**PROGRAM STUDI S1 GIZI**

**UNIVERSITAS PERINTIS INDONESIA**

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**FAKTOR-FAKTOR YANG MEMPENGARUHI KEPUASAN PASIEN TERHADAP PELAYANAN MAKANAN DI RUMAH SAKIT UNAND PADANG TAHUN 2023**

**(x + 90 halaman + 15 tabel + 2 gambar + lampiran)**

**ABSTRAK**

Tingkat kepuasan pasien rawat inap di Rumah Sakit Unand sesuai survey awal yang dilakukan terhadap 10 orang pasien, secara keseluruhan didapatkan 20% menyatakan puas dan 80% menyatakan tidak puas sedangkan tingkat kepuasan pasien rawat inap di suatu Rumah Sakit sesuai dengan Standar Pelayanan Minimal (SPM) dari Kementrian Kesehatan RI adalah minimal 90%. Penelitian ini bertujuan untuk mengetahui faktor-faktor yang mempengaruhi kepuasan pasien terhadap pelayanan makanan di Rumah Sakit Unand tahun 2023.

Jenis penelitian ini adalah penelitian kuantitatif menggunakan desain *cross sectional.* Penelitian ini dilakukan di Rumah Sakit Unand Padang pada bulan Januari 2024. Populasi adalah seluruh pasien di ruang rawat inap Rumah Sakit Unand Padang 1 bulan terahir yang berusia 17 tahun keatas dan memiliki diet biasa atau diet khusus kecuali diet makanan cair yang berjumlah 95 orang. Teknik sampel dalam penelitian ini adalah *accidental sampling.* Instrumen yang digunakan dalam penelitian ini yaitu kuesioner. Pengolahan data dilakukan secara komputerisasi dan dianalisis secara univariat dan bivariat menggunakan uji *chi-square*.

Hasil penelitian didapatkan 63,2% responden tidak puas terhadap pelayanan makanan di Rumah Sakit Unand, 61,1% aspek tangibles tidak bermutu, 53,7% reliability tidak bermutu, 51,6% responsive tidak bermutu, 55,8% assurance tidak bermutu, 63,2% empathy tidak bermutu, 60,0% responden banyak menyisakan makanan yang disajikan. Terdapat hubungan tangibles (wujud nyata), reliability (keandalan), responsiveness (kesigapan), assurance (jaminan), empathy (perhatian) dan sisa makanan dengan kepuasan pasien terhadap pelayanan makanan di Rumah Sakit Unand.

Kesimpulan dari hasil penelitian didapatkan masih banyak aspek pelayanan makanan di Rumah Sakit Unand yang tidak bermutu dan ketidakpuasan terhadap pelayanan makanan. Untuk itu diharapkan Rumah Sakit mempertahankan dan meningkatkan pelayanan yang dianggap perlu di prioritas utamakan seperti: Penyajian makanan di beri hiasan/garnish, makanan yang disajikan dalam kondisi tertutup dan sebagainya.

**Kata Kunci** : Kepuasan, Tangibles, Reliability, Responsive, Assurance, Empathy, Sisan Makanan

**Daftar Bacaan** : 2018-2022

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**FACTORS INFLUENCING PATIENT SATISFACTION WITH FOOD SERVICES IN HOSPITAL UNAND PADANG IN 2023**

**(X + 90 pages + 15 tables + 2 figures + attachments)**

**ABSTRACT**

The satisfaction level of inpatients at Unand Hospital is according to the initial survey conducted on 10 patients, overall it was found that 20% said they were satisfied and 80% said they were dissatisfied, while the satisfaction level of inpatients at a hospital was in accordance with the Minimum Service Standards (SPM). from the Indonesian Ministry of Health is a minimum of 90%. This research aims to determine the factors that influence patient satisfaction with food services at Unand Hospital in 2023.

This type of research is quantitative research using a cross sectional design. This research was conducted at Unand Padang Hospital in January 2024. The population was all patients in the inpatient room at Unand Padang Hospital in the last month who were 17 years of age or older and had a regular or special diet except a liquid diet, totaling 95 people. The sampling technique in this research is accidental sampling. The instrument used in this research was a questionnaire. Data processing was carried out computerized and analyzed univariately and bivariately using the chi-square test.

The research results showed that 63.2% of respondents were dissatisfied with the food service at Unand Hospital, 61.1% of the tangible aspects were not of good quality, 53.7% of the reliability was not of good quality, 51.6% of the responsiveness was not of good quality, 55.8% of the assurance was not of good quality , 63.2% of empathy is not of good quality, 60.0% of respondents leave a lot of food served. There is a relationship between tangibles, reliability, responsiveness, assurance, empathy and food waste with patient satisfaction with food services at Unand Hospital.

The conclusion from the research results was that there were still many aspects of food service at Unand Hospital that were of poor quality and dissatisfaction with food service. For this reason, it is hoped that hospitals will maintain and improve services that are deemed necessary and given priority, such as: Serving food decorated with decoration, food served covered and so on.

**Keywords** : Satisfaction, Tangibles, Reliability, Responsiveness, Assurance, Empathy, Food Waste

**Reading List** : 2018-2022