

# The relationship between the role of nurses and the satisfaction of patients and families of pulmonary tuberculosis sufferers in the treatment room of Jayapura city hospital

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## ARTICLE INFO

### Article history:

Received 17 Nov, 2022

Revised 2 Des, 2022

Accepted 19 Des, 2022

### Keywords:

The Role of Nurses  
Patient and Family Satisfaction  
Pulmonary Tuberculosis

## ABSTRACT

This study aims to determine the relationship between the role of nurses and patient and family satisfaction in nursing services at Jayapura City Hospital from the Feasibility Aspect (feasibility). Research Methods: This type of study is analytical observational with a cross-sectional design with a sample of 100 people consisting of 50 patients and 50 patient families. The sample collection method is accidental sampling. The selected statistical test analysis technique is the chi square test. Results: The results showed that the age of the most respondents was between 31-45 years (46%), the most types of gender were men 56%, the most education was high school, namely 37%, the level of satisfaction of patients and families with satisfied health facilities amounted to 67%, satisfaction with health services and nursing in the pulmonary room was satisfied (56%). The results of the cross-tabulation of bivariate analysis showed that there was a relationship between the role of the nurse and the satisfaction of patients and families which was assessed from the dimension of reliability with p-value (0.000), dimension of responsiveness (0.001), dimension of empathy (0.001), dimension of assurance (0.000), and dimension of physical evidence (0.000). Conclusion: there is a relationship between the role of nurses and the satisfaction of patients and families of patients with pulmonary tuberculosis at Hospital Treatment in the Jayapura City Hospital.

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## INTRODUCTION

An infectious disease through droplets (air borne) caused by mycobacterium tuberculosis, namely Pulmonary Tuberculosis. Pulmonary tuberculosis is a cause of death and a global problem. This disease is one of the goals of the end TB strategy and the Sustainable development goals (SDGs). The pulmonary tuberculosis epidemic is targeted to end in 2030 programmed by the SDGs with the hope that the mortality rate will decrease by 90% and the morbidity rate will decrease by 80%.

According to the 2018 Riskesdas data, the prevalence of the Indonesian population diagnosed with pulmonary tuberculosis by health workers in 2018 was 0.4 percent, with the five provinces with the highest pulmonary tuberculosis being West Java (0.7%), Papua (0.6%), Special Capital Region of Jakarta (0.6%), Gorontalo (0.5%), Banten (0.4%) and West Papua (0.4%) (Hutabarat, 2019).

Prolonged treatment of pulmonary tuberculosis can cause sufferers to drop out of the treatment program so that it is not in accordance with standards, this causes problems in its management (Agustina, 2020). To overcome these problems, it is necessary to have a health care facility that provides services according to the needs and expectations of patients so that patients feel satisfied and tend to follow the treatment program being undertaken (Zainaro & Gunawan, 2019). The role of health workers such as nurses is needed in the health services of pulmonary TB patients in hospitals (HUDA, 2019). The role of nurses includes educators and providers of nursing care to provide patient satisfaction. Patient satisfaction can have a positive impact on service and awareness of patient family members to deliver families with positive pulmonary TB (Marleni F., Syafei A., 2020).

Jayapura Regional General Hospital and Abepura Regional General Hospital are Type B educational hospitals that refer patients from all over the land of Papua. This hospital has a separate room for treating patients with pulmonary tuberculosis, namely the lung room. Quality nursing services can contribute to the success of the 2030 Pulmonary Tuberculosis Elimination.

## RESEARCH METHOD

This type of research is analytic observational with a cross-sectional design (Adiputra et al., 2021). This type of research is a quantitative correlation research. The research design uses a cross-sectional approach, namely research where the measurement of the variables is carried out only once at a certain time and there is no follow-up on the measurements taken (Hidayat, 2021)(Adiputra et al., 2021). The data collection method is accidental sampling where there are patients and families of patients who are treated who are willing to be respondents who will be used as respondents by the researcher. The number of samples in this study were 100 respondents (50 patients and 50 patient families).

## RESULTS AND DISCUSSIONS

### The Relationship between the Reliability of Nurse's Role Reliability and Satisfaction of Patients and Patient's Families at Jayapura City Regional Hospital

**Table 1.** Relation between the reliability of nurse's role reliability and patient and family satisfaction (n = 100)

Reliable	Patient and family satisfaction		Total	P- Value
	Satisfied	Not satisfied		
reliable	86 (86%)	4 (4%)	90 (90%)	0.000
Not Reliable	8 (8%)	2 (2%)	10 (10%)	
Total	94	6	100	

Source: Primary Data, 2022

Based on the table above, it was found that 90 respondents (90%) assessed reliable nursing services, including 86 respondents (86%) said they were satisfied and 4 respondents (4%) said they were not satisfied. While 10 respondents (10%) said nurses were not reliable, 8 respondents (8%) said they were satisfied, 2 respondents (2%) said they were not satisfied. The results of the chi-square statistical test showed a p-value of 0.000 where  $P < \alpha = 0.05$ .

### The Relationship between Responsiveness of the Nurse's Role and Satisfaction of Patients and Families of Pulmonary Tuberculosis Patients at Jayapura City Regional Hospital

**Table 2.** The relationship between the responsiveness of the nurse's role and the satisfaction of patients and families with pulmonary tuberculosis in Jayapura city regional hospital (n = 100)

Patients with pulmonary tuberculosis in Jayapura City Regional Hospital (n = 100)				
Responsiveness	Patient and Family		Total	P -Value
	Satisfaction			
	Satisfied	Not satisfied		
Respond	90 (90%)	2 (2%)	92 (92%)	0.001
Unresponsive	5 (5%)	3 (3%)	8 (8%)	
Total	95	5	100	

Source : Primary Data, 2022

Based on the table above, it was found that 92 respondents (92%) assessed the responsive role of nurses, 90 respondents (90%) said they were satisfied and 2 respondents (2%) said nurses were not responsive. While 8 respondents (8%) said the nurses were not responsive, 5 respondents (5%) said they were satisfied, 3 respondents (3%) said they were not satisfied with the role of nurses in service in the lung room at Jayapura City Regional Hospital. test results of the chi square statistic p-value = 0.001.

### Relationship between Nurse's Role Assurance Dimensions and Patient and Family Satisfaction of Pulmonary Tuberculosis at Jayapura City Regional Hospital

**Table 3.** Relationship between dimensions of nurse's role assurance and patient and family satisfaction with pulmonary tuberculosis at regional hospitals in Jayapura city (n = 100)

Pulmonary tuberculosis at regional hospitals in Jayapura city (n = 100)				
Guarantee	Patient and Family		Total	P -Value
	Satisfaction			
	Satisfied	Not satisfied		
Guaranteed	92 (92%)	1 (1%)	93 (93%)	0.000
Not Guaranteed	3 (3%)	4 (4%)	7 (7%)	
Total	95	5	100	

Source: Primary Data, 2022

Based on the table above, data obtained from 93 respondents (93%) assessed the guarantee of the nurse's role on guaranteed patient and family satisfaction, 92 respondents (92%) said they were satisfied and 1 respondent (1%) said they were not satisfied. While 7 respondents (7%) said it was not guaranteed, 3 respondents (3%) said they were satisfied and 4 respondents (4%) were not satisfied. The result of the chi square test is a p-value of 0.000.

### Relationship between Empathy Dimensions and Patient and Family Satisfaction

**Table 4.** Relationship between nurse's role empathy dimension and satisfaction of patients and families of pulmonary tuberculosis sufferers at Jayapura city regional hospital (n = 100)

Empathy	Patient and Family Satisfaction		Total	P -Value
	Satisfied	Not satisfied		
Empathy	90 (90%)	1 (1%)	91 (91%)	0.001
No Empathy	5 (5%)	4 (4%)	9 (9%)	
Total	95	5	100	

Source: Primary Data, 2022

Based on the table above, the results showed that 91 respondents (91%) assessed the quality of empathetic nursing services to patients, 90 respondents (90%) said they were satisfied and 1 respondent (1%) said they were not satisfied. While 9 respondents (9%) said nurses were not empathetic, 5 respondents (5%) said they were satisfied and 4 respondents (4%) said they were not satisfied. The results of the chi square test obtained a p-value of 0.001.

### Relationship between Physical Evidence Dimensions and Patient and Family Satisfaction

**Table 5.** Relationship between physical evidence dimensions of the role of nurses and satisfaction of patients and families of pulmonary tuberculosis sufferers at regional hospitals in Jayapura city (n = 100 )

Physical Evidence	Patient and Family Satisfaction		Total	P -Value
	Satisfied	Not satisfied		
Interesting	92 (92%)	2 (2%)	94 (94%)	0.000
Not attractive	2 (2%)	4 (2%)	6 (6%)	
Total	94	6	100	

Source: Primary Data, 2022

Based on the table above, it was found that 94 respondents (94%) rated the quality of nursing services as attractive, 92 respondents (92%) said they were satisfied and 2 respondents (2%) said they were not satisfied. While 6 respondents (6%) said nurses were unattractive, 2 respondents (2%) said they were satisfied, and 4 respondents (4%) did not say they were not satisfied. The results of the chi square test showed that the p-value was 0.000.

### Relation between Nurse's Role Reliability Dimensions and Lung Tuberculosis Patient and Family Satisfaction

Based on the results of the *Chi-Square statistical test, using the Continuity Correction* alternative, the value of  $p = 0.000$  is obtained where  $p < \alpha$  (0.05) which means that statistically it is proven that there is a significant influence between patient and patient family satisfaction on nurse services in the Lung Room at the City Region Hospital Jayapura in the dimension of *reliability*.

Nurse service reliability is the ability to provide appropriate and reliable services. Reliable service means consistent. So that reliability has two important aspects, namely the ability to provide services as promised and how far it is able to provide appropriate or accurate services (Anjani et al., 2022).

This research is supported by the results of research conducted by Ani Septiani (F. Septiani et al., 2022) "Factors Affecting The Quality Of Life Among Pulmonary Tuberculosis Patients: A Literature Review". The results showed that most of the patients who expressed dissatisfaction with the service according to the *reliability dimension* (81.4%) said they were not satisfied with the overall service, while 54.4% of respondents who stated they were satisfied with the service according to the Reliability dimension said they were satisfied with the overall service in the Emergency Room. Sumedang District Hospital. Statistical test results using the Chi Square test obtained  $p\text{ value} = 0.001$ , which means that statistically it is proven that there is a significant influence between the level of patient satisfaction with Emergency Room services in the *reliability dimension* and general satisfaction at the Sumedang District General Hospital.

According to Parasuraman, et al. (1998) in (Kurniawati, Murti, Febiana, Sulistyowati, Sulistyaningtyas, Darmawati, 2019) argued reliability, namely the company's ability to provide services according to what was promised accurately and reliably. Performance must be in accordance with customer expectations which means timeliness, the same service for all customers without errors, a sympathetic attitude, and with high accuracy. Fulfillment of promises in service

will reflect the credibility of the company. According (Hutabarat, 2019) reliability is the fulfillment of the promise of prompt and satisfying service from the company.

According to the researchers' assumptions, the results of the research conducted show that  $H_a$  is accepted and  $H_0$  is rejected, which means that there is a relationship between the quality of nurse service in the reliability dimension and patient and family satisfaction in the Pulmonary Room of Jayapura City Hospital. On the reliability dimension, even though the nurse's attitude is good in communicating, providing good service, skilled, the patient and the patient's family want clear information from the nurse about the family member they are caring for, in easy-to-understand language, and provide it repeatedly.

### **Relationship between Nurse's Role Responsiveness Dimensions and Pulmonary Tuberculosis Patient and Family Satisfaction.**

Based on the results of the *Chi-Square statistical test*, using the *Fisher's Exact Test* alternative, the value of  $p = 0.000$  was obtained where  $p < \alpha$  (0.05) which means that statistically there is a significant relationship between patient and family satisfaction on the role of nurses in the Lung Room of the City Regional Hospital Jayapura in the dimension of Responsiveness

Responsiveness is the willingness or willingness to help customers and provide fast service (Adiputra et al., 2021). *Responsiveness* or responsiveness here is the willingness and ability of nurses in the Emergency Room to help consumers, in this case patients and their families and respond to their requests, as well as inform when services will be provided and then provide services quickly.

This research is supported by the results of research conducted by (Chika et al., 2019), with the title "Relationship between Patient Satisfaction and Quality of Nurse Service in the Inpatient Room of Bhayangkara TK III Manado Hospital". The results showed that 122 respondents who rated good on responsiveness services, 55.3% rated satisfaction on patient satisfaction while 22.3% rated dissatisfaction on patient satisfaction. The data also showed that 35 respondents who rated responsiveness services as poor, 7.7% rated them as satisfied with patient satisfaction while 14.7% were dissatisfied. Statistical test results on the responsiveness variable with patient satisfaction  $p = 0.000$ .

(Mirnawati et al., 2021) in her research entitled "The Influence of Service Quality Factors on Patient Satisfaction in the Emergency Room at the Sumedang District Hospital". The results showed that most of the patients who stated they were dissatisfied with the service according to the *responsiveness dimension* or 83.7% stated that they were not satisfied with the overall service, while the respondents who stated that they were satisfied with the service according to the *responsiveness dimension* of 56.1% stated that they were satisfied with the overall service in the ER. Emergency Hospital of Sumedang Regency Results of statistical tests using the *Chi Square test* obtained  $p \text{ value} = 0.000$  which means that statistically it is proven that there is a significant influence between the level of patient satisfaction with Emergency Room services in the dimension of responsiveness and general satisfaction at the Sumedang District General Hospital.

According to the researchers' assumptions, the results of the research conducted show that  $H_a$  is accepted and  $H_0$  is rejected, which means that there is a relationship between the quality of nurse service in the responsiveness dimension and patient and family patient satisfaction in the Lung Room Hospital in the Jayapura City Region. On the *responsiveness dimension*, even though nurses are responsive and ready to handle complaints, patients and their families also want fast service with all information and respect for the patient's family by asking permission for all actions given to patients. Every patient's family expects his authority to be noticed. The patient's family will feel satisfied if they get respect for all actions on the patient because patients have clear information rights from health workers, one of which is a nurse.

### Relationship between Nurse's Role Assurance Dimensions and Pulmonary Tuberculosis Patient and Family Satisfaction

Based on the results of the *Chi-Square statistical test, using the Continuity Correction* alternative, the value of  $p = 0.000$  was obtained where  $p < \alpha$  (0.05) which means that statistically it is proven that there is a significant relationship between patient and patient family satisfaction with nurse services in the Pulmonary Room of Jayapura City Regional Hospital in the dimension Assurance.

Assurance in the dimensions of service quality is included in *personal interactions*, where the nurse-patient relationship will determine how the patient perceives the assessment that the services offered provide security guarantees. This is presumably because (1) Nurses at the Tugurejo Regional General Hospital Semarang consist of 60% Diploma Three in nursing education, 10% Nurses and 30% in the education process S1 and the profession of Nurses. (2) Management commitment with integrated quality management, will always improve the quality of service to customers (patients) regardless of socio-economic status. (3) Management commitment to integrated quality management, by continuing to improve the skills of nurses with various kinds of training.

*Assurance*, which means that nurses are always polite and able to master the knowledge and skills needed to handle any patient statements or problems and have the ability to communicate effectively with patients. This research is different from A. Septiani, (2020) with the title "The Influence of Service Quality Factors on Patient Satisfaction in the Emergency Room at the Sumedang District Hospital". The results showed that most of the patients who stated they were dissatisfied with the service according to the *assurance dimension* or 80.4% said they were not satisfied with the overall service, while the respondents who stated they were satisfied with the service according to the *assurance dimension* were 55.6% said they were satisfied with the overall service in the ER. Sumedang District General Hospital Emergency. Statistical test results using the Chi Square test obtained  $p\text{ value} = 0.001$ , which means that statistically it is proven that there is a significant influence between the level of patient satisfaction with Emergency Room services in the *Assurance dimension* and general satisfaction at the Sumedang District General Hospital.

Mirnawati et al., (2021) suggested that patient satisfaction who received nursing services in the ward found that there was a relationship between knowledge and skills of nurses and the level of patient satisfaction. Satisfying nurse reliability can influence the perception of patient and patient family satisfaction.

According to the researchers' assumptions, the results of the research conducted showed that  $H_a$  was accepted and  $H_0$  was rejected, which means that there is no relationship between the quality of nursing services in the warranty dimension and the satisfaction of patients and their families in the Lung Room of Jayapura City Hospital. On the assurance dimension, nurses are friendly and courteous, information can be easily understood, knowledge and skills are good. The patient's family stated that the services provided were comfortable, the patient was well cared for and believed that the patient's condition would improve.

### Relationship between Empathy Dimensions and Lung Tuberculosis Patient and Family Satisfaction

Based on the results of the *Chi-Square statistical test, using the Fisher's Exact Test* alternative, the value of  $p = 0.001$  was obtained where  $p < \alpha$  (0.05) which means that statistically there is a significant relationship between patient family satisfaction and nurse services at the Emergency Room at the Laburan General Hospital. Makassar Baji in the *Empathy* dimension.

According to the results of Iklashian's research (2013) with the title depicting the level of patient satisfaction in the quality of nursing services at Adenin Adenan Hospital in Medan, the quality of nursing services was very satisfying with 79.33%, saying that if the level of conformity between reality received and patient expectations then the patient will feel satisfied with the service they received.

Parasuraman. et al. 1998 in (Syapitri et al., 2021), empathy is attention by providing a sincere and individual or personal attitude that the company provides to customers such as the ease of contacting the company, the ability of employees to communicate with customers and the company's efforts to understand wants and needs customer. Where a company is expected to have understanding and knowledge about customers, understand customer needs specifically, and have a comfortable operating time for customers.

Chika et al., (2019), in his research entitled "The Relationship Between Patient Satisfaction and Service Quality in the Inpatient Room of Bhayangkara TK III Manado Hospital". The results of the statistical test showed that 129 respondents who rated the attention service well, 56.0% assessed that they were satisfied with patient satisfaction while 26.2% rated them as dissatisfied with patient satisfaction. The data also showed that 28 respondents who rated attention services as poor, 7.0% assessed that they were satisfied with patient satisfaction while 10.8% were dissatisfied. The statistical test results showed that there was a significant relationship, which meant that there was a relationship between direct evidence of nurse services and patient satisfaction at Bhayangkara Tk Hospital. III Manado.

#### **Relationship between Physical Evidence Dimensions of Nurse's Role with Pulmonary Tuberculosis Patient and Family Satisfaction.**

Based on the results of the *Chi-Square statistical test, using the Continuity Correction* alternative, the value of  $p = 0.000$  was obtained where  $p < \alpha$  (0.05) which means that statistically it is proven that there is a significant relationship between patient's family satisfaction with nurse services at the TB Pulmonal Jayapura Hospital Area.

Another aspect of the tangible dimension is the existing facilities and infrastructure in serving patients, including the availability of service rooms and their completeness as well as their conditions, consumers will assess whether the equipment used is clean and complete enough (Faizun, 2020) (Zahroh, 2020). Because a form of service cannot be seen, cannot be smelled and cannot be touched, the aspect of physical form is important as a measure of service. Customers will use their sense of sight to assess service quality (Syapitri et al., 2021).

*Tangible* variables or physical form with customer satisfaction is that physical form has a positive influence on customer satisfaction (Zainaro & Gunawan, 2019). The better the consumer's perception of the physical form, the higher the consumer satisfaction. Physical evidence of nurse services, namely: physical facilities, equipment, employees, and communication media that can be felt directly by customer (Mongi, 2020).

Septiawan, (2020) in her research entitled "Analysis of Family Satisfaction Levels About Nurse Services in the Emergency Room at Santo Borromeus Hospital, Bandung". Statistical test results on the physical variable ( *tangible* ) obtained a satisfaction level of 99% with a reality index of 3.431 and an expectation index of 3.465 (HOYRIL MALIK, 2022). This shows the level of satisfaction of respondents with physical appearance already satisfied with the elements of the physical appearance of the current nurse's service (Betan, 2019). In his research shows that the physical dimension influences customer satisfaction because in general a company is in a dynamic and complicated environment so that the company must be superior to its competitors in showing the superiority of its products so that customer satisfaction that can be felt by customers can match customer expectations (Mirnawati et al., 2021).

According to the researcher's assumptions, the results of the research conducted show that  $H_a$  is accepted and  $H_0$  is rejected, which means that there is a relationship between the quality of nurse services in the physical evidence dimension and patient and patient family satisfaction in the Lung Room of the Jayapura City Regional Hospital. On the tangible dimension, the nurse's appearance is good. an attractive appearance, with a neat, clean impression, which can be seen through the uniform and accessories as a reflection of good reception.

## CONCLUSION

There is a relationship between the role of nurses and the satisfaction of patients and families of pulmonary tuberculosis patients at Jayapura City Regional Hospital.

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