



TABLE OF CONTENTS

APPROVAL PAGE.....	II
SURAT UNGGAH.....	III
AUTHENTICITY STATEMENT.....	IV
ACKNOWLEDGEMENTS.....	V
TABLE OF CONTENTS.....	VI
LIST OF FIGURES.....	IX
LIST OF TABLE.....	X
LIST OF APPENDICES.....	XI
ABBREVIATIONS.....	XII
ABSTRACT.....	XIII
ABSTRAK.....	XIV
CHAPTER I INTRODUCTION.....	1
A. Background	1
B. Problem Formulation	3
C. Research Objective.....	3
D. Study Authenticity.....	4
E. Research Benefit	9
CHAPTER II BIBLOGRAPHICAL REVIEW	10
A. Literature review.....	10
1. Patient experience.....	10
2. Health care	12
3. COVID-19.....	14
4. COVID-19 transition era.....	15
5. Cancer.....	16



6. Cancer during the pandemic	18
B. Theoretical Framework.....	19
C. Conceptual Framework.....	19
D. Research Question	20
CHAPTER III RESEARCH METHOD.....	21
A. Reflexivity.....	21
B. Study design.....	21
C. Study settings.....	22
D. Study subject.....	22
E. Sampling and sample size.....	23
F. Operational variables definition.....	24
G. Data collection.....	24
H. The interview guide.....	25
I. Data analysis.....	26
J. Ethical clearance.....	27
K. Study limitation.....	27
L. Study phase.....	28
CHAPTER IV RESULT AND DISCUSSION.....	31
A. Result.....	31
1. Description of study location.....	31
2. Description of pandemic COVID-19 situation.....	32
3. Characteristics of Informants.....	32
4. Result.....	35
4.1 Patient experience during the referral process.....	41
4.2 Patient experience during treatment.....	44
4.3 The relations with the environment around the patient during the treatment.....	47
4.4 The Patient's coping strategy during treatment.....	51



B. Discussion	55
1. The patient experience during the referral process.....	56
2. Patient experience during treatment.....	58
3. The relations with the environment around the patient during the treatment.....	62
4. The Patient's coping pattern during treatment.....	63
CHAPTER V CONCLUSION AND SUGGEST.....	67
A. Conclusion.....	67
B. Suggestions.....	68
REFERENCES.....	70
APPENDICES.....	74