

ABSTRAK

PARISYA HAYU SADINA. Tingkat Kepuasan Pasien Rawat Inap Terhadap Penyajian Menu Dan Variasi Menu Makanan Lunak RSUD Puri Husada Tembilahan. Dibimbing oleh Sri Mulyani dan Falinda Oktariani.

Pelayanan makanan merupakan bagian dari pelayanan gizi rumah sakit yang perlu memperhatikan penyajian dan variasi menu untuk meningkatkan kepuasan pasien. Penelitian ini bertujuan Mengetahui tingkat kepuasan pasien rawat inap terhadap penyajian menu dan variasi menu makanan lunak di RSUD Puri Husada Tembilahan. Penelitian ini menggunakan desain deskriptif kuantitatif dengan pendekatan cross-sectional. Sampel berjumlah 30 responden dengan teknik purposive sampling. Hasil penelitian sebagian besar responden berada pada kategori puas terhadap penyajian menu dan variasi menu makanan lunak. Pada penyajian menu, kepuasan tertinggi terdapat pada keramahan petugas (90%) dan terendah pada petugas menggunakan APD (60%). Sedangkan variasi menu sebagian besar responden memberikan penilaian puas terhadap variasi menu selingan (76,6%) dan terendah pada variasi menu makanan pokok, lauk hewani dan lauk nabati (70%). Berdasarkan hasil penelitian dapat disimpulkan bahwa sebagian besar pasien rawat inap merasa puas terhadap penyajian menu dan variasi menu makanan lunak di RSUD Puri Husada Tembilahan

Kata kunci : kepuasan pasien, penyajian menu, variasi menu, makanan lunak, rumah sakit.

ABTRACT

PARISYA HAYU SADINA. Inpatient Satisfaction Levels with the Menu Presentation and Variety of Soft Foods at Puri Husada Tembilahan Regional Hospital. Supervised by Sri Mulyani and Falinda Oktariani.

Food service is a component of hospital nutritional care that requires attention to menu presentation and variety to enhance patient satisfaction. This study aimed to determine the level of satisfaction among inpatients regarding the presentation and variety of soft food menus at RSUD Puri Husada Tembilahan. A quantitative descriptive design with a cross-sectional approach was employed. The sample consisted of 30 respondents selected via purposive sampling. The results indicated that the majority of respondents were satisfied with the presentation and variety of the soft food menus. Regarding menu presentation, the highest satisfaction was noted regarding staff friendliness (90%), while the lowest concerned staff use of Personal Protective Equipment (PPE) (60%). Regarding menu variety, the majority of respondents expressed satisfaction with the variety of snacks (76.6%), while the lowest satisfaction levels were associated with the variety of staple foods, animal-based protein dishes, and plant-based protein dishes (70%). In conclusion, the majority of inpatients were satisfied with the presentation and variety of soft food menus at RSUD Puri Husada Tembilahan.

Keywords: patient satisfaction, menu presentation, menu variety, soft food, hospital.