

LEVEL OF SATISFACTION OF CLASS 3 SURGICAL WARD INPATIENTS WITH THE TASTE OF ANIMAL AND VEGETABLE SIDE DISHES OF REGULAR MEALS AT RSUD PANEMBAHAN SENOPATI

Wulan Tri Rosmaliasari¹ Tjarono Sari² Lastmi Wayansari³
¹²³ Department of Nutrition Poltekkes Kemenkes Yogyakarta
Jl. Tatabumi No.3, Banyuraden, Gamping, Sleman
email: Rosmaliawulan@gmail.com

ABSTRACT

Background : Patient satisfaction is a reflection of feelings that arise after comparing expectations with the reality received, especially in terms of services provided. For inpatients in hospitals, one important aspect that affects satisfaction is food service. Factors such as the timeliness of serving, the attitude and appearance of the staff, the taste of the food, the variety of menus, to the cleanliness and completeness of cutlery, are the main determinants in shaping patient perceptions of the quality of these services. If these aspects are not met properly, then there is a high probability that patients will feel dissatisfied. This dissatisfaction can have an impact on the general assessment of hospital services as a whole.

Objective : This study aims to evaluate the level of patient satisfaction with the taste and appearance of animal side dishes and vegetable side dishes served during hospitalization.

Methods : This research is an observational study with a cross-sectional design. Samples were animal side dishes and vegetable side dishes served at Panembahan Senopati Hospital, involving 16 patients as respondents. The data obtained were analyzed descriptively using a questionnaire with a satisfaction rating scale including aspects of color, shape, portion size, taste, aroma, texture, level of maturity, and temperature.

Results : The results showed that the taste aspect of animal side dishes was considered satisfied by 92% of patients, while the shape aspect was only 74%. In the texture aspect of vegetable side dishes, 97% of patients, while the color aspect was only 68%. In general, most patients were satisfied with various aspects of the taste of both animal and vegetable side dishes served.

Conclusion : The level of patient satisfaction with the taste of vegetable side dishes is 67% satisfied, and with the appearance of vegetable side dishes is 66% satisfied. The level of patient satisfaction with the taste of animal side dishes is 67% satisfied, and the appearance of animal side dishes is 67% satisfied.

Keywords : Satisfaction Level, Flavor, Animal Side Dishes, Vegetable Side Dishes

TINGKAT KEPUASAN PASIEN RAWAT INAP KELAS 3 BANGSAL BEDAH TERHADAP CITA RASA LAUK HEWANI DAN NABATI DI RSUD PANEMBAHAN SENOPATI

Wulan Tri Rosmaliasari¹ Tjarono Sari² Lastmi Wayansari³
¹²³Jurusan Gizi Poltekkes Kemenkes Yogyakarta
Jl. Tatabumi No.3, Banyuraden, Gamping, Sleman
email: Rosmaliawulan@gmail.com

ABSTRAK

Latar Belakang : Kepuasan pasien merupakan cerminan dari perasaan yang timbul setelah membandingkan antara harapan dengan kenyataan yang diterima, terutama dalam hal pelayanan yang diberikan. Bagi pasien rawat inap di rumah sakit, salah satu aspek penting yang memengaruhi kepuasan adalah pelayanan makanan. Faktor-faktor seperti ketepatan waktu penyajian, sikap dan penampilan petugas, cita rasa makanan, variasi menu, hingga kebersihan serta kelengkapan alat makan, menjadi penentu utama dalam membentuk persepsi pasien terhadap kualitas layanan tersebut. Apabila aspek-aspek ini tidak terpenuhi dengan baik, maka besar kemungkinan pasien merasa kurang puas. Ketidakpuasan ini bisa berdampak pada penilaian umum terhadap pelayanan rumah sakit secara keseluruhan.

Tujuan : Penelitian ini bertujuan untuk mengevaluasi tingkat kepuasan pasien terhadap cita rasa dan tampilan lauk hewani serta lauk nabati yang disajikan selama masa perawatan di rumah sakit.

Metode : Penelitian ini merupakan studi observasional dengan desain cross-sectional. Sampel berupa lauk hewani dan lauk nabati yang disajikan di RSUD Panembahan Senopati, dengan melibatkan 16 pasien sebagai responden. Data yang diperoleh dianalisis secara deskriptif menggunakan kuesioner dengan skala penilaian kepuasan mencakup aspek warna, bentuk, besar porsi, rasa, aroma, tekstur, tingkat kematangan, dan suhu.

Hasil : Hasil penelitian menunjukkan aspek rasa lauk hewani dinilai puas oleh 92% pasien, sedangkan aspek bentuk hanya 74%. Pada aspek tekstur lauk nabati 97% pasien, sedangkan aspek warna hanya 68%. Secara umum, sebagian besar pasien merasa puas terhadap berbagai aspek Cita Rasa baik pada lauk hewani maupun lauk nabati yang disajikan

Kesimpulan : Tingkat kepuasan pasien terhadap rasa lauk nabati yaitu 67% puas, dan terhadap penampilan lauk nabati yaitu 66% pasien puas. Tingkat kepuasan pasien terhadap rasa lauk hewani yaitu 67% puas, dan terhadap penampilan lauk hewani yaitu 67% pasien puas.

Kata Kunci : Tingkat Kepuasan, Cita Rasa, Lauk Hewani, Lauk Nabati