

**Determinan Sistem Pelayanan Kesehatan Gangguan Jiwa  
di Daerah Perkotaan Khususnya Masyarakat Miskin di DKI Jakarta**

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Poverty in urban area is vulnerable factor in stimulating mental health disorder in the community. This condition happened due to the limited perception, lack of skill, poor health and low work ethic and motivation, economic crisis, flood disaster and rise in fuel price that have made increasing burden of people's life. On the contrary, the existing health service system has been inadequate yet due to the high cost of health service. It is identified that only 8,3% who has gained adequate health service or willing to get health service, while a part of them reject to get health service due to people's stigma and another part has no affordable to go for getting health service. Hence, the goal of this research is to identify the determinants of health service system mental health disorder of in urban area especially poor people in DKI Jakarta.

The design of this research uses *triangulation* in two stages are: **First Stage** is to identify themes of determinant of health service system through phenomenology qualitative study by using *in-depth interview technique*. **Second stage** is quantitative by using descriptive correlation design. *Purposive sampling* includes 15 family informants and 10 health personnel informants representing five areas for the stage 1 and *cluster random sampling* in the stage 2 by involving 373 respondents according to the set of inclusive criteria. Data collectors use *interview guideline* and *questionnaire*. Data analysis utilizes *collaizzi* for stage 1; quantitative research uses univariat analysis by presenting numerical data in term of mean, median, modus, standard deviation and 95% CI; and bivariat analysis uses *t-test independent* and Anova; as well simple linear test.

The findings of research are factors related to the utilization of health service include: 1) characteristics, age, ethnic; 2) understanding and the perception of family in caring for mental health disorder family member; family's knowledge, health education followed; 3) internal factors: biological; 4) external factors: organization, adequate health service provider and resources. While the most dominant factors that influence the utilization of health service are: a) internal factor: biological; and b) external factors: adequate health service provider and resources. In conclusion of this research is biological factor, adequate health service provider and resources, health education followed are the determinants of health service system of mental health disorder in urban community especially experienced by poor people in DKI Jakarta.

It is expected that this research will give inputs to improve health service of mental health disorder at the Public Health Center/ Community and as the baseline data for

the development of mental health service model especially early detection of mental health disorder in the community through community empowerment particularly the health volunteers (health cadres)

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