

Pengaruh Faktor Eksternal dan Lingkungan Terhadap Sisa Makanan dan Tingkat Kepuasan Pasien di Rumah Sakit Paru Jember (*The Influence Of External and Environmental Factors Of Patients Food Waste and Satisfaction Level at Paru Hospital Jember*)

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ABSTRACT

Food waste is food would not be consumed after served to patients. Factors affect the food waste there are three covering the internal factor , external factors , and environmental factors. The purpose of research are to know influence external factor and environmental factor against a food waste and the level of patients satisfaction in Paru Hospital Jember. Research was done in June-August 2015 in Mawar and Melati's patient rooms class III at Paru Hospital Jember. Total respondents as much as 37 Tuberculosis patient. Research instruments used questionnaire of assess appearance ,flavor food , punctuality ,friendliness officers , the frequency of food intake out of hospitals and comstock to see the food waste. The design research is analytic quantitative cross sectional. Analysis of data bivariate used the *Spearman* correlation, while multivariate test use regression logistics with backward RL method. Research results obtained that the external factor of appearance food ($p = 0,443$) and environmental factors including punctuality, friendliness officers ($p=0,531$), and food frequency intake out of hospitals ($p=0,057$) have not links with the food waste, external factors flavor food has links with the food waste ($p=0,002$). The analysis also indicated that no link between external factors appearance food ($p=0,284$) and environmental factors including punctuality, friendliness officers ($p=0,382$), and food frequency intake out of hospitals ($p=0,017$) with the level of patients satisfaction, external factors flavor food has links with the level of satisfaction ($p=0,002$). Flavor food influenced the food waste is the scent food's aspect worth 0,769, while the influential on the level of patient's satisfaction is seasoning food's aspect worth 1,284.

Keywords: *food waste, satisfaction, external factors, environmental factors*