Abstract: The quantitative and qualitative methods of research designs were employed in this study. It aimed to determine the status of operation and delivery of health services of the Laoag City General Hospital (LCGH) in terms of facilities and equipment, financing mechanism, research, and human resource development. The study also evaluated the delivery of health services along the components such as ease of access, treatment procedures, food services, personnel/attendants, physical facilities, housekeeping, billing/finance, and pharmacy and supplies. Further, it elicited the satisfaction level of the patient- and watcher-respondents as to convenience, quality, human relations, security, and coordination and information.

Patients and watchers of the hospital for the month of March 2016 composed the population of the study. There were 15 section/unit/division heads of the hospital that were also included as respondents. The survey questionnaire used to gather data was adopted and modified from the studies of Meechai (2005) and Sarkeaw (2003). Data gathered were analyzed and interpreted through descriptive statistics such as weighted mean and inferential statistics.

Results show that hospital staff was very satisfied on the delivery of health services of the facility including logistics and other support needs were effectively delivered. Further, the performance of health personnel including doctors and nurses were very satisfactory. However, LCGH does not put a high premium in conducting relevant research in accordance to the research agenda of the Department of Health. Overall services of the LCGH had been responsive to the demands of the patients and watchers.

Moreover, the patients of the LCGH were highly satisfied in the services they need. Likewise, the high satisfaction rating revealed that overall operation of the LCGH conforms to the standards and expectations of the patients in terms of health service delivery. The need to understand the
level of expectations about quality health service particularly along professionalism and ethics of personnel and attendants as well as the strategy to be used and the feedback mechanism guarantee a high satisfaction from the patients of a public health institution. Patients and watchers have the same predisposition on the status of hospital operation along health facility and equipment, as well as satisfaction level on the overall operation of the LCGH.