ABSTRACT

Mutu Bulan Mokoginta. Clients’ Perception to the Community Health Center Services, to the health treatment outside Community Health Center and the Needs for Healthy Life (Cases in Kotamobagu City and North Bolaang Mongondow Regency, North Sulawesi). Advisor BASITA GINTING SUGIHEN as chairman, PANG S. ASNGARI, and IGNATIUS DJOKO SUSANTO as members.

The research objectives are: (1) To analyse the quality of Community Health center services, the Health treatment outside Community Health Center and the needs of community members for healthy life, (2) To find out about clients’ satisfaction from Community Health Center services, (3) To study and to analyse the relations between patients/clients characteristics, the influence of informal leaders, the role of medical workers and social cultural environment with the Clients’ perception to the Puskesmas services, the treatment outside Puskesmas and the needs of the patients’ for healthy life, and (4) To plan a strategy to improve the needs of community members to fullfil health service standard conducted by the Puskesmas medical workers in Kotamobagu City and North Bolaang Mongondow Regency, North Sulawesi. Respondents selected by using Slovin formula, 200 patients were selected at both area. The findings of this research are: (1) Clients’ perception to Community Health Center services tend to be high, i.e. the patients’ perception to Community Health Center’s medical workers, health service provided by the Community Health Center and the cure that has been given to clients, (2) The client’s perception to the health treatment outside Community Health Center tend to be low, (3) The clients’ perception to the needs for healthy life tend to be high, especially physiologic needs, psychologic needs, spiritual needs and the needs for cheap health services, (4) Clients’ satisfaction of health services provided by Community Health Center tend to be high. These clients’ satisfaction have been measured from medical workers aptitude, health services and the treatment that has been given, and (5) There were significant positive correlation between clients’ characteristic, the influence of informal leaders, the role of medical workers and social cultural environment with client’s perception to Community Health Center services and client’s perception to the needs for healthy life. Significant negative correlation has been shown by the clients characteristics, the influence of informal leaders, the role of medical workers, social cultural environment with clients’ perception to the health treatment outside Community Health Center and clients’ perception to the needs for healthy life. Clients’ perception to health treatment outside Community Health Center has a weak relation with clients characteristics, the influence of informal leaders, the role of medical workers and social culture environment. It’s remain community perception to the health treatment outside Community Health Center, which is the stimulus that perceived by individual five senses, organized and then be interpreted have given enough awareness and understanding that Puskesmas services are considered better than the health treatment outside Puskesmas.

Keywords: Clients, Perception, Puskesmas Services, Healthy Life