

ABSTRAK

FAHIRA INNAYA ABDULLAH. *Gambaran Tingkat Kepuasan Pasien Terhadap Pelayanan Petugas Gizi di Ruang Kenanga II dan Ruang Krisan RSUD X Pekanbaru*. Dibimbing oleh Sri Mulyani dan Alkausyari Aziz.

Pelayanan petugas gizi merupakan bagian penting dalam pelayanan rumah sakit yang berhubungan dengan pemenuhan kebutuhan pasien selama menjalani perawatan. Kualitas pelayanan petugas gizi dapat memengaruhi kepuasan pasien terhadap pelayanan yang diterima. Penelitian ini bertujuan untuk mengetahui gambaran tingkat kepuasan pasien terhadap pelayanan petugas gizi di Ruang Kenanga II dan Ruang Krisan RSUD X Pekanbaru. Penelitian ini menggunakan desain deskriptif dengan pendekatan *cross-sectional*. Sampel penelitian berjumlah 30 responden dengan teknik *total sampling*. Hasil penelitian menunjukkan bahwa pada aspek sikap petugas, sebanyak 26 responden (86,7%) menyatakan sangat baik. Pada aspek penampilan petugas, sebanyak 24 responden (80,0%) menyatakan menarik. Kebersihan alat makan dinilai bersih oleh 27 responden (90,0%), sedangkan ketepatan waktu penyajian dinilai tepat waktu oleh 28 responden (93,3%). Tingkat kepuasan pasien menunjukkan sebanyak 22 responden (73,3%) puas, 7 responden (23,3%) cukup puas, dan 1 responden (3,3%) kurang puas. Hasil penelitian ini menunjukkan bahwa sebagian besar pasien puas terhadap pelayanan petugas gizi dan dapat menjadi bahan evaluasi bagi rumah sakit dalam mempertahankan serta meningkatkan mutu pelayanan gizi.

Kata kunci: kepuasan pasien, pelayanan gizi, petugas gizi, rawat inap, rumah sakit.

ABSTRACT

FAHIRA INNAYA ABDULLAH. *Overview of Patient Satisfaction Levels Regarding Nutrition Staff Services in the Kenanga II and Krisan Wards of RSUD X Pekanbaru.* Supervised by Sri Mulyani and Alkausyari Aziz.

Nutrition staff services constitute a vital component of hospital care, addressing patients' needs during their treatment. The quality of these services can influence patient satisfaction with the care received. This study aimed to assess patient satisfaction levels regarding nutrition staff services in the Kenanga II and Krisan Wards of RSUD X Pekanbaru. A descriptive study design with a cross-sectional approach was employed. The study involved 30 respondents selected via total sampling. The results indicated that regarding staff attitude, 26 respondents (86.7%) rated it as "very good." Regarding staff appearance, 24 respondents (80.0%) described it as "appealing." The cleanliness of eating utensils was rated as "clean" by 27 respondents (90.0%), while the timeliness of meal service was rated as "punctual" by 28 respondents (93.3%). Regarding overall satisfaction, 22 respondents (73.3%) were satisfied, 7 (23.3%) were moderately satisfied, and 1 (3.3%) was less satisfied. These findings demonstrate that the majority of patients were satisfied with the nutrition staff services; the results can serve as a basis for the hospital to evaluate, maintain, and improve the quality of its nutrition services.

Keywords: patient satisfaction, nutrition services, nutrition staff, inpatient care, hospital.