Abstract

Health has become a vital issue faced by countries nowadays including Indonesia. In order to improve health service in Indonesia, the government issued regulation no. 741, 2008 related to SPM (Standar Pelayanan Minimum) in health sector. SPM will become fundamental reference to prepare planning, budgeting, and implementing in government region. Considering the achieved indicator of SPM in Surabaya until 2012, there were still a lot of targets not achieved yet. One of them related to health service for poor people with the percentage 11.405%. so that, it needs evaluation to find out the number in term of percentage of health service in Surabaya precisely. Factor analysis, cluster analysis, and discriminant analysis are methods used in order to observe health service percentage in Surabaya. According these methods, obtained six factors such as: mom and children health service, obstetrics health service, referral health service, management disease health service, preventive disease health service, and poor people health service. Based on cluster analysis, obtained five groups. Districts that need serious attention in improving the health care issue is Mulyoreo, Bulak, Kenjaren, Rungkut, Gunung Anyar, Sukolilo, and Karang Pilang. Based on discriminant analysis, obtained 5 variabels that qualify as a differentiator with a classification accuracy of clustering by 93.548 percent.

Keywords— Cluster Analysis, Discriminant Analysis, Factor Analysis, Health Service Indicators