

ABSTRAK

Mery Jesiska : Pengukuran Tingkat Kepuasan & Sisa Makanan Pasien Di Instalasi Gizi Rumah Sakit Patar Asih Lubuk Pakam. Skripsi. Program Studi Gizi. Pendidikan Kesejahteraan Keluarga. Fakultas Teknik. Universitas Negeri Medan. 2024.

Tingkat kepuasan pasien adalah tingkat perasaan seseorang setelah membandingkan kinerja (atau hasil) yang dia rasakan dibandingkan dengan harapannya. Tingkat kepuasan pasien di Rumah Sakit Patar Asih Lubuk Pakam masih tergolong rendah dan pasien masih banyak menyisakan makanan, hal tersebut menjadi permasalahan di rumah sakit patar asih lubuk pakam. Maka dari itu, tujuan adanya penelitian ini yaitu untuk mengetahui: (1) karakteristik pasien rawat inap di Rumah Sakit Patar Asih Lubuk Pakam; (2) tingkat kepuasan pasien rawat inap di Rumah Sakit Patar Asih dari 5 indikator yakni *tangibles* (wujud nyata), *reliability* (keandalan), *responsivenees* (kesigapan), *assurance* (asuransi) dan *emphaty* (empati); (3) analisis sisa makanan pasien rawat inap di Rumah Sakit Patar Asih Lubuk Pakam.

Penelitian ini menggunakan desain *cross sectional study*. Penelitian ini dimulai pada bulan Desember 2024. Populasi penelitian adalah pasien rawat inap selama 3 hari dari kelas I, II, dan III di Rumah Sakit Patar Asih Lubuk Pakam. Ukuran sampel penelitian sebanyak 46 sampel yaitu kelas I 15 pasien, kelas II 15 pasien, dan kelas III 16 pasien dan ditentukan dengan teknik pengambilan sampel yaitu *purposive sampling*. Analisis data tingkat kepuasan pasien diperoleh melalui pengisian kuesioner mengenai indikator kualitas pelayanan makanan dan data sisa makanan dengan cara menggunakan taksiran visual (*visual comstock*).

Hasil penelitian diketahui bahwa: (1) karakteristik responden pasien paling banyak adalah perempuan, usia pasien paling banyak adalah 21-29 tahun, pendidikan pasien paling banyak adalah pendidikan SMA, pekerjaan pasien paling banyak adalah wiraswasta, pendapatan pasien paling banyak adalah Rp 0 – Rp 2.000.000, kelas perawatan pasien paling banyak adalah kelas III. (2) tingkat kepuasan pasien aspek *tangibles* tidak puas sebanyak 19 orang (41,3%), aspek *reliability* cukup puas 27 orang (58,7%), aspek *responsivenees* cukup puas 20 orang (43,5%), aspek *assurance* cukup puas 22 orang (47,8%), aspek *emphaty* cukup puas 18 orang (39,1%). (3) sisa makanan pasien makanan pokok sebesar 64,2%, lauk hewani sebesar 54,6%, lauk nabati sebesar 10,6% dan sayuran sebesar 41,5% pasien masih banyak menyisakan makanan.

Kata Kunci : Pelayanan Makanan, Tingkat Kepuasan, Sisa Makanan

ABSTRACT

Mery Jesiska: Measuring the Level of Satisfaction & Food Waste of Patients in the Nutrition Installation of Patar Asih Hospital, Lubuk Pakam. Thesis. Nutrition Study Program. Family Welfare Education. Faculty of Engineering. State University of Medan. 2024.

Patient satisfaction level is the level of a person's feelings after comparing the performance (or results) that he feels compared to his expectations. The level of patient satisfaction at Patar Asih Hospital Lubuk Pakam is still relatively low and patients still leave a lot of food, this is a problem at Patar Asih Hospital Lubuk Pakam. Therefore, the purpose of this study is to determine: (1) the characteristics of inpatients at Patar Asih Hospital Lubuk Pakam; (2) the level of satisfaction of inpatients at Patar Asih Hospital from 5 indicators, namely tangibles, reliability, responsiveness, assurance and empathy; (3) analysis of leftover food for inpatients at Patar Asih Hospital Lubuk Pakam.

This study used a cross-sectional study design. This study began in December 2024. The study population was inpatients for 3 days from class I, II, and III at Patar Asih Hospital Lubuk Pakam. The sample size of the study was 46 samples, namely class I 15 patients, class II 15 patients, and class III 16 patients and was determined by a sampling technique, namely purposive sampling. Analysis of patient satisfaction level data was obtained by filling out a questionnaire regarding indicators of food service quality and food waste data using visual estimates (visual comstock).

The results of the study showed that: (1) the characteristics of the most patient respondents were women, the most patient age was 21-29 years, the most patient education was high school education, the most patient occupation was self-employed, the most patient income was Rp 0 - Rp 2,000,000, the most patient care class was class III. (2) the level of patient satisfaction in the tangibles aspect was dissatisfied by 19 people (41.3%), the reliability aspect was quite satisfied by 27 people (58.7%), the responsiveness aspect was quite satisfied by 20 people (43.5%), the assurance aspect was quite satisfied by 22 people (47.8%), the empathy aspect was quite satisfied by 18 people (39.1%). (3) The remaining staple food of patients was 64,2%, animal side dishes were 54,6%, vegetable side dishes were 10,6% and vegetables were 41,5% of patients still having a lot of food left over.

Keywords: Food Service, Satisfaction Level, Food Waste