

ABSTRAK

HUBUNGAN PENAMPILAN MAKANAN DAN KEPUASAN PELAYANAN DENGAN SISA MAKANAN PADA PASIEN RAWAT INAP DI RSU ANANDA PURWOKERTO

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Latar Belakang : Salah satu permasalahan yang sering terjadi di rumah sakit yaitu terkait sisa makanan. Sisa makanan menjadi salah satu indikator penting dalam keberhasilan pelayanan di rumah sakit. Penelitian ini bertujuan untuk mengetahui hubungan antara penampilan makanan dan kepuasan pelayanan dengan sisa makanan.

Metodologi : Penelitian ini menggunakan desain *cross sectional* di RSUD Ananda Purwokerto pada bulan Oktober-November 2024. Sampel penelitian ini sebanyak 54 responden yang diambil dengan metode *total sampling*. Data diperoleh dari wawancara kuesioner penampilan makanan dan kepuasan pelayanan serta pengamatan sisa makanan metode *Visual Comstock*. Analisis statistik menggunakan uji *Chi Square*.

Hasil Penelitian : Responden menilai penampilan makanan menarik dan empuk serta merasa puas dengan kepuasan pelayanan. Mayoritas sisa makanan lauk hewani, lauk nabati, dan buah <20%, sayur dan *garnish* $\geq 20\%$, sedangkan makanan pokok memiliki persentase sama yaitu 50% pada sisa sedikit dan banyak. Terdapat hubungan warna makanan pokok ($p=0.002$), lauk hewani ($p=0.005$), lauk nabati ($p=0.010$), sayur ($p=0.001$), buah ($p=0.017$), *garnish* ($p=0.002$) dengan sisa makanan. Terdapat hubungan bentuk lauk nabati ($p=0.046$), sayur ($p=0.011$), buah ($p=0.001$), *garnish* ($p=0.000$) dengan sisa makanan. Terdapat hubungan tekstur lauk nabati ($p=0.028$), sayur ($p=0.000$), buah ($p=0.000$), *garnish* ($p=0.000$) dengan sisa makanan. Tidak terdapat hubungan bentuk makanan pokok ($p=0.460$), lauk hewani ($p=0.062$) serta tekstur makanan pokok ($p=0.519$), lauk hewani ($p=0.627$) dengan sisa makanan. Tidak terdapat hubungan kepuasan pelayanan dengan sisa makanan ($p>0,05$).

Kesimpulan : Terdapat hubungan penampilan makanan dengan sisa makanan, tidak terdapat hubungan bentuk dan tekstur dengan sisa makanan pokok dan lauk hewani, serta tidak terdapat hubungan kepuasan pelayanan dengan sisa makanan.

Kata Kunci : kepuasan pelayanan, penampilan makanan, sisa makanan

ABSTRACT

THE CORRELATION BETWEEN FOOD APPEARANCE AND SERVICE SATISFACTION WITH PLATE WASTE AMONG PATIENTS AT ANANDA PURWOKERTO HOSPITAL

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Background: One of the problems that often occurs in hospitals is related to plate waste. Plate waste is one of the important indicators in the success of hospital services. This study aimed to determine the relationship between food appearance and service satisfaction with plate waste.

Method: This study used a cross sectional design at Ananda Purwokerto Hospital in October-November 2024. The sample of this study was 54 respondent which was taken by total sampling method. Data were obtained from questionnaire interviews on food appearance and service satisfaction as well as observations of plate waste using the Visual Comstock method. Statistical analysis using Chi Square test.

Results: Respondents rated the appearance of food as attractive and tender and were satisfied with service satisfaction. The majority of plate waste of animal protein, plant-based protein, and fruits were $<20\%$, vegetables and garnishes were $\geq 20\%$, while staple foods had the same percentage of 50% in the remaining few and many. There is a relationship between the color of staple foods ($p=0.002$), animal protein ($p=0.005$), plant-based protein ($p=0.010$), vegetables ($p=0.001$), fruits ($p=0.017$), garnishes ($p=0.002$) with plate waste. There is a relationship between the shape of plant-based protein ($p=0.046$), vegetables ($p=0.011$), fruits ($p=0.001$), garnishes ($p=0.000$) with plate waste. There was a relationship between the texture of plant-based protein ($p=0.028$), vegetables ($p=0.000$), fruits ($p=0.000$), garnishes ($p=0.000$) with plate waste. There is no relationship between the shape of staple foods ($p=0.460$), animal protein ($p=0.062$) and the texture of staple foods ($p=0.519$), animal protein ($p=0.627$) with plate waste. There was no relationship between service satisfaction and plate waste ($p>0.05$).

Conclusion: There is a relationship between food appearance with plate waste, there is no relationship between shape and texture with plate waste of staple foods and animal protein, and there is no relationship between service satisfaction with plate waste.

Keywords : food appearance, service satisfaction, plate waste