**ABSTRAK**

Hubungan Pengetahuan Masyarakat Tentang Layanan *Public Safety Center* (PSC) 119 dengan Pemanfaatan Layanan Kegawatdaruratan di Lingkungan Pekandelan, Abianbase, Gianyar

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**Pendahuluan:** *Public Safety Center* (PSC) 119merupakan suatu layanan terhadap kasus gawat darurat secara cepat, tepat dan cermat kepada masyarakat. Pengetahuan masyarakat yang kurang tentang melakukan pertolongan dan meminta pertolongan dengan segera menyebabkan masyarakat sering panik dan tidak tahu harus berbuat apa-apa ketika menghadapi kondisi darurat. Penelitian ini bertujuan untuk mengetahui hubungan pengetahuan masyarakat tentang layanan *Public Safety Center* (PSC) 119 dengan pemanfaatan layanan kegawatdaruratan di Lingkungan Pekandelan, Abianbase, Gianyar. **Metode:** Metode penelitian adalah korelasi, dengan pendekatan *cross sectional*. Sampel yang digunakan 184 orang kepala keluarga dengan menggunakan teknik purposive sampling. Intrumen pengumpulan data dengan menggunakan kuesioner pengetahuan masyarakat tentang layanan PSC 119dan kuesioner pemanfaatan layanan kegawatdaruratan. Analisis data dengan menggunakan uji *Rank* *Spearman.* **Hasil:** Hasil penelitian didapatkan sebagian besar pengetahuan masyarakat tentang layanan PSC 119 dengan kategori baik (74,5%) dan pemanfaatan layanan kegawatdaruratan sebagian besar dikategorikan kurang (36,4%). **Analisis:** Hasil analisis didapatkan bahwa ada hubungan pengetahuan masyarakat tentang layanan *Public Safety Center* (PSC) 119 dengan pemanfaatan layanan kegawatdaruratan (p=0,000). **Diskusi:** Pengetahuan yang baik akan lebih baik juga memanfaatkan layanan kegawatdaruratan di PSC 119. Disarankan kepada masyarakat agar dapat lebih memanfaatakan layanan kegawatdaruratan yang ada di PSC 119.

Kata kunci: *Public Safety Center,* Pengetahuan, Kegawatdaruratan

***ABSTRACT***

*Relationship between Public Knowledge about Public Safety Center (PSC) 119 Services and Utilization of Emergency Services in Pekandelan, Abianbase, Gianyar*

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***Introduction:*** *Public Safety Center (PSC) 119 is a service for emergency cases that is fast, precise and accurate for the community. Lack of public knowledge about providing assistance and asking for help immediately causes people to often panic and not know what to do when facing an emergency. This study aims to determine the relationship between public knowledge about Public Safety Center (PSC) 119 services and the utilization of emergency services in Pekandelan, Abianbase, Gianyar.* ***Method:*** *The research method was a correlation, with a cross-sectional approach. The sample used 184 heads of families used a purposive sampling technique. The data collection instrument used a questionnaire on public knowledge about PSC 119 services and a questionnaire on the utilization of emergency services. Data analysis used the Spearman Rank test.* ***Results:*** *The results of the study showed that most of the public's knowledge about PSC 119 services was categorized as good (74.5%) and the utilization of emergency services was mostly categorized as lacking (36.4%).* ***Analysis:*** *The results of the analysis showed that there was a relationship between public knowledge about Public Safety Center (PSC) 119 services and the utilization of emergency services (p = 0.000).* ***Discussion:*** *Good knowledge will also make better use of emergency services at PSC 119. It is recommended that the public can make better use of emergency services at PSC 119.*

*Keywords: Public Safety Center, Knowledge, Emergency*