

# PERBEDAAN TINGKAT KEPUASAN MAKAN PASIEN DI RUMAH SAKIT BERSERTIFIKAT HALAL DENGAN YANG BELUM BERSERTIFIKAT HALAL

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## ABSTRAK

**Latar Belakang:** Kepuasan dapat dipengaruhi oleh beberapa faktor, termasuk keragaman produk, kualitas produk, kualitas layanan, fasilitas yang memuaskan, lokasi, harga dan label halal. **Tujuan:** Tujuan dari penelitian ini adalah untuk mengetahui perbedaan kepuasan makan pasien di rumah sakit bersertifikat halal dengan yang belum bersertifikat halal. **Metode:** Metode penelitian termasuk studi komparatif dengan sampel independen menggunakan desain cross-sectional yang dilakukan pada 134 responden (67 responden di Rumah Sakit Islam Sultan Agung dan 67 responden di Rumah Sakit Roemani Muhammadiyah). Penelitian dilakukan pada target sampel yaitu semua pasien yang menjalani perawatan di ruang perawatan Kelas II dan III. Analisis menggunakan uji Mann Whitney. Penilaian kepuasan pasien dikumpulkan menggunakan kuesioner. **Hasil:** Tingkat kepuasan pasien dalam penyelenggaraan makanan di Hospital Certified Halal (HCH), menunjukkan 50,7% responden puas dan 49,3% responden merasa sangat puas sedangkan pada penyelenggaraan makanan di Non Certified Hospital (NCH) 100 % responden puas dengan penyelenggaraan makanan di NCH. **Kesimpulan:** Ada perbedaan tingkat kepuasan makan pasien di rumah sakit bersertifikat halal dengan yang belum bersertifikat halal halal be p-value <0,005.

**Kata kunci:** *makan kepuasan pasien, sertifikat halal rumah sakit*

# DIFFERENCES OF EATING SATISFACTION LEVELS OF PATIENTS IN HOSPITAL WITH HALAL CERTIFIED AND NON-CERTIFIED

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## ABSTRACT

**Background:** Satisfaction can be influenced by several factors, including the diversity of products, quality products, quality of service, satisfying facilities, location, prices and halal labels. **Objective:** The purpose of the study is to determine the differences in eating satisfaction patients in hospital with halal certified and non-certified. **Method:** The research method included a comparative study with independent samples using Cross-sectional design carried out on 134 respondents (67 respondents at Sultan Agung Islamic Hospital and 67 respondents at Roemani Muhammadiyah Hospital). The study was conducted on the target sample; this is all patients who were undergoing treatment at Class II and III care rooms. Analyzes using the Mann Whitney test were carried out. Assessment of patient satisfaction was collected using a questionnaire. **Results:** The level of patient satisfaction in the management of food at Hospital Certified Halal (HCH), showed 50.7% of respondents were satisfied, and 49.3% of respondents felt very satisfied while in the management of food at Non Certified Hospital (NCH) 100% of respondents were satisfied to the management of food at NCH . **Conclusion:** There was differences in the level of the patient in the hospital with halal certified and non-certified this is p-value < 0,005.

**Keywords:** *eat patient satisfaction, halal certificate hospital*