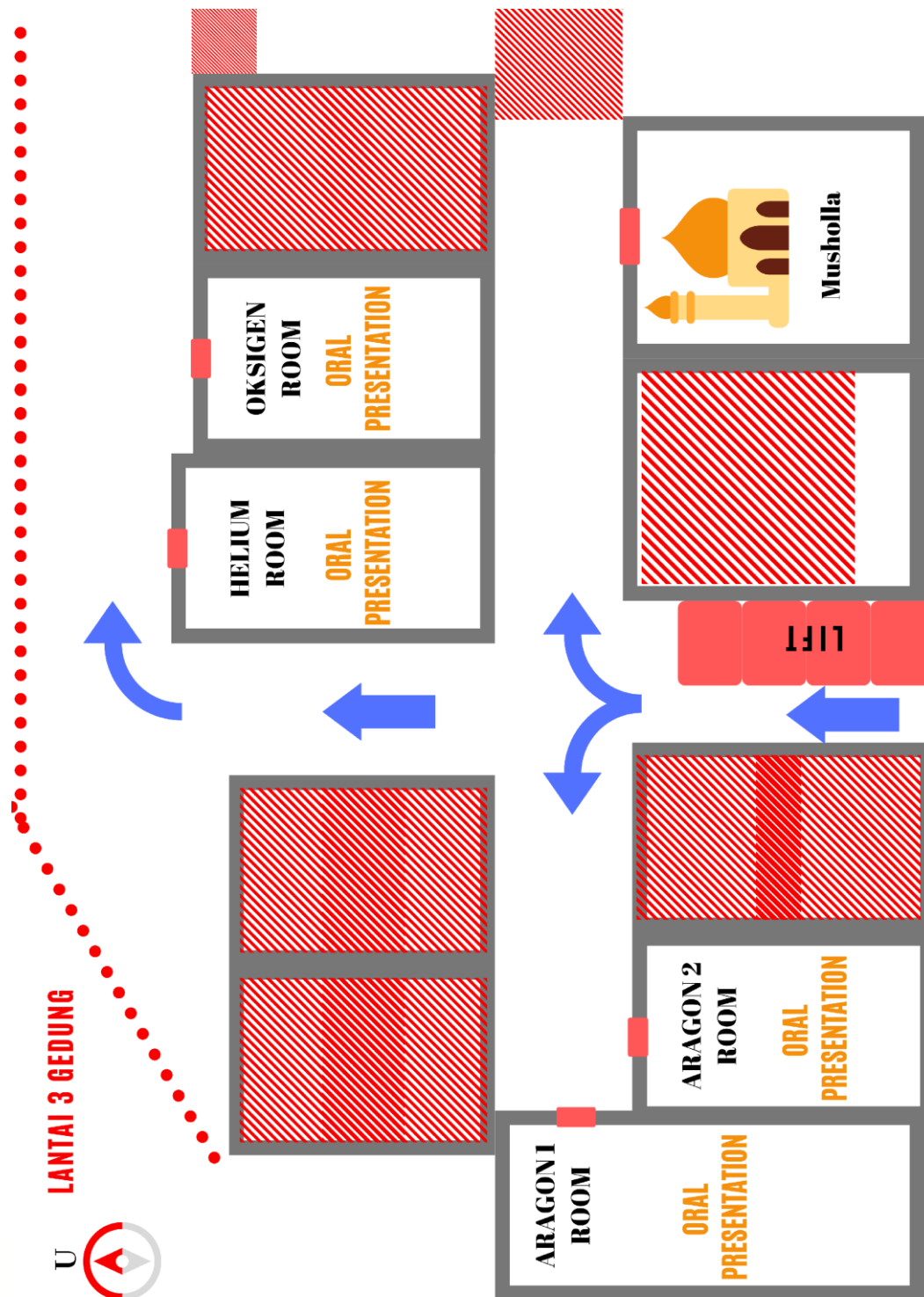




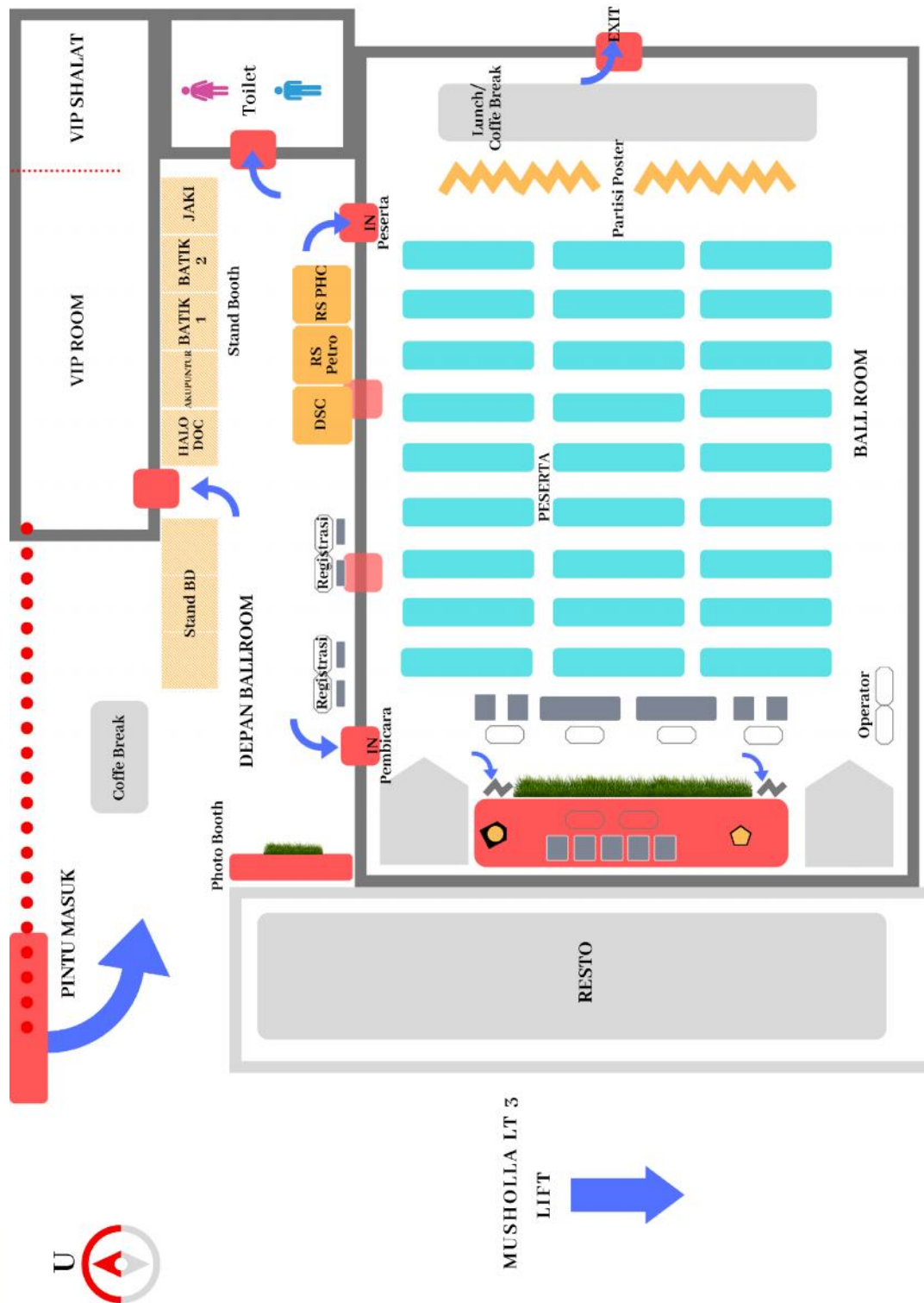
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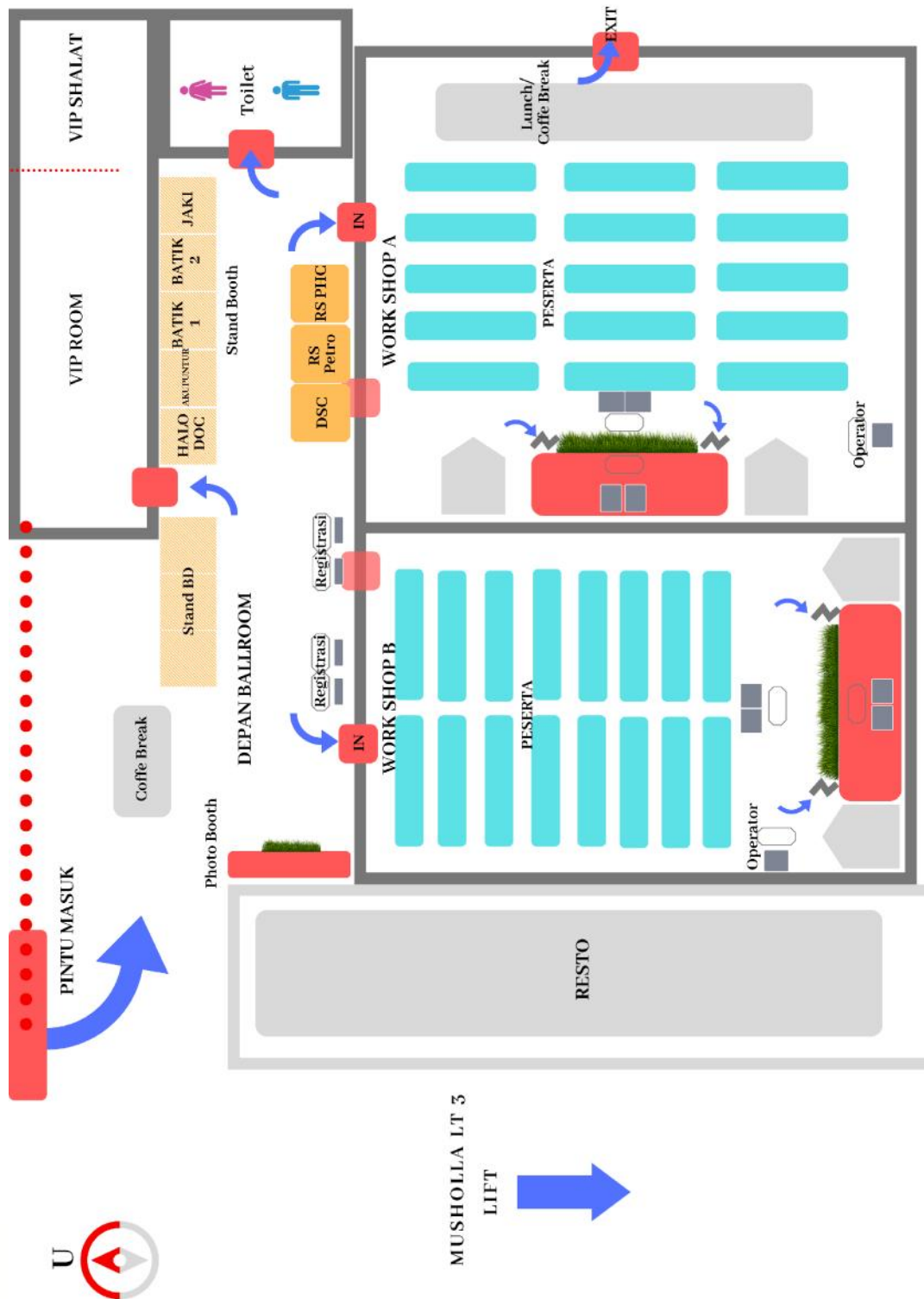
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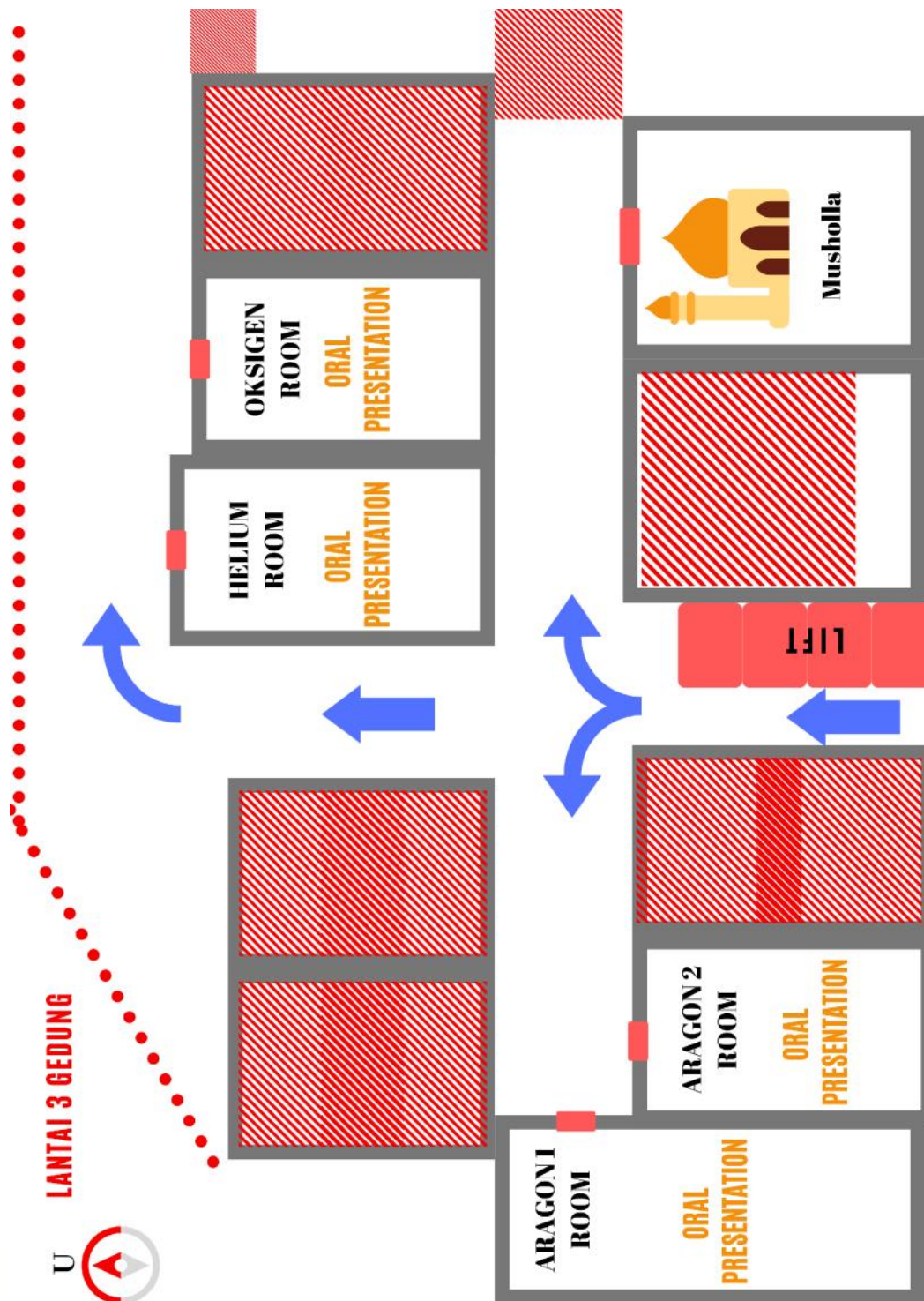


## FLOOR MAP OF SYMPOSIUM





## FLOOR OF ORAL PRESENTATION





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