

ABSTRACT

The existence of LGBT+ people in Indonesia has become so immune to facing discrimination against them in their daily lives, including when LGBT+ people are accessing healthcare services. Therefore, this study aims to underscore a deeper understanding of how LGBT+ people act toward various streams of discrimination in the form of complaint behavior. The research aims to discover a new format revolving around the complaint behavior theory that is unique and is found in the behaviors of LGBT+ people. The method used for achieving these goals is using phenomenological methods to discover the complexity of LGBT+ people's lives, using the data collection method of a semi-structured interview. Four participants were willing to collaborate in this study. Based on the result of this study, it can be concluded that there are four complaint behaviors, namely; voice, exit, loyalty, and resilience, and this research also found four determinants of the complaint behavior of LGBT+ people; perception of service quality, past experience, individual comprehension of the local culture, and future implications. These elaborated results in this research then emphasize the need for the public, government, and healthcare settings to consider the related matter to improve their inclusivity and service quality.

Keywords: LGBT+ People, Complaint Behavior, Discriminations, Healthcare Settings, Service Quality