



Relationship Between Quality Of Hiv / Aids Services To Compliance On Antiretroviral Drug Consumption In Plhiv Patients: A Literature Study

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The spread of HIV/AIDS is a serious threat to human life. In Indonesia, it is a health problem that must be treated intensively. The high mortality of people with HIV / AIDS is due to the management of patients who have not been optimal, so it is necessary there is a systematic, comprehensive and quality control effort. Improving the quality of health services for people living with HIV/AIDS must continue to be implemented in order to build better services in achieving patient medication adherence. This study used a literature study design obtained from Google Scholar and was filtered according to inclusion

criteria. Articles were selected based on publications published between 2018 - 2023 (5 years). With the quality and quality of VCT services and the implementation of PDP support can increase PLHIV compliance in routine antiretroviral (ARV) consumption . This means that the higher the quality and quality of services for PLHIV, the more PLHIV are expected to feel comfortable accessing antiretrovirals at the service. Based on the results of the analysis performed that there are many determining factors relationship quality and service quality in Indonesia with adherence to antiretroviral consumption.

Keywords: service quality, compliance , PLHIV, ARV

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Introduction

The increasing cases of HIV/AIDS from year to year is a concern specifically for people in the world including in Indonesia. so necessary there is a systematic, comprehensive and quality control effort. This indicates the need for a countermeasures. The Indonesian government has established several policies and programs to control the spread of HIV/AIDS. The government has made a serious commitment to improve care, support and treatment with community empowerment efforts to prevent HIV/AIDS carried out by the government through counseling, health education and health counseling. (Huriati et al., 2021)

The getting to zero strategy that has been launched by the Government is expected to reduce HIV transmission (new infections) through sexual intercourse and injecting drug use, increase the scope of treatment with antiretroviral drugs (ARV) and assistance services (*care and support*), and eliminate new HIV infections in infants children and reduce AIDS-related deaths in their mothers. (Yuni et al., 2020)

Treatment with antiretroviral drugs (ARV) is one of the Government's efforts , namely by providing therapy for patients living with HIV/AIDS evenly distributed starting from the lowest level, namely the Regency/City. Drug discovery antiretroviral (ARV) is a breakthrough that drives a revolution in the treatment of HIV and AIDS . Success governance HIV/AIDS with ARV therapy is determined by adherence to ARV medication. Therapy ARVs are given long term and is said to be the optimal treatment if Treatment adherence reached more than 95 % . patients receiving treatment, must comply with taking the drug ARVs for life, on time and discipline. (Ministry of Health of Republik Indonesia, 2018).

Global data shows that new cases of HIV infection are reaching 1.5 million people and 680,000 die as a result AIDS in 2020. PLHIV accessing ARVs in 2020 27.5 million out of a total of 37.7 million cases (UNAIDS, 2021). In Indonesia, HIV / A IDS was first discovered in the province of Bali in 1987. Until now HIV/AIDS has spread in 407 out of 507 districts/cities (80%) of all provinces in Indonesia.



HIV cases in Indonesia reached its peak in 2019, namely 50,282 cases and the province of Lampung is in 18th place with total cases of 568 cases (Ministry of Health of Indonesia, 2020). Progress report data HIV AIDS & sexually transmitted diseases (STD) Quarter IV 2021, ODHIV who accessed ARVs were 30,160 of the total cases 36,902 cases. PLHIV are people with HIV/AIDS.

Data from the Lampung Provincial Health Office 2022 2 cases of HIV/AIDS for the January-December 2022 period, namely 889 cases, consisting of 730 HIV cases and 159 AIDS cases. (Dinas Kesehatan Provinsi Lampung, 2023). In Bandar Lampung City, there were 781 PLHIV accessing ARVs in 2020, and this has increased to 1,094 in 2021. Meanwhile, in 2022 there were 1,243 PLHIV accessing ARVs (Dinas Kesehatan Kota Lampung, 2023).

Improving the quality of health services for people living with HIV/AIDS must continue to be implemented in order to build better services in achieving patient medication adherence. On the other hand, patient compliance is caused by several factors including service quality, situation and patient characteristics. Therefore PLHIV have the same right to obtain quality services so that they are motivated to continue treatment and try to live productively in the community, so that it is hoped that the number of HIV / AIDS cases can decrease.

The quality of health services aims to enable the community to increase awareness, willingness and ability to be healthy so that the highest degree of health will be realized as an investment for the development of socially and economically productive human resources as well as one of the elements of general welfare (RI Law No. 36 of 2014). The government must continue to participate in dealing with the current HIV / AIDS problem, both in terms of preventive and rehabilitative. Which regulations provided by the government will improve the quality of service for patients PLHIV are getting better. So that later it will not only be common patients who have the right to get satisfaction in service health but PLHIV patients have the same rights . This is expected to increase the compliance of PLHIV in taking ARV drugs.



Research Methods

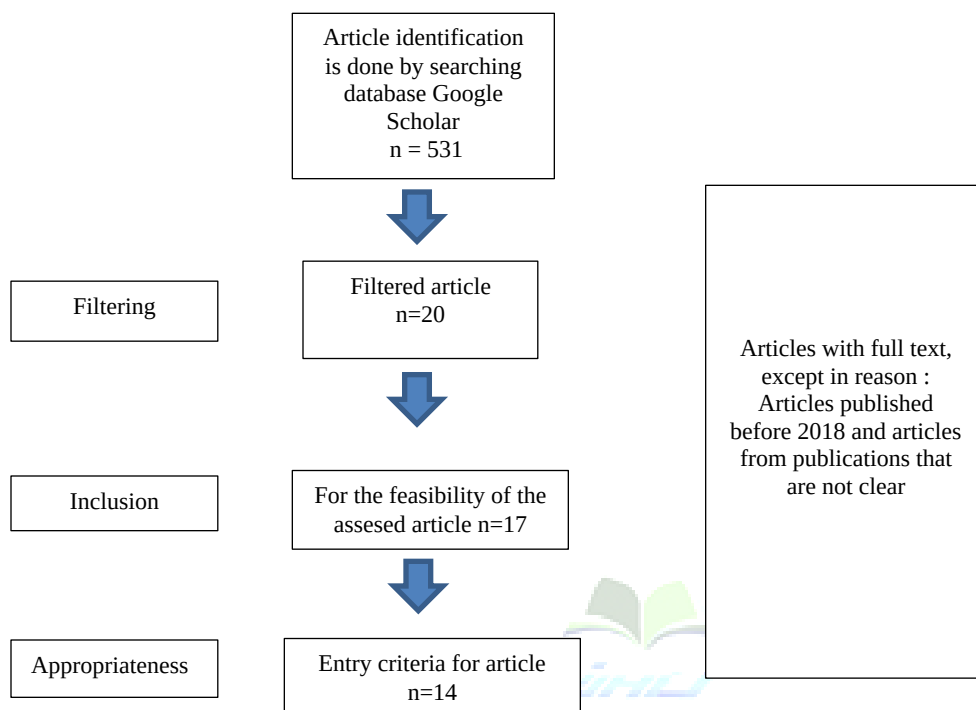
This research study is *literature review*, where the selected journals are research that includes quality and quality of service in relation to adherence to ARV consumption in PLHIV patients. Journal or This study was selected by setting limits or filter, namely between 2018-2023 (last five years). Research journals are obtained through online databases namely Google Scholar page and filtered according to inclusion criteria.

The keywords used are quality, quality, service, compliance, ARV. Respondents' inclusion criteria were PLHIV patients taking ARVs and service staff, and the study was conducted in Indonesia. Exclusion criteria namely articles published before 2018, articles from publications that are not unclear, and the text in the article is incomplete.

The systematic review method used by the authors is adapted to the PRISMA (*Preferred Reporting Items for Systematic Review*) method which consists of the stages of identification, sorting, inclusion and how appropriate the articles found are then analyzed. Articles will be further researched to record whether there is a relationship between adherence or not in ARV consumption and service quality, if the article meets the established criteria. All information that has been found related to the relationship between adherence or not in the consumption of ARVs with the quality and quality of services, will be recorded and presented in a narrative form. After the data is obtained, conclusions will be drawn.



Chart 1. Collection of Articles Using the PRISMA Method



Results

The following journals were obtained according to the topic, namely, the relationship with quality and service quality in relation to adherence to ARV consumption in PLHIV patients.

Table 1. Journal of the Relationship between Quality and Service Quality on Compliance with ARV Consumption



**The International Journal of Health, Education and
Social (IJHES)**

No	Year	Researcher Name / Title	Method	Results
1	2018	Ade Nawawi / Quality of Service for People with HIV/AIDS at the Sukarahayu Community Health Center, Subang District	This research uses qualitative approach.	The quality of service for people with HIV/AIDS is not in accordance with the theory according to Carlson and Schwartz in Denhardt and Denhardt (2003:61), which can be seen from the 8 service indicators.
2	2019	Indah Ernawati, et all / Quality of VCT Clinical Services at the Puger Health Center from a Provider's Perspective	Descriptive research. Collection technique data using questionnaires, documentation studies, and observation	The results of the study show that the availability of human resources is still lacking. Funding for VCT services from BOK, Global Fund and KPA is still insufficient. The availability and condition of materials still do not meet the aspects of the SOP for VCT services.
3	2020	Amelina Hikmah, et all / The Relationship between Quality of VCT Services and Compliance with PLHIV at the Pekauman Health Center, Banjarmasin City	Analytical survey research with a <i>cross sectional approach</i>	The results of the analysis show that there is a relationship between the quality dimensions of reliability, assurance and physical evidence of VCT services with client/patient satisfaction. Meanwhile, the quality dimensions of responsiveness and empathy have no relationship with client/patient satisfaction.
4	2020	Iva S.Izza, et all / Analysis of Service Satisfaction for PLHIV at the Gedongtengen Health Center, Yogyakarta	Research is to analyzed the level of satisfaction of PLHIV patients at the Yogyakarta Gedongtengen Health Center	IV patients are satisfied with the services provided by the Yogyakarta Gedongtengen Health Center are seen from the dimensions of <i>Reliability</i> , <i>Assurance</i> , <i>Empathy</i> , and <i>Responsiveness</i> .



**The International Journal of Health, Education and
Social (IJHES)**

5	2020	Hidayat & Fitri / The Relationship between Utilization of Health Services and Medication Compliance among PLHIV at the Temindung Health Center in Samarinda	Research with a <i>cross-sectional approach</i> . Sampling technique with total sampling	The results of the study using <i>Chi-Square</i> obtained a P value of 0.000 ($p < 0.05$) indicating that there was a relationship between the utilization of health services and adherence to taking medication in PLHAs in the working area of the Temindung Health Center, Samarinda.
6	2020	Wahyu R, et all / Analysis of Implementation of PDP HIV-AIDS Services at Balung Regional Hospital	Qualitative research with interviews, documentation, and observation	PDP service officers are reviewed from several indicators, namely <i>Man</i> , <i>Method</i> , <i>Material</i> , <i>Machine</i> . Prioritization of problems and solutions based on these indicators is carried out.
7	2021	Huriati, et all / Operational Management of HIV / AIDS Health Services at Puskesmas	Narrative descriptive design with a literature review approach	The Operational Management System for HIV/AIDS Services at the Puskesmas has been regulated in Government policies in the process of controlling HIV/AIDS transmission and implementation in a system for improve the quality of service for HIV/AIDS patients at the health center as FKTP.
8	2021	Hubaybah, et all / Evaluation of the Implementation of VCT in the HIV/AIDS Prevention Program at the Pakuan Baru Health Center, Jambi City	Research with a descriptive approach	Implementation of VCT services in general has been good. This was supported by in-depth interviews with informants that the flow/SOP for VCT services from the start to the end was good and the officers had also carried out the HIV testing stages according to standards .



**The International Journal of Health, Education and
Social (IJHES)**

9	2022	Silva Simanjuntak, et all / The Relationship between Quality of VCT Services and Patient Satisfaction at the Sidomulyo Health Center in Pekanbaru City	Quantitative research is descriptive correlation with cross sectional design	In this study, the p value was <0.05. This shows that there is a relationship between the quality of voluntary counseling and testing (VCT) services and patient satisfaction. According to the researcher's assumptions, this relationship can be described from the services provided by the Health Center
10	2022	Syafni Eliza, et all / Determinants of Low Access to Services for People with HIV-AIDS in Jambi City	cross sectional approach and a quantitative research design were used in this study. 	Factors that influence access to services for PLHIV in Jambi are knowledge about ARVs after controlling for gender and quality of health services. This knowledge factor is the most dominant factor influencing access to services for ODH IV in Jambi.
11	2022	Evicenna Riani, et all / Implementation of PDP Services in Banyumas District Primary Health Services	This research design uses qualitative methods with a case study approach	study explains that the implementation of PDP is good. This is indicated by the availability of adequate supporting infrastructure. Health workers in charge of PDP services have attended training as evidenced by having a seminar certificate .
12	2022	Boseren, et all / The Relationship between Characteristics and Health Services with Adherence to Taking ARVs in HIV-AIDS Patients at Biak General Hospital	This type of research uses a research technique with an analytic survey method with a cross sectional approach.	There is a relationship between health services and adherence to taking ARVs with a value of (p) = 0.034. (<0.05). Suggestions that health service providers can continue to improve health services so that adherence to ARV treatment increases .



The International Journal of Health, Education and Social (IJHES)

13	2023	Susmiati & Jayani / The Effectiveness of an Individual Approach to PLHIV in <i>Care and Support Efforts</i> for Compliance with Access to ARV Services during the Covid-19 Pandemic	The research design used <i>one group pre-experimental</i> , with <i>pretest</i> and <i>posttest</i> design measurements	The results showed that after taking an individual approach there was an increase in access to ARV services. This shows that an individual approach is effective as a form of approach for PLHIV in accessing health services, including ARV services.
14	2023	Hafsah, et all / The Influence of Predisposing Factors , <i>Enabling, Reinforcing</i> People with HIV/AIDS on VCT Utilization in Bulukumba District	This type of research is an <i>explanatory research survey</i>	The results showed that based on multivariate analysis, it was found that the counselor's behavior variable had the most influence on the utilization of VCT services in Bulukumba District.

Based on research results obtained over the last 5 years, it was found that relationship between service quality and adherence to ARV consumption in PLHIV patients

Discussion

From research (Nawawi, 2018) which used a qualitative approach with informants from the Head of the Puskesmas, Puskesmas employees, and HIV/AIDS sufferers, the results showed that the quality of Puskesmas services for HIV/AIDS sufferers was not in accordance with the theory according to Carlson and Schwartz in Denhardt and Denhardt (2003:61). This can be seen from the following indicators:

- a. *Convenience* , because as a referral health center, the health center needs to be supported by the availability of laboratory tests
- b. *Security* , in addition to the weak security of officers, can also be caused by the type of comprehensive services that can be accessed by the public



- c. *Reliability* , it is agreed that HIV-related services must be available through continuous services involving all relevant stakeholders (KPA, health service providers, NGOs, PLWHA peer support groups, other government sectors).
- d. *Personal attention* , as a whole, maximum service has not been implemented. An effective coordination forum is needed both at the national level as well as at the Provincial and District/City levels.
- e. *Problem solving approach* (problem solving approach), must be able to identify needs, gaps, as well as collaboration and coordination across sectors / sectors.
- f . *Fairnes* (justice) tries to realize the quality of services for people living with HIV/AIDS by strengthening the health system and services. and prevention, continuous care with networking
- g. *Fiscal responsibility* (financial responsibility), even though it has made use of finances that can be accounted for but not yet fully reported evidence.
- h. *Citizen influence* (community influence) coordination and partnership at the district/city level. or form a coordination forum with the LKB program manager as *the focal point* whose duty is to facilitate coordination, planning and implementation.

For the research conducted (Ernawati et al., 2019) using descriptive research methods and taking samples from VCT clinic staff as many as 7 respondents gave the result that the availability of human resources, especially HIV/AIDS counselors and case manager officers, is still lacking, so officers concurrently have other jobs. The availability and condition of materials in the form of facilities and infrastructure still do not meet the aspects of the SOP for VCT services.

In the implementation of VCT services, there are several things that are not carried out according to the guidelines, namely providing information on the benefits of early diagnosis, post-testing counseling for clients with negative/non-reactive testing results, and information on assistance, as well as not carrying out pre-testing counseling on mobile VCT services to key populations and tests. HIV at the initiation of officers.

Still from research (Ernawati et al., 2019) it is known that on the dimensions of technical competence, access to services, efficiency, human relations, continuity and safety of the VCT



clinic are in the good category. The dimension of the effectiveness of VCT services is in the sufficient category, there is still a lack of accuracy in visits to clients' places and in terms of speed of recording and reporting. The comfort dimension of VCT services is not good, the cleanliness and comfort of service rooms and toilets is still lacking and the lack of completeness and condition of medical facilities and equipment.

In line with the explanation above, the research was conducted by (Hikmah et al., 2021) who conducted an analytic survey research with a *cross sectional approach*. The dependent variable of this study is patient satisfaction. While the independent variable is the quality of service which consists of reliability, responsiveness, assurance, empathy and tangibles. The population in this study were all those who checked themselves at the Pekauman Health Center VCT clinic in June, namely 117 people.

Based on the results of research at the Pekauman Health Center in Banjarmasin City, in general, respondents rated the quality of VCT services as good and were satisfied with VCT services. The results of the analysis show that there is a relationship between the quality dimensions of reliability, assurance and physical evidence of VCT services with patient satisfaction. Meanwhile, the quality dimensions of responsiveness and empathy have no relationship with patient satisfaction.

Suggestions for the Puskesmas to maintain the good quality of VCT services and improve the quality of VCT services include adding VCT service personnel, especially during busy visits, increasing the responsiveness and thoroughness of each service provider, facilitating access to HIV testing and improving and improving patient waiting room and toilet facilities. It is hoped that by improving the quality of this service, patients will get comfortable treatment so that they are on time in the schedule for taking ARV drugs.

In a study (Shobiatul Izza et al., 2020) using quantitative methods, the results showed that PLHIV patients were satisfied with the services provided by the Puskesmas seen from the *Reliability dimension*, namely because there was no difference between general patients and PLHIV patients so that patients felt comfortable, *Assurance*, namely staff are always friendly to



patients and the information provided does not make patients worry and the information provided is easy to understand, *Empathy* , namely ARV drugs are always available at the Puskesmas and *Responsiveness* , namely responsive officers always remind patients to routine lab checks. The advice given to the Puskesmas is to be able to maintain the quality of health services, and pay more attention to services in the form of physical evidence such as the condition of the examination room, and the need to provide patient satisfaction services to maintain the quality of health services provided by the Puskesmas.

(Wahyu et al., 2020) conducted quantitative research with a *cross-sectional approach* . The sampling technique for this study used total sampling . Instrument used in this study using a health service utilization questionnaire. And to measure medication adherence using medical records. Statistical test for ka using the *chi-square test*.

According to the researchers' assumptions (Wahyu et al., 2020) that the utilization of health services with adherence to taking ARV medication in O DHIV has a significant relationship, this is in accordance with the results of interviews with sexually transmitted infection holders and Mahakam NGOs who assisted in this study obtained information that respondents who complying with the consumption of ARV drugs feel the benefits of health services provided by the health center through their health workers in the form of attention, support, enthusiasm and attention in carrying out the treatment process, even though the distance from the respondent's house to the health service facility is quite far they still come to take medicine because health workers reminded to take medicine.

Research of (Wahyu et al., 2020) was that the implementation of HIV-AIDS Support and Treatment (PDP) services at the Balung Regional General Hospital had not met the target. This is evidenced by the number of PLHIV IV who meet the requirements to start treatment, not all of them take ARV treatment, so it is necessary to carry out an analysis of these services. This type of research is qualitative, using interview data collection methods, observation and documentation. Informants in this study were PDP service workers and PLHIV patients .



The results of the study (Wahyu et al., 2020) are an analysis of the implementation of HIV-AIDS support and treatment care services using the 4M indicators (*man, method, material* and *ma chine*). The results showed that the analysis of PDP services was based on *human aspects*, namely the availability of existing resources in the service was lacking and the knowledge of PLHIV related to HIV-AIDS was still low, the *method aspect* had SOPs but there was no clear *job description*, the *material aspect* contained medical records used to find out the progress of PLHIV IV but the staff in filling it out is still incomplete, the machine aspect *is that there are already* available tools used to assist the process in carrying out maintenance services such as general examination tools and the SIHA application. Suggestions related to the above problem are for the Balung Regional General Hospital to submit a letter to the Health Service regarding job analysis, the role of medical record officers to check the filling of the OD HIV medical record file and for problems of low knowledge of ODH IV can be done by means of confidential counseling.

This research (Huriati et al., 2021) uses a descriptive narrative design with a literature review approach. Operational Management System for HIV/AIDS services has been regulated in Government policy in the process of controlling the transmission of HIV/AIDS and is carried out with several processes and stages regulated in a system with the aim of improving the quality of service for HIV/AIDS patients at the Community Health Center as a first level (primary) service facility and reducing the rate of HIV transmission / AIDS although there are still some obstacles to the implementation of the service system.

Furthermore, research (Huriati et al., 2021) explains that HIV/AIDS services at the Puskesmas have a continuous comprehensive service system which involves related parties and at the Puskesmas itself a special service flow for HIV/AIDS services has been established. In addition, the operational management of HIV/AIDS services does not only focus on patients who are already infected, but also conducts early *screening* to detect new infections of the HIV/AIDS virus and this has been regulated in Government policy.

In research (Hubaybah et al., 2021) it is known that the implementation of VCT has been carried out well and the community has also taken advantage of the VCT service. Community



health center support in efforts to prevent HIV/AIDS transmission, apart from providing VCT services, can also be carried out with other programs. One of the prevention programs that can be carried out by health centers related to HIV is to apply the Prevention Through Sexual Transmission (PMTS) model at the Basic Health Service Center (Puskesmas). This PMTS model does not only concern VCT services, but there are other mandatory components. Mandatory components in the PMTS Model include the provision and distribution of condoms, management of sexually transmitted infections (STIs) through circumcision, prevention based on antiretroviral therapy (ART) including expansion of HIV testing, health education and community empowerment . So in this way the role of the Public Health Center in an effort to support HIV/AIDS prevention and transmission programs can be carried out optimally by involving the participation of the community.

Research (Simanjuntak et al., 2022) with a quantitative research method, namely descriptive correlational with cross sectional design, stated that the results of univariate and bivariate analysis tests obtained a p value <0.05 (0.0000). This shows that there is a relationship between the quality of voluntary counseling and testing (VCT) services and patient satisfaction at the Sidomulyo Health Center, Pekanbaru City. According to the researchers' assumptions, the relationship between the quality of VCT services and patient satisfaction can be described from the services provided by the Puskesmas. The quality of this service includes facilities or infrastructure, human resources and other supporting service operations. If these components have been fulfilled properly, satisfaction will be created for patients who get services.

VCT is a process of voluntary counseling and HIV testing on the initiative of the individual concerned. Counseling is a process of dialogue between the counselor (health worker) and the patient/client which aims to provide clear and understandable information to the patient or client. The quality of VCT services is VCT services that can satisfy every service user of health services in accordance with the average client satisfaction level and the implementation is in accordance with applicable professional standards and ethical codes. (Simanjuntak et al., 2022)



Patient satisfaction is the patient's subjective value of the services provided after comparing the results of the services provided with their expectations. Although patient satisfaction is subjective but has an objective basis, meaning that even though the assessment is based on past experience, education, the psychological situation at that time and the influence of the environment at that time, it will still be based on existing objective truth and reality (Amelina Hikmah, et al, 2020). Therefore, if HIV/AIDS patients are satisfied with the quality and quality at the Puskesmas, both in terms of staff/counselors, and in terms of the Puskesmas facilities, it is hoped that the patient will visit according to the schedule for taking ARV drugs.

In the study (Syafni et al., 2022) a multivariate analysis was carried out and showed that the factors influencing access to services for PLHIV IV were knowledge about antiretroviral drugs after controlling for the variables of gender and quality of health services. . Therefore, knowledge about ARV treatment is very important for PLHIV IV to know . In addition, a high level of HIV/AIDS knowledge can change behavior and control disease status, enabling them to survive longer, and tend to adhere to antiretroviral treatment.

This research (Selina Boseran et al., 2022) used a research technique with an analytic survey method with a cross sectional approach. In this study, the population was HIV A IDS sufferers who visited to take ARV drugs at Biak Hospital . There is a relationship between health services and adherence to taking ARVs with a value of $(p) = 0.034. (<0.05)$. Suggestions that health service providers can continue to improve health services so that adherence to ARV treatment increases .

Research from (Naftuchah Riani et al., 2022) examines the implementation of PDP services in primary health facilities. Care, support and treatment services (PDP) are integrated and continuous services to provide support to PLHIV in managerial, medical, psychological and social aspects to reduce or solve problems encountered during care and treatment. This PDP service can be accessed by PLHIV once a month or if there are complaints during treatment given by counselors and doctors. PDP services cannot stand alone but must be interrelated with other services. That's why it is necessary to strive for a comprehensive service in the community which



includes a variety of services needed by the community. In addition, the service should not be interrupted but its continuity must be maintained.

This research design (Naftuchah Riani et al., 2022) uses a qualitative method with a case study approach. The data collection method was carried out by *in-depth interviews* according to the interview guide on 4 primary informants, namely counselor midwives and 2 secondary informants coordinating midwives and 1 PLHIV. Determining the number of research informants is based on participation in the implementation of PDP services in primary care.

Assistance to PLHIV is useful for controlling health and providing reinforcement to PLHIV. During the assistance, PLWHA will also be taught to have a healthy lifestyle. If the PLHIV recovers from their opportunistic infection, ARVs must still be consumed by PLHIV. In this study, assistance to PLHIV was collaborated with NGOs and peer support groups in the Banyumas Regency area.

The implementation of PDP services in Banyumas district primary services is quite good, this is shown by the availability of adequate supporting infrastructure. Health workers in charge of PDP services have attended training as evidenced by having a seminar certificate. The obstacles faced by counselors are not being able to accompany clients all the time in providing psychosocial support and constraints on ARV stocks which are sometimes late for delivery from the Ministry of Health.

According to research (Susmiati & Jayani, 2023) PLHIV is a vulnerable group to transmission of Covid-19. The impact of the psychological problems experienced by O DHIV causes ODH IV to be absent or not come to carry out periodic checks at service facilities according to schedule. This causes the cessation of ARV therapy and increases the risk of further complications and death. The psychological approach is important to be carried out openly by someone in this case the health worker to the patient/client. The aim of the study was to determine the effectiveness of individual approach therapy in efforts *to care and support* adherence to access to ARV services during the Covid-19 pandemic.



An individual approach is one of the care and support efforts *that* can be applied to increase support for PLHIV IV . The individual approach aims to recover the client's feelings, examine and reveal errors in goals and lifestyle, and foster social interest. Adler's theory does not set strict rules or methods in carrying out therapy because it believes that the client will determine the procedure to be performed (Susmiati & Jayani, 2023).

This study indicate that after taking an individual approach there is an increase in access to ARV services. This shows that an individual approach is effective as a form of approach for PLWHA in accessing health services, including ARV services. It is hoped that health workers holding the ODH IV health service program and involving peer support groups will actively take an individual approach as a form of care and support for PLHIV in improving the quality of life for PLHIV IV.

The research (Hafsah & A. Muhartini, 2023) is an *explanatory research survey*. The population of this study were all PLHIV in Bulukumba Regency, namely 109 people and the sample was 50 PLHIV in Bulukumba Regency. The instrument in this study was a questionnaire to determine the utilization of VCT services.

According to Lawrence Green's opinion in Public Health Sciences (Prof. Dr. Soekidjo Notoatmodjo) p. 96 it was stated that the factors that influence a person to use health services or not include: (1) *predisposing factors* or *predisposing factors* (2) *enabling factors* or factors supporting and (3) *reinforcing factors* . So the purpose of this study was to determine the influence of *predisposing, enabling and reinforcing factors* of people with HIV/AIDS on the use of VCT in Bulukumba District.

Based on multivariate analysis in the study (Hafsah & A. Muhartini, 2023), the results showed that the counselor's behavior variable had the most influence on the utilization of VCT services in Bulukumba District. It is suggested to VCT counselors that they should always maintain and improve attitudes and behavior when providing counseling to PLHIV so that PLHIV can feel comfortable visiting VCT officers who are polite and friendly which of course is based on good quality counseling. All of the above is very influential for PLHIV in obtaining quality and quality



services, so that PLHIV have a good experience, which will ultimately increase PLHIV compliance in antiretroviral therapy.

Conclusion and Recommendation

According to the research results obtained with the *Literature Review* , it can be it was concluded that the quality and quality of VCT services and the implementation of PDP support could increase PLHIV compliance in routine antiretroviral (ARV) consumption . This means that the higher the quality and quality of services for PLHIV, the more PLHIV are expected to feel comfortable accessing antiretrovirals at the service. There are many determining factors relationship quality and service quality in Indonesian . Based on research journals Which extracted, These factors, among others, are reviewed from the side of officers/counselors, facilities or infrastructure, human resources and other supporting service operations. If these components have been fulfilled properly, satisfaction will be created for patients who receive services, and feel comfortable accessing ARVs at least once a month at the service.

From the various literature that has been discussed, researchers can provide suggestions for a number of things, including adding human resources at VCT clinics, especially counselors and case manager officers so that duplicate jobs do not occur so that they can maximize the services provided to PLHIV, adding and improving facilities and infrastructure to meet minimum standards that must exist in the VCT Clinic. Officers and counselors to increase responsiveness and accuracy in providing services, facilitate access to HIV testing. If these components have been fulfilled properly, satisfaction will be created for patients who visit routine services. It is hoped that adherence to PLHIV in taking antiretrovirals will help achieve national indicator targets, namely 95% of PLHIV whose HIV status is known, 95% of PLHIV are treated, and 95% of PLHIV who are treated experience viral suppression.

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