

GAMBARAN TINGKAT KEPUASAN PASIEN *POSTPARTUM* TERHADAP MENU MAKANAN YANG DISAJIKAN DI RSUD BAGAS WARAS KABUPATEN KLATEN

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ABSTRAK

Latar Belakang: Kepuasan pasien terhadap menu makanan merupakan indikator mutu pelayanan gizi rumah sakit. Pasien *postpartum* memerlukan asupan gizi adekuat untuk pemulihan luka dan produksi ASI. RSUD Bagas Waras Kabupaten Klaten sebagai rumah sakit tipe C memiliki misi pelayanan bermutu, namun belum diketahui gambaran kepuasan pasien *postpartum* terhadap menu makanan.

Tujuan: Mengetahui gambaran tingkat kepuasan pasien *postpartum* terhadap menu makanan yang disajikan di RSUD Bagas Waras Kabupaten Klaten.

Metode: Penelitian observasional deskriptif dengan desain cross-sectional pada 18 pasien *postpartum*. Penelitian dilakukan di RSUD Bagas Waras Kabupaten Klaten, pada periode penelitian tanggal 26-31 Januari 2026. Data Tingkat kepuasan pasien *postpartum* terhadap menu makanan yang disajikan di RSUD Bagas Waras Kabupaten Klaten dikumpulkan menggunakan dan dianalisis secara deskriptif.

Hasil: Tingkat kepuasan terhadap aspek rasa 76,62% (puas): rasa/bumbu 77,08%, suhu 75,00%, tekstur 77,78%. Aspek penampilan 77,69% (puas): warna 77,78%, bentuk/potongan 79,86%, aroma 75,69%, besar porsi 77,43%. Kepuasan keseluruhan 77,23% (puas). Aspek suhu dan aroma terendah. Menu hari ke-4 dan ke-5 nilai tertinggi, menu hari ke-2 dan ke-6 terendah.

Kesimpulan: Tingkat kepuasan pasien *postpartum* terhadap menu makanan di RSUD Bagas Waras Kabupaten Klaten termasuk kategori puas (77,23%). Instalasi gizi disarankan meningkatkan peralatan distribusi makanan dan evaluasi menu berkala.

Kata Kunci: Kepuasan pasien, *postpartum*, menu makanan, rumah sakit.

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DESCRIPTION OF THE LEVEL OF SATISFACTION OF *POSTPARTUM* PATIENTS WITH THE FOOD MENU SERVED AT BAGAS WARAS REGIONAL HOSPITAL, KLATEN REGENCY

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ABSTRACT

Background: Patient satisfaction with food menus is an indicator of the quality of hospital nutrition services. *Postpartum* patients require adequate nutritional intake for wound healing and breast milk production. RSUD Bagas Waras Klaten Regency as a type C hospital has a mission to provide quality health services, but the level of *postpartum* patient satisfaction with the food menu served is not yet known.

Objective: To describe the level of satisfaction of *postpartum* patients with the food menu served at RSUD Bagas Waras Klaten Regency.

Method: This was a descriptive observational study with a cross-sectional design involving 18 postpartum patients. The study was conducted at Bagas Waras Regional General Hospital (RSUD), Klaten Regency, between January 26 and January 31, 2026. Data regarding the postpartum patients' satisfaction levels with the food menu served at the hospital were collected and analyzed descriptively.

Results: Satisfaction with the taste aspect was 76.62% (satisfied): flavor/spices 77.08%, temperature 75.00%, texture 77.78%. Satisfaction with the appearance aspect was 77.69% (satisfied): color 77.78%, shape/cut 79.86%, aroma 75.69%, portion size 77.43%. Overall satisfaction was 77.23% (satisfied). Temperature and aroma were the lowest aspects. Menu cycles 4 and 5 received the highest scores, while cycles 2 and 6 received the lowest scores.

Conclusion: The level of satisfaction among postpartum patients regarding the food menu at Bagas Waras Regional General Hospital (RSUD), Klaten Regency, falls into the "satisfied" category (77.23%). It is recommended that the Nutrition Department upgrade food distribution equipment and conduct periodic menu evaluations.

Keywords: Patient satisfaction, *postpartum*, food menu, hospital.

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