

## Analysis of the Quality of Public Services in the Health Sector at Centro Da Saude Vera-Cruz, Municipiu Dili, East Timor

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### ABSTRACT

This study aims to assess user satisfaction and identify areas for improvement in the quality of health services at Centro da Saude Vera-Cruz, Municipio Dili, Timor-Leste. Specifically, it evaluates key service dimensions including tangibility, reliability, responsiveness, assurance, and empathy from the perspective of service users. A quantitative approach was employed, utilizing a Likert scale to measure respondents' perceptions across these dimensions. The data were analyzed using frequency distribution and cross-tabulation based on respondent characteristics such as age and marital status. The results indicate that most respondents expressed agreement, strong agreement, and high satisfaction with the health services provided, although a minority expressed dissatisfaction. Further analysis showed that respondents aged 31-40 were more likely to express strong agreement with service quality. Overall, among the 60 respondents surveyed, the findings reflect a generally positive perception of the health services at Centro da Saude Vera-Cruz, while highlighting certain aspects where dissatisfaction remains. These insights offer a foundation for targeted improvements in service delivery.

**Keywords:** Health Services, Quality, Public Services.

### INTRODUCTION

The government is responsible for all service activities carried out by public service providers in an effort to meet the needs of the community and implement the provisions of laws and regulations (Jatmikowati, 2021). Public services can take the form of administrative services, service services, or goods services.

Mukaron and Laksana (2024) said that public service is the provision of services (serving) to the needs of people or communities who have an interest in the organization in accordance with the basic rules and procedures that have been set. Harbani Pasolong (n.d.) is any activity carried out by the government towards a number of human beings who have every beneficial activity in a group or unit and offer satisfaction even though the results are not tied to a product physically. Santoso, in the book *Public Service Reform* (2014:5), states that "Public service is the fulfillment of the wishes and needs of the community by state administrators".

From the various opinions about the definition of public service above, it can be concluded that the definition of public service is a service activity that is carried out professionally, with quality, and has positive services that can help meet the community's needs in accordance with government regulations.

With this revitalization of the public bureaucracy, better and more professional public services in carrying out what are the duties and authorities given to them can be realized

(Brahmasari & Sukristyanto, 2023). Theoretically, there are at least three main functions that must be carried out by the government regardless of its level, namely the public service function, the development function, and the protection function. The most important thing, then, is the extent to which the government can manage these functions in order to produce goods and services (services) that are economical, effective, efficient, and accountable to all people who need them. In addition, the government is required to apply the principle of equity in carrying out these functions (Trawocoadji, 2023). This means that government services should not be provided in a discriminatory manner. Services are provided regardless of status, rank, or class of the community, and all community members have the same rights to these services in accordance with applicable regulations.

Based on the Constitution of the Democratic Republic of Timor Leste (da Costa Freitas, 2022) in article 57 everyone has the right to health services and medical care and is obliged to protect and promote them. It is clear that the state has guaranteed everyone good health and medical services.

The lives of the people of Timor Leste from time to time has undergone many changes, starting from changes in social conditions in the community, which then also followed by an increase in the level of education (Niner & Loney, 2020), so the public awareness of the meaning of healthy living has also increased so that this situation causes public demands for quality, comfortable, and consumer satisfaction-oriented health services to be higher. This situation then gave birth to demands to improve the performance of public services, especially better health services so that the health services received by the community can really meet or answer the need for quality health access.

Until now, the government has tried to meet the needs of the community for health services by establishing hospitals, health centers (*centro da Saude*), and *filial clinics at the Municipal, Postu Administrativu, and such* levels throughout Timor Leste. The health center (Centro da Saude) is a technical implementing unit of the Ministry of Health at the post administration level to provide health services in a specific Postu administration area. Health centers (*centro da saude*) function as health development drivers, family and community empowerment centers, and first-tier health service centers. However, until now, the government's efforts to meet people's needs for health are still accompanied by various public complaints that are conveyed orally or in informatics media. Many members of the community complained and felt dissatisfied with the services provided by the government-owned health service center (*centro da saude*), both in terms of examinations that were not paid attention to by health workers, length of service, officer skills, facilities/facilities, as well as waiting time to get services and others.

The health center for the community (*centro da Saude*) at the *Postu Administrative level, as one of the health facilities that provide health services to the community*, has a very strategic role in accelerating the improvement of public health. Therefore, *centro da Saude* is required to provide quality services that are satisfactory for its patients in accordance with the set standards and can reach all levels of society (Marchionatti et al., 2023).

One of the complaints that is often heard from the public is related to the performance of employees in providing services, in this case the timeliness in providing services, the quantity and quality of services that are still not good or still low.

Poor service performance will build a bad image of health center services (*centro da saude*) in the eyes of the public (Ferre et al., 2018). Public dissatisfaction as users of government-owned health services will always spread by word of mouth as part of this dissatisfaction. However, this condition can also be the opposite. If the staff or employees provide good service, this will be a plus in itself so that it will automatically raise the good image of *centro da saude* government employees in providing services to the community (Alvarez et al., 2017).

*Centro da saude* can find out the quality of services provided to patients (the community) through feedback (assessment) provided by patients so that it can be an input to improve the quality of the service (Guimarães et al., 2019).

*Centro da saude* Vera-Cruz is one of the *Postu Administrativu* (kecamatan) level health service centers in Timor-Leste, precisely *Postu Administrativu* Vera-Cruz. To achieve an optimal degree of health, quality health services are needed so that they can provide satisfaction for patients. Therefore, a high quality of service is required from all service providers (Meesala & Paul, 2018). The quality of service from *Centro da Saude* Vera-Cruz can not be said to be good only based on the continuous health services, but also it cannot be said to be not good (bad) just because there are still many complaints from patients or patients' families where it is still slow in providing services, patients have to wait for a long time to get their turn to be served by employees. Thus, it is necessary to conduct a study so that the quality of services expected by the community of health service users can be known and the reality of the quality of health services received so that the results can be used as a basis for improving services or used as a basis for maintaining good service quality. Therefore, the author is interested in researching "Analysis of the Quality of Health Services in *Centro da Saude* Vera-Cruz, *Municipiu Dili*."

## RESEARCH METHODS

This study uses a quantitative method. Quantitative research is a systematic scientific study of parts and phenomena and the causality of their relationships. Quantitative research is defined as the systematic investigation of a phenomenon by collecting measurable data by performing statistical, mathematical, or computational techniques. Sugiyono (2016: 7) explained that the quantitative research method is based on the philosophy of positivism, which is used in researching research samples and populations. Research with quantitative methods is research that presents data in the form of numbers as the results of the research. The descriptive research method is a method of researching the status of a human group, an object, a condition, a thought, or a current event (Pandey & Pandey, 2021). The descriptive method is used to create a systematic, factual, and accurate description of the existing phenomenon. Quantitative descriptive research is research that describes variables as they are, supported by data in the form of numbers generated from actual conditions.

## RESULTS AND DISCUSSION

### Questionnaire Return Rate

The questionnaire was distributed through respondents in this study. There were 60 (Sixty respondents) who received services or patients in Centro da Saude Vera-Cruz, Municipiu Dili, Timor-Leste. The duration of the distribution of this research questionnaire in June 2024 is the first week and the second week (for two weeks).

It can be seen that: *First*, from gender, most respondents are female respondents, as many as 40 respondents or 66.67%, while male respondents are 20 or 33.3%. *Second*, in terms of marital status, the most are 39 respondents with married status or 65%, while the other 21, or 35%, are not married. *Third*, the employment status of most respondents was traders/private, with as many as 39 respondents or 65%. *Fourth*, the age of the most respondents is respondents aged 31-40 years as many as 47 respondents or 78.33%. *Fifth*, based on respondents who had received treatment at CSVC, most respondents had received treatment at CSVC as many as 38 or 63.33%, and the remaining 22 respondents, or 36.67%, had never received treatment or visited for treatment at Centro Saude Vera-Cruz.

Based on the description above, in this study, it can be seen that most of the replies are female, married, traders/private, still of productive age, and have received treatment at CSVC before. Frequency of Each Variable

The following are the overall variable frequencies which include: Tanggible/direct evidence/direct evidence/Reliable/Reliable/Reliability/Responsiveness/Responsiveness/Insurance/Guarantee/Guarantee/Emphaty/emphaty/emphaty/with the indicators.

### Variable Frequency Rate

#### *Satisfaction level of users of Tangible services*

From the tangible dimension, there are three statements regarding the availability of rooms, cleanliness, and completeness of the equipment in Centro Saude.

#### **1. Tangible-Room**

In the tangible variable of satisfaction level from 60 respondents, the highest frequency of room service users obtained was 68.3%. This means that the room at the Centro Saude Vera-Cruz Hospital is good or in accordance with the expectations or expectations desired by the patient (Matias & Júnior, 2021). Because of some of the buildings that researchers directly observed, it was enough to provide services for patients.

#### **2. Tangible-Hygiene**

In the tangible variable of cleanliness level, users of cleanliness services at Centro Saude Vera-Cruz experienced the highest frequency level of 73.3%. This means that the cleanliness at the hospital is good, and the patient is satisfied, so it is in accordance with the patient's expectations. The researcher also observed that every morning, the cleaners cleaned the entire building, which is used to carry out services, either from inside or outside the building (Tseklevs et al., 2023).

#### **3. Tangible tools**

The highest frequency level in equipment is 51.7%, which means that the patient is satisfied and agrees with the medical equipment used to carry out health services at Centro Saude Vera-Cruz. In this part, the researcher directly visited the place. All existing rooms have used medical equipment to help facilitate treatment and provide comfort for patients who have been treated at the hospital.

#### ***User satisfaction level of Reliable service***

##### **1. Reliable-accurate**

The table above shows that the reliable variable that describes the accuracy of the service procedure has the highest frequency at 85.0%. This means that the service procedures provided are quite clear and in accordance with the patient's expectations because all things related to the explanation procedure are very clear and satisfactory. According to the researcher's observation, the service provider apparatus has also been provided very well in matters related to service procedures, so it provides great comfort for patients (Swain & Kar, 2018).

##### **2. Reliable-satisfaction**

The level of satisfaction of service users with the services provided according to frequency is 65% or the highest frequency. This means that patients feel very satisfied and in accordance with their expectations because the services provided by Centro Saude are very satisfactory. Researchers have also observed that a well-provided service will directly provide good answers from patients (Domecq et al., 2014).

##### **3. Reliable-character nurses and doctors**

From the frequency table of service users' satisfaction level with the character of nurses and doctors, the highest frequencies were 75.0% and 91.0%. It means that the nurse's character is good, and the doctor's character is very good. This is because the friendly character between nurses and doctors in providing services will also provide good comfort to patients (Manookian et al., 2014). From the observations made by the researcher, the character of nurses and doctors when providing their services greatly upholds friendliness to patients because, in fact, it shows that a good smile will also treat a thousand diseases.

##### **4. Reliable examination of nurses and doctors**

The level of satisfaction of service users with nurse and doctor examinations shows that there is the highest frequency, namely nurses at 76.7%, and doctors at highest frequency at 83.3%. It means that when the examination provided by the nurse is very good and very satisfactory and in accordance with the patient's expectations because the patient expects that he will receive a good service character (Khamis & Njau, 2014). In terms of examination, the doctor is said to be very good and very satisfying to the patient. The observation carried out by the researchers, found that when they received examinations from nurses and doctors, they felt very satisfied and in accordance with the patient's expectations because in fact it showed that the character of the nurses and doctors at Centro Saude was satisfactory.

#### ***Service user satisfaction level Responsivness***

##### **1. Responsivness-time**

The highest level of service user satisfaction with the time given was 58.3%. It means that the time provided by the service is said to be in accordance with the patient's expectations because it is in accordance with the schedule given when performing the service. The researcher also observed that the time provided for services at the hospital was in accordance with existing regulations through a predetermined schedule (Marynissen & Demeulemeester, 2019).

## **2. Responsivness-complaints**

From the responsiveness variable, the level of satisfaction of room service users with complaints has the highest frequency, which is 71.7%. This right means that there is a quick response, there are complaints from patients, which means that patients feel satisfied and strongly agree. This is because when there are complaints from patients, health service providers immediately take actions in accordance with the existing problem (Liu et al., 2020). The results of observations in this study researchers found that it is true that when there are complaints, there is a quick response to the patient to carry out the next process.

## **3. Responsivness-actions of nurses and doctors**

From the table above, it shows that the highest frequency level of nurses is 81.7%. This means that patients feel satisfied with the nurse's actions when making a visit for treatment. In the doctor's action, there is the highest frequency, which is 75.0%. This means that patients feel very satisfied with the doctor's actions when in an emergency. The results of the researchers' observations also found that nurses and doctors prioritized the patient's condition when receiving treatment (Suhonen et al., 2018). This explains that in times of emergency, the actions taken by nurses and doctors are very fast.

### ***The level of service user satisfaction with the Responsivness variable***

#### **1. Assurance-Capability**

The highest frequency of the ability to give information is 80.0%. This means that the ability to give explanations is very good and in accordance with the expectations of patients because the results of observations found in the field also show that there is an ability to explain drugs according to the existing disease (Fox, 2020).

#### **2. Assurance - Nurse and Physician Courtesy**

The politeness indicators contained in the table above show that the highest frequency of politeness between doctors and nurses is 48.3% and 86.3%. This means that the politeness given by nurses is less than 50%, where the politeness of doctors is very high. This means that among nurses and doctors, the polite service provided by doctors is very satisfactory and very good compared to nurses, although they both have the highest frequency compared to others. The results of the researcher's observation also found that the doctor's politeness was very satisfying to the patient.

### ***The level of service user satisfaction with the Responsivness variable***

#### **1. Empathy-Communication**

The highest frequencies in nurse-doctor communication were 63.3% and 71.7%. This means that the communication between nurses and doctors in service is very good

and in accordance with the patient's expectations. Because communication between nurses and doctors is the most important thing in the ministry. Hasol's observation showed that there was good communication between nurses and doctors it provided comfort and satisfaction to patients who were treated at Centro Saude (Timiyatun & Oktavianto, 2022).

## 2. Empathy Attention

In the relationship between nurses and doctors, it was found that there was the highest frequency, which was between 51.7% and 81.7%. This shows that in the attention received by the patient, the sympathy of the doctor is more than the sympathy of the nurse. The observation results show that the sympathetic attention of doctors to patients is very low in a patient's expectations compared to nurses, although in this case, the highest frequency level; in fact, nurses are less likely to be seen by doctors.

## Variable Frequency Tabulation

In this study, it was shown that the respondents' answers were divided into four levels, namely the level of strongly agree, agree, disagree and strongly disagree. From the perception of service recipients or patients to the quality of services provided by nurses and doctors and their facilities at Centro da Saude Vera-Cruz, Municipiu Dili is included in the category of strongly agreeing. It can also be concluded that the recipients of the service (patients) are very satisfied with the public service health services provided by nurses or doctors in Centro Saude Vera-Crus, Municipio Dili, Timor-Leste so as to provide positive answers to what is the problem that exists.

## Cross-table analysis (Crosstab) between respondents' satisfaction with the age group

In the data tabulation used in this research, the characteristics of the respondents were taken by analyzing the crosstab between the variables and each dimension between the variables tangible, reliable, responsiveness, assurance, and empathy according to age group. This analysis only looks at the tendency of respondents to vote without looking at how strong the influence is and also the correlation.

### *Level of satisfaction of users of indoor services by age group*

Respondents' satisfaction with the availability of space by age group. It can be seen that from the age group of 21-60 years, there are 60 respondents, and those who say that the completeness of the room is appropriate and very good, there are 37 (61.7%) respondents with the highest frequency and who say that the completeness is good and as expected. Among them, 22 (36.7%) said the availability of space in Centro Saude Vera-Crus was very comfortable and then others did not.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 27 (57.4%) respondents said the availability of a comfortable room. Among them, 15 (31.9%) respondents were very comfortable with the room and the rest said the room was very

uncomfortable, namely 13 (27.7%). This means that the Centro Saude Vera-Cruz hospital room still needs to be partially repaired in order to provide comfort for patients.

#### ***Respondents' satisfaction with cleanliness by age group***

Respondents' satisfaction with cleanliness by age group. It can be seen that from the age group of 21-60 years, there are 60 respondents, of which 39 (65%) said that the cleanliness of the room at Centro Saude Vera-Cruz is clean and tidy. Of those who said cleanliness was clean and tidy, 18 (30%) said it was, while the rest did not.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that out of 30 (63.8%) respondents considered the cleanliness of the room at Centro Saude Vera-Cruz to be clean and tidy. Among them, there were 14 (29.8%) respondents who strongly agreed with the cleanliness and the rest did not agree with it.

#### ***Respondents' satisfaction with the device by age group***

Respondents' satisfaction with the equipment in Centro Saude Vera-Cruz was by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and 36 (60%) said that the availability of equipment on Centro Saude Vera-Cruz is complete. Of those who said this, 23 (38.3%) said No., while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 27 (57.4%) respondents said that the availability of medical equipment at Centro Saude Vera-Cruz was complete. Among them, there were 18 (38.3%) respondents who strongly agreed with the availability of complete equipment and the rest did not agree with it.

#### ***Respondents' satisfaction with accuracy by age group***

Respondents' satisfaction with the service procedures at Centro Saude Vera-Cruz by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and there are 37 (61.7%) who said that the service procedure at Centro Saude Vera-Cruz is quite clear. Of those who said this, 23 (38.3%) said No., while the rest said no.

Judging by age, the highest frequency was 31-40 out of 47 respondents. Of 27 (57.4%) respondents, 27 (57.4%) said that the medical procedure at Centro Saude Vera-Cruz was quite clear. Among them, 31.9% strongly agreed with the service procedure, and the rest did not agree with it.

#### ***Respondents' satisfaction with services by age group***

Respondents' satisfaction with the character of nurses in Centro Saude Vera-Cruz by age group. There were 60 respondents in the age group of 21-60, and 39 (65%) said that the character of the nurses at Centro Saude Vera-Cruz is friendly. Of those who said this, 19 (40.4%) said the character of the doctor was very friendly, while the rest said no.

Judging from age, the highest frequency was at 31-40 from 47 respondents that of 30 (63.8%) respondents considered the character of doctors to provide services at Centro Saude Vera-Cruz friendly. Among them, there were 14 (29.8%) of the respondents who strongly agreed with the character of nurses in a very friendly service and the rest did not agree with this.

#### ***Respondents' satisfaction with the character of nurses by age group***

Respondents' satisfaction with the character of Nurses at Centro Saude Vera-Cruz by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and

there are 36 (60%) who said that the character of the nurses at Centro Saude Vera-Crus is friendly. Of those who said this, 25 (41.6%) said that the nurse's character was very friendly, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 27 (57.4%) respondents considered the character of nurses performing services at Centro Saude Vera-Crus friendly. Among them, there were 14 (29.8%) of the respondents who strongly agreed with the character of nurses in a very friendly service and the rest did not agree with this.

#### ***Respondents' Satisfaction with Doctor's Character by Age Group***

Respondents' satisfaction with the character of the Doctor in Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years a total of 60 respondents and there are 40 (66.7%) who said that the character of the Doctor in Centro Saude Vera-Crus is friendly. Of those who said this, there were 21 (35%) who said that the character of the Doctor was very friendly while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents of 31 (66%) respondents considered the character of a doctor to perform services at Centro Saude Vera-Crus friendly. Among them, there are 15 (32%) of the respondents strongly agree with the character of the Doctor in a very friendly service, and the rest do not agree with this.

#### ***Respondents' Satisfaction with Nurse Examinations by Age Group***

Respondents' satisfaction with the Nurse Examination at Centro Saude Vera-Crus by age group. There were 60 respondents in the age group of 21-60, and 39 (65%) said that the examination provided by the nurse at Centro Saude Vera-Crus was satisfactory. Of those who said this, 20 (33.3%) said that the examination given by the nurse was very satisfactory to the patient, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 30 (64%) respondents found the examination provided by the nurse at Centro Saude Vera-Crus satisfactory. Among them, there were 14 (30%) respondents who were very satisfied with the examination provided by the nurse to the patient, while the rest did not agree with it.

#### ***Respondents' Satisfaction with Doctor's Examination by Age Group***

Respondents' satisfaction with the Doctor's Examination at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years, there was a total of 60 respondents, and 58 (97%) said that the examination given by the Doctor at Centro Saude Vera-Crus was satisfactory. Of those who said this, there were 49 (82%) said that the examination given by the doctor was very satisfactory to the patient, while the rest said no.

Judging from age, the highest frequency was 31-40 out of 47 respondents. 45 (96%) of the respondents found the examination given by the doctor at Centro Saude Vera-Crus satisfactory. Among them, 36 (77%) were very satisfied with the examination given by the doctor to the patient, while the rest did not agree with it.

#### ***Respondents' satisfaction with service time by age group***

Respondents' satisfaction with service provider time at Centro Saude Vera-Crus by age group. There were 60 respondents in the age group of 21-60, and 59 (98.3%) said that the time

of service providers at Centro Saude Vera-Crus is according to schedule. Of those who said this, 52 (87%) said that the service delivery time was very on schedule, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 46 (98%) respondents said that the service delivery time at Centro Saude Vera-Crus was according to the schedule. Among them, there were 39 (83%) of the respondents who said that the time of service provision was very much in accordance with the existing schedule while the rest did not agree with it.

#### ***Respondents' satisfaction with patient complaints by age group***

Respondents' satisfaction with complaints from patients at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and there are 58 (97%) who said that complaints from patients at Centro Saude Vera-Crus have a quick response. Of those who said this, there were 47 (78.3%) said that when there were complaints from patients, there was a very fast response, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents, of which 45 (96%) respondents said that when there were complaints from patients at Centro Saude Vera-Crus, there was a very quick response. Among them, 36 (77%) of the respondents were very satisfied with it, while the rest did not agree with it.

#### ***Respondents' satisfaction with nurses' actions by age group***

Respondents' satisfaction with the actions of Nurses during emergencies at Centro Saude Vera-Crus by age group. There were 60 respondents in the age group of 21-60, and 58 (97%) said that nurses' actions during emergencies at Centro Saude Vera-Crus are fast. Of those who said this, 52 (87%) said that the nurse's action during an emergency was very fast on the patient, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 45 (96%) respondents said that the actions of nurses during emergencies at Centro Saude Vera-Crus were fast. Among them, there were 39 (65%) of the respondents who were very satisfied with the actions of the nurse during the emergency on the patient, while the rest did not agree with it.

#### ***Respondents' satisfaction with doctors' actions by age group***

Respondents' satisfaction with the doctor's actions during an emergency at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years a total of 60 respondents and there are 57 (95%) who said that the doctor's action during the emergency at Centro Saude Vera-Crus is fast. Of those who said this, there were 49 (82%) who said that the doctor's action during an emergency was very fast on the patient while the rest said no.

Judging by age, the highest frequency was at 31-40 out of 47 respondents that 44 (94%) respondents were quick to report the doctor's actions during an emergency at Centro Saude Vera-Crus. Among them, there were 36 (97%) of the respondents who were very satisfied with the doctor's actions during the emergency on the patient, while the rest did not agree with this.

#### ***Respondents' satisfaction with their ability to explain by age group***

Respondents' satisfaction with the ability of pharmacy staff at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years, there was a total of 60 respondents, and there were 57 (95%) who said that the ability of the pharmacy staff at Centro

Saude Vera-Crus gives a good explanation. Of those who said this, 49 (82%) said that pharmacy officers had the ability to explain very well to patients, while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 44 (94%) respondents described the ability of pharmacy officers at Centro Saude Vera-Crus to give a good explanation. Among them, there were 36 (97%) respondents who were very satisfied with the ability of the pharmacy officer when explaining to the patient, while the rest did not agree with this.

#### ***Respondents' Satisfaction with Nurses' Politeness by Age Group***

Respondents' satisfaction with Nurse Courtesy at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and there are 59 (98.3%) said that the courtesy of the nurses at Centro Saude Vera-Crus serves patients politely. Of those who said this, there were 52 (87%) said that the courtesy nurses served patients very politely, while the rest said no.

Judging by age, the highest frequency was at 31-40 out of 47 respondents of 46 (98%) respondents said that the nurses at Centro Saude Vera-Crus serve patients politely. Among them, there were 39 (83%) of the respondents were very satisfied with the nurse when serving the patient very politely, while the rest did not agree with this.

#### ***Respondents' satisfaction with the courtesy of doctors by age group***

Respondents' satisfaction with Physician Courtesy at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years a total of 60 respondents and there are 59 (98.3%) who said that the courtesy of the Doctor serves patients at Centro Saude Vera-Crus politely. Of those who said this, there were 52 (87%) who said that the doctor's politeness served the patient very politely while the rest said no.

Judging by age, the highest frequency was at 31-40 out of 47 respondents of 46 (98%) respondents said that the Doctor at Centro Saude Vera-Crus served patients politely. Among them, there were 39 (83%) of the respondents were very satisfied with the Doctor when serving the patient very politely, while the rest did not agree with this.

#### ***Respondents' satisfaction with nurses' communication by age group***

Respondents' satisfaction with Nurses' communication at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years a total of 60 respondents and there are 58 (97%) who said that the communication of nurses serves patients at Centro Saude Vera-Crus well. Of those who said this, there were 49 (82%) who said that nurse communication served patients very well while the rest said no.

Judging by age, the highest frequency was at 31-40 out of 47 respondents that of 45 (96%) respondents said that the communication of nurses while serving at Centro Saude Vera-Crus was good. Among them, there were 36 (77%) respondents who were very satisfied with the communication of nurses when serving patients very well, while the rest did not agree with this.

#### ***Respondents' satisfaction with doctors' communication by age group***

Respondents' satisfaction with the communication of Doctors at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years a total of 60 respondents and there are 59 (98.3%) who said that the communication of doctors serves patients at Centro

Saude Vera-Crus well. Of those who said this, there were 52 (87%) who said that the doctor's communication served the patient very well while the rest said no.

Judging from age, the highest frequency was at 31-40 out of 47 respondents that of 46 (98%) respondents said that the doctor's communication while serving at Centro Saude Vera-Crus was good. Among them, there were 39 (83%) respondents who were very satisfied with the doctor's communication when serving patients very well while the rest did not agree with this.

#### ***Respondents' satisfaction with attention by age group***

Respondents' satisfaction with Nurse Attention at Centro Saude Vera-Crus by age group. It can be seen that from the age group of 21-60 years, a total of 60 respondents, and there are 58 (97%) who say that the attention of nurses serves patients at Centro Saude Vera-Crus with sympathy. Of those who said this, there were 47 (78.3%) who said that the nurse's attention served with great sympathy to the patient, while the rest said no.

Judging by age, the highest frequency was at 31-40 out of 47 respondents that of 45 (96%) respondents said that the attention of nurses while serving at Centro Saude Vera-Crus was sympathetic. Among them, there were 36 (77%) respondents who were very satisfied with the care of nurses when serving with great sympathy for patients, while the rest did not agree with this.

#### ***Respondents' satisfaction with doctors' attention by age group***

Respondents' satisfaction with Physician Attention at Centro Saude Vera-Crus by age group. There were 60 respondents in the age group of 21-60, and 58 (97%) said that the doctor's attention served patients at Centro Saude Vera-Crus with sympathy. Of those who said this, 47 (78.3%) said that the doctor's attention served the patient with great sympathy, while the rest said no.

Judging by age, the highest frequency was 31-40 out of 47 respondents. Of 45 (96%) respondents, 45 (96%) said that the doctor's attention while serving at Centro Saude Vera-Crus was sympathetic. Among them, 36 (77%) respondents were very satisfied with the doctor's treatment when serving with great sympathy for the patient, while the rest did not agree with this.

## **Interesting Conclusion**

#### ***Respondent satisfaction from tangible variables by age group***

From the table in this section, there are three statements given by the researcher with 60 respondents. Of the three statements above, the respondent's satisfaction with the availability of rooms, cleanliness, and availability of equipment at Centro Saude Vera-Crus and was the highest frequency in respondents aged between 31-40 who said they strongly agreed, so in this case, it was said to be very good and in accordance with the perspective of the service because there is enough room to carry out examinations and treatments, adequate cleanliness starting from inside to outdoors and enough equipment to carry out the health examination process on organs in general.

#### ***Respondent satisfaction from reliable variables by age group***

The table above shows the respondents' satisfaction with the service procedures, the services provided, and the character of the nurses and doctors during the examination. The productive age range is between 31 and 40, and there is the highest frequency. This shows that the relationship between age and the above indicators has been said to be very good and in accordance with the patient's perspective, so it can provide comfort for patients who have been treated at Centro Saude.

**a. Respondent satisfaction from the responsiveness variable by age group**

The table above is a table of the relationship between respondents' satisfaction and reliability by age group, which shows that the highest frequency is found in the age between 31-40 years, which says that when providing services, patient complaints there is a quick response and quick action between nurses and doctors when in an emergency state is good and in accordance with the patient's response. This shows that the service provider between nurses and doctors has increased the credibility of the hospital in the general view of the public, and the provision of good action and service is the most important thing for all patients.

**b. Respondent satisfaction from the assurance variable by age group**

In this section is the relationship between respondents' satisfaction with insurance by age group where, pharmacy staff's ability, and the politeness of nurses and doctors when serving patients, and there is a very high frequency. It means that the patient is satisfied and agrees with it because of good manners and explanations to the patient. This is to ensure the quality of service at Centro Saude is a different place from other health centers to maintain the quality of health services.

**c. Respondents' satisfaction from empathy variables by age group**

This table shows the relationship between respondent satisfaction and empathy by age group, looking at the communication between nurses and doctors with attention between nurses and doctors. It shows the highest frequency is between the ages of 31 and 40. It means that the patient is very satisfied with the communication and attention between the nurse and the doctor. Communication is the most important thing in finding the point of disease knowledge from the patient to the doctor. When communication takes place, nurses and doctors know what causes and diseases exist in patients. In terms of attention, nurses and doctors show that in terms of health services, attention is also very important because there is no attention without healing.

### Analysis of the cross table between indicators and marital status groups

This data tabulation is an analysis of the characteristics of respondents with a crosstab between variables, and each dimension between the variables tangible, reliable, responsive, assurance, and empathy are seen from the marital status group. This analysis only looks at the tendency of respondents to vote without looking at how strong the influence is and also the correlation.

***Respondents' satisfaction with the availability of space according to marital status***

Most of the respondents, namely 37 (61.7%) among 60 respondents, stated that they agreed that the availability of the room provided is comfortable at Centro Saude Vera-Crus.

The respondents who agreed with the availability of a comfortable room were 23 (59%) with married status, and the rest were unmarried.

***Respondents' satisfaction with cleanliness by marital status group***

Most of the respondents, namely 39 (65%), stated that they agree that the cleanliness at Centro Saude Vera-Crus is clean, neat, and in accordance with the patient's perspective. Of respondents who approved that Centro Saude Vera-Crus was clean and tidy, as many as 24 (61.5%) had married status, and the rest had unmarried status.

***Respondents' satisfaction with medical equipment by age group***

Most of the respondents, namely 35 (58.3%) stated that they agreed with the complete medical equipment at Centro Saude Vera-Crus so that it is in accordance with the patient's perspective. Of respondents who approved that the medical equipment at Centro Saude Vera-Crus was complete, as many as 23 (59%) were married, and the rest were unmarried.

***Respondents' satisfaction was accurate by marital status group***

Most of the respondents, 38 (63.3%), stated that they agreed with the procedure, which was quite clear and in accordance with the patient's perspective at Centro Saude Vera-Crus. This means that the respondents who approved the medical procedure at Centro Saude Vera-Crus were quite clear: as many as 24 (61.5%) were married, and the rest were unmarried.

***Respondents' satisfaction with satisfaction according to marital status group***

Most of the respondents, namely 37 (61.7%), stated that they agreed that the services provided by Centro Saude Vera-Crus were satisfactory and in accordance with the patient's perspective. This means that respondents who agreed to the medical services provided at Centro Saude Vera-Crus were satisfied. As many as 23 (59%) were married, and the rest were unmarried.

***Respondents' satisfaction with nurses' character according to marital status group***

Most of the respondents, namely 39 (65%), stated that they agreed with the character of Centro Saude Vera-Crus nurses, who are friendly and in accordance with the patient's expectations. This means that respondents who agree with the character given by medical nurses at Centro Saude Vera-Crus are friendly; as many as 24 (62%) have married status, and the rest have unmarried status.

***Respondents' satisfaction with the character of doctors by marital status group***

Most of the respondents, namely 36 (60%), stated that they agreed with the character of Doctor Centro Saude Vera-Crus, who is friendly and in accordance with the patient's perspective. This means that respondents who approve of the character of the Doctor given at the friendly Centro Saude Vera-Crus, as many as 24 (62%) have married status, and the rest have unmarried status.

***Respondents' satisfaction with nurse examinations by marital status group***

Most of the respondents, namely 37 (61.7%), stated that they agreed satisfactorily with the examination given by the nurse at Centro Saude Vera-Crus and according to the patient's perspective. This means that respondents who agreed with the examination given by the nurse at Centro Saude Vera-Crus were satisfied. As many as 23 (59%) were married, and the rest were unmarried.

***Respondents' satisfaction with the doctor's examination by marital status group***

Most of the respondents, namely 39 (65%), stated that they agreed that the examination given by the Doctor at Centro Saude Vera-Crus was satisfactory and in accordance with the patient's perspective. This means that respondents who agreed that the examination given by the doctor was satisfactory at Centro Saude Vera-Crus, as many as 24 (62%) were married, and the rest were unmarried.

***Respondents' satisfaction at a time by the marital status group***

The majority of respondents, 58 (97%), stated that they agreed with the service delivery time at Centro Saude Vera-Crus according to the schedule and the patient's perspective. This means that respondents who agreed to the medical services provided at Centro Saude Vera-Crus were satisfied; as many as 38 (97.4%) were married, and the rest were unmarried

***Respondents' satisfaction with complaints by marital status group***

Most of the respondents, 59 (98.3%), stated that they agreed with the complaints from patients at Centro Saude Vera-Crus and that there was a quick response in accordance with the patient's perspective. This means that respondents who agreed that complaints from patients at Centro Saude Vera-Crus received a quick response; as many as 23 (59%) were married, and the rest were unmarried.

***Respondents to nurses' actions by marital status group***

Most of the respondents, 58 (96.7%), stated that they agreed that in an emergency, the medical treatment taken by nurses at Centro Saude Vera-Crus was quick and in accordance with the patient's expectations. This means that respondents who agreed that in an emergency, the medical action taken by nurses at Centro Saude Vera-Crus was fast, as many as 38 (97.4%), were married, and the rest were unmarried.

***Respondents' satisfaction with doctors' actions by marital status group***

The majority of respondents, 58 (96.7%), stated that they agreed when in an emergency, the medical measures taken by the Doctor at Centro Saude Vera-Crus were quick and in accordance with the patient's expectations. This means that respondents who agree that in an emergency, the medical action taken by the doctor at Centro Saude Vera-Crus quickly as many as 38 (97.4%) are married, and the rest are unmarried.

***Respondents' satisfaction with the ability to provide incentives according to marital status group***

Most of the respondents, 57 (95%), agreed that pharmacy officers gave good explanations at Centro Saude Vera-Crus in accordance with patient expectations. This means that 39 (100%) of those who agreed that pharmacy officers gave good explanations at Centro Saude Vera-Crus were married, and the rest were unmarried.

***Respondents' satisfaction with nurses' politeness by marital status group***

Most of the respondents, namely 58 (96.7%), stated that they agreed with the nurses at Centro Saude Vera-Crus to serve politely, according to the patient's perspective. This means that respondents who agreed that nurses at Centro Saude Vera-Crus served well 38 (97.4%) were married, and the rest were unmarried.

***Respondents' satisfaction with doctors' politeness according to marital status group***

Most of the respondents, namely 59 (98.3%), stated that they agreed with the doctor's service politely and in accordance with the patient's perspective at Centro Saude Vera-Crus.

This means that of respondents who agreed that the Doctor at Centro Saude Vera-Crus served well and politely, as many as 38 (97.4%) were married, and the rest were unmarried.

#### ***Respondents' satisfaction with nurses' communication by marital status group***

Most of the respondents, 58 (96.7%), stated that they agreed with the nurses' communication at Centro Saude Vera-Crus well and in accordance with the patient's perspective. This means that 38 (97.4%) respondents who agreed with nurse communication well and according to patient expectations at Centro Saude Vera-Crus were married, and the rest were unmarried.

#### ***Satisfaction of respondents on physician communication by marital status group***

Most of the respondents, 59 (98.3%), stated that they agreed with the doctor's communication well and in accordance with the patient's perspective at Centro Saude Vera-Crus. This means that the respondents who agreed with the Doctor's communication well and according to the patient's expectations, as many as 38 (97.4%), were married, and the rest were unmarried.

#### ***Respondents' satisfaction with nurses' attention by marital status group***

Most of the respondents, 58 (96.7%), stated that they agreed with the sympathetic and patient-oriented attention of the nurses at Centro Saude Vera-Crus. This means that respondents who agreed with the attention of nurses at Centro Saude Vera-Crus with sympathy and according to the patient's expectations, as many as 38 (97.4%), were married, and the rest were unmarried.

#### ***Respondents' satisfaction with the attention of doctors by marital status group***

Most of the respondents, 58 (96.7%), stated that they agreed with the Doctor's attention, which was sympathetic and in accordance with the patient's perspective at Centro Saude Vera-Crus. This means that respondents who agreed with the attention of the Doctor at Centro Saude Vera-Crus with sympathy and according to the patient's expectations, as many as 38 (97.4%) were married, and the rest were unmarried.

### **Drawing conclusions from the relationship of indicators to marital status groups**

#### ***Tangible-Room, Hygiene, and Medical Equipment***

The results of the analysis of the cross table above show that the relationship between direct evidence and the marital status group were of the three indicators studied, namely the availability of room, hygiene, and medical equipment between the married group, namely 39 respondents and the unmarried 21 respondents. The results showed that most of the married groups said that the hygiene room and medical equipment at Centro Saude Vera-Crus were good and in line with the patient's expectations.

#### ***Reliable-Accurate, Satisfaction, Character, and Nurse-Doctor Examination***

The analysis of the cross table above shows that the relationship between Reliable or reliability to the marital status group was from the indicators studied, namely accuracy, Satisfaction, Character, and Nurse-Doctor Examination between the married group, namely 39 respondents, and the unmarried 21 respondents. The results showed that most of the married

group said that the Accuracy, Satisfaction, Character, and Nurse-Doctor Examination at Centro Saude Vera-Crus were good and in line with the patient's expectations.

#### ***Responsives-Time, Complaints, and Actions of Nurse-Physicians***

The results of the analysis of the cross table above show that the relationship between responsiveness or responsiveness to the marital status group where from the indicators studied, namely Time, Complaints, and Actions of nurse doctors, between the married group, namely 39 respondents, and the unmarried 21 respondents. The results showed that most of the married groups said that the time, complaints, and actions of the nurse-doctors at Centro Saude Vera-Crus were good and in line with the patient's expectations.

#### ***Assurance-Nurse and doctor ability, Nurse-doctor politeness***

The results of the analysis of the cross table above show that the relationship between Assurance or Guarantee to the marital status group where from the indicators studied, namely the ability of nurses and doctors, the politeness of nurse-doctors between the married group, namely 39 respondents and the unmarried 21 respondents. The results showed that most of the married groups said that the ability of nurses and doctors and the politeness of the nurse-doctors at Centro Saude Vera-Crus was good and in line with the expectations of patients.

#### ***Empathy-Communication and Nurse-Physician Attention***

The results of the analysis of the cross table above show that the relationship between Assurance or Guarantee to the marital status group where from the indicators studied, namely Communication and Attention of nurses and doctors between the married group, namely 39 respondents, and the unmarried 21 respondents. The results showed that most of the married group said that the nurse-doctor communication and attention at Centro Saude Vera-Crus was good and in line with the patient's expectations.

## **CONCLUSION**

Based on the overall results of the respondents' answers, it is evident that all the variables studied showed a very high level of satisfaction and agreement. Respondents indicated that the services received by patients at Centro Saude Vera-Crus Municipio Dili met their expectations. The correlation analysis between service indicators and respondents' marital status revealed that the majority of respondents from the married group were satisfied with aspects such as room availability, cleanliness, and medical equipment. Additionally, other indicators like reliability, responsiveness, competence, politeness, and empathy of medical staff were also rated positively by respondents, aligning with patient expectations. In conclusion, the community's perception of an issue can be a benchmark to describe the overall quality of services, even though it may not fully reflect the actual conditions.

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