

ABSTRAK

ANANDA NATASYAH. Tingkat Kepuasan Pasien Terhadap Menu Harian di RSUD Dr. Achmad Mochtar Bukittinggi Tahun 2026. Dibimbing oleh Pembimbing 1 Irma Susan Paramita, S.Gz, M.Kes dan Pembimbing 2 oleh Dr. Lidya Novita, S.Si, M.Si

Kepuasan pasien terhadap menu harian merupakan salah satu indikator mutu pelayanan gizi di rumah sakit. Analisis kepuasan pasien penting dilakukan karena dapat digunakan sebagai bahan evaluasi kualitas makanan dan pelayanan makanan yang diberikan oleh instalasi gizi. Tingkat kepuasan pasien berkaitan dengan penerimaan makanan, asupan makan selama perawatan, serta dapat mendukung proses penyembuhan pasien. Penelitian ini bertujuan untuk mengetahui tingkat kepuasan pasien terhadap menu harian di RSUD Dr. Achmad Mochtar Bukittinggi Tahun 2026. Pengumpulan data dilakukan menggunakan kuesioner kepuasan pasien yang meliputi aspek kualitas makanan dan pelayanan makanan. Data dianalisis menggunakan skala Likert dan disajikan dalam bentuk tabel serta narasi. Hasil penelitian menunjukkan bahwa seluruh indikator kepuasan pasien berada pada kategori sangat puas dengan persentase berkisar antara 88,13% hingga 92,31%. Pada aspek kualitas makanan diperoleh persentase kepuasan terhadap tempat penyajian sebesar 88,13%, penampilan makanan 88,13%, aroma makanan 89,37%, rasa makanan 90%, tekstur makanan 88,13%, porsi makanan 88,13%, variasi menu 89,38%, dan suhu makanan 88,33%. Pada aspek pelayanan makanan diperoleh persentase kepuasan terhadap ketepatan waktu pemberian makanan sebesar 92,31%, penampilan petugas 91,25%, serta sikap dan ekspresi petugas 91,25%.

Kata kunci: kepuasan pasien, menu harian, pelayanan gizi

ABSTRACT

ANANDA NATASYAH. Patient of Satisfaction with Daily Menus at Dr. Achmad Mochtar Regional General Hospital Bukittinggi in 2026. Supervised by Irma Susan Paramita, S.Gz., M.Kes as Supervisor I and Dr. Lidya Novita, S.Si, M.Si as Supervisor II.

Patient satisfaction with daily menus is one of the indicators used to evaluate the quality of hospital nutrition services. Assessing patient satisfaction is important because it serves as an evaluation of the quality of food and food service provided by the hospital nutrition department. Patient satisfaction is associated with food acceptance, dietary intake during hospitalization, and may contribute to the patient's recovery process. This study aimed to determine the level of patient satisfaction with the daily menus provided at Dr. Achmad Mochtar Regional General Hospital Bukittinggi in 2026. Data were collected using a patient satisfaction questionnaire covering aspects of food quality and food service. The data were analyzed using a Likert scale and presented in tables and narrative form. The results showed that all patient satisfaction indicators were categorized as *very satisfied*, with satisfaction percentages ranging from 88.13% to 92.31%. Regarding food quality, the satisfaction percentages were 88.13% for serving utensils, 88.13% for food appearance, 89.37% for food aroma, 90.00% for food taste, 88.13% for food texture, 88.13% for portion size, 89.38% for menu variety, and 88.33% for food temperature. Regarding food service, the satisfaction percentages were 92.31% for the timeliness of meal delivery, 91.25% for staff appearance, and 91.25% for staff attitude and expression.

Keywords: patient satisfaction, daily menu, nutrition services.