

The Overview Of Patient Satisfaction Based On Food Service In General Hospital Inpatient Kaliwates Jember

Akhmad Mukhlis Purnomo ¹⁾. Agustina Endah W, S.Sos.,M.Kes ²⁾.

Puspito Arum S. Gz., M. Gz. ³⁾.

ABSTRACT

A quality service at the hospital will be able to give satisfaction to patients treated. If the patient feels satisfied in a hospital, the hospital services that can be said to be very good.

This study aims to find out about the satisfaction of the patients in the inpatient unit RSUD Kaliwates. The quality aspects of food services at the hospital to attention is : the appearance of food (food colors, food texture, shape food, food portions and presentation of food), food flavors (aromas of food, seasoning food, the tenderness of the food, the level of maturity, temperature of food), hygiene including sanitation equipment, food and waiters, a presentation and hospitality waitress. All these aspects can give satisfaction to the patient. This research was conducted at the General Hospital in Kaliwates Jember with sample 29 people. Samples were taken at the inpatient unit class I, II and III. Respondents taken are patients who do not have a digestive system disorders and got regular meals from the hospital.

Of the 29 respondents on average said they were satisfied terhadap food service provided. However, the aspect of time is still less satisfied patients presenting to the aspect of the bullet improved so that overall satisfaction can be achieved.

Keyword : patient satisfaction, food service.

- 1) Student of Politeknik Negeri Jember, Department of Health, Study Program of D-IV Clinical Nutrition
- 2) Lecturer of Politeknik Negeri Jember, Department of Health, Study Program of D-IV Clinical Nutrition
- 3) Lecturer of Politeknik Negeri Jember, Department of Health, Study Program of D-IV Clinical Nutrition