

Analysis of Patient Satisfaction with Regular Food Services Using a Cartesian Quadrant Diagram

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ABSTRACT

Patient satisfaction is one indicator of the success of food delivery in the hospital which will affect the level of food service provided to patients. This research was conducted at the Bhayangkara Nganjuk Hospital which aims to analyze patient satisfaction with ordinary food services using a Cartesian quadrant diagram. This research is a descriptive study using a *cross-sectional* design method. The sample was determined by *proportional sampling*, namely the determination of the sample by limiting patients who received regular food forms with a diet high in calories and high in protein with a sample size of 86 patients. The data were collected using a questionnaire instrument. Questionnaires are used to determine patient service satisfaction. The results of this study showed that the satisfaction level of serving ordinary food at Bhayangkara Nganjuk Hospital was satisfied. Although there are several factors that still have not reached the standard level of satisfaction. This happens because the determinants of the quality of the food serving reality are still below the patient's expectations. In general, the level of patient satisfaction with serving ordinary food at Bhayangkara Hospital reaches 99.5%, which means that the patient is in the satisfied category, because it is above the standard of satisfaction, namely > 95%.

Key words: patient satisfaction, patient, food service

