POLITEKNIK KESEHATAN TANJUNGKARANG
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Gambaran Tingkat Kepuasan Makanan Biasa Pada Pasien Rawat Inap di RSUD Alimuddin Umar Lampung Barat Tahun 2023

xiii + 46 halaman + 16 tabel, 2 gambar, 7 lampiran

ABSTRAK

Kepuasan pasien merupakan suatu tingkat yang dirasakan pasien setelah diberikan pelayanan kesehatan yang dibandingkan dengan harapan yang diinginkan (Engkus, 2019). Apabila keinginan dan kebutuhan pasien selalu mendapat perhatian maka akan memberi pengaruh terhadap kepuasan pasien. di RSU kota Semarang menunjukkan sebanyak 92,6% tidak puas dengan rasa makanan pagi. Hasil penelitian di RS Puri Cinere menunjukkan bahwa 60% pasien menilai rasa makanan cukup puas ,53% responden cukup puas terhadap penampilan makanan, 56% waktu distribusi tidak puas.

Jenis penelitian ini adalah penelitian deskriptif untuk mengetahui gambaran kepuasan pasien pada penampilan, rasa, peralatan dan waktu distribusi makan pagi di RSUD Alimuddin Umar Lampung Barat 2023. Penelitian ini dilakukan dengan metode wawancara menggunakan kuisioner dengan responden. Analisis yang dilakukan adalah univariat.

Hasil penelitian di RSUD Alimudin Umar Lampung Barat menilai kepuasan penampilan makanan dengan skor 91.8% termasuk kategori puas, rasa makanan dengan skor 96.3% termasuk kategori puas, waktu distribusi makanan dengan skor 75.4% termasuk kategori tidak puas dan kebersihan peralatan dengan skor 96.8% termasuk kategori puas.

Kesimpulan dari penelitian ini adalah pada penampilan, rasa dan kebersihan peralatan temasuk kategori puas sedangkan pada waktu diatribusi makanan termasuk kategori tidak puas. Saran bagi instalasi gizi lebih memperhatikan lagi pada saat proses penggolahan makanan lebih lama lagi dan saat penggunaan bumbu lebih diperhatikan jumlahnya dan lebih menekankan lagi kepada pramusaji agar datang tepat waktu saat pendistribusian makanan.

Kata kunci   : Kepuasan, ketepatan, penampilan, peralatan, rasa makanan.
Kespustakaan : 49 (2010-2022)

HEALTH POLYTECHNIC OF TANJUNGKARANG
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Description of the Satisfaction Level of Ordinary Foods for Inpatients at Alimuddin Umar Hospital, West Lampung in 2023.

xiii + 46 pages + 16 tables +, 2 pictures, 7 attachments

ABSTRACT

Patient satisfaction is a level felt by patients after being given health services compared to the desired expectations (Engkus, 2019). If the wishes and needs of the patient always receive attention, it will have an influence on patient satisfaction. in RSU Semarang city showed that 92.6% were dissatisfied with the taste of breakfast food. The results of the study at Puri Cinere Hospital showed that 60% of patients rated the taste of the food quite satisfied, 53% of respondents were quite satisfied with the appearance of the food, 56% of the distribution time were dissatisfied.

This type of research is a descriptive study to describe patient satisfaction in appearance, taste, equipment and breakfast distribution time at Alimuddin Umar Hospital, West Lampung 2023. This research was conducted using an interview method using a questionnaire with respondents. The analysis performed was univariate.

The results of the study at the Alimudin Umar Hospital in West Lampung assessed the satisfaction of food appearance with a score of 91.8% including the satisfied category, food taste with a score of 96.3% including the satisfied category, food distribution time with a score of 75.4% including the dissatisfied category and equipment cleanliness with a score of 96.8% including the category satisfied.

The conclusion of this study is that the appearance, taste and cleanliness of the equipment are in the satisfied category, while at the time of food distribution, they are in the dissatisfied category. Suggestions for nutrition installations to pay more attention to the process of food processing and when using seasonings and to put more emphasis on waiters so that they arrive on time when distributing food.

Library: statisfaction, accuracy, appearance, preparation,teste of food
Keywords   : 49 (2010-2022)