

DAFTAR PUSTAKA

- A Octaladarani, O., Nurhayani, N., & Hamzah, A. (2014). *HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT BERSALIN BUNDA KOTA MAKASSAR*. 1–9.
- Ahmed, S., Tarique, K. M., & Arif, I. (2017). Service quality, patient satisfaction and loyalty in the Bangladesh healthcare sector. *International Journal of Health Care Quality Assurance*, 30(5), 477–488. <https://doi.org/10.1108/IJHCQA-01-2017-0004>
- Al-Assaf. (2014). *Mutu Pelayanan Kesehatan, Perspektif Internasional* (Al-Assaf (ed.)). Penerbit Buku Kedokteran EGC.
- Al-Damen, R. (2017). Health Care Service Quality and Its Impact on Patient Satisfaction “Case of Al-Bashir Hospital.” *International Journal of Business and Management*, 12(9), 136. <https://doi.org/10.5539/ijbm.v12n9p136>
- Aladwan, M. A., Salleh, H. S., Anuar, M. M., ALhwadi, H., & Almomani, I. (2021). The relationship among service quality, patient satisfaction and patient loyalty: case study in Jordan Mafraq hospital. *Linguistics and Culture Review*, 5(S3), 27–40. <http://www.lingcure.org/index.php/journal/article/view/1368>
- Ali, B. J., Anwer, D. R. N. A., & Anwar, G. (2021). Private Hospitals’ Service Quality Dimensions: The impact of Service Quality Dimensions on patients’ satisfaction. *International Journal of Medical, Pharmacy and Drug Research*, 5(3), 7–19. <https://doi.org/10.22161/ijmpd.5.3.2>
- Alim, A., Tangdilambi, N., & Badwi, A. (2019). Jurnal Kualitas Pelayanan Kesehatan (Studi Analitik Terhadap Pasien Rawat Jalan di RSUD Makassar). *Jurnal Manajemen Kesehatan Yayasan RS.Dr. Soetomo*, 5(2), 165. <https://doi.org/10.29241/jmk.v5i2.164>
- Alsaqri, S. (2016). Patient Satisfaction with Quality of Nursing Care at Governmental Hospitals, Ha'il City, Saudi Arabia. *Journal of Biology, Agriculture and Healthcare*, 6(10), 128–142. www.iiste.org
- Andelina, V., Palutturi, S., & Marzuki, D. S. (2018). *HUBUNGAN MOTIVASI DENGAN KINERJA PETUGAS KESEHATAN DI PUSKESMAS KASSI KASSI KOTA MAKASSAR*.
- Arifki Zainaro, M., Gunawan, A., & Lampung Selatan, K. (2019). *Kualitas pelayanan kesehatan rawat jalan dengan tingkat kepatuhan minum obat penderita tuberkulosis paru* (Vol. 13, Issue 4).
- Arsenault, C., Roder-DeWan, S., & Kruk, M. E. (2019). Measuring and

- improving the quality of tuberculosis care: A framework and implications from the Lancet Global Health Commission. *Journal of Clinical Tuberculosis and Other Mycobacterial Diseases*, 16, 100112. <https://doi.org/10.1016/j.jctube.2019.100112>
- Ayaad, O., Alloubani, A., ALhajaa, E. A., Farhan, M., Abuseif, S., Al Hroub, A., & Akhu-Zaheya, L. (2019). The role of electronic medical records in improving the quality of health care services: Comparative study. *International Journal of Medical Informatics*, 127(April), 63–67. <https://doi.org/10.1016/j.ijmedinf.2019.04.014>
- Butar-butar, J., & Simamora, R. H. (2016). Hubungan Mutu Pelayanan Keperawatan Dengan Tingkat Kepuasan Pasien Rawat Inap di RSUD Pandan Kabupaten Tapanuli Tengah. *Jurnal Ners Indonesia*, 6(1), 51–64. <https://ejournal.unri.ac.id/index.php/JNI/article/view/4358/4177>
- Datuan, N., Darmawansyah, & Daud, A. (2018). *PENGARUH KUALITAS PELAYANAN KESEHATAN TERHADAP KEPUASAN PASIEN PESERTA BPJS DI RUMAH SAKIT UMUM DAERAH HAJI MAKASSAR*. 6(1), 1–7.
- Dinas Kesehatan Kota Palu Seksi P2PM. (2021). *Profil Kesehatan 2021*.
- Dinas Kesehatan Provinsi Sulawesi Tengah. (2020). *Profil Kesehatan 2020*.
- Fatima, T., Malik, S. A., & Shabbir, A. (2018). *Hospital Healthcare Service Quality , Patient Satisfaction and Loyalty : An Investigation in context of Private Healthcare Systems International Journal of Quality & Reliability Management Article information : April*. <https://doi.org/10.1108/IJQRM-02-2017-0031>
- Fitria, A. (2017). Hubungan Kualitas Pelayanan Dengan Kepuasan Pasien Rawat Inap Bpjs Kelas Iii (Studi Kasus Di Rsu Haji Surabaya). *JPAP: Jurnal Penelitian Administrasi Publik*, 3(2), 777–782. <https://doi.org/10.30996/jpap.v3i2.1259>
- Gurusinga, R. (2020). Nurse Caring Behavior on Patient Satisfaction in Hospitals. *Jurnal Aisyah : Jurnal Ilmu Kesehatan*, 5(1), 129–134. <https://doi.org/10.30604/jika.v5i1.826>
- Halim, C. N., & Wulandari, R. D. (2013). Analisis Penyebab Penurunan Kunjungan Pasien Berdasarkan Model Service Quality GAPS. *Jurnal Administrasi Kesehatan Indonesia*, 1(2), 182–191.
- Heemskerk, D., Caws, M., Marais, B., & Farrar, J. (2015). Tuberculosis in Adults and Children. In *Springer Open*. [https://doi.org/10.1016/S0140-6736\(00\)45122-6](https://doi.org/10.1016/S0140-6736(00)45122-6)
- Hidayati, S. (2016). *Faktor - faktor yang berpengaruh terhadap kepuasan*

- pasien pada pelayanan pengobatan tb paru di bkpm kota pekalongan.* 10, 11–21.
- Husain Akbar, F., & Tegar Jaya, M. (2017). Relationship between Service Quality on Public Health Center and Patient Satisfaction. *Global Journal of Health Science*, 9(7), 96. <https://doi.org/10.5539/gjhs.v9n7p96>
- Ismandani, F., Chamariyah, & Subijanto. (2020). PENGARUH BUDAYA ORGANISASI, MOTIVASI KERJA DAN PENGALAMAN KERJA TERHADAP KINERJA PEGAWAI PUSKESMAS GILIGENTING KABUPATEN SUMENEPE. *Jurnal Ilmiah Manajemen, Ekonomi Bisnis, Kewirausahaan*, 7(2).
- Izadi, A., Informatics, F. of M. and M., Kerman University of Medical Sciences, I., Jahani, Y., Faculty of Health, Kerman University of Medical Sciences, I., Rafiei, S., Faculty of Health, Qazvin University of Medical Sciences, I., Masoud, A., Informatics, F. of M. and M., Kerman University of Medical Sciences, Iran, A., Vali, L., & Kerman University of Medical Sciences, I. (2013). Evaluating health service quality: using importance performance analysis. *International Journal of Health Care Quality Assurance*, 20, 572–584. <http://dx.doi.org/10.1108/09526860710822716>
- Jannah, A. N., Kiswaluyo, & Y. E. Ristya Widi. (2017). Hubungan Kecepatan Waktu Pelayanan terhadap Kepuasan Pasien di Rumah Sakit Gigi dan Mulut Universitas Jember (The Relation of Speed Time Service to Patient Satisfaction in Rumah Sakit Gigi dan Mulut Universitas Jember). *E-Jurnal Pustaka Kesehatan*, 5(1), 133–137.
- Jarusliamin, M., Amir, M. Y., & Hamzah, A. (2015). *MUTU PELAYANAN KESEHATAN TERHADAP KEPUASAN PASIEN UMUM DI INSTALASI RAWAT INAP RSUD HAJI KOTA MAKASSAR*. 97.
- Kamyar, G., Zohoori, M., Hosseinipour, S. J., & Mehdizadeh, S. (2014). The Impact of Service Quality on patient Satisfaction in Malaysian Hospitals. *Global Journal of Health Science*, 1(2), 1–5. <https://doi.org/10.5539/gjhs.v7n1p1>
- Kemenkes RI. (2014). *Pedoman Nasional Pengendalian Tuberkulosis*.
- Kemenkes RI. (2020). *PERATURAN MENTERI KESEHATAN REPUBLIK INDONESIA NOMOR 21 TAHUN 2020 TENTANG RENCANA STRATEGIS KEMENTERIAN KESEHATAN TAHUN 2020-2024*.
- Kurnia, S., Hastuti, W., Mudayana, A. A., & Nurdhila, A. P. (2017). Hubungan Mutu Pelayanan dengan Kepuasan Pasien Peserta BPJS di Rumah Sakit Umum Daerah Yogyakarta. *Kes Mas: Jurnal Fakultas Kesehatan Masyarakat*, 11(2), 161–168.

- <https://doi.org/10.12928/kesmas.v11i2.7260>
- Manzoor, F., Wei, L., Hussain, A., Asif, M., & Shah, S. I. A. (2019). Patient satisfaction with health care services; an application of physician's behavior as a moderator. *International Journal of Environmental Research and Public Health*, 16(18). <https://doi.org/10.3390/ijerph16183318>
- Maulina, L., Madjid, T. A., & Chotimah, I. (2019). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Peserta Bpjs Di Unit Rawat Inap Puskesmas Cibungbulang Kabupaten Bogor Tahun 2018. *Promotor*, 2(2), 130. <https://doi.org/10.32832/pro.v2i2.1798>
- Merzistya, A. N. A., Adi, M. S., Sutiningsih, D., & Rahayu, S. R. (2021). the Quality of Tuberculosis Services in Patients' Perspectives: a Literature Review. *Jurnal Administrasi Kesehatan Indonesia*, 9(1), 67. <https://doi.org/10.20473/jaki.v9i1.2021.67-81>
- Muninjaya, A. A. G. (2012). *Manajemen Mutu Pelayanan Kesehatan*. Kedokteran EGC.
- Murwaningrum, A., Abdullah, M., & Makmun, D. (2017). Pendekatan Diagnosis dan Tatalaksana Tuberkulosis Intestinal. *Jurnal Penyakit Dalam Indonesia*, 3(3), 165. <https://doi.org/10.7454/jpdi.v3i3.28>
- Mustika, Y. A., Nugrahaningtyas Wahjuning Utami, J., & Sukismanto, S. (2019). Association of Health Service Quality with Patient Satisfaction in Primary Healthcare Center of Gedongtengen Yogyakarta. *Journal of Health Education*, 4(1), 37–42. <https://doi.org/10.15294/jhe.v4i1.20719>
- Notoatmodjo, S. (2010). *Metode Penelitian Kesehatan*. Rineka Cipta.
- Nugraheni, R., & Kirana, G. R. (2018). Gambaran Waktu Tunggu Pasien dan Mutu Pelayanan Rawat Jalan di Poli Umum UPTD Puskesmas Pesantren 1 Kota Kediri Tahun 2017. *Jurnal Wiyata*, 5(2), 98–105.
- Nurmalasari, N., & Nursid, F. (2019). Studi Mutu Pelayanan Kesehatan Pasien JKN Rawat Inap Kelas III Di RSUD Polewali Kabupaten Polewali Mandar. *J-KESMAS: Jurnal Kesehatan Masyarakat*, 3(2), 76–87. <https://journal.lppm-unasman.ac.id/index.php/jikm/article/view/247>
- Okafor, C. H., & Ugwu, A. C. (2018). *Effects of Patient Safety Culture on Patient Satisfaction With Radiological Services in Nigerian Radiodiagnostic Practice*. 5(4), 267–271. <https://doi.org/10.1177/2374373518755500>
- Owusu Kwateng, K., Lumor, R., & Acheampong, F. O. (2019). Service quality in public and private hospitals: A comparative study on patient satisfaction. *International Journal of Healthcare Management*, 12(4),

- 251–258. <https://doi.org/10.1080/20479700.2017.1390183>
- Panchapakesan, P., Solutions, I., & Rajendran, C. (2010). *Service quality and its impact on customer satisfaction in Indian hospitals Perspectives of patients and their attendants.* October. <https://doi.org/10.1108/14635771011089746>
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). SERVQUAL: A Multiple-Item Scale Measuring Consumer Perception of Service Quality. In *Wiley Encyclopedia of Management* (pp. 1–1). <https://doi.org/10.1002/9781118785317.weom090654>
- Pasalli', A., & Patattan, A. A. (2021). Hubungan Mutu Pelayanan Kesehatan Dengan Kepuasan Pasien Di Rumah Sakit Fatima Makale Di Era New Normal. *Jurnal Keperawatan Florence Nightingale*, 4(1), 14–19. <https://doi.org/10.52774/jkfn.v4i1.57>
- Permatasari, I. \, Simanjuntak, M. R., & Ginting, T. (2020). Hubungan Disiplin Kerja dan Motivasi Kerja Terhadap Kinerja Pegawai di Wilayah Kerja Puskesmas Tanjung Morawa. *Jurnal Keperawatan & Fisioterapi*, 3(1), 132–138.
- Pohan, I. S. (2007). *Jaminan Mutu Layanan Kesehatan*. EGC.
- Putri, D. U. P. (2019). HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KETERATURAN BEROBAT PENDERITA TB PARU DI PUSKESMAS LABUHAN MARINGGAI LAMPUNG TIMUR TAHUN 2018. *Masker Medika*, 7(2), 419–424. <https://jmm.ikestmp.ac.id/index.php/maskermedika/article/view/349>
- Rumahorbo, G. V., & Hutajulu, J. (2016). Tingkat Kepuasan Penderita Tb Paru Yang Dots Di Puskesmas Helvetia Tahun 2016. *Jurnal Surya Muda*, 3(1).
- Sayori, F. T., Maidin, A., & Sudirman, I. (2013). *PASIEN DI RSUD JAYAPURA PROPINSI PAPUA TAHUN 2013 SERVICE QUALITY INPATIENT CARE OF PATIENT SATISFACTION LEVELS IN JAYAPURA HOSPITAL PAPUA PROVINCE IN 2013 Bagian Manajemen Pelayanan Kesehatan , Fakultas Kesehatan Masyarakat , Universitas Hasanuddin , 2 B.* 1–13.
- Serhal, E., Kirvan, A., Sanches, M., & Crawford, A. (2020). Client satisfaction and experience with telepsychiatry: Development and validation of a survey using clinical quality domains. *Journal of Medical Internet Research*, 22(9). <https://doi.org/10.2196/19198>
- Sholikhah, L. F., & Listyorini, D. (2012). Hubungan antara tingkat pengetahuan dan mutu pelayanan kesehatan terhadap kepatuhan minum obat penderita tuberculosis paru di puskesmas gatak. *Berita*

- Ilmu Keperawatan*, 05(3), 138–144.
- Sondakh, B. R., Tampi, J. R. E., & Tumbel, T. M. (2019). Pengaruh Bukti Langsung, Kehandalan, Jaminan, Daya Tanggap dan Empati, Terhadap Kepuasan Pasien pada Puskesmas. *Jurnal Administrasi Bisnis*, 9(3), 101. <https://doi.org/10.35797/jab.9.3.2019.25520.101-111>
- Sower, V., Duffy, J. A., Kilbourne, W., Kohers, G., & Jones, P. (2001). The dimensions of service quality for hospitals: Development and use of the KQCAH scale. In *Health Care Management Review* (Vol. 26, Issue 2, pp. 47–59). <https://doi.org/10.1097/00004010-200104000-00005>
- Stallworthy, G., Dias, H. M., & Pai, M. (2020). Quality of tuberculosis care in the private health sector. *Journal of Clinical Tuberculosis and Other Mycobacterial Diseases*, 20, 100171. <https://doi.org/10.1016/j.jctube.2020.100171>
- Suarayasa, K., Pakaya, D., & Felandina, Y. (2019). Analisis Situasi Penanggulangan Tuberkulosis Paru di Kabupaten Sigi. *Jurnal Kesehatan Tadulako*, 5(1), 1–62.
- Sudibyo, A. R. (2014). *Hubungan antara Kualitas Pelayanan dengan Kepuasan Pasien Terhadap Pelayanan di RSIA SRIKANDI IBI Jember Tahun 2014*. 97.
- Syahrezki, M. (2015). Faktor Risiko Tuberkulosis Multidrug Resistant (TB-MDR) Mohammad Syahrezki Risk Factor of MultiDrug Resistant Tuberculosis (TB-MDR). *Jurnal Agromed Unila*, 2(4), 0–5.
- Syapitri, H., Hutajulu, J., Aryani, N., & Saragih, F. L. (2021a). Hubungan Kualitas Pelayanan Kesehatan Dengan Tingkat Kepuasan Pasien Tb Paru Yang Menjalani Program Pengobatan. *Jurnal Surya Muda*, 3(1), 1–11. <https://doi.org/10.38102/jsm.v3i1.78>
- Syapitri, H., Hutajulu, J., Aryani, N., & Saragih, F. L. (2021b). HUBUNGAN KUALITAS PELAYANAN KESEHATAN DENGAN TINGKAT KEPUASAN PASIEN TB PARU YANG MENJALANI PROGRAM PENGOBATAN. *Jurnal Surya Muda*, 3(1). <https://doi.org/10.38102/jsm.v3i1.78>
- Toliaso, C. S., Mandagi, C. K. F., & Kolibu, F. K. (2018). HUBUNGAN MUTU PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN DI PUSKESMAS BAHU KOTA MANADO. *KESMAS*, 7(4). <https://ejournal.unsrat.ac.id/index.php/kesmas/article/view/23156>
- Umoke, M., Umoke, P. C. I., Nwimo, I. O., Nwalieji, C. A., Onwe, R. N., Emmanuel Ifeanyi, N., & Samson Olaoluwa, A. (2020). Patients' satisfaction with quality of care in general hospitals in Ebonyi State, Nigeria, using SERVQUAL theory. *SAGE Open Medicine*, 8,

205031212094512. <https://doi.org/10.1177/2050312120945129>
- Utami, D. A., Purniti, N. P. S., Subanada, I. B., & MM, A. S. (2021). Faktor Risiko Infeksi Tuberkulosis Milier dan Ekstraparau pada Anak Penderita Tuberkulosis. *Sari Pediatri*, 22(5), 290. <https://doi.org/10.14238/sp22.5.2021.290-6>
- Vatica, J. R., Nur'aini, N., & Lubis, M. (2021). Effect of Health Service Quality Toward Patients Satisfaction. *Journal La Medihealtico*, 2(1), 63–72. <https://doi.org/10.37899/journallamedihealtico.v2i1.308>
- Wardani, B. M., & Efendi. (2016). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan dari Sudut Pandang Pasien dan Pendamping Pasien (Studi Kasus di RS Medistra, Jakarta). *Laboratorium Penelitian Dan Pengembangan FARMAKA TROPIS Fakultas Farmasi Universitas Mualawarman, Samarinda, Kalimantan Timur, April*, 5–24.
- WHO. (2020). *Global TB Report 2020*.
- Widya Astari, D., Noviantani, A., & Simanjuntak, R. (2021). Kepuasan Pasien terhadap Mutu Pelayanan Keperawatan di Era Pandemi Covid-19 di Rumah Sakit Mata Cicendo. *Journal of Hospital Accreditation*, 03(1), 34–38. <http://jha.mutupelayanankekesehatan.net/index.php/JHA/article/view/79>
- World Health Organization. (2020). Tuberculosis Report. In *Baltimore Health News: Vol. XLIX* (Issues 9-10-11).
- Wowor, J., Rumayar, A. A., & Maramis, F. R. R. (2019). HUBUNGAN ANTARA MUTU JASA PELAYANAN KESEHATAN DENGAN KEPUASAN PASIEN RAWAT INAP DI RUMAH SAKIT CANTIA TOMPASO BARU. *KESMAS*, 8(6). <https://ejournal.unsrat.ac.id/index.php/kesmas/article/view/25739>
- Zainaro, M. A., & Gunawan, A. (2020). Kualitas pelayanan kesehatan rawat jalan dengan tingkat kepatuhan minum obat penderita tuberkulosis paru. *Holistik Jurnal Kesehatan*, 13(4), 381–388. <https://doi.org/10.33024/hjk.v13i4.1658>