

THE LEVEL OF THIRD CLASS INPATIENT SATISFACTION WITH ANIMAL SIDE DISHES SERVED AT BOYOLALI'S PANDAN ARANG GENERAL HOSPITAL

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ABSTRACT

Introduction : Satisfaction is the level that determines where something determines the results between the product or service received. Satisfaction of inpatients at the hospital for food service, was announced: the accuracy of meal times, the appearance of officers, the taste of food, variety of menus, cleanliness of equipment, and other factors. If this food service is not in accordance with the wishes of patient, it can affect the level of patient satisfaction. Causing patients to be less satisfied with food at the hospital.

Purpose : This study aims to determine the patient's satisfaction of the taste and appearance of animal dishes presented.

Method : This study was an observational study with a cross-sectional study design. The research sample was animal side dishes presented at Boyolali District Hospital, with all third-class inpatients at Pandan Arang Boyolali District Hospital totaling 59 patients as respondents. The examination results were analyzed descriptively.

Result : Patient satisfaction with animal side dishes presented is as much as the majority of 50,91% patients are satisfied with animal side dishes, 61,82% are satisfied with animal side ingredients, 58,18% satisfied with animal side dishes, and 38,18% were satisfied with thw temperature of animal side dishes. Patient satisfaction on the appearance of animal side dishes presented is as much as the majority of 42,73% of patients were satisfied with animal side dishes, 65,45% were satisfied with animal side dishes, 71,82% were satisfied with the portion of animal side dishes, 75,45% were satisfied with the presentation of animal side dishes that arouse appetite.

Conclusion : The majority of patients satisfied with the taste of animal side dish served at Pandan Arang Boyolali District Hospital.

Keywords : Level of Satisfaction, Taste, Animal Dish.

**TINGKAT KEPUASAN PASIEN RAWAT INAP KELAS TIGA
TERHADAP CITA RASA LAUK HEWANI YANG DISAJIKAN DI RSUD
PANDAN ARANG BOYOLALI**

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ABSTRAK

Latar Belakang : Kepuasan adalah tingkat perasaan dimana seseorang menyatakan hasil perbandingan antara suatu produk atau jasa yang diterima dan sesuatu yang diharapkan. Kepuasan pasien rawat inap di rumah sakit terhadap pelayanan makanan, meliputi: ketepatan waktu makan, penampilan petugas, cita rasa makanan, variasi menu, kebersihan alat, dan faktor-faktor lainnya. Apabila pelayanan makanan tersebut tidak sesuai dengan keinginan pasien maka dapat mempengaruhi tingkat kepuasan pasien. Sehingga pasien menjadi kurang puas dengan pelayanan makanan di rumah sakit tersebut.

Tujuan : Penelitian ini bertujuan untuk mengetahui kepuasan pasien terhadap rasa dan penampilan lauk hewani yang disajikan

Metode : Penelitian ini merupakan penelitian observasional dengan desain penelitian *cross-sectional*. Sampel penelitian adalah lauk hewani yang disajikan di RSUD Boyolali, dengan semua pasien rawat inap kelas tiga di RSUD Pandan Arang Boyolali yang berjumlah 59 pasien sebagai responden. Hasil pemeriksaan dianalisis secara deskriptif.

Hasil : Kepuasan pasien terhadap rasa lauk hewani yang disajikan yaitu mayoritas 50,91% pasien puas dengan aroma lauk hewani, 61,82% puas dengan bumbu lauk hewani, 58,18% puas dengan tekstur lauk hewani, dan 38,18% puas dengan suhu lauk hewani. Kepuasan pasien terhadap penampilan lauk hewani yang disajikan yaitu mayoritas 42,73% pasien puas dengan warna lauk hewani, 65,45% puas dengan bentuk lauk hewani, 71,82% puas dengan porsi lauk hewani, 75,45% puas dengan penyajian lauk hewani yang tertutup, dan 49,09% puas dengan penyajian lauk hewani yang menggugah selera makan.

Kesimpulan : Mayoritas pasien puas terhadap cita rasa lauk hewani yang disajikan di RSUD Pandan Arang Boyolali.

Kata Kunci : Tingkat Kepuasan, Cita Rasa, Lauk Hewani