

HUBUNGAN KEPUASAN PELAYANAN MAKAN PASIEN DENGAN DIET NASI DENGAN SISA MAKANAN (*PLATE WASTE*) DI RSUP DR. SARDJITO

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ABSTRAK

Latar belakang: Secara global limbah makanan dapat mencapai 1,3 ton per tahun. Rumah sakit menjadi salah satu penyumbang terbesar sisa makanan, salah satunya pada pelayanan makan untuk pasien. Rata-rata sisa makanan yang dihasilkan oleh rumah sakit di Indonesia sekitar 17%-67%. Tingginya sisa makanan dipengaruhi oleh beberapa faktor, salah satunya mutu pelayanan makanan. Kualitas mutu pelayanan makan rumah sakit dapat mempengaruhi kepuasan pasien yang biasanya sering dikaitkan dengan sisa makanan pasien.

Tujuan: Penelitian ini bertujuan untuk mengetahui hubungan kepuasan pelayanan makan pasien dengan diet nasi dengan sisa makanan (*plate waste*) pasien di RSUP Dr. Sardjito.

Metode: Penelitian ini merupakan penelitian kuantitatif yang bersifat observasional analitik dengan desain *cross-sectional*. Penelitian ini menggunakan kuesioner ACHFPSQ untuk mengukur kepuasan pelayanan makan rumah sakit dan *visual comstock* untuk mengukur sisa makanan kepada 46 pasien rawat inap. Analisis uji statistik digunakan dalam penelitian ini yaitu uji korelasi *Spearman Rank*.

Hasil penelitian: Hasil penelitian ini menunjukkan bahwa tingkat kepuasan pelayanan makan RSUP Dr. Sardjito mayoritas berada pada kategori puas sebesar 82,6%. Rata-rata sisa makanan pasien dengan diet nasi adalah 13,05% dengan kategori sisa makanan terdapat pada hidangan sayuran (26,67%). Waktu makan yang menghasilkan sisa makanan terbanyak adalah waktu makan pagi (20,44%). Hasil uji korelasi *Spearman Rank* menjelaskan bahwa tidak terdapat hubungan signifikan antara kepuasan pelayanan makan dengan sisa makanan pasien ($p = 0,370$). Namun, analisis mendalam menemukan bahwa aspek aroma makanan berhubungan signifikan dengan sisa makanan pasien ($p = 0,008$).

Kesimpulan: Tidak terdapat hubungan yang signifikan secara statistik antara kepuasan pelayanan makan pasien dengan diet nasi dengan sisa makanan (*plate waste*) pasien rawat inap. Terdapat hubungan negatif yang bermakna antara aspek aroma makanan dan sisa makanan (*plate waste*) pasien.

Kata kunci: Kepuasan pelayanan makan, rumah sakit, sisa makanan

THE RELATIONSHIP BETWEEN PATIENT SATISFACTION WITH HOSPITAL FOOD SERVICES AND PLATE WASTE AMONG INPATIENTS RECEIVING A RICE-BASED DIET AT RSUP DR. SARDJITO

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ABSTRACT

Background: Globally, food waste reaches approximately 1.3 billion tons annually. Hospitals are among the contributors to food waste, particularly through patient meal services. In Indonesia, the proportion of hospital food waste ranges from 17% to 67%. The high level of food waste in hospitals is influenced by various factors, including the quality of food service, which is often associated with the amount of plate waste generated by patients.

Objective: This study aimed to determine the relationship between patient satisfaction with hospital food services and plate waste among inpatients receiving a rice-based diet at RSUP Dr. Sardjito.

Methods: This study employed a quantitative observational analytic design with a cross-sectional approach. Patient satisfaction with hospital food services was assessed using the ACHFPSQ, while plate waste was measured using Visual Comstock. The study involved 46 hospitalized patients who received a rice-based diet. Data analysis was performed using the Spearman Rank correlation test to examine the relationship between patient satisfaction and plate waste.

Results: The results showed that the majority of patients (82.6%) were satisfied with the food service provided at RSUP Dr. Sardjito. The average plate waste among patients receiving a rice-based diet was 13.05%. The highest proportion of plate waste occurred in vegetable dishes (26.67%) and at breakfast time (20.44%). There was no statistically significant relationship between patient satisfaction with hospital food services and plate waste ($p = 0.370$). However, there is finding that aroma was significantly related to patient plate waste ($p=0,008$).

Conclusion: There was no significant relationship between patient satisfaction with hospital food services among patients receiving a rice-based diet and plate waste among inpatients. However, a significant negative relationship was found between the aroma of food and patient plate waste.

Keywords: Food service satisfaction, hospital, plate waste

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