MUTU PELAYANAN GIZI DENGAN TINGKAT KEPUASAN PASIEN

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ABSTRACT : *The quality of nutritional service is one of the indicators of the quality hospital service. Therefore, the purpose of this research was to find out the relationship between the quality of hospital nutritional service and the level of patient's satisfaction hospitalized in Teratai Room of Islamic Hospital located on Jemursari, Surabaya.The design of research was analytic cross sectional. The population of patient's hospitalized 3 days in Teratai Room of Islamic Hospital located on Jemursari, Surabaya by 40 respondents, a sample of 36 respondents, taken using a consecutive sampling.The independent variable was the quality of hospital nutritional service, where as the dependent one was the level of patient's satisfaction. Instrument using a questionnaire sheet. Analysis of the data by the Fisher Exact Test. The result of research showed that most of the respondent (52,2%) said the quality of nutritional hospital service is good and nearly half (47,2%) said they were satisfied. Fisher's Exact Test statistic test value obtained = 0.007 describing that there was a significant relationship between the quality of hospital nutritional service and the level of patient's satisfaction hospitalized in the hospital. The research has concluded that most of the quality nutritional of hospital service is have good and patient's have satisfaction. The nutritional official must be through, when process and prepare a dish up a food a patient*

ABSTRAK : Mutu pelayanan gizi merupakan salah satu indikator mutu pelayanan rumah sakit. Tujuan penelitian mengetahui hubungan mutu pelayanan gizi rumah sakit dengan tingkat kepuasan pasien di ruang Teratai RS Islam Jemursari Surabaya. Desain penelitian analitik *cross sectional*. Populasinya pasien yang rawat inap 3 hari di ruang Teratai RS Islam Jemursari Surabaya sebesar 40 responden, sampel sebesar 36 responden, menggunakan *consecutive sampling*. Variabel independen adalah mutu pelayanan gizi rumah sakit dan variabel dependen adalah tingkat kepuasan pasien. Instrumen menggunakan kuesioner dan dianalisis dengan uji *Fisher Exact Test*. Hasil penelitian menunjukkan sebagian besar (55,5%) menyatakan mutu pelayanan gizi rumah sakit baik dan hampir setengahnya (47,2%) menyatakan puas. Uji statistik *Fisher Exact Test* didapatkan nilai = 0,007 artinya ada hubungan mutu pelayanan gizi rumah sakit dengan tingkat kepuasan pasien di ruang Teratai RS Islam Jemursari Surabaya. Simpulan adalah semakin baik mutu pelayanan gizi rumah sakit semakin tinggi tingkat kepuasan pasien. Petugas gizi hendaknya lebih teliti saat mengolah dan menyiapkan makanan yang akan disajikan ke pasien.

Kata kunci : Kualitas, pelayanan gizi, kepuasan pasien
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