

INTISARI

HUBUNGAN MUTU PELAYANAN MAKANAN DENGAN KEPUASAN PASIEN PADA PELAYANAN MAKANAN DI RUMAH SAKIT UMUM PUSAT DR. SARDJITO YOGYAKARTA

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Latar Belakang: Pelayanan makanan sebagai salah satu indikator mutu pelayanan rumah sakit menyumbang peranan besar terhadap kepuasan pasien. Data penelitian terdahulu menunjukkan masalah kepuasan pasien terhadap pelayanan makanan di rumah sakit masih cukup tinggi. Data survey kepuasan pasien Instalasi Gizi RSUP Dr. Sardjito (2013) menunjukkan beberapa indikator mutu pelayanan makanan dan kepuasan pasien belum mencapai target yang ditetapkan. Penelitian bertujuan untuk mengetahui hubungan antara mutu pelayanan makanan dengan kepuasan pasien di RSUP Dr. Sardjito Yogyakarta.

Metode: Penelitian observasional menggunakan desain penelitian *cross sectional* dengan 97 subyek pada bulan Agustus – Oktober 2014, di RSUP Dr. Sardjito. Pemilihan subyek menggunakan *consecutive sampling*. Data Kepuasan pasien dan mutu pelayanan makanan (ketepatan waktu penyajian makanan, ketepatan diet, sisa makanan, kualitas makanan, dan perilaku petugas penyaji makanan) diambil menggunakan kuesioner, pengamatan, dan wawancara. Analisis data yang digunakan adalah uji *chi-square/fisher exact* untuk uji bivariat

Hasil: 53 subyek (54,64%) menyatakan tidak puas terhadap pelayanan makanan di RSUP Dr. Sardjito. Hasil uji bivariat menunjukkan terdapat hubungan yang signifikan antara kualitas makanan terhadap kepuasan subyek penelitian ($p < 0,05$; $PR = 9,354$) namun tidak terdapat hubungan yang signifikan antara ketepatan waktu penyajian makanan, ketepatan diet, sisa makanan (nasi, lauk hewani, lauk nabati, sayur, dan buah), dan perilaku petugas penyaji makanan dengan kepuasan subyek penelitian ($p > 0,05$).

Kesimpulan: Mutu pelayanan makanan dari dimensi kualitas makanan berhubungan dengan kepuasan pasien terhadap pelayanan makanan di RSUP Dr. Sardjito. Subyek penelitian atau pasien memiliki risiko 9,35 kali lebih besar untuk merasa tidak puas terhadap makanan yang berkualitas kurang baik dibandingkan dengan makanan dengan kualitas baik. Ketepatan waktu penyajian makanan, ketepatan diet, sisa makanan, dan perilaku petugas penyaji makanan tidak berhubungan dengan kepuasan subyek penelitian

Kata Kunci : Mutu Pelayanan Makanan, Kepuasan Pasien, Kualitas Makanan.

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ABSTRACT

THE RELATION OF THE QUALITY OF FOOD SERVICES WITH PATIENTS SATISFACTION OF FOOD SERVICES IN DR. SARDJITO GENERAL HOSPITAL, YOGYAKARTA

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Backgrounds: Food service as one of the indicators of the quality of hospital services accounted for a large part on the satisfaction of patients. Previous study has shown that the patients satisfaction problem was still quite high. Data of Patients Satisfaction Survey by Nutrition Installation in General Hospital of Dr Sardjito, Yogyakarta, Indonesia (2013) has shown that some indicators of food service quality and patients satisfaction has not yet reached the target set. The study was conducted to determine the relation between food service and patient satisfaction in General Hospital of Dr. Sardjito.

Methods: A cross sectional study (observational) was carried out in General Hospital of Dr. Sardjito, Yogyakarta, Indonesia including 97 patients in August - October 2014. Subjects were selected with a consecutive sampling. Interview questionnaire was used for measuring satisfaction of the patients with food and food services aspects. Bivariate analysis was analyzed using Chi Square or Fisher Exact Test.

Results: 53 of patients (54,64%) were not satisfied with quality of food services in hospital. Significant correlation was detected between quality of food and patients satisfaction ($p < 0,05$), but no significant correlation between the accuracy of food serving schedule, the accuracy of diet, plate waste, attitude of staff serving food and patients satisfaction related to food services in General Hospital of Dr Sardjito, Yogyakarta, Indonesia ($p > 0,05$).

Conclusions: Increasing the quality of foods and hospital food services increases the level of overall patients satisfaction with foods and food services. Accuracy of food serving schedule, the accuracy of diet, plate waste, attitude of staff serving food have no relation with patients satisfaction to food services in General Hospital of Dr Sardjito, Yogyakarta, Indonesia.

Key Words : Quality of Food Services, Patients Satisfaction, Quality of Food

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