

## ABSTRACT

*Vitreo retinal services play a crucial role in improving patients' quality of life and preventing blindness. However, the data indicate a fluctuation or a 5% decrease in visits, which requires further evaluation. This study analyzes the relationship between the 4A Model (accessibility, affordability, acceptability, and availability) and the utilization of vitreo-retinal outpatient services at the East Java Community Eye Hospital. This quantitative research employed an analytical cross-sectional design with an accidental sampling technique involving 99 respondents who visited the vitreo-retinal outpatient clinic. Data were collected through questionnaires and analyzed using phi coefficient test. The results show that accessibility is considered easy due to the support of Google Maps and online transportation services; affordability is appropriate because of the acceptance of various insurance schemes, although BPJS claims are perceived as slow; and acceptability is good owing to the doctors' attentiveness and communication, but hindered by delays caused by urgent medical procedures. Most respondents expressed willingness to return for services, while a small proportion did not, mainly due to the long distance to the hospital. Phi coefficient test revealed a significant relationship between accessibility ( $p=0,002$ ) and affordability ( $p=0,000$ ) with service utilization, whereas acceptability ( $p=0,100$ ) showed no significant relationship.*

**Keywords:** accessibility, affordability, acceptability, service utilization

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Pelayanan vitreo retina memiliki peran penting dalam meningkatkan kualitas hidup pasien dan mencegah kebutaan. Namun, data menunjukkan adanya fluktuasi atau penurunan kunjungan sebesar 5% yang memerlukan evaluasi lebih lanjut. Penelitian ini bertujuan menganalisis hubungan Model 4A (*accessibility*, *affordability*, *acceptability*, dan *availability*) dengan pemanfaatan layanan rawat jalan vitreo retina di Rumah Sakit Mata Masyarakat Jawa Timur. Penelitian kuantitatif dengan desain analitik *cross sectional* ini menggunakan teknik *accidental sampling* pada 99 responden yang melakukan kunjungan rawat jalan vitreo retina. Data dikumpulkan melalui kuesioner dan dianalisis menggunakan uji koefisien *phi*. Hasil penelitian menunjukkan *accessibility* dinilai mudah berkat dukungan Google Maps dan transportasi online, *affordability* sesuai karena penerimaan berbagai asuransi meski klaim BPJS dinilai lambat, *acceptability* baik karena kepedulian dan komunikasi dokter, namun terkendala keterlambatan akibat tindakan medis mendesak. Sebagian besar responden bersedia kembali memanfaatkan layanan, sedangkan sebagian kecil tidak, terutama karena jarak rumah sakit yang jauh. Uji koefisien *phi* menunjukkan hubungan signifikan antara *accessibility* ( $p=0,002$ ) dan *affordability* ( $p=0,000$ ) dengan pemanfaatan layanan, sedangkan *acceptability* ( $p=0,100$ ) tidak signifikan.

**Kata kunci:** *accessibility*, *affordability*, *acceptability*, pemanfaatan layanan