

## DAFTAR PUSTAKA

- Abdelhafez, A.M., Al Qurashi, L., Al Ziyadi, R., Kuwair, A., Mograbi, H. (2012). Analysis of Factors Affecting the Satisfaction Levels of Patients Toward Food Services at General Hospitals in Makkah, Saudi Arabia. *American Journal of Medicine and Medical Sciences*, 2(6), pp.123–130.
- Almatsier, S. (2006). Prinsip Dasar Ilmu Gizi. Penerbit PT. Gramedia Pustaka Utama: Jakarta.
- Alrubaiee, L. (2011). The mediating effect of patient satisfaction in the patients' perceptions of healthcare quality – Patient Trust Relationship. *International Journal of Marketing Studies*, 3(1), pp.103–127.
- Al-Doghaiter, a. H. (2004). Inpatient satisfaction with physician services at King Khalid University Hospital, Riyadh, Saudi Arabia. *Eastern Mediterranean Health Journal*, 10(3), pp.358–364.
- Al-Hoqail, I.A. Abdalla, A.M., Saeed, A. A., Al-Hamdan, N. A., Bahnassy, A. A. (2010). Pilgrims satisfaction with ambulatory health services in Makkah. *Journal of Family and Community Medicine*, 17(3), pp.135–140
- Andriani, K., Bisri, S.R., Maryam, S. (2012). Analisis faktor-faktor yang mempengaruhi kinerja tenaga kesehatan pada penerapan program keluarga sadar gizi di kabupaten sukoharjo. *Manajemen Bisnis Syariah*, No: 01/Th.VII/Agustus 2012 - Januari 2013
- Ashrafun, L. & Uddin, M.J. (2011). Factors determining inpatient satisfaction with hospital care in Bangladesh. *Asian Social Science*, 7(6), pp.15–24.
- Azwar A. (1996). *Menjaga Mutu Pelayanan Kesehatan*. Pustaka Sinar Harapan: Jakarta
- Beck, A.M., Nilssonbalknøs, U., Camilo, E., Gabriella, M., Hasunen, K., Jones, L.I.Z., Jonkers-schuitema, C., Keller, U., Mikkelsen, B. E., Pavcic, M., Schauder, P., Sivonen, L. (2002). Practices in relation to nutritional care and support F report from the Council of Europe. *Clinical Nutrition*, 21, pp.351–354. Available at: <http://www.idealibrary.com>.
- Bradbury, J. (2013). Research in brief; patients satisfaction: The impact of past experience. *The Lancet infectious diseases*, 13(12), p.1018. Available at: <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=3903615&tool=pmcentrez&rendertype=abstract>.
- Chaerani, N., (2001). *Nita Chaerani, Kepuasan Pasien Terhadap ....FKMUI, 2001*.
- Chung, SH., Yeom, HS, dan Sohn, CM. (2007). The improvement of hospital food service in quality and customer satisfaction by using 6-sigma strategy. *Journal of Korean Diet Assoc.* 13(4):331-344.
- Comstock, E.M., Symington, L.E., Chmielinski, H.E., McGuire, J.S. (1979). Plate waste in school feeding programs: Individual and aggregate measures. Technical Report. Office of Policy, Planning, and Evaluation Food and Nutrition Service. U.S. Department of Agriculture (USDA).
- Comstock, E.M., Piere, R.G., dan Mackiernan, Y.D. (1981). Measuring individual plate waste in school lunches. Visual estimation and children's ratings vs.

actual weighing of plate waste. *Journal of American Diet Association*. 79(3):290-296.

Dall'Oglio, I., Nicolò, R., Di Ciommo, V., Bianchi, N., Ciliento, G., Gawronski, O., Pomponi, M., Roberti, M., Tiozzo, E., Raponi, M. (2015). A Systematic Review of Hospital Foodservice Patient Satisfaction Studies. *Journal of the Academy of Nutrition and Dietetics*.

Dayasiri, M.B.K.. & Lekamge, E.L. (2010). Predictors of patient satisfaction with quality of health care in Asian hospitals. *Australasian Medical Journal*, 3(11), pp.739–744.

Depkes RI. (1991). *Pedoman PGRS Pelayanan Gizi Rumah Sakit*. Jakarta: Depkes RI

Depkes RI. (2006). *Pedoman Pelayanan Gizi Rumah Sakit*. Direktorat Jendral Pelayanan Medik: Jakarta.

Depkes RI. (2008). *Standar Profesi Gizi*. Departemen Kesehatan Republik Indonesia: Jakarta

Donini, L.M., Castellaneta, E., Guglielmi, S. De, Felice, M. R. De, Savina, C., Coletti, C., Paolini, M., Cannella, C., Medica, F., Moro, Ple Aldo. (2008). Improvement in the quality of the catering service of a rehabilitation hospital. *Clinical Nutrition*, 27, pp.105–114.

Dupertuis, Y. M., Kossovsky, M.P., Kyle, U. G., Raguso, C. A., Genton, L., Pichard, C. (2003). Food intake in 1707 hospitalised patients: a prospective comprehensive hospital survey. , 22, pp.115–123.

Fallon, A., Gurr, S., Hannan-Jones, M.D. (2008). Use of the Acute Care Hospital Foodservice Patient Satisfaction Questionnaire to monitor trends in patient satisfaction with foodservice at an acute care private hospital. *Nutr Diet* 65, 41–46.

Feldblum I, German L, Castel H. (2011). Individualized nutritional intervention during and after hospitalization: the nutrition intervention study clinical trial. *Journal of American Geriatric Soc*. 59(1): 10-7. PMID: 21087222. Diakses pada tanggal 11 Maret 2014 dari <http://dx.doi.org/10.1111/j.1532-5415.2010.03174.x>.

Ferguson, M.; Capra, S.; Bauer, J.; Banks, M. (2001). Development of a patient satisfaction survey with inpatient clinical nutrition services. *Australian Journal of Nutrition Diet*. 58,157–163.

Frew, E., Cant, R., dan Sequeira, J. (2010). Capturing the Data : Nutrition Risk Screening of Alduts in Hospital. *Nutrients Journal* (2) 438-448

Gebhardt, M.E. 2011. *Understanding patient satisfaction with food temperature*. Iowa State University.

Gibson, R.S. (2005). *Principles of nutritional assessment*. Second Edition. Oxford University Press: New York.

Gumala, Y., N.M, dan Padmiari, E.,I.A. (2010). Penyajian Makanan Sebagai Faktor Penyebab Rendahnya Tingkat Penerimaan Makanan Pada Pasien Rawat Inap di RSUD Karangasem. *Jurnal Ilmu Gizi No.1 Vol.1: p* 53-66.

Harrar, V. & Spence, C. (2013). The taste of cutlery : how the taste of food is affected by the weight , size , shape , and colour of the cutlery used to eat it The taste of cutlery : how the taste of food is affected by the weight , size , shape , and colour of the cutlery used to eat . *Flavour*, 2(1), p.1. Available at: Flavour.

Hartwell, H.J., Edwards, J.S. a. & Symonds, C. (2006). Foodservice in hospital: development of a theoretical model for patient experience and satisfaction using one hospital in the UK National Health Service as a case study\*. *Journal of Foodservice*, 17(5-6), pp.226–238. Available at: <http://doi.wiley.com/10.1111/j.1745-4506.2006.00040.x>.

Handoko, T.H. (2012). *Manajemen Personalia dan Sumber Daya Manusia*, Ed. 2, Cet. XIX, Yogyakarta : Badan Penerbit FE UGM.

- Hargraves JL, Wilson IB, Zaslavsky A, James C, Walker JD, Rogers G, dan Cleary PD. (2001). Adjusting for patient characteristics when analyzing reports from patients about hospital care. *Med. Care.* 39:635-641.
- Ilyas Y (2002) *Kinerja : Teori, Penilaian, dan Penelitian*. Jakarta, Indonesia: Pusat Kajian Ekonomi Kesehatan Fakultas Kesehatan Masyarakat UI.
- Instalasi Gizi RSUP Dr. Sardjito. (2013a). *Buku Pedoman Pelayanan Gizi Rumah Sakit RSUP Dr. Sardjito*: RSUP Dr. Sardjito. Yogyakarta.
- Instalasi Gizi RSUP Dr. Sardjito. (2013b). *Buku Pedoman Organisasi Instalasi Gizi Rumah Sakit RSUP Dr. Sardjito*: RSUP Dr. Sardjito. Yogyakarta.
- Instalasi Gizi RSUP Dr. Sardjito. (2013). *Laporan Semester 2 Tahun 2013 Instalasi Gizi RSUP Dr. Sardjito Yogyakarta*: RSUP Dr. Sardjito. Yogyakarta.
- Instalasi Gizi RSUP Dr. Sardjito. (2014). *Laporan Semester 1 (Bulan Januari-Juni) Tahun 2014 Instalasi Gizi RSUP Dr. Sardjito Yogyakarta*: RSUP Dr. Sardjito. Yogyakarta.
- Irawati. (2009). Analisis Sisa Makanan dan Biaya Sisa Makanan Pasien Skizofrenia Rawat Inap Di Rumah Sakit Jiwa Madani Palu. Tesis. Program Pascasarjana UGM.
- Irfan, S.M., Ijaz, A. & Farooq, M.M., (2012). Patient Satisfaction and Service Quality of Public Hospitals in Pakistan : An Empirical Assessment. , 12(6), pp.870–877.
- Jaipaul CK, dan Rosenthal GE. (2003). Are older patients more satisfied with hospital care than younger patients. *J. Gen. Intern. Med.*, 18:23-30.
- Joint Commission on Accreditation of Healthcare Organizations. (2005). *Health care at the crossroads: Strategies for addressing the evolving nursing crisis*. Chicago.
- Joung, H., Choi, E.. & Goh, B.K. (2011). Perceived Service and Food Quality, Satisfaction, and Behavioral Intentions in Senior Retirement Communities.
- Kemenkes, R. (2008). *SPM RS\_KMK\_No.\_129\_th\_2008.pdf*, Jakarta: Kementrian Kesehatan Republik Indonesia.
- Kemenkes RI. (2013). *Pedoman Pelayanan Gizi Rumah Sakit*, Jakarta, Indonesia: Kementrian Kesehatan Republik Indonesia.
- Keputusan Gubernur Daerah Istimewa Yogyakarta Nomor 279/KEP/2013 Tentang Upah Minimum Kabupaten/Kota Tahun 2014 di Daerah Istimewa Yogyakarta.
- Kim, K. J., Kim, M.Y., Lee, K.E. (2010). Assessment of foodservice quality and identification of improvement strategies using hospital foodservice quality model. *Nutr. Res. Pract.* 4(2):163-172
- Kim, M.Y., Kim, K.J., Lee, K.E. (2008). In-patients' food consumption and perception on foodservice quality at hospitals. *Journal of Korean Dietetic Association*. 14(1):87-96.
- Kim, Y.S., Lyu, E.S. (2003). Evaluation of patients' satisfaction with foodservice of mid-size hospitals in busan area. *Journal of the Korean Society of Food Science and Nutrition*. 32:1153-6.
- Lassen, K.O., Kruse, F., Bjerrum, M., Jensen, L., Hermansen, K. (2004). Nutritional care of Danish medical inpatients : Effect on dietary intake and the occupational groups ' perspectives of intervention. *Nutrition Journal*, 13, pp.1–13.
- Lee, H.Y., Chang, S.H., Yang, I.S. (2004). Development of quality assessment tool and application to customer-oriented hospital foodservice management. *The Korean Journal of Nutrition*.37:329-38.
- Lim, H.S., Yang, I.S., Cha, J.A. (1999). Analysis of patient satisfaction and factors influencing satisfaction on hospital foodservice quality. *Journal of the Korean Dietetic Association*. 5:29-47.
- Margolis, S.a., Al-Marzouq, S., Revel, T., Reed, R.L. (2003). Patient satisfaction with primary health care services in the United Arab Emirates. *International journal for*

- quality in health care : journal of the International Society for Quality in Health Care / ISQua*, 15(3), pp.241–249.
- Messina, G., Fenucci, R., Vencia, F., Niccolini, F., Quercioli, C., Nante, N. (2012). Patients' evaluation of hospital foodservice quality in Italy : what do patients really value ? *Public Health Nutrition*, 16(4), pp.730–737.
- Moehyi, S. (1992). *Penyelenggaraan Makanan Institusi dan Jasa Boga*. Jakarta: Bharata.
- Muninjaya, A.A. Gde. (2011). *Manajemen Mutu Pelayanan Kesehatan*. Penerbit EGC: Jakarta
- Mustafa, E., Hadju, V., Jafar, N. (2012). Tingkat Kepuasan Pasien Rawat Inap Terhadap Pelayanan Makanan Di Rumah Sakit Umum (RSUD) Mamuju Provinsi Sulawesi Barat. *Media Gizi Masyarakat Indonesia* Vol.2 No.1 : 27-32
- Muwarni, R. (2001). *Penentuan Sisa Makanan Pasien Rawat Inap Dengan Metode Visual Comstock di RSUP dr. Sardjito Yogyakarta*. Tesis, Program Pascasarjana UGM.
- Nguyen Thi, Briancon, Empereur & Guillemin. (2002). Factors determining inpatient satisfaction with care. *Social Science & Medicine*, 54 , pp. 493–504.
- Notoatmodjo, S. (2007). *Promosi Kesehatan dan Perilaku*. Rineka Cipta.
- O'hara, P. A., Harper, W., Maris, K., Dubeau, J., Borsutzky, C., Lemire, N. (1997). Taste Temperature and Presentation Predict Satisfaction with Foodservices in a Canadian Continuing Care Hospital. *Journal of the american dietetic association*, 97(4), pp.401–405.
- Oliver, Richard L. (1997). *Satisfaction: A Behavioural Perspective on the Consumer*. New York: Irwin/Mc.Graw-Hill.
- Padila. (2013). *Buku Ajar Keperawatan Gerontik*. Yogyakarta: Nuha Medika; Hal. 4-10.
- Priporas, C., Laspa , C., dan Kamenidou, I. (2008). Patient satisfaction measurement for in-hospital services : A pilot study in Greece. *Journal of Medical Marketing*, Vol. 8, 4 325–340
- Putro G., Wiludjeng L.K., Sarwanto. (2013) *Studi Manajemen Public Private Mix di Institusi Rumah Sakit Pemerintah yang Menerapkan Badan Layanan Umum*. Jakarta Pusat.
- Quintana, J., González1, N., Bilbao, A., dan Aizpuru, F. (2006). Predictors of patient satisfaction with hospital health care. *BMC Health Services Research*, 6:102.
- RSUP Dr. Sardjito. 2014. *Profil Rumah Sakit Umum Pusat Dr. Sardjito* . Diakses dari <http://sardjitohospital.co.id/profil/> pada tanggal 1 November 2014.
- Ruxton, C.H.S. Gordon, J., Kirkwood, L., Mcmillan, B., Ryan, E. (2008). Risk of malnutrition in a sample of acute and long-stay NHS Fife in-patients: An audit. *Journal of Human Nutrition and Dietetics*, 21(1), pp.81–90.
- Sahin, B.;Demir, C.; Celik, Y.; Teke, K. (2006). Factors affecting satisfaction level with the food services in a military hospital. *J. Med. Syst.* 30, 381–387
- Senarat, U. & Gunawardena, N.S. (2011). Development of an instrument to measure patient perception of the quality of nursing care and related hospital services at the national hospital of Sri Lanka. *Asian Nursing Research*, 5(2), pp.71–80.
- Shahar, S., Chee, K.Y., & Wan Chik, W.C.P. (2002). Food intakes and preferences of hospitalised geriatric patients. *BMC geriatrics*, 2, p.3.
- Shankar, A.V., Gittelsohn, J., Stalings, R., West, K.P.Jr., Gnywali, T., Dhungel, C., dan Dhahal, B. (2001). Comparison of visual estimates of children's portion sizes under both shared-plate and individual-plate conditions. *Journal of American Dietetics Association*. Jan;101(1):47-52.
- Silva, Debra de, Dr. (2013). *Measuring Patient Experience*. The Evidence Centre, The Health Foundation.

- Stanga, Z., Zurfluh, Y., Roselli, M., Sterchi, B., Tanner, B., Knetch, G. (2003). Hospital food: A survey of patients' perceptions. *Clin. Nutr.* 22, 241–246. Diakses pada tanggal 11 Maret 2014 dari [http://dx.doi.org/10.1016/S0261-5614\(02\)00205-4](http://dx.doi.org/10.1016/S0261-5614(02)00205-4).
- Suryawati, C., Dharminto, Shaluhiah, Z. (2006). Penyusunan Indikator Kepuasan Pasien Rawat Inap Rumah Sakit di Provinsi Jawa Tengah. *Jurnal Manajemen Pelayanan Kesehatan* Vol.9 No.4 Desember: 177-184.
- Suryawati C, Shaluhiah Z, Kesehatan I. (2006) *Jurnal manajemen pelayanan kesehatan. Jurnal Manajemen Pelayanan Kesehatan*, 09(04), 177–184.
- Tranter, M. Gregoire, M., Fullam, F., Lafferty, L. (2009). Can Patient-Written Comments Help Explain Patient Satisfaction with Food Quality. *Journal of American Dietetics Association*. 109, 2068-2072.
- Watters, C., Sorensen, J., Fiala, A., Wismer, W. (2003). Exploring patient satisfaction with foodservice through focus groups and meal rounds. *Journal of American Dietetics Association*. 103, 1347–1349
- Wright, O., Capra, S. & Aliakbari, J. (2003). A comparison of two measures of hospital foodservice satisfaction. *Australian health review: a publication of the Australian Hospital Association*, 26(1), pp.70–5. Available at: <http://www.ncbi.nlm.nih.gov/pubmed/15485376>.
- Wright, O.R.L., Connelly, L.B. & Capra, S. (2006). Consumer evaluation of hospital foodservice quality: an empirical investigation. *International Journal of Health Care Quality Assurance*, 19(2), pp.181–194. Available at: <http://www.emeraldinsight.com/10.1108/09526860610651708> [Accessed February 12, 2014].
- Zakiyah, L., Saimy, I. & Maimunah. (2005). Plate Waste Among Hospital Inpatients. *Malaysian Journal of Public Health Medicine*, 5(2), pp.19–24.
- Zeithaml, V. a. (1988). Consumer Perceptions of Price, Quality, and Value. *Journal of Marketing*, 52(3), pp.2–22.