

# Health Facility Readiness and Health Service Quality for Patient Satisfaction in Hautio Community Health Center, Hato-Builico Administrative Post, Ainaro Municipality, Year 2020

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**Abstract:-** Health service quality is the patient's perception of the right care according to the patient's perspective and wishes. Patient satisfaction means that the patient's wishes, hopes, and needs can be met satisfactorily. The objective of this research is to know about the relationship between Health Facility Readiness and Health Service Quality to Patient Satisfaction in Hautio Community Health Center, Hato-Builico Administrative Post, Ainaro Municipality. The research method used is a quantitative descriptive with a correlation descriptive approach, a research population of 50 patients, sample of 50 patients. The data analysis technique used to analyze the results of this research is multiple correlation analysis. The study found that Health Facility Readiness for patient satisfaction with value  $r = 0.85$ , and  $t_{table} > 8.117 > 1.677$ . And Quality of Health Services for patient satisfaction with value  $r = 0,50$ ,  $t_{table} > 1,677$ . And Multivariate analysis of the Health Facility Readiness and Quality of Health Services for patient satisfaction with value  $r = 0.70$ , and  $f_{count} > f_{table}$  or  $52.07 > 3.20$ . The study reveals a significant correlation between patient satisfaction, health facility readiness, and service quality at Hautio Community Health Center in Hato-Builico Administrative Post, Ainaro Municipality. It recommends that the government and the Ministry of Health complete health facilities and enhance medical staff's knowledge through tailored training and courses to provide comprehensive, high-quality care. This approach aims to meet patient needs and expectations.

**Keywords:** Facility, Quality, Satisfaction, and Patient.

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## I. INTRODUCTION

In the era of globalization, the government prioritizes providing quality health services to patients, the aspect of patient satisfaction becomes an indicator to measure the quality of health services. The quality of health services that are efficient and effective must have an integrated service and be linked to various aspects, such as improving health

care facilities, increasing knowledge of quality human resources, and improving the management of hospital and health institution services, to correspond to patient satisfaction. [1]

Quality services become a measure and indicator of the progress of the Institution through the service of providing health care to patients, to define the ownership of services

through various means, through planning, implementation, and evaluation of the quality of services. Satisfaction is a feeling of happiness or sadness that arises after comparing the perception or impression of the performance or result of a product with its desires. Patient satisfaction means that the patient's wishes, hopes, and needs can be met. [2].

The five-year government program that has been approved by the national parliament in the area of health that pays attention to parts such as; general health objectives, provision of primary health services, provision of hospital health services, infrastructure in the health sector, management and distribution of medicines and medical equipment, medical emergencies, management and administration of the health sector, and human resources. The government's national policy on the health sector is set out in the national health strategic plan 2011-2030 for all Timorese to have access to health, to maintain the vision of a "Healthy Timor-Leste". [3].

Current legislation (Decree-Laws 11/2012 and 38/2016) provides for 3 levels of hospitals: National, Regional, and Municipal. In addition to Baucau, the other four, until legislation comes into force, are considered reference hospitals covering one or more municipalities (e.g., Maubisse hospital covers Manufahi, Ainaro, and parts of Aileu and Oecusse, Covalima and Maliana offer services essentially to the municipalities in which they are located). The Reference Hospital has five departments: Internal Medicine and Paediatrics, Surgery, Obstetrics and Gynecology, Anesthesia and Operating theatre, Emergency (A&E) and OPD (outpatient care), and Clinical Support (including laboratory, radiology, pharmacy, physiotherapy, and nutrition). In addition to the Baucau Regional Hospital, which has 74 beds, the four Reference Hospitals each have 24 beds. [4].

Health is a basic human need that is fundamental to the successful functioning of individuals and society. It contributes to individual productivity and improves the quality of life for each individual, family, community, and nation. Based on the Constitution of the RDTL, article 57, 1) The State recognizes that everyone has the right to health, medical and sanitary assistance, and the duty to defend and promote this right. 2) The State shall provide and establish national universal health services for all, according to its ability, free of charge, by law. 3) The national health service must be available in many places, not just in one place, so that everyone can participate. Health facilities are a means or mechanism for health personnel used to ensure a good and fast health care effort, so as to increase the productivity of services for the treatment of patients. [5].

Data on patients who went for treatment at Hautio Community Health Center in 2018 amounted to 978 patients, in 2019 amounted to 989 patients, and 2020 from January to May amounted to 479 patients. There are 29 health personnel working in the Hautio Community Health Center, composed of 1 chief, 4 doctors, 4 midwives, 5 nurses, 3 nurse assistants, 2 pharmacists, 2 analysts, 3 drivers, 3 waiters, 1 TB assistant, and 1 malaria program

assistant. Hautio Community Health Center has less infrastructure, medical equipment will be less, and communication affects patients during treatment. Based on the background described above, the author is interested in conducting research entitled "Relationship between Health Facility Readiness and Health Service Quality for Patient Satisfaction in Hautio Community Health Center, Hato-Builico Administrative Post, Ainaro Municipality, 2020". [6]

## II. RESEARCH METHODS

The research method used is a quantitative descriptive design with a correlational approach. Research is a process that goes through a planned and systematic sequence in order to obtain answers to questions. [7] This research was conducted at Hautio Community Health Center, Hato-Builico Administrative Post, Ainaro Municipality, with a duration of three weeks from October 2020. The population of this research is 50 patients, and the sample in this research is 50 patients, using incidental sampling techniques. Incidental Sampling is a method of collecting data based on patients that the researcher encountered in the research site can be used as a sample or respondent. The data analysis technique used to analyze the results of this research is the multiple correlation analysis technique. Its function is to find the strength of the relationship between the independent variables (health facility readiness and quality of health services with the dependent variable (patient satisfaction)).

## III. RESULTS AND DISCUSSION

The results of the multiple correlation statistical test showed that there is a significant relationship between the readiness of health facilities and patient satisfaction, with a value of  $=0.64$ , and the results of the table  $>$  table or  $8.117 >$   $1.677$ , and the hypothesis test showed that we accept **H<sub>a</sub>** and reject **H<sub>0</sub>**. Health Facility Readiness refers to the extent to which a healthcare facility is prepared to provide services, which includes the availability of infrastructure, equipment, medicines, trained personnel, and standard operating procedures.

Based on research results from [8] The Relationship between Tangible Dimensions and Patient Satisfaction in Lepo-Lepo Health Center Health Services in 2021 Health Service Facility is a place used to organize health service efforts, whether promotive, preventive, curative, or rehabilitative, carried out by the local government and/or the community. Community Health Center, hereinafter referred to as Public Health Center, is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts, to achieve the highest degree of public health in its working area. Health services are efforts provided by the Public Health Center to the community, including planning, implementation, evaluation, recording, and reporting, and are outlined in a system. The Public Health Center has the task of implementing health policies to achieve health development goals in its working areas in order to support the realization of a healthy sub-district.

The conclusion is that fewer health facilities can influence patient satisfaction. There is a significant relationship between the quality of health services and patient satisfaction, with a value of  $=0.50$ , and the results are  $4.6 > 1.677$ , and the hypothesis test shows that we accept **H<sub>a</sub>** and reject **H<sub>0</sub>**. Health Service Quality includes aspects such as timeliness, professionalism of staff, communication, safety, and the degree of responsiveness to patient needs.

Based on research results from [9] Nearly nine in ten of HCPs (87.8%, 95% CI 85%–90%) had adequate knowledge about COVID-19. The most common signs and symptoms of COVID-19 mentioned by the participants were fever (735, 96.1%), coughing (718, 93.9%), and difficulty breathing (720, 94.1%). Contact with COVID cases was mentioned by 713 (93.2%) participants as a means of disease transmission. A majority agreed that maintaining handwashing (733, 95.8%) helps to prevent COVID-19 transmission. The most commonly mentioned high-risk groups were people with chronic diseases, 723 (94.5%). Eight of ten (81.8%, n=626) participants answered correctly regarding the incubation period (1–14 days). The conclusion is that poor quality of health services can influence patient satisfaction. There is a significant relationship between the readiness of health facilities and the quality of health services for patient satisfaction, with a value of  $=0.52$ , and the results of  $f_{count} > f_{table}$  or  $52.07 > 3.20$ , and the hypothesis test showed that we accept **H<sub>a</sub>** and reject **H<sub>0</sub>**. The conclusion is that low health facility readiness and poor quality of health services may influence patient satisfaction. Patient Satisfaction is a key indicator of health system performance and reflects the patient's perceived experience of care. According to [10] Patient satisfaction is influenced by factors like service quality, accessibility, and personal experience, which significantly affect the choice between private and public healthcare facilities. Factors affecting healthcare quality include technical competence, access, effectiveness, and interpersonal relationships. To achieve patient satisfaction, it is necessary to increase standards in maintaining the quality of hospital services, which refers to the quality of health services and facilities, to meet patient satisfaction. [11].

Implementing laws and regulations as a form of national intervention or policy to regulate and monitor occupational safety and health in company activities. The law specifically stipulates that companies must conduct periodic health checks based on the nature of the work given to workers. [12].

#### IV. CONCLUSIONS AND RECOMMENDATIONS

The findings of this study demonstrate a significant and positive relationship between health facility readiness and patient satisfaction, with health service quality serving as a key mediating factor. Facilities that are better equipped both in terms of infrastructure and human resources tend to deliver higher quality services, which in turn leads to increased levels of patient satisfaction. The study highlights that health facility readiness alone is not sufficient; it must be accompanied by effective service delivery practices such as timely care, clear communication, respectful treatment,

and clinical competence. When both structural and service quality components are strong, patient trust and satisfaction improve markedly. Therefore, to improve patient satisfaction, healthcare systems must invest in both readiness (such as supplies, equipment, and trained personnel) and in enhancing service delivery quality. A holistic approach that integrates infrastructure development with service excellence will ensure that patients not only receive care but feel valued and well-cared for in the process.

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