

ABSTRAK

Tingkat Kepuasan Pasien IPD
(*In Patient Department*) Terhadap Menu dan Penyajian Makanan Tanpa Diet
dengan Sistem *Outsourcing* di Siloam Hospitals Bali

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Monitoring kitchen skor dari Januari 2024 hingga Februari 2025 menunjukkan bahwa 50% keluhan pasien rawat inap pada Sistem SOFAS (*Siloam Online Feedback Aggregator System*) berkaitan dengan ketidakpuasan terhadap layanan makanan. Permasalahan utama meliputi pramusaji yang kurang mendengarkan keluhan pasien, komunikasi interpersonal yang lemah, penyajian yang kurang menarik, serta cita rasa makanan yang tidak sesuai harapan. Penelitian ini bertujuan menilai tingkat kepuasan pasien terhadap menu dan penyajian makanan non-diet di unit Kitchen Sunshine Food Group, Siloam Hospitals Bali. Desain penelitian adalah kuantitatif observasional analitik dengan pendekatan *cross-sectional* dan *consecutive sampling*, melibatkan 100 responden. Instrumen berupa angket terstruktur terdiri dari 20 item terkait harapan dan pengalaman. Hasil menunjukkan harapan tertinggi pasien pada kebersihan alat saji (74%), keramahan pramusaji (72%), mendengarkan keluhan (72%), penampilan rapi (71%), dan rasa makanan (70%). Namun, pengalaman menunjukkan kesenjangan pada suhu makanan (77,95%), tekstur (72,85%), visual kombinasi (72,17%), aroma dan rasa (71,64%). Rata-rata tingkat kepuasan hanya 72,59%, di bawah ambang puas ($\geq 90\%$). Pengalaman tertinggi pada penampilan pramusaji (84,47%) dan ketepatan waktu penyajian (84,46%), sedangkan terendah pada komunikasi interpersonal, seperti mendengarkan keluhan (63,60%) dan meyakinkan pasien makan (64,88%). Disarankan membuat agenda pelatihan komunikasi interpersonal secara berkala, pembaruan SOP, dan peningkatan kualitas menu makanan.

Kata kunci : Tingkat Kepuasan, Menu, Penyajian Makanan.

Patient Satisfaction Level of Inpatient Department (IPD) Regarding Menu and Non-Dietary Food Presentation with Outsourcing System at Siloam Hospitals Bali

ABSTRACT

Monitoring kitchen scores from January 2024 to February 2025 indicates that 50% of inpatient complaints on the SOFAS (Siloam Online Feedback Aggregator System) are related to dissatisfaction with food services. The main problems include servers who don't listen to patient complaints, poor interpersonal communication, unappealing presentation, and food that doesn't taste as expected. This study aims to assess patient satisfaction with non-dietary food menus and presentation in the Kitchen Sunshine Food Group unit at Siloam Hospitals Bali. The research design employs a quantitative observational analytic method, utilizing a cross-sectional approach and consecutive sampling, which involves 100 respondents. The instrument, a structured questionnaire, consists of 20 items related to expectations and experiences. The results indicated that patients' highest expectations are for the cleanliness of serving utensils (74%), the friendliness of the servers (72%), listening to complaints (72%), neat appearance (71%), and food taste (70%). However, experience shows gaps in food temperature (77.95%), texture (72.85%), visual combination (72.17%), and aroma and taste (71.64%). The average satisfaction level is only 72.59%, below the satisfaction threshold ($\geq 90\%$). The highest scores were for the appearance of the servers (84.47%) and the timeliness of service (84.46%), while the lowest scores were for interpersonal communication, such as listening to complaints (63.60%) and persuading patients to eat (64.88%). It is recommended to create a schedule for interpersonal communication training regularly, update SOPs, and improve the quality of the food menu.

Keywords: satisfaction level, menu, and food presentation.