

ABSTRACT

Correlation analysis between service satisfaction with ARV treatment compliance in Surabaya City

Surabaya is one the city in east java province who has a high member of HIV epidemic, approximately 19.503 people. Until 2014 it becomes 8.017 people back ground of this study is lowering people with HIV. Who still follow the ARV treatment in Surabaya city (47%). While the purpose of this study was to develop recommendation to increase ARV treatment compliance in Surabaya city. This research is an observational study that is retrieval of the data without providing any treatment to the respondent. This research design method is cross sectional approach. This research was conducted in Dr. Moch. Soewandi Hospital, Bakti Dharma Husada Hospital and Dupak Public health centre. Sample were taken from population (64 people). The recommendations as on efforts to increase compliance in ARV treatment are increasing motivation to take medication routinely in HIV patient, increasing family intervention in supportly HIV patient, increasing ARV health care system, increasing service satisfaction through excellent service quality, increasing ARV treatment compliance through supervised one monitoring service routinely.

Keyword : ARV treatment, satisfaction, compliance

