



ANALYSIS OF ADOLESCENTS NEEDS IN UTILIZING HEALTH SERVICES IN THE PANDEMIC COVID-19 IN SEMARANG CITY

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Abstract

Corona Virus Disease 19 (COVID-19) is a disease caused by the Novel Coronavirus (2019-nCoV) or what is now called SARS-CoV-2 which is a new type of virus that has never been previously identified in humans. As many as 24.7% of cases were experienced by adolescents. This of course changes habits and reduces the space for activities, including teenagers. During the pandemic rate that is still increasing, the government is immediately focusing on dealing with the spread of

Covid-19, so that some service programs have to be prioritized. This study aims to analyze the needs of adolescents in the use of health services during the Covid-19 pandemic. This study uses a type of exploratory research with a qualitative approach. The subjects in this study were adolescents aged 15-20 years as well as health center officers who held the youth health service program. The researchers found that the utilization of health services during the Covid-19 pandemic by adolescents was adolescents aged 15-16 years with the latest junior high school education and their parents who worked as entrepreneurs, TNI, civil servants, and factory workers. Adolescent's beliefs and knowledge about the use of health services are good.

Keywords: *Adolescent, Health Services, COVID-19*

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Introduction

Coronavirus Disease 19 (COVID-19) is a disease caused by the Novel Coronavirus (2019-nCoV) or what is now called SARS-CoV-2 which is a new type of virus that has never been identified in humans. COVID-19 has also been declared a world pandemic by WHO. Nationally, through the Decree of the Head of the National Disaster Management Agency Number 9A of 2020 which was updated through Decree number 13 A of 2020, the Status of Certain Disaster Emergency Conditions for Disease Outbreak due to Corona Virus in Indonesia has been determined.

Data on the distribution of Covid-19 cases globally were recorded until November 2020 as many as 220 confirmed countries with a total of 55,326,907 cases and 1,333,742 deaths. Whereas in Indonesia itself, it was confirmed that until November 2020, 478,720 people were confirmed positive for Covid-19, 402,347 were declared cured and as many as 15,503 people were declared dead due to the Covid-19 virus. If viewed from cases per province, the most cases occurred in the DKI Jakarta area with a total of 120,502 cases. The second position is East Java with 56,501 cases, then West Java with 45,025 cases, and Central Java with a total of 44,584 cases. Based on the age of the distribution of people affected by Covid-19, most cases in the age range of 31-45 years with the number (30.5%) followed by the age range of 19-30 years (24.7%), this indicates that the adolescent age range experienced quite a lot of exposure to the Covid-19 viruses.

Adolescence comes from the Latin "adolescent" which means growing towards maturity. Adolescence is a period marked by physical changes, between the ages of 10-19 years, is a period of maturation of human reproductive organs, and is often called the maturation period of human reproductive organs, and is often called puberty. Several problems are often experienced by adolescents both mentally and physically, including juvenile delinquency, depression, neglect to eat, and reproductive health problems.

Based on the Indonesian Demographic and Health Survey the main findings of adolescent problems include one percent of women and 55% of men smoking. (30%) women and (21%) men first smoked before the age of 13. The highest percentage of women and men starting to drink alcohol is among those aged 15-19 years, respectively (58%) women and (70%) men, then as much as (49%) men consume alcoholic beverages up to drunk. As many (5%) men had used illegal drugs, then used illegal drugs by smoking (2%) and drinking (3%). The percentage of dating and sexual experiences of women (80%) and men (84%) have been dating.

Since mid-March 2020 Indonesia has announced that it will take preventive measures in the form of large-scale social restrictions, including closing schools and public places. This situation changes habits and reduces the space for activities, including teenagers. During the several months of the implementation of the policy, new risks or vulnerabilities have emerged from adolescents, such as mental health, excessive internet use, and risky behavior. Quoted from the BKKBN during the current pandemic, it turns out that internet addiction in adolescents has increased by 19.3%. From the research that was conducted on 2,933 adolescents in 33 provinces, 59% of them also claimed to have increased online duration per day. With an average - 11.6 hours per day for each teenager.



A study from Aliansi Satu Visi also stated that 23.1% of teenagers were afraid of contracting Covid-19 if they had to access services to a public health center or other health services, 5.8% of teenagers admitted that services did not open so they did not access health services. On the other hand, the youth health service program is of course still very much needed considering that the effects of the pandemic on health development both physically and mentally are also very high. Based on the background description above, the researcher is interested in researching "an analysis of the needs of adolescents in the use of health services during the Covid-19 pandemic."

This study aims to analyze the needs of adolescents in the use of health services during the Covid-19 pandemic. This study aims to identify social structures such as recent education, the influence of parents' work on the use of health services by adolescents, adolescent beliefs about health workers in the use of health services, knowledge of adolescents, and access to the nearest health services in the utilization of youth health services, as well as health services that are corresponding the needs of adolescents during the Covid-19 pandemic.

Methods

This research uses exploratory research with a qualitative approach. Research at the exploratory level is the initial research level, which is exploratory research, meaning that the researcher does not yet know what happened. This type of qualitative exploratory research uses a case study research design. The case study was chosen because it can see it as a comprehensive, intense, detailed, and in-depth study and is more directed as an effort to examine contemporary and contemporary problems or phenomena. So this study will discuss the analysis of the needs of adolescents in the use of health services during the Covid-19 pandemic.

The conceptual framework in this study is prepared based on the theoretical framework of Anderson 1960. This study is focused on analyzing the needs of adolescents in the use of health services during the Covid-19 pandemic in terms of the Anderson theory components regarding the utilization of health services including demographic characteristics (age, gender, educational status, school address, home address, occupation of parents) health beliefs such as beliefs about health workers when providing services or when adolescents conduct counselling, the importance of knowing about types of health services for adolescents, attitudes towards health services, then the economic status of adolescents, access to health services and the distance traveling to get the health services needed, the needs that adolescents feel related to health services during the covid-19 pandemic.

This research was conducted in the city of Semarang which lasted for two months, namely January-February 2021. Determination of the sample in this study using purposive sampling, namely the researcher selects informants based on subjective considerations by the research objectives so that it is expected to be able to answer the research problem. The main informants in this study were adolescents aged 15-20 years. Additional informants are Public health centre officers who hold a youth health service program. The key informant in this study was the Health Office.



Sources of data in this study are divided into two categories, namely primary data and secondary data. Primary data is data that is collected directly from research informants, both main informants, and informants, through in-depth interviews during research. Secondary data is data obtained through documentation of written documents and conducting studies of public or private documents. Secondary data sources in this study were obtained through profiles and reports from the Health Office or Public health centre to be studied. The instruments in this study were in-depth interviews, field notes, and a voice recording device. Data were collected using unstructured observations and in-depth interviews.

The method of data analysis following this research is to use a qualitative approach. Qualitative data analysis according to Bogdan & Bilken, is an effort made by working with data, sorting it into manageable units, synthesizing it, looking for and determining patterns, finding what is important and what is learned, and deciding what can be told to other people. This research will apply the data analysis method using the Miles & Huberman model.

Results (or Results and Discussion)

Profile Resource Research

The informants of this study consisted of 26 sources, namely 20 adolescents and 6 health center officers in the city of Semarang. The informants used in this study were informants who had passed the sampling criteria. The informants used are based on the assumption of a representative nature in the research study. Adolescents who were used as informants in this study were adolescents who had accessed health services during the Covid-19 pandemic, while the health workers selected by researchers were able to know in-depth about the needs of adolescents in the use of health services during the Covid-19 pandemic.

Analysis of the Characteristics of Main Respondents

Analysis of the characteristics of the respondents aims to explain or describe the characteristics of the respondents. The characteristics of the respondents in this study were used to describe the frequency distribution of respondents including age, gender, level of education, and occupation of parents.

Table Characteristics of Respondents

Code	Sex	Age	Last Education	Parents' Job
RU1	Female	16	Junior high school	Entrepreneur
RU2	Female	17	Junior high school	Army
RU3	Male	17	Junior high school	Entrepreneur
RU4	Male	16	Junior high school	Teacher
RU5	Male	18	Junior high school	Army
RU6	Male	18	Junior high school	Entrepreneur
RU7	Male	16	Junior high school	Teacher



Code	Sex	Age	Last Education	Parents' Job
RU8	Male	16	Junior high school	Laborer

Analysis of Respondents' Social Structure on Health Service Utilization

The level of education is the highest level of formal education achieved by adolescents who are more dominant in making decisions about the choice of health service places. Based on the results of the interview, it can be seen that the average teenager who uses health services at the health center is on average junior high and high school students. When juxtaposed with the phenomena in the field, several areas in the city of Semarang have no generalized income to the community.

Type of work is a type of activity that is involved and is the main source of income for the head of the family. Someone who works (has an income) makes a big contribution to the welfare of the family, because the better a person's job, the greater the income and the better the welfare of his family. Based on the distribution of respondents according to parents' occupation, it is found that the majority have parents who work as entrepreneurs. The type of self-employed work is known to have no work time limit, so it is possible that the parents of the respondents will not have much time to assist respondents in utilizing health services.

Based on the research results, it was found that health services were not always supported by the work factor of parents. Because someone uses health services not only because they have sufficient income, but also because of the need for health services. The need for health services desired by the community in general and adolescents, in particular, includes a response in health services and affordable costs. This indirectly involves the level of income whose correlation is centered on the work of parents.

Adolescent's Belief in Health Workers in Utilizing Health Services

Based on the results of the interviews, it is known that all of the main informants in this study have accessed health services at the public health center. Research respondents stated that their confidence in health workers was good in providing youth services. The beliefs possessed by adolescents include how to service officers and the quality of human resources possessed by officers. The implementation of health protocols implemented by the health center has an impact on the acceptance of adolescents, but this must be done for the common good, both for adolescents and officers.

Adolescent's Knowledge Regarding Health Services on Utilization of Health Services

Based on the results of interviews, it was generally known that adolescents' knowledge of the use of health services was good. However, the implementation of health protocols during the Covid-19 period caused adolescents to underuse health services provided by the public health center. Teens feel lazy when there are health-related matters caused by strict health protocols in place. On the other hand, it is assumed that adolescents have understood the health services for

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adolescents who have implemented a healthy lifestyle so that they try to avoid being targeted by diseases that result in adolescent health services.

The Nearest Service Access to Health Service Utilization

Based on the results of the interviews, it is generally known that the closest access to services is in the very affordable category. This is known based on the distance, type of transportation, and costs spent to reach the nearest health service. The use of health services is carried out by adolescents with family partners and peers. Adolescents with physical health complaints usually come with peers, but during the Covid pandemic, they come with their parents, while teenagers who need mental health consultation and sexual problems usually come with their parents.

Health Service Needs in Accordance with the Needs of Adolescent during the Covid-19 Pandemic

In the Covid-19 pandemic situation, there are several service providers that use online methods, but maybe they have limited promotion and knowledge of adolescents so that they have not reached all adolescents. If observed together, the psychology of adolescents who are still adopting a collaborative lifestyle will refer to peers who participate in adolescent health services, so that adolescents feel comfortable and can be open to the problems they face.

Discussion

Analysis of Respondents' Social Structure on Health Service Utilization

Education is the learning of knowledge, skills, and habits of a group of people that are passed down from one generation to the next through teaching, training, or research. Education often takes place under the guidance of others but is also possible on a self-taught basis. Based on the results of the interview, it is known that the average teenager who uses health services at the health center is on average junior high and high school students. When juxtaposed with the phenomena in the field, several areas in the city of Semarang have no generalized income to the community. Based on some accounts of Public Health Workers, respondents with higher education are more selective in choosing better health services, such as hospitals or practicing doctors for their health than respondents with low education who prefer free health services at a public health center. This is related to the use of health insurance services in the form of BPJS. BPJS services at the public health center are basic level services, not limited to payment classes.

Adolescents do not take advantage of health services at the public health center because teenagers choose to treat themselves by buying medicine at a shop based on the experiences of adolescents. If a person with higher education entrusts his health to doctors in the hospital and makes use of health services at the public health center as a second option. This research is supported by Retnowati's research, that the educational factor is related to the utilization of public health center services. The higher a person's education, the higher the desire and the more selective he is in choosing health services to target. It can be seen that there were 224 (66.7%) highly educated respondents who did not take advantage of the services at the public health center.



Based on the research results, it was found that health services were not always supported by the work factor of parents. Because someone uses health services not only because they have sufficient income, but also because of the need for health services. The need for health services desired by the community in general and adolescents, in particular, includes a response in health services and affordable costs. This indirectly involves the level of income whose correlation is centered on the work of parents.

Adolescent's Belief in Health Workers in Utilizing Health Services

Based on the research sampling criteria, it is known that all of the main informants in this study have accessed health services at public health centers. The use of health services by adolescents is caused by two main factors, distance and cost. Regarding the types of services accessed by respondents, the majority stated that the health services that were often accessed were only around the General services. The needs that adolescents feel regarding health services during the Covid-19 pandemic are around the basic symptoms of being affected by the Covid-19 virus.

It is known that all main respondents said that there were rarely peer counselors and officers doing counseling at school. The findings of the researchers found that there was no special collaboration between public health centers and schools in the activities of counseling, counseling, and peer counselor coaching as a preventive public health center promotional effort. Counseling activities at school are only carried out by BK teachers, but no youth volunteered to come for consultations to ask about problems related to their reproductive health. So it seems that counseling activities on reproductive health are not carried out. Regarding the service process received by respondents, the majority stated that the services provided by officers were unsatisfactory.

Based on the results of the interviews and explanations, it is generally known that adolescents who were used as research respondents stated that their confidence in health workers was good. The beliefs possessed by adolescents include how to service officers and the quality of human resources possessed by officers. Although the health protocols implemented by the public health center have an impact on the admission of adolescents, this is also done for the common good, both for adolescents and officers.

Adolescent's Knowledge Regarding Health Services on Utilization of Health Services

Based on the results of the interviews conducted, it was found that the majority of respondents did not understand the types of adolescent health services. Several respondents stated that they did not understand the existing health services for adolescents, both in public health centers and in hospitals. Individual behavior in using adolescent health services depends on their knowledge. Respondents have insufficient knowledge so they are not sure and have no interest in participating in PKPR services. The low level of knowledge is known to be a predisposing factor manifested in the treatment-seeking action. This occurs due to feelings that always feel healthy so that adolescents are less active in seeking treatment and prevention, which are the basis and direct stimulus for using health services.



Furthermore, it is generally known that adolescents' knowledge of the use of health services is good. However, the implementation of health protocols during the Covid-19 period caused adolescents to underutilize the health services provided by the public health center. Adolescents feel lazy when there are health-related matters due to strict health protocols in place. On the other hand, it is assumed that adolescents have understood the health services for adolescents who have implemented a healthy lifestyle so that they try to avoid being targeted by diseases that result in adolescent health services.

The Nearest Service Access to Health Service Utilization

Based on the results of the interviews, it was found that the closest service access was in the very affordable category. This is known based on the distance, type of transportation, and costs spent to reach the nearest health service. The use of health services is carried out by adolescents with family partners and peers. Teens with physical health complaints usually come with peers, but during the Covid pandemic, they came with their parents. Meanwhile, when adolescents need consultation on mental health and sexual problems, they usually come with their parents.

Respondents use health services more because of the availability of health services, free medicines, and closer distances. Respondents who have parents with incomes below all benefit from the free health services available at the public health center even though they want more adequate hospital health services. Not a few respondents do not know about the existence of BPJS, KIS, and other health insurance from the government so they are more based on the nearest Public health center which has free health

Health Service Needs in Accordance with the Needs of Adolescent during the Covid-19 Pandemic

In the early stages of the Covid-19 outbreak, many health systems managed to maintain routine service delivery when faced with a limited number of Covid-19 case burdens. As demand for services increases and health workers are increasingly affected by the Covid-19 infection and by the indirect consequences of this pandemic, there is a need to take strategic adaptation steps to ensure that the resources owned by the public and private sectors are used to provide maximum benefits to society.

The decision was deemed difficult in balancing the need to directly tackle the Covid-19 pandemic with the need to maintain the provision of other essential health services. Establishing a safe and effective patient flow (which includes Covid-19 screening, triage, and targeted referrals) remains important and must be done at all levels of service. Many routines and elective health services have been suspended and service delivery approaches are beginning to be adapted to the context of the pandemic development and as the benefit-risk analysis for each activity changes. When the delivery of essential health services is threatened, effective governance and coordination mechanisms, as well as protocols for prioritizing and adjusting services, can mitigate the risk of system failure.



Conclusion and Recommendation

Based on the results of the research and discussion that has been described, it can be concluded as follows:

- a. Characteristics of adolescents in the use of health services during the COVID-19 pandemic, including age, gender, education level, and parents' occupation. Teens who used the most health services during the Covid-19 pandemic were teenagers aged 15-16 with the latest junior high school education and their parents who worked as entrepreneurs, TNI, PNS, and factory workers.
- b. The social structure of adolescents regarding the utilization of health services includes 1) The level of education, adolescents with higher education are more selective in choosing better health services. 2) Types of parental work, health services are not always supported by parental occupation factors because someone uses health services not only because they have sufficient income, but also because of the need for health services.
- c. The belief that teenagers have in health workers during the Covid-19 pandemic is good. The beliefs possessed by adolescents include how to service officers and the quality of human resources owned by officers. Although the health protocol implemented by the Public Health Center has an impact on the acceptance of adolescents, this is also done for the common good, both for adolescents and officers.
- d. Adolescent's knowledge of the use of health services is good. However, the implementation of health protocols during the Covid-19 period caused adolescents to underutilize the health services provided by the public health center.
- e. The attitude that adolescents have towards the use of health services during the Covid-19 period is considered good. The use of health services from attitudes for most adolescents has perceptions of disease as well as attitudes and beliefs about health services, and medical care or in the use of health facilities.
- f. Access to closest services is included in the very affordable category. This is known based on the distance, type of transportation, and costs spent to reach the nearest health service.
- g. The type of health service most needed by adolescents during the Covid-19 pandemic is counseling related to sexual and reproductive health issues. The Covid-19 pandemic, which causes large-scale social restrictions, affects all activities, if you can do it at home, triggers a sense of loneliness in teenage psychology. This can lead to a sense of exploration towards the opposite sex when there are no colorful activities for adolescents. Meanwhile, the service method that is considered appropriate in a pandemic situation is online-based services so that teenagers can still access services even from home.

Furthermore, it is hoped that the Semarang City Health Office will conduct training and counseling at least once a month for PKPR personnel at the public health center during the Covid-19 pandemic, provide guidance on understanding the needs of adolescents in the use of health services during the Covid-19 pandemic, and youth awareness is needed. regarding the importance of the needs of adolescents in the use of health services during the Covid-19 pandemic, so that adolescents can always maintain their health by living a healthy life.



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