



UNIVERSITAS ANDALAS

**HUBUNGAN TINGKAT KEPUASAN PASIEN DENGAN
SISA MAKANAN BIASA PADA PASIEN RAWAT INAP DI
RUMAH SAKIT SYAFIRA PEKANBARU**

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PEKANBARU**

xi+66 halaman, 22 tabel, 4 gambar, 10 lampiran

ABSTRAK

Tujuan

Penelitian ini bertujuan untuk mengetahui hubungan tingkat kepuasan pasien terhadap penampilan makanan, cita rasa makanan, variasi menu dan penyajiaan makanan dengan sisa makanan biasa pada pasien rawat inap di Rumah Sakit Syafira Pekanbaru.

Metode

Penelitian ini menggunakan desain *cross sectional study* yang dilakukan di seluruh ruang rawat inap Rumah Sakit Syafira. Sampel dalam penelitian ini sebanyak 54 pasien yang diambil dengan teknik *non random sampling*, dilakukan pada bulan November 2025 Pengumpulan data menggunakan *form visual comstock* dan formulir kepuasan pasien. Data dianalisis secara univariat dan bivariat menggunakan SPSS dengan uji statistik uji *mann-whitney* dan uji *spearman*.

Hasil

Hasil penelitian menunjukkan 61,1% pasien menyisakan makanan < 20%, 75,9% pasien merasa puas terhadap penampilan makanan, 70,4% pasien merasa makanan yang disajikan enak, 75,9% pasien merasa makanan yang disajikan kurang bervariasi, 92,6% pasien merasa kurang puas terhadap penyajian makanan dan 75,9% pasien puas terhadap penyelenggaraan makanan. Hasil analisis menunjukkan bahwa terdapat hubungan antara penampilan makanan ($p\text{-value}=0,017$), cita rasa makanan ($p\text{-value}=0,000$) dan kepuasan pasien ($p\text{-value}=0,018$, $r=0,321$) dengan sisa makanan biasa. Tidak terdapat hubungan antara variasi menu ($p\text{-value}=0,209$) dan penyajian makanan ($p\text{-value}=0,314$) dengan sisa makanan biasa.

Kesimpulan

Penampilan makanan, cita rasa makanan dan kepuasan pasien memiliki hubungan yang signifikan dengan sisa makanan biasa. Variasi menu dan penyajian makanan tidak memiliki hubungan yang signifikan dengan sisa makanan biasa.

Daftar Pustaka : 71 (2008-2025)

Kata Kunci : Sisa Makanan Biasa, Penampilan Makanan, Cita Rasa Makanan, Variasi Menu, Penyajian Makanan, Kepuasan Pasien

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**THE RELATIONSHIP BETWEEN PATIENT SATISFACTION LEVEL AND
REGULAR FOOD LEFTOVERS IN INPATIENTS AT SYAFIRA HOSPITAL,
PEKANBARU**

xi+66 pages, 22 tables, 4 pictures, 10 appendices

ABSTRACT

Objective

This study aims to determine the relationship between the level of patient satisfaction with food appearance, food taste, menu variety and food presentation with the usual food leftovers in inpatients at Syafira Hospital, Pekanbaru.

Methods

This study used a cross-sectional study design conducted in all inpatient wards of Syafira Hospital. The sample in this study was 54 patients taken by non-random sampling technique, conducted in November 2025. Data collection used a visual comstock form and a patient satisfaction form. Data were analyzed univariately and bivariately using SPSS with statistical tests Mann-Whitney and Spearman tests.

Results

The results showed that 61.1% of patients left <20% of food, 75.9% of patients were satisfied with the appearance of the food, 70.4% of patients felt the food served was delicious, 75.9% of patients felt the food served was less varied, 92.6% of patients were less satisfied with the presentation of the food and 75.9% of patients were satisfied with the organization of the food. The results of the analysis showed that there was a relationship between the appearance of food (p-value = 0.017), the taste of food (p-value = 0.000) and patient satisfaction (p-value = 0.018, $r = 0.321$) with the usual food leftovers. There was no relationship between menu variety (p-value = 0.209) and food presentation (p-value = 0.314) with the usual food leftovers.

Conclusion

Food appearance, food taste, and patient satisfaction were significantly associated with plate waste of regular meals. Menu variation and food service presentation were not significantly associated with plate waste of regular meals.

Bibliography : 71 (2008-2025)

Keywords : Plate Waste of Regular Meals, Food Appearance, Food Taste, Menu Variation, Food Service Presentation, Patient Satisfaction