

DIFFERENCES IN FOOD SERVICE SATISFACTION, LEFTOVER FOOD, AND SOCIOECONOMIC PATIENTS BETWEEN GOVERNMENT HOSPITALS AND PRIVATE HOSPITALS

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ABSTRACT

Hospitals are health services that provide comprehensive services. Categorized into public and private hospitals, and nutrition services are one of the medical support services. High levels of leftover food affect the length of hospitalization, complications, and increased medical costs. External factors such as educational status, occupation, and income also affect the health status of the community. This study analyzes differences in food service satisfaction, leftover food, and patients' socioeconomic status between public and private hospitals.

The study was an analytic observational method with a *cross-sectional* design, conducted at the Ir. Soekarno Hospital, Sukoharjo Regency, and Klaten Islamic Hospital during In October-November 2024. The research sample was calculated using the *Lemeshow* formula with a total of 64 respondents, based on the inclusion and exclusion established. The research instruments included a food service satisfaction questionnaire (eating time, appearance, taste, hygiene of utensils and food, server friendliness, and food menu variations), a Comstock estimation, and a socioeconomic questionnaire (education, occupation, and income). Data were analyzed using the *Mann-Whitney* and *Chi-Square* tests.

The results of the *Mann-Whitney* test showed that there was no significant differences between food service satisfaction indicators such as eating time ($p=0.387$), appearance ($p=0.736$), taste ($p=0.302$), servers friendliness ($p=0.231$), equipment and food cleanliness ($p=0.378$), food menu variations ($p=0.770$), and leftover food ($p=0.081$). The Chi-Square test on educational status ($p=1.000$), occupation ($p=0.446$), and income ($p=0.317$) also showed no significant difference. In conclusion, there was no significant difference exists between food service satisfaction, leftover food, and patients' socioeconomic status between public and private hospitals.

Keywords: hospital, food service, leftover food, socioeconomics.

Perbedaan Kepuasan Pelayanan Makanan, Sisa Makanan Dan Sosial Ekonomi Pasien Di Rumah Sakit Pemerintah Dan Rumah Sakit Swasta

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ABSTRAK

Rumah sakit merupakan pelayanan kesehatan yang memberikan layanan komprehensif, dikelompokkan menjadi rumah sakit pemerintah dan swasta dengan salah satu layanan pendukung medis yaitu pelayanan gizi. Tingginya sisa makanan mempengaruhi lamanya rawat inap, komplikasi, serta peningkatan biaya pengobatan. Faktor eksternal seperti status pendidikan, pekerjaan, dan pendapatan juga mempengaruhi derajat kesehatan masyarakat. Penelitian ini bertujuan untuk menganalisis perbedaan kepuasan pelayanan makanan, sisa makanan dan sosial ekonomi pasien di rumah sakit pemerintah dan swasta.

Penelitian menggunakan metode observasional analitik dengan desain *cross-sectional*, dilakukan di RSUD Ir. Soekarno Kabupaten Sukoharjo dan RSU Islam Klaten pada Bulan Oktober-November Tahun 2024. Sampel penelitian dihitung menggunakan rumus *Lemeshow* dengan total 64 responden, berdasarkan kriteria inklusi dan kriteria eksklusi yang ditetapkan. Instrumen penelitian mencakup kuesioner kepuasan pelayanan makanan (waktu makan, penampilan, rasa, kebersihan, keramahan pramusaji, dan variasi makanan), taksiran comstock, serta kuesioner sosial ekonomi (Pendidikan, pekerjaan dan pendapatan). Data dianalisis menggunakan *Uji Mann-Whitney* dan *Uji Chi-Square*.

Hasil penelitian dengan *Uji Mann-Whitney* menunjukkan bahwa indikator kepuasan pelayanan makanan seperti waktu makan ($p=0,387$), penampilan ($p=0,736$), rasa ($p=0,302$), keramahan pramusaji ($p=0,231$), kebersihan alat dan makanan ($p=0,378$), variasi makanan ($p=0,770$), serta sisa makanan ($p=0,081$), tidak menunjukkan perbedaan yang signifikan ($p>0,05$). *Uji Chi-Square* terhadap status pendidikan ($p=1,000$), pekerjaan ($p=0,446$), dan pendapatan ($p=0,317$) juga menunjukkan tidak ada perbedaan signifikan. Kesimpulan, tidak terdapat perbedaan signifikan antara kepuasan pelayanan makanan, sisa makanan, dan sosial ekonomi pasien di rumah sakit pemerintah dan swasta.

Kata Kunci: rumah sakit, pelayanan makanan, sisa makanan, sosial ekonomi.