

POLITEKNIK KESEHATAN TANJUNGPUR
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Desfitri Nurmal

Gambaran Kepuasan Pasien Rawat Inap Kelas III Terhadap Penyajian dan Variasi Menu Makanan Lunak di RSUD Dr. H. Abdul Moeloek Provinsi Lampung

xiv + 75 halaman + 8 tabel, 21 gambar, 8 lampiran

ABSTRAK

Penyajian makanan merupakan salah satu hal terpenting guna memberikan rasa kepuasan kepada pasien. Beberapa masalah yang seringkali terjadi berkaitan dengan kepuasan pasien terhadap makanan yang disajikan salah satunya adalah jenis makanan yang dihidangkan berkali-kali dalam jangka waktu yang singkat sehingga menyebabkan pasien merasa bosan, oleh karena itu perlu adanya variasi menu pada tiap kali penyajian. Berdasarkan hasil penelitian Nareswara (2017) di RSUD Kota Semarang menunjukkan sebanyak 92,6% responden tidak puas dengan rasa makanan, 53,7% tidak puas dengan penampilan makanan, 81,5% tidak puas terhadap variasi menu. Dampak yang akan terjadi dari hasil penelitian tersebut adalah turunnya citra rumah sakit, selain itu juga dapat mempengaruhi kesehatan pasien. Penelitian ini bertujuan untuk mengetahui gambaran kepuasan pasien rawat inap kelas III terhadap penyajian dan variasi menu makanan lunak di RSUD Dr. H. Abdul Moeloek Provinsi Lampung.

Penelitian ini merupakan penelitian deskriptif kuantitatif. Pengambilan sampel pada penelitian ini ditentukan menggunakan teknik *accidental sampling* dengan jumlah 53 responden yang terdiri dari pasien rawat inap kelas III. Variabel yang diteliti dalam penelitian ini adalah kepuasan pasien, penyajian makanan dan variasi menu. Analisis data dilakukan secara distribusi frekuensi berupa tabel.

Survey kepuasan yang dilakukan menghasikan sebanyak 40 orang (75,5%) diantaranya merasa puas dengan penyajian makanan yang sesuai dengan jadwal, 44 orang (83%) menyatakan puas terhadap petugas yang menerapkan 5S dan petugas yang bersikap ramah, sebanyak 50 orang (94,3%) menyatakan puas terhadap kebersihan peralatan makan, 41 orang (77,4%) menyatakan puas terhadap variasi menu yang disajikan.

Instalasi gizi bisa mempertahankan kepuasan pasien terhadap pelayanan gizi sesuai target yang ditentukan serta tetap melakukan survey berkala untuk mengetahui kepuasan pasien terhadap pelayanan gizi khususnya mengenai penyajian makan dan variasi menu.

Kata kunci : Kepuasan, makanan, menu, pasien, penyajian, variasi.
Daftar Bacaan : 27 (2013-2022)

TANJUNGPURBAN HEALTH POLYTECHNIC
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Description Of Class III Inpatient Satisfaction With Presentation And Variety Of Soft Food Menu At Rsud Dr. H. Abdul Moeloek Lampung Province

xiv + 75 pages + 8 tables, 21 pictures, 8 attachments

ABSTRACT

Food presentation is one of the most important things to provide a sense of satisfaction to patients. Some problems that often occur related to patient satisfaction with the food served, one of which is the type of food that is served many times in a short period of time, causing patients to feel bored, therefore it is necessary to vary the menu at each serving. Based on the results of research by Nareswara (2017) at Semarang City Hospital, it shows that 92.6% of respondents were not satisfied with the taste of food, 53.7% were not satisfied with the appearance of food, 81.5% were not satisfied with menu variations. The impact that will occur from the results of this study is the decline in the image of the hospital, besides that it can also affect the health of patients. This study aims to determine the description of the satisfaction of class III inpatients with the presentation and variety of soft food menus at Dr. H. Abdul Moeloek Hospital, Lampung Province.

This research is a quantitative descriptive research. Sampling in this study was determined using accidental sampling technique with a total of 53 respondents consisting of class III inpatients. The variables studied in this study were patient satisfaction, food presentation and menu variations. Data analysis was carried out by frequency distribution in the form of tables.

The satisfaction survey conducted resulted in as many as 40 people (75.5%) of whom were satisfied with the presentation of food according to schedule, 44 people (83%) stated that they were satisfied with officers who applied 5S and officers who were friendly, as many as 50 people (94.3%) stated that they were satisfied with the cleanliness of tableware, 41 people (77.4%) stated that they were satisfied with the variety of menus served.

The nutrition installation can maintain patient satisfaction with nutrition services according to the specified target and continue to conduct periodic surveys to determine patient satisfaction with nutrition services, especially regarding meal presentation and menu variations.

Keywords : Satisfaction, food, menu, patient, presentation, variety

Reference : 27 (2013-2022)