

TABLE OF CONTENTS

UNDERGRADUATE THESIS PROPOSAL	0
ACKNOWLEDGEMENT	1
TABLE OF CONTENTS	3
ABSTRACT	4
CHAPTER I:	6
INTRODUCTION	6
1.1. Research Background	6
1.2. Research Question	9
1.3. Research Purpose and Benefit	9
CHAPTER II:	10
LITERATURE REVIEW	10
2.1. Complaint Behavior	10
2.2. Determinants of Complaint Behavior	13
2.3. Conceptual Framework	14
CHAPTER III:	15
RESEARCH METHODOLOGY	15
3.1. Research Type	15
3.2. Data Collection Techniques	16
3.2.1. Data Collection Methods	16
3.2.2. Participants' Interview Session	18
3.2.3. Interview Procedure	20
3.3. Data Analysis	20
CHAPTER IV:	22
THE LIVED EXPERIENCES OF LGBT+ PEOPLE	22
4.1. Narrative 1: Seno's Lived Experience	23
4.1.1. Meeting Seno	23
4.1.2. People v.s. Seno	24
4.1.3. Health Background	25
4.1.4. Discriminatory Act	25
4.1.5. Precautions and Postcautions	26
4.1.6. Summary	27
4.2. Narrative 2: Yana's Lived Experience	27
4.2.1. Meeting Yana	27
4.2.2. People v.s. Yana	28
4.2.3. Health Background	29
4.2.4. Discriminatory Act(s)	30
4.2.5. Precautions and Postcautions	31
4.2.6. Summary	32



4.3. Narrative 3: Jelita's Lived Experience	32
4.3.1. Meeting Jelita	32
4.3.2. People v.s. Jelita	33
4.3.3. Health Background	34
4.3.4. Discriminatory Act(s)	35
4.3.5. Precautions and Postcautions	36
4.3.6. Summary	36
4.4. Narrative 4: Jason's Lived Experience	37
4.4.1. Meeting Jason	37
4.4.2. People v.s. Jason	38
4.4.3. Health Background	39
4.4.4. Discriminatory Act(s)	39
4.4.5. Precautions and Postcautions	41
4.4.6. Summary	42
CHAPTER V:	43
DYNAMIC UNDERSTANDING OF LGBT+ PEOPLE'S COMPLAINT BEHAVIOR	43
5.1. Behavioral Pattern Prior and Post Receiving Health Care Services	43
5.2. The Complaint Behavior of LGBT+ People	45
5.2.1. Recognition In Freedom Of Expression	45
5.2.2. Exit With Given Choice	46
5.2.3. Loyalty	47
5.2.4. Resilience as Defense	47
5.3. The Determinants of LGBT+ People's Complaint Behavior	48
5.3.1. Perception of Service Quality	48
5.3.2. Past Experience	49
5.3.3. Individual Comprehension of the Local Culture	50
5.4.4. Future Implications	51
CHAPTER VI:	52
UNPACKING THE EMPIRICAL FINDINGS	52
6.1. Complaint Behavior	52
6.2. Determinants of the Complaint Behavior	57
6.3. Policy Recommendation	62
CHAPTER VII:	62
CONCLUSION AND RESEARCH IMPLICATION	62
REFERENCES	65
APPENDIX A: RECRUITMENT MESSAGE TO POTENTIAL RESPONDENTS	71
APPENDIX B: INTERVIEW QUESTIONS GUIDELINE	72