

DAFTAR PUSTAKA

1. WHO. *Global Tuberculosis Report 2018*. (World Health Organization, 2018).
2. WHO. *Global Tuberculosis Report: Executive Summary 2020*. (World Health Organization, 2019).
3. Kementerian Kesehatan Republik Indonesia. *Pengobatan Pasien Tuberkulosis*. Kementerian Kesehatan Republik Indonesia (Kementerian Kesehatan RI, 2017).
4. Gilpin, C., Korobitsyn, A., Migliori, G. B., Raviglione, M. C. & Weyer, K. The World Health Organization standards for tuberculosis care and management. *Eur. Respir. J.* **51**, 16–21 (2018).
5. World Health Organization. *Guidelines for treatment of drug-susceptible tuberculosis and patient care*. vol. 62 (World Health Organization, 2017).
6. World Health Organization. *Compendium of WHO guidelines and associated standards: ensuring optimum delivery of the cascade of care for patients with tuberculosis*. World Health Organization (2018).
7. Vernon, A., Fielding, K., Savic, R., Dodd, L. & Nahid, P. The importance of adherence in tuberculosis treatment clinical trials and its relevance in explanatory and pragmatic trials. *PLoS Med.* **16**, 1–10 (2019).
8. WHO. *Global Tuberculosis Report 2019*. (World Health Organization, 2019).
9. Kemenkes. *Pedoman Nasional Pengendalian Tuberkulosis*. Pedoman Nasional Pengendalian Tuberkulosis (Kementerian Kesehatan RI, 2014).
10. Kemenkes RI. *Infodatin Tuberkulosis*. (Kementerian Kesehatan RI, 2018).
11. Dinas Kesehatan Kota Semarang. *Data Jumlah Kasus Dropout di Kota Semarang Tahun 2018*. (2019).
12. Dinas Kesehatan Kota Semarang. *Profil Kesehatan Kota Semarang 2019*. (Dinas Kesehatan Kota Semarang, 2019).
13. Orr, P. Adherence to tuberculosis care in Canadian Aboriginal populations Part 2: a comprehensive approach to fostering adherent behaviour Adherence to tuberculosis care in Canadian Aboriginal populations Part 2: a comprehensive approach to fostering adherent b. *Int. J. Circumpolar Health* **70**, 128–140 (2011).
14. Cahyani, T. D., Rahayu, S. R., Jazilatun, F. & Merzistya, A. N. A. Multi-Drug Resistant Tuberculosis in Semarang City. *Public Heal. Perspect. J.* **6**, 148–158 (2021).
15. Okethwangu, D. *et al.* Multidrug-resistant tuberculosis outbreak associated

- with poor treatment adherence and delayed treatment: Arua District, Uganda, 2013-2017. *BMC Infect. Dis.* **19**, 1–11 (2019).
16. Tiemersma, E. W., van der Werf, M. J., Borgdorff, M. W., Williams, B. G. & Nagelkerke, N. J. D. Natural history of tuberculosis: Duration and fatality of untreated pulmonary tuberculosis in HIV negative patients: A systematic review. *PLoS One* **6**, 1–13 (2011).
 17. WHO. *Adherence to Long-Term Therapies: Evidence for Action*. (World Health Organization, 2003).
 18. Nezenega, Z. S., Gacho, Y. H. & Tafere, T. E. Patient satisfaction on tuberculosis treatment service and adherence to treatment in public health facilities of Sidama zone, South Ethiopia. *BMC Health Serv. Res.* **13**, 1–8 (2013).
 19. Nizar, M. *Pemberantasan dan Penanggulangan Tuberkulosis*. (Gosyen Publishing, 2017).
 20. Tuberculosis Coalition for Technical Assistance. *International Standards for Tuberculosis Care*. (Tuberculosis Coalition for Technical Assistance, 2006).
 21. Pemerintah Kota Semarang. Peraturan Walikota Semarang No 39 Th 2017 tentang Rencana Aksi Daerah Penanggulangan TB tahun 2017-2021. 113 (2017).
 22. Tuharea, R., Suparwati, A. & Sriatmi, A. Analisis Faktor-Faktor yang Berhubungan dengan Implementasi Penemuan Pasien Tb Paru dalam Program Penanggulangan Tb di Puskesmas Kota Semarang. *J. Manaj. Kesehat. Indones.* **2**, 168–178 (2014).
 23. Dirjen P2&PL Kementerian Kesehatan RI. *Terobosan Menuju Akses Universal, Strategi Nasional Pengendalian TB di Indonesia 2010-2014. Stop TB* (Ministry of Health, 2011).
 24. Farsida, Mahendradhata, Y. & Probandari, A. Kualitas Layanan Tuberkulosis Menurut Sudut Pandang Pasien di Rumah Sakit Pemerintah dan Swasta di Jakarta Utara. *J. Manaj. Pelayanan Kesehat.* **15**, 161–165 (2012).
 25. Bhatnagar, H. User-experience and patient satisfaction with quality of tuberculosis care in India: A mixed-methods literature review. *J. Clin. Tuberc. Other Mycobact. Dis.* **17**, 100127 (2019).
 26. Menawati, T. & Kurniawan, H. Pentingnya Komunikasi Dalam Pelayanan Kesehatan Primer. *J. Kedokt. Syiah Kuala* **15**, 120–124 (2015).
 27. Notoatmodjo, S. *Promosi Kesehatan: Teori dan Aplikasi*. (Rineka Cipta, 2005).
 28. Rahmadiana, M. Komunikasi Kesehatan : Sebuah Tinjauan*. *J. Psikogenes.* **1**, 88–94 (2012).

29. Suzanto, B. Pengaruh Kualitas Jasa Pelayanan Terhadap Kepuasan Pasien Pada Rumah Sakit Umum Kota Banjar. *J. Ekon. Bisnis Entrep.* **5**, 28–44 (2011).
30. Massaut, S., Broek, J. van den & Kwaak, A. van der. QUOTE TB Light. in *TB Care Publications* (Project Management Unit TB CAP, 2009).
31. Sugiura, K. & Murray, N. Risk analysis and its link with standards of the Risk analysis framework of the OIE Codes The aim of import risk analysis. *Rev. Sci. Tech.* **30**, 281–288 (2011).
32. Djojosoedarso, S. *Prinsip-Prinsip Manajemen Risiko dan Asuransi*. (Salemba Empat, 2003).
33. Parasuraman, A., Berry, L. L. & Zeithaml, V. A. SERVQUAL: A multiple-item scale for measuring consumer perceptions of service quality. *J. Retail.* **64**, 12–40 (1988).
34. Rohini, R. & Mahadevappa, B. Service quality in Bangalore hospitals – an empirical study. *J. Serv. Res.* **6**, 59–85 (2006).
35. Padma, P., Rajendran, C. & Sai, L. P. A conceptual framework of service quality in healthcare: Perspectives of Indian patients and their attendants. *Benchmarking An Int. J.* **16**, 157–191 (2009).
36. Ruru, Y. *et al.* Factors associated with non-adherence during tuberculosis treatment among patients treated with DOTS strategy in Jayapura, Papua Province, Indonesia. *Glob. Health Action* **11**, (2018).
37. Mishra, P., Hansen, E. H., Sabroe, S. & Kafle, K. K. Adherence is associated with the quality of professional-patient interaction in Directly Observed Treatment Short-course, DOTS. *Patient Educ. Couns.* **63**, 29–37 (2006).
38. Eticha, B. M., Atomsa, A., BirtukanTsehaineh & Berheto, T. M. Patients' Perspectives of the Quality of Tuberculosis Treatment Services in South Ethiopia. *Am. J. Nurs. Sci.* **3**, 48–55 (2014).
39. Finlay, A. *et al.* Patient- and provider-level risk factors associated with default from tuberculosis treatment, South Africa, 2002: A case-control study. *BMC Public Health* **12**, 56 (2012).
40. Tadesse, T., Demissie, M., Berhane, Y., Kebede, Y. & Abebe, M. Long distance travelling and financial burdens discourage tuberculosis DOTS treatment initiation and compliance in Ethiopia: A qualitative study. *BMC Public Health* **13**, (2013).
41. Castelnuovo, B. A review of compliance to anti tuberculosis treatment and risk factors for defaulting treatment in Sub Saharan Africa. *Afr. Health Sci.* **10**, 320–324 (2010).
42. Ruru, Y. *et al.* Factors associated with non-adherence during tuberculosis treatment among patients treated with DOTS strategy in Jayapura, Papua

- Province, Indonesia. *Glob. Health Action* **11**, (2018).
43. Bulage, L., Sekandi, J., Kigenyi, O. & Mupere, E. The Quality of Tuberculosis Services in Health Care Centres in a Rural District in Uganda: The Providers' and Clients' Perspective. *Tuberc. Res. Treat.* **2014**, 1–11 (2014).
 44. Kurniawan, A. H., Andrajati, R. & Supardi, S. Perbandingan Kualitas Pelayanan Puskesmas Kecamatan Koja dan Tarumajaya terhadap Kepatuhan Minum Obat Pasien Tuberkulosis. *Bul. Penelit. Kesehat.* **45**, 187–196 (2017).
 45. WHO. Tuberculosis. *Key facts* (2020).
 46. Buntuan, V. Gambaran Basil Tahan Asam (BTA) Positif Penderita Diagnosis Klinis Tuberkulosis Paru di Rumah Sakit Islam Sitti Maryam Manado Periode Januari 2014 s/d Juni 2014. *J. e-Biomedik* **2**, (2014).
 47. Smith, I. Mycobacterium tuberculosis pathogenesis and molecular determinants of virulence. *Clin. Microbiol. Rev.* **16**, 463–496 (2003).
 48. CDC. Chapter 2: Transmission and Pathogenesis of Tuberculosis. in *Core Curriculum on Tuberculosis: What the Clinician Should Know* 19–44 (Centers for Disease Control and Prevention, 2013). doi:10.1038/ng.2747.
 49. WHO. *Global Tuberculosis Report 2015*. http://apps.who.int/iris/bitstream/10665/191102/1/9789241565059_eng.pdf (2015).
 50. Amir, L. & Putro, S. G. Tuberkulosis Nosokomial. *J. Tuberkulosis Indones.* **8**, 30–35 (2012).
 51. Ban, A., Sanou, A., Anh, N. T. Van & Godreuil, S. Mycobacterium tuberculosis : Ecology and Evolution of a Human Bacterium. *J. Med. Microbiol.* **64**, 1261–1269 (2015).
 52. CDC. Chapter 4: Diagnosis of Tuberculosis Disease. in *Core Curriculum on Tuberculosis: What the Clinician Should Know* 75–107 (Centers for Disease Control and Prevention, 2013).
 53. WHO. *Early Detection of Tuberculosis: An Overview of Approaches, Guidelines, and Tools*. (World Health Organization, 2011).
 54. Serafino Wani, R. L. Clinical manifestations of pulmonary and extra-pulmonary tuberculosis. *South Sudan Med. J.* **6**, 52–56 (2013).
 55. WHO. *Guidelines on the management of latent tuberculosis infection*. (World Health Organization, 2015).
 56. CDC. Treatment for TB Disease. *Tuberculosis* (2016).
 57. Caminero, J. A. Multidrug-resistant tuberculosis: epidemiology, risk factors and case finding. *Int. J. Tuberc. Lung Dis.* **14**, 382–390 (2010).
 58. Ministry of Health. *Profil Kesehatan Indonesia 2016*. (2016).

59. Khamidah & Susmaneli, H. Faktor-Faktor yang Berhubungan dengan Putus Berobat Pada Penderita TB Paru BTA Positif (+) di Wilayah Kerja Puskesmas Harapan Raya. *J. Kesehat. Komunitas* **3**, 88–92 (2016).
60. Kristiono & Wardani, Y. Faktor-Faktor yang Berhubungan dengan Pola Pencarian Pengobatan ke Pelayanan Kesehatan Alternatif Pasien Suspek Tuberculosis di Komunitas. *Kesmas* **7**, 105–112 (2013).
61. Nugroho, R. A. Studi Kualitatif Faktor yang Melatarbelakangi Drop Out Pengobatan Tuberculosis Paru. *J. Kesehat. Masy.* **7**, 83–90 (2011).
62. Nuraidah, L. F., Prasetyowati, I. & Ariyanto, Y. Gambaran penderita drop out pengobatan Tuberculosis yang berobat kembali di Kota Surabaya. (2016).
63. Ayundha, N. D. Faktor-Faktor yang Berhubungan dengan Tingkat Kepatuhan Berobat Pasien TB Paru Dewasa di RS Immanuel Bandung dengan DOTS dan RS Mitra Idaman Banjar Tanpa DOTS. (Universitas Kristen Maranatha, 2014).
64. Anggraeni, D. E. & Rahayu, S. R. Gejala Klinis Tuberculosis pada Keluarga Penderita Tuberculosis BTA Positif. *Higeia J. Public Heal.* **1**, 1–7 (2018).
65. Dakin, S. & Armstrong, J. S. Predicting job performance: A comparison of expert opinion and research findings. *Int. J. Forecast.* **5**, 187–194 (1989).
66. Siregar, A. F., Nurmaini & Nuraini, D. Hubungan Kondisi Fisik Rumah dan Pekerjaan dengan Kejadian TB Paru di Desa Bandar Khalipah Kecamatan Percut Sei Tuan. 1–30 (2015).
67. Rahayu, S. R. *et al.* Factors associated with tuberculosis cases in Semarang district, Indonesia: Case-control study performed in the area where case detection rate was extremely low. *Environ. Health Prev. Med.* **20**, 253–261 (2015).
68. Silva, V. Da, Tigeh, S., Wirawan, N. & Made, B. The relationship between education , job , and family income with TB medication dropouts in Timor-Leste. *Bali Med. J.* **5**, 279–282 (2016).
69. Rokhana, N. A. Hubungan Antara Pendapatan Keluarga dan Pola Asuh Gizi dengan Status Gizi Anak Balita di Betokan Demak. (Universitas Negeri Semarang, 2005).
70. Fauziah, N. Faktor-Faktor yang Berhubungan dengan Drop Out Pengobatan pada Penderita TB Paru di Balai Pengobatan Penyakit Paru-Paru (BP4) Salatiga. (Universitas Negeri Semarang, 2010).
71. Putri, J. A. Hubungan Pengetahuan dan Tingkat Pendidikan PMO (Pengawas Minum Obat) Terhadap Kepatuhan Minum Obat Antituberculosis Pasien TB Paru. *Majority* **4**, 81–84 (2015).
72. Octovianus, L., Suhartono & Kuntjoro, T. Analisis Faktor-faktor yang

- Berhubungan dengan Kejadian Drop Out Penderita TB Paru di Puskesmas Kota Sorong. *Manaj. Kesehat. Indones.* **03**, 228–234 (2015).
73. Aibana, O. *et al.* Patients' perspectives of tuberculosis treatment challenges and barriers to treatment adherence in Ukraine: A qualitative study. *BMJ Open* **10**, 1–12 (2020).
 74. Zepeda-Sein. Risk Analysis: A Decision Support Tool For The Control And Prevention Of Animal Diseases. *Proc. 70th Gen. Sess. Int. Committee, World Organ. Anim. Heal.* (2002).
 75. Padayatchi, N., Daftary, A., Naidu, N., Naidoo, K. & Pai, M. Tuberculosis: treatment failure, or failure to treat? Lessons from India and South Africa. *BMJ Glob. Heal.* **4**, e001097 (2019).
 76. Liliweri, A. *Dasar-dasar Komunikasi Kesehatan*. (Pustaka Pelajar, 2008).
 77. Mahmud, A. J., Olander, E., Eriksén, S. & Haglund, B. J. Health communication in primary health care -A case study of ICT development for health promotion. *BMC Med. Inform. Decis. Mak.* **13**, 1–15 (2013).
 78. Onyeonoro, U. U. *et al.* Evaluation of Patient Satisfaction with Tuberculosis Services in Southern Nigeria. *Heal. Serv. Insights* **8**, 25–33 (2015).
 79. Sugiono. Faktor-Faktor yang Berhubungan dengan Tingkat Kepatuhan Mengonsumsi Obat pada Penderita Tuberkulosis Paru. *Wawasan Kesehat.* **3**, (2017).
 80. Sukartini, T., Sitorus, R., Waluyo, A. & Darmawan, E. S. Adherence in Pulmonary Tuberculosis Patients Based on King's Interacting Systems Theory. *J. NERS* **10**, 289 (2015).
 81. Badan Pengembangan dan Pembinaan Bahasa (Pusat Bahasa). Kamus Besar Bahasa Indonesia (KBBI).
 82. Sari, I. D., Mubasyiroh, R. & Supardi, S. Hubungan Pengetahuan dan Sikap dengan Kepatuhan Berobat pada Pasien TB Paru yang Rawat Jalan di Jakarta Tahun 2014. *Media Penelit. dan Pengemb. Kesehat.* **26**, 243–248 (2017).
 83. Dwi Laksono, A., Dwi Astuti, W., Waty, E. & Atto'illah. Kajian Standar Pelayanan Minimal Penyakit Tuberculosis Terkait Indikator Millenium Development Goals (Review The Tuberculosis Minimum Health Service Standard Associated To Indicators Of Millinium Development Goals). *Bul. Penelit. Sist. Kesehat.* **15**, 259–270 (2012).
 84. Girma, A., H/Mariam, D. & Deribe, K. Quality of tuberculosis care in six health facilities of Afar Region, Ethiopia. *Ethiop Med J* **48**, 195–202 (2010).
 85. Sari, I. D., Herman, M. J., Susyanty, A. L. & Su'udi, A. Analisis Biaya Tuberkulosis Paru Kategori Satu Pasien Dewasa di Rumah Sakit di DKI

- Jakarta. *J. Kefarmasian Indones.* **8**, 44–54 (2017).
86. Mulyadi & Fitrika, Y. Hubungan Tuberkulosis dengan HIV/AIDS. *Idea Nurs. J.* **2**, 163–166 (2010).
 87. Lusiana, N., Karsana, A. A. R. & Noviyani, R. Studi penggunaan obat anti tuberkulosis pada pasien TB-HIV/AIDS di RSUP Sanglah Denpasar tahun 2009. *J. Manaj. Pelayanan Kesehat.* **14**, 99–107 (2011).
 88. Bustami. *Penjaminan Mutu Pelayanan Kesehatan dan Akseptabilitasnya.* (Erlangga, 2011).
 89. Arsenault, C., Roder-DeWan, S. & Kruk, M. E. Measuring and improving the quality of tuberculosis care: A framework and implications from the Lancet Global Health Commission. *J. Clin. Tuberc. Other Mycobact. Dis.* **16**, 100112 (2019).
 90. Murti, B. *Prinsip dan metode riset epidemiologi.* (Gajah Mada University Press, 2003).
 91. Dahlan, M. S. *Besar Sampel dalam Penelitian Kedokteran dan Kesehatan.* (Epidemiologi Indonesia, 2016).
 92. Ahmed, O. A. A. & Prins, M. H. Patient knowledge and behavioral factors leading to non-adherence to tuberculosis treatment in Khartoum. *J. Public Heal. Epidemiol.* **8**, 316–325 (2016).
 93. Dinas Kesehatan Kota Semarang. *Informasi Coronavirus (COVID-19) Semarang.* <https://siagacorona.semarangkota.go.id/halaman/covid19> (2021).
 94. Nurihsan, A. J. *Bimbingan Konseling dalam Berbagai Latar Belakang Kehidupan.* (PT Refika Aditama, 2007).
 95. Kementerian Kesehatan RI. *Data dan Informasi - Profil Kesehatan Indonesia 2019.* (Kementerian Kesehatan RI, 2019).
 96. *UU Nomor 20 Tahun 2003 Tentang Sistem Pendidikan Nasional.* (2003).
 97. Pemerintah Provinsi Jawa Tengah. *Keputusan Gubernur Jawa Tengah No 560/68 Tahun 2018 tentang Upah Minimum pada 35 Kabupaten/Kota di Provinsi Jawa Tengah Tahun 2019.* (2018).
 98. Notoatmodjo, S. *Metodologi Penelitian Kesehatan.* (Rineka Cipta, 2010).
 99. Kemenkes RI. Warta Tuberkulosis Indonesia: Wadah Informasi Gerakan Terpadu Nasional TB. *Warta Tuberkulosis Indonesia* vol. 28 1–8 (2014).
 100. Dahlan, M. S. *Analisis Multivariat Regresi Logistik (Edisi 2).* (PT Epidemiologi Indonesia, 2019).
 101. Walikota Semarang. Instruksi Walikota Semarang Selaku Ketua Satuan Tugas Percepatan Penanganan Corona Virus Disease 2019 (COVID-19) di Kota Semarang No. 1 Tahun 2021 tentang Pemberlakuan Pembatasan Kegiatan Masyarakat Level 4 dalam Rangka Pencegahan Penyebaran dan

- Pengendal. (2021).
102. Pemerintah Kota Semarang. Selain Covid 19, Dinkes Kota Semarang Imbau Masyarakat Waspada Penyakit Tuberculosis (TBC) Saat Pandemi. https://semarangkota.go.id/p/2912/selain_covid_19,_dinkes_kota_semarang_imbau_masyarakat_waspada_penyakit_tub (2021).
 103. Kementerian Kesehatan RI. *Surat PM.01.02/1/966/2020 tentang Protokol Pelayanan Tuberculosis/TBC selama masa Pandemi Covid-19*. (2020).
 104. Agiwahyunto, F. & Noegroho, F. H. Mutu Pelayanan Standar Pelayanan Minimal (SPM) Pendaftaran Pasien Di Tempat Pendaftaran Pasien Rawat Jalan (Tpprj) Puskesmas Ngaliyan Kota Semarang Quality of Minimum Service Standards (Spm) Patient Registration in Place Registration for Outpatient (Tpprj). *Media Ilmu Kesehat.* **8**, 210–216 (2019).
 105. Ssengooba, W. *et al.* Patient satisfaction with TB care clinical consultations in Kampala: A cross sectional study. *Afr. Health Sci.* **16**, 1101–1108 (2016).
 106. Torry, Koeswo, M. & Sujianto. Faktor yang Mempengaruhi Waktu Tunggu Pelayanan Kesehatan kaitannya dengan Kepuasan Pasien Rawat Jalan Klinik penyakit dalam RSUD Dr . Iskak Tulungagung Factors Influencing Service Waiting Times in Relation to Internist Clinic Outpatient ' s Satisfaction. *J. Kedokt. Brawijaya* **29**, 252–257 (2016).
 107. Rashmi & Vijaykumar, B. Client Satisfaction in Rural India for Primary Health Care – A Tool for Quality Assessment. *AL Ameen J Med Sci* **3**, 109–114 (2010).
 108. Rai, N., Singh, S., Kushwah, S. & Dubey, D. A cross sectional study on evaluation of satisfaction level of TB patients enrolled for directly observed treatment, short course chemotherapy in a district of Central India. *Int. J. Community Med. Public Heal.* **4**, 5–8 (2017).
 109. Mernawati, D. & Zainafree, I. Analisis Faktor-Faktor Yang Berhubungan Dengan Tingkat Kepuasan Pasien Rawat Jalan Di Puskesmas Lamper Tengah Kecamatan Semarang Selatan Kota Semarang. *Public Heal. Perspect. J.* **1**, 45–52 (2016).
 110. Kemenkes RI. Peraturan Menteri Kesehatan RI Nomor 4 Tahun 2019 tentang Standar Teknis Pemenuhan Pelayanan Dasar pada Standar Pelayanan Minimal Bidang Kesehatan. 116 (2019).
 111. Aldina, N. N., Hermanto, R. B. B. & Manggasa, D. D. Hubungan Konseling dengan Kepatuhan Minum Obat Anti Tuberculosis Pasien Tuberculosis di Kabupaten Poso. *Madago Nurs. J.* **1**, 1–6 (2020).
 112. Ssengooba, W. *et al.* Patient satisfaction with TB care clinical consultations in Kampala: a cross sectional study. *Afr. Health Sci.* **16**, 1101–1108 (2016).
 113. Geist-Martin, P., Berlin Ray, E. & Sharf, B. F. *Communicating health: Personal, cultural, and political complexities*. (Wadsworth, 2003).

114. Wright, K. B., Sparks, L. & O’Hair, H. D. *Health communication in the 21st century*. (Blackwell, 2008).
115. Okot-Chono, R. *et al.* Health system barriers affecting the implementation of collaborative TB-HIV services in Uganda. *Int. J. Tuberc. Lung Dis.* **13**, 955–61 (2009).
116. Aung, Z. Z. *et al.* Survival rate and mortality risk factors among TB–HIV co-infected patients at an HIV-specialist hospital in Myanmar: A 12-year retrospective follow-up study. *Int. J. Infect. Dis.* **80**, 10–15 (2019).
117. Scholz, S., Ngoli, B. & Flessa, S. Rapid assessment of infrastructure of primary health care facilities – a relevant instrument for health care systems management. *BMC Health Serv. Res.* **15**, 183 (2015).
118. Baumgarten, A., Hilgert, J. B., Pinto, I. C., Zacharias, F. C. M. & Bulgarelli, A. F. Facility infrastructure of primary health services regarding tuberculosis control: A countrywide cross-sectional study. *Prim. Heal. Care Res. Dev.* **20**, 1–9 (2018).
119. Kaseger, H., Akbar, H., Amir, H., Astuti, W. & Ningsih, S. R. Analisis Faktor Kualitas Pelayanan yang Mempengaruhi Kepuasan Pasien dalam Pelayanan Rawat Jalan di Wilayah Kerja Puskesmas X. *J. Ilm. Kesehat. Karya Putra Bangsa* **3**, 23–33 (2021).
120. McIntyre, D., Thiede, M., Dahlgren, G. & Whitehead, M. What are the economic consequences for households of illness and of paying for health care in low- and middle-income country contexts? *Soc. Sci. Med.* **62**, 858–865 (2006).
121. Bucyibaruta, B. J. *et al.* Patients’ perspectives of acceptability of ART, TB and maternal health services in a subdistrict of Johannesburg, South Africa. *BMC Health Serv. Res.* **18**, 1–15 (2018).
122. Thomas, B. E. & Stephen, A. Tuberculosis related stigma in India: roadblocks and the way forward. *Expert Rev. Respir. Med.* **00**, 1–3 (2020).
123. Mukerji, R. & Turan, J. M. Exploring manifestations of tb-related stigma experienced by women in Kolkata, India. *Ann. Glob. Heal.* **84**, 727–735 (2018).
124. Cremers, A. L. *et al.* Assessing the consequences of stigma for tuberculosis patients in urban Zambia. *PLoS One* **10**, 1–16 (2015).
125. Nyblade, L. *et al.* Stigma in health facilities: Why it matters and how we can change it. *BMC Med.* **17**, 1–15 (2019).
126. Syachroni. Perceived Quality of Care and Patient Satisfaction on Tuberculosis DOTS Services in Urban Primary Health Center. *Int. J. Public Heal. Clin. Sci.* **5**, 194–203 (2018).
127. Woodring, S. *et al.* Development and testing of patient satisfaction measure for inpatient psychiatry care. *J. Nurs. Care Qual.* **19**, 137–148 (2004).