

**HUBUNGAN ANTARA KEPUASAN PELAYANAN  
MAKANAN DENGAN TINGKAT KECUKUPAN  
ENERGI DAN PROTEIN PASIEN**

**Studi di RSUD Abepura Jayapura**

***CORRELATION BETWEEN FOOD SERVICE SATISFACTION  
AND PATIENTS ENERGY AND PROTEIN ADEQUACY RATE***

***A Study at RSUD Abepura Jayapura***



**Tesis**

**Untuk memenuhi sebagian persyaratan  
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## ABSTRAK

### HUBUNGAN ANTARA KEPUASAN PELAYANAN MAKANAN DENGAN TINGKAT KECUKUPAN ENERGI DAN PROTEIN PASIEN

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**Latar belakang :** Pelayanan gizi di rumah sakit bertujuan menyediakan makanan dengan jumlah sesuai kebutuhan serta memberikan kepuasan bagi pasien. Kurangnya asupan energi dan protein pasien meningkatkan risiko komplikasi, menurunkan efektivitas terapi dan memperpanjang masa rawat inap. Hasil evaluasi asupan makan di RS Abepura tahun 2010 menunjukkan sisa makanan biasa yang tidak habis dimakan sekitar 81% dan meningkat menjadi 85% pada tahun 2011. Tujuan penelitian ini adalah menganalisis hubungan antara kepuasan pelayanan makanan dengan tingkat kecukupan energi dan protein pasien

**Metode :** Jenis penelitian adalah observasional analitik dengan pendekatan *cross sectional*. Populasi adalah pasien dewasa yang menerima makanan biasa dan di rawat pada ruang kelas I, II dan III. Responden penelitian 142 responden yang dipilih secara *purposive sampling*. Kepuasan pelayanan makanan rumah sakit diperoleh melalui hasil wawancara dengan kuesioner, asupan makanan dengan metode *comstock*. Analisis dilakukan dengan uji korelasi *Rank Spearman*.

**Hasil penelitian:** Rerata tingkat kecukupan energi yaitu:  $46,2 \pm 18,5\%$  dan tingkat kecukupan protein  $66,1 \pm 11,1\%$ . Sebagian besar responden bekerja sebagai PNS (32,3%), pendidikan terakhir SMA (50%). Diagnosis penyakit terbanyak di derita malaria (18,3%) terbanyak di rawat di kelas III (43%). Ada hubungan antara cita rasa ( $p=0,030$ ), penampilan makanan ( $p=0,006$ ), ketepatan waktu penyajian ( $p=0,015$ ), sikap petugas penyaji ( $p=0,006$ ) dengan tingkat kecukupan energi. Ada hubungan antara cita rasa ( $p=0,011$ ), penampilan makanan ( $p=0,000$ ), ketepatan waktu penyajian ( $p=0,002$ ), kebersihan alat penyajian ( $p=0,006$ ), sikap petugas penyaji ( $p=0,004$ ) dengan tingkat kecukupan protein.

**Simpulan :** Semakin tinggi kepuasan terhadap pelayanan makanan rumah sakit, semakin tinggi tingkat kecukupan energi dan protein.

**Kata kunci :** kepuasan pelayanan makanan, tingkat kecukupan energi, tingkat protein, rumah sakit.

## ABSTRACT

### THE CORRELATION BETWEEN FOOD SERVICE SATISFACTION AND PATIENTS' ENERGY AND PROTEIN ADEQUACY

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**Background :** Nutrition service at a hospital has an objective to of food and therapy in line with disease. Lack of energy and protein intake for patients risk factor of complication, decreasing therapeutic effectiveness and hospital length of stay. The evaluation at Abepura hospital showed an increase of wasted foods from 81% in 2010 to 85% in 2011. This study aimed to analyze the correlation between food service satisfaction and patients' energy and protein adequacy intake.

**Method :** This study was an observational analytical method by a cross-sectional approach. The population consisted of adult patients with regular food intake and were in-patients in rooms class I, class II, and class III. The study used 142 respondents collected by a purposive sampling technique. The food satisfaction service at hospital was obtained by interviews by questioners, food intake by comstock method, and the analysis used Rank Spearman correlation test.

**Result :** The average energy adequacy rate was  $46,2 \pm 18,5\%$  and protein adequacy was  $66,1 \pm 11,1\%$ . Most of the respondents were civil servants (32,3%), and highschool graduates (50%). The most dominant disease diagnosis was malaria (18.3%) and most of them were in-patients at class III (43%). There was a correlation between taste ( $p=0,030$ ), food appearance ( $p=0,006$ ), food service timeliness ( $p=0,015$ ), food attendance attitude (0,006) and energy adequacy. Were a correlation between taste (0,011), food appearance ( $p=0,000$ ), food service timeliness ( $p=0,002$ ), service equipment hygiene ( $p=0,006$ ), food attendance attitude ( $p=0,004$ ) and protein adequacy.

**Conclusion :** The higher the food service satisfaction at the hospital, the higher the energy and protein adequacy.

**Keywords :** food service satisfaction, energy adequacy rate, protein adequacy rate, hospital.