

**PERSEPSI PASIEN ONKOLOGI TERHADAP PERUBAHAN
PELAYANAN KEMOTERAPI SELAMA PANDEMI COVID-
19 DI SEMARANG, INDONESIA**

***THE PERCEPTION OF ONCOLOGIC PATIENTS ON THE
CHANGES OF CHEMOTHERAPY SERVICES DURING THE
COVID-19 PANDEMIC IN SEMARANG, INDONESIA***



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Kemoterapi Selama Pandemi COVID-19 di Semarang,
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DECLARATION

I hereby declare that this thesis is my own work and has not been submitted in any form for another degree or diploma at any university, or other institution. By the time of the creation and finalization of this thesis, an article from this study been submitted to the Asian Pacific Journal of Cancer Care and has been published in the special COVID-19 issue; Volume 5 No. S1 (2020); Oncology Practices amid COVID-19 Pandemic, 43–50 Original Research (Attachment 1).

There are no elements of plagiarism in this text, forth in the Decree of Indonesian Minister of National Education No. 17 year 2010. Information derived from other published or unpublished work has been stated and acknowledged correctly within the text.

Semarang, 13 December 2021

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**THE PERCEPTION OF ONCOLOGIC PATIENTS ON CHEMOTHERAPY
SERVICES DURING THE COVID-19 PANDEMIC IN SEMARANG,
INDONESIA**

ABSTRACT

Background: The COVID-19 pandemic affects all healthcare services, including cancer care. Consequently, our institution implemented several changes in accordance with the National guidelines for managing COVID-19 transmission. However, the patients' perception of such changes is unknown. The objective of this study is to explore the knowledge of cancer patients on COVID-19, their perceptions towards the changes in oncology service, and to identify key elements that contribute to their level of anxiety or comfort.

Methods: Written questionnaires were given out to cancer patients indicated or undergoing chemotherapy between 23rd June and 3rd July 2020 in a tertiary referral hospital. Data collection was performed 75 days after the implementation of hospital and oncology services changes in response to COVID-19.

Results: A total of 221 cancer patients participated in this study. The majority of patients possess adequate knowledge and practice appropriate preventive actions. They expressed a positive attitude towards the changes in hospital policies and contented with the consistency of chemotherapy services. The television and internet (social media, communication apps) were the main sources of information for the patient.

Conclusion: Our institution managed to maintain the consistency of chemotherapy services, despite the implementation of several changes in hospital and treatment policies. With adequate education, patients can remain content and express a positive attitude towards the changes in their treatment experience. Both health care personnel and policymakers should consistently be updated with the continuous surge of publications regarding COVID-19 and adjust their decisions with the best evidence-based practice.

Keywords: level of satisfaction, service evaluation, COVID-19, chemotherapy, breast cancer

PERSEPSI PASIEN ONKOLOGI TERHADAP PELAYANAN KEMOTERAPI SELAMA PANDEMI COVID-19 DI SEMARANG, INDONESIA

ABSTRAK

Latar Belakang: Pandemi COVID-19 mempengaruhi semua layanan kesehatan, termasuk perawatan kanker. Oleh karena itu, lembaga kami menerapkan beberapa perubahan sesuai dengan pedoman Nasional untuk mengelola penularan COVID-19. Namun, persepsi pasien tentang perubahan tersebut tidak diketahui. Tujuan dari penelitian ini adalah untuk mengeksplorasi pengetahuan pasien kanker tentang COVID-19, persepsi mereka terhadap perubahan dalam layanan onkologi, dan untuk mengidentifikasi elemen-elemen kunci yang berkontribusi pada tingkat kecemasan atau kenyamanan mereka.

Metode: Kuesioner tertulis diberikan kepada pasien kanker yang diindikasikan atau menjalani kemoterapi antara 23 Juni dan 3 Juli 2020 di rumah sakit rujukan tersier. Pendataan dilakukan 75 hari setelah pelaksanaan perubahan layanan rumah sakit dan onkologi dalam menanggapi COVID-19.

Hasil: Sebanyak 221 pasien kanker berpartisipasi dalam penelitian ini. Sebagian besar pasien memiliki pengetahuan yang memadai dan mempraktikkan tindakan pencegahan yang tepat. Mereka menyatakan sikap positif terhadap perubahan kebijakan rumah sakit dan puas dengan konsistensi layanan kemoterapi. Televisi dan internet (media sosial, aplikasi komunikasi) adalah sumber utama informasi bagi pasien.

Kesimpulan: Lembaga kami berhasil menjaga konsistensi layanan kemoterapi, meskipun penerapan beberapa perubahan dalam rumah sakit dan kebijakan pengobatan. Dengan pendidikan yang memadai, pasien dapat tetap puas dan mengekspresikan sikap positif terhadap perubahan dalam pengalaman pengobatan mereka. Baik tenaga kesehatan dan pembuat kebijakan harus secara konsisten diperbarui dengan lonjakan publikasi yang terus-menerus mengenai COVID-19 dan menyesuaikan keputusan mereka dengan praktik berbasis bukti terbaik.

Kata kunci: tingkat kepuasan, evaluasi pelayanan, COVID-19, kemoterapi, kanker payudara