

## **Satisfaction Level of Inpatient Food Services for Patients at RSUD Meuraxa Hospital in Banda Aceh**

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### **ABSTRACT**

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Hospitals are one of the crucial healthcare facilities that play a vital role in supporting healthcare efforts. Patient satisfaction or dissatisfaction is significantly influenced by the expected quality of services, particularly in hospitals. One of the success indicators in nutritional services is the satisfaction level of patients with the food they receive, as it positively contributes to the patients' healing process. These efforts also play a crucial role in supporting the recovery of patients. This research aims to assess the level of satisfaction with food services in terms of taste, presentation, and serving among inpatients at RSUD Meuraxa in Banda Aceh. The research method employed is descriptive quantitative research, aiming to provide an overview of patient satisfaction with food services at RSUD Meuraxa. Data were collected from 50 randomly selected respondents using an instrument that utilized a Likert scale with four options. The results of this study indicate that the majority of respondents are highly satisfied with the food services. A total of 90.0% of respondents stated that the food served at the hospital is delicious. Additionally, 70.0% of respondents found the food presentation to be appealing, and 96% of respondents considered the food serving to be excellent for inpatients at RSUD Meuraxa. Of all the satisfaction aspects measured, 86.0% of respondents expressed their satisfaction with the food services provided to inpatients at the hospital.

**Keywords:**

patient disfaction, Meuraxa Hospital, food taste, food service, healthcare

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## **1. INTRODUCTION**

Hospitals are one of the most crucial healthcare services in society, playing a significant role in supporting health efforts. The satisfaction or dissatisfaction of patients is heavily influenced by the expected quality of service, particularly in hospitals. The provision of healthcare services in hospitals involves complex characteristics and organization. Various types of healthcare professionals work together with a variety of scientific equipment. The rapid development of medical science and health technology demands that healthcare professionals continually keep pace with these advancements to provide services of high quality. According to Az-Zahroh, delivering quality healthcare services to the community is one way to measure patient satisfaction with the hospital. The higher the quality of healthcare services, the higher the level of patient satisfaction with the services provided by the hospital.

One of the essential medical support services that cannot be overlooked is the hospital food service, which includes the provision of meals to patients. To ensure the success of food service in hospitals, the focus should be on patient satisfaction. Patient satisfaction with food service can be measured by comparing their expectations regarding the food products to be provided with their perceptions of the actual quality of the food served, as well as the service experience provided by the food service personnel to the patients [1].

The level of patient satisfaction with food is an indicator of the success of nutritional services. To achieve a good standard, the level of patient satisfaction should reach at least 80% [2]. Patient satisfaction is a feeling that arises as a result of the performance of the healthcare services received compared to their expectations [3]. Patients who are satisfied with the food they receive are more likely to contribute positively to their healing process. This activity will support the efforts of patient healing and recovery. The quality of the food produced is expected to

expedite the healing process. The food is considered of high quality if it has a delicious taste, an appealing appearance, and is presented in such a way that encourages patients to consume it and speeds up the healing process [4].

A delicious taste will enhance appetite and influence the leftover food of patients. The taste of food itself is influenced by stimuli on the sense of smell and taste, and the flavor of food is a sensation that arises after food consumption and has a significant impact on the level of food intake by patients. According to Moehyi [5], when food is served, the resulting taste provides a sensory experience for consumers. A delicious, balanced taste that aligns with individual preferences can enhance the appeal of the dish and stimulate appetite. Conversely, unsatisfactory or unexpected tastes can reduce interest and food intake in the patient.

Similarly, the presentation and taste of food are factors that need to be considered. Patients who perceive the appearance of the food as unappealing tend to have a decreased appetite and leave their meals uneaten. Another quality element determining patient satisfaction is the presentation of the food. This aligns with research conducted at Semarang General Hospital, where a connection was found between patient satisfaction with the appearance of food and the amount of leftover food [4]. The presentation of food also plays a crucial role in showcasing an appealing dish. Proper food presentation can stimulate the senses, particularly the sense of sight, which is associated with the taste of the food. Food presentation is a way of serving meals to patients, presented in a comprehensive manner with a composition arranged and adjusted with an attractive color scheme to enhance appetite [6]. According to the Indonesian Ministry of Health Regulation No. 1204/2004 regarding Hospital Environmental Health Requirements, food presentation must meet health standards, meaning it should be uncontaminated, clean, self-sufficient, and capable of fulfilling the nutritional needs of inpatient patients.

The Meuraxa Regional General Hospital, or RSUD Meuraxa, in Banda Aceh is one of the hospitals in Aceh that provides nutritional services for inpatients. However, there hasn't been any research investigating the level of patient satisfaction with nutritional services, especially in the context of food service. Therefore, it is important to conduct research to evaluate and measure the level of satisfaction with food services for inpatients at RSUD Meuraxa. This research specifically aims to answer the following questions: (1) What is the level of patient satisfaction with food services, particularly in the aspect of food taste? (2) What is the level of patient satisfaction with food services, especially in terms of food appearance? (3) What is the level of patient satisfaction with food services, especially in the context of food presentation at RSUD Meuraxa in Banda Aceh?

## 2. METHOD

The research method employed is quantitative descriptive and was conducted at RSUD Meuraxa in March 2023. The research population includes inpatients who receive food services provided by RSUD Meuraxa in Banda Aceh. The research sample consists of 50 patients who receive meals and are currently hospitalized.

Data collection was carried out using a questionnaire with a 4-point Likert scale, which was utilized to measure patients' attitudes, opinions, and perceptions regarding food services at RSUD Meuraxa. The sampling technique used was purposive sampling, with the following inclusion criteria: (1) Patients undergoing inpatient care at RSUD Meuraxa. (2) Both male and female patients. (3) Patients aged 17 years and above. (4) Patients in a conscious and communicative state. (5) Patients receiving a regular diet. (6) No indication of mental disorders. (7) Willing to participate as a sample.

## 3. RESULTS AND DISCUSSION

### 3.1. Patient Characteristic

The presentation of data on respondent identities is intended to provide an overview of the respondent profiles in this study. This profile includes key demographic information, namely gender and occupation. By understanding the demographic characteristics of the respondent sample, we can gain a better insight into how the results of this research may depict that group. Demographic data for the respondent group, including gender and occupation, is shown in the following Table 1.

Table 1. Respondent Characteristics based on Gender and Occupation

	Category	Frequency (f)	Persentase (%)
Gender	Male	23	46%
	Female	27	54%
Occupation	Farmer	24	48%
	Student	2	0,4%
	Housewife	13	26%
	Entepreneur	5	12%
	Civil servants	6	10%
	Total	50	100%

Based on Table 1 above, it can be seen that the inpatient respondents at RSUD Meuraxa consist of 50 respondent, with 23 respondents (46%) are male and 27 (54%) are female. From these results, it can be concluded that the majority of respondents are female. Among the 50 respondents, the distribution based on occupation is as follows: 24 farmers (48%), 13 housewives (26%), 5 entrepreneurs (12%), 6 civil servants (10%), and 5 individuals (10%), and students: 2 individuals (0.4%). A total of 24 individuals, or 48%, work as farmers. Based on these results, it is evident that the occupation with the highest number of respondents is farmers, accounting for 48% of the total patients included in this study.

### 3.2. Patient Satisfaction Level Regarding Taste, Appearance, and Food Service

Data on patient satisfaction levels related to the taste, appearance, and presentation of food at this hospital were obtained through the responses collected from the filled questionnaires. The questionnaire was designed to explore patients' perceptions regarding these aspects, providing a more comprehensive insight into the quality of food services at RSUD Meuraxa, as indicated in Table 2 below:

Table 2. Patient Satisfaction Level Regarding Food Services at RSUD Meuraxa Hospital

Variable	options	Frequency (N=50)	Percentage (%)
Taste of food	Not good	0	0,0
	Quite delicious	5	10,0
	Delicious	45	90,0
Food Appearance	Less interesting	7	14,0
	Enough interesting	8	16,0
	interesting	35	70,0
Food Service	Very lacking	0	0,0
	Not good	2	4,0
	Good	48	96,0

Based on Table 2, the assessment results from 50 inpatient respondents at RSUD Meuraxa regarding the taste of the served food show that 45 individuals (90.0%) find the food served at the hospital to be delicious. The evaluation of 50 inpatient respondents at RSUD Meuraxa Hospital concerning the food appearance indicates that 48 individuals (96%) out of 50 respondents believe that the food presentation for inpatients at RSUD Meuraxa is good. The assessment from 50 inpatient respondents at RSUD Meuraxa regarding the food appearance also reveals that 48 individuals (96%) out of 50 respondents consider the food appearance for inpatients at the Meuraxa Hospital to be good in Level Regarding Food Services at RSUD Meuraxa.

In general, the patient satisfaction level categories regarding the services in terms of the taste, appearance, and presentation of food provided by RSUD Meuraxa can be observed in the following Table 3:

Table 3. Inpatient Patient Satisfaction Categories on Food Services at RSUD Meuraxa

Satisfaction Category	Satisfaction		Total
	Not sastified	satisfied	
Taste of Food	5 (10,0%)	45 (96,0%)	50 (100%)
Appearance	15 (30,0%)	35 (70,0%)	50 (100%)
Food Service	2 (4,0%)	48 (96,0)	50 (100%)

Based on the data in the above Table 3, it can be identified that the majority of patients exhibit a high level of satisfaction with several aspects of the food services at the hospital. Out of the 50 patients participating in this study, a total of 45 patients (96.0%) provided a positive assessment of the taste of the food. Furthermore, 35 patients (70.0%) expressed satisfaction with the appearance of the food provided, and 48 patients (96.0%) also felt satisfied with the presentation of the food.

## Discussion

In the assessment of inpatient satisfaction at RSUD Meuraxa regarding the taste of the food, data from 50 respondents indicate that 5 individuals (10.0%) were dissatisfied with the regular food service, while 45 individuals (90.0%) were satisfied with the taste of the food provided to patients. Based on observations and interview results, the taste of the food served varies, with an appetizing aroma, and the food is always served warm. This signifies a positive level of satisfaction with the taste of the food at RSUD Meuraxa.

Interestingly, the level of patient dissatisfaction is lower compared to the research conducted by Noviandi and colleagues in the study titled "The Relationship Between Patient Satisfaction and Food Acceptance in Patients at Dr. H. Soewondo Regional General Hospital Kendal. In that study, data from 55 patients showed that 49.1% (27 patients) stated that they were very satisfied with the taste of the lunch menu served. Meanwhile, the results of a study by Yuliati Evi titled "The Relationship between Inpatient Patient Satisfaction Levels with Food Services and Leftover Food at RSUD Dr. Murjani Sampit" revealed that 16.7% expressed dissatisfaction with the taste of the food served at RSUD Dr. Murjani Sampit. This was observed as the taste of the food, especially the meat dishes, was bland or completely lacking in flavor.

Based on these two previous studies, it can be concluded that RSUD\_Meuraxa has the highest percentage of satisfaction regarding the taste of inpatient food. The assessment of food taste is highly subjective and can vary depending on individual preferences. Perceptions of taste can differ from one person to another due to personal experiences. For example, the same food can be evaluated differently from person to person. Additionally, food taste is also influenced by the serving temperature and the aroma. Due to these factors, it is crucial for food service providers, such as hospitals, to understand the diversity of patient food preferences to provide satisfactory services tailored to the needs and individual preferences of patients.

In terms of the food's appearance, data from 50 individuals indicate that 35 individuals (70.0%) perceive the presentation of food at RSUD Meuraxa as attractive and appetizing. The quality of its presentation can contribute to a pleasant experience for inpatient individuals at RSUD Meuraxa Hospital. These research findings align with a study conducted by Ulfa on "The Relationship Between Food Service and the Level of Satisfaction of Class II and III Inpatient Patients at RSUD Dr. Ismoyo Regional Hospital in Kendari"[7]. In that study, 41 samples (90.9%) stated that they were satisfied, while 3 samples (6.8%) expressed dissatisfaction.

Concerning the color categories of the received food, it is noted that there is a good variety of colors on each menu. However, there are some observations regarding small vegetable portions, excessive soup, small fish and tofu pieces, and the presentation of food being too simple without additional garnishes. On the other hand, the research results at PKU Muhammadiyah Hospital in Surakarta in 2013 showed that 60% of patients expressed satisfaction with food services, while 30% of patients expressed dissatisfaction. It can be concluded that, based on the appearance of food, RSUD Dr. Ismoyo Hospital in Kendari has the highest percentage compared to PKU Muhammadiyah Hospital in Surakarta and RSUD Meuraxa Hospital from the two previous studies.

Therefore, this research provides a significant insight into the importance of aesthetic aspects in food presentation in hospitals as a factor that can influence patient satisfaction levels, encouraging them to consume the meals provided. In order to enhance patient satisfaction, it is crucial for RSUD Meuraxa Hospital to continually consider and improve aspects such as food color variation, portion size, and food presentation to create a more satisfying experience for their inpatients.

In this study, the majority of patients were satisfied with the food presentation at RSUD Meuraxa, with 48 individuals, or equivalent to 96.0% of the total respondents, expressing satisfaction with the food presentation they received during their Hospital stay. This result reflects a high level of satisfaction regarding food presentation at RSUD Meuraxa hospital. Although most patients feel satisfied, it should be noted that 2 patients (4.0%) expressed dissatisfaction with the food presentation. Despite the small number, feedback from dissatisfied patients remains important to consider. It can serve as a basis for the hospital to conduct further evaluations of their food presentation, identify the causes of dissatisfaction, and make improvements if necessary.

Similar research was conducted by Anggraini in a study titled "Description of Inpatient Patient Satisfaction Levels Regarding Food Presentation at RSUD Wangaya Hospital in Denpasar," where 89.4% of patients expressed satisfaction with the food presentation at Wangaya Regional General Hospital [8]. Meanwhile, the research results from Setya Agustina in a study titled "The Relationship Between Perception of Food Presentation and Acceptance by Patients with Type II Diabetes Mellitus and the Level of Nutritional Service Satisfaction in Inpatients at PKU Muhammadiyah Hospital in Surakarta" stated that 86.4% were satisfied with the food appearance. In conclusion, both previous research and the study conducted at Meuraxa Regional General Hospital in Banda Aceh have similarly yielded high satisfaction percentages in food presentation within their respective Hospital settings. These results indicate that most patients feel that the food served meets their expectations and needs during their care at RSUD Meuraxa Hospital. This satisfaction may reflect the hospital's commitment to providing quality nutritional services, emphasizing accuracy in presenting meals according to medical recommendations and patient preferences. Nonetheless, it is essential to pay attention to feedback from dissatisfied patients to continually improve the quality of these services.

#### 4. CONCLUSION

Patient satisfaction with food serviced at RSUD Meuraxa Hospital is influenced by various factors, including taste, presentation, and the accuracy of the presentation. These factors contribute to determining the level of patient satisfaction with food services in the hospital. Based on the research results at RSU Meuraxa Hospital in 2023, the following can be drawn: (1) Taste of the Food: Information from 50 respondents indicates that 5 individuals (10.0%)

were dissatisfied with the regular food service, while 45 respondents (96.0%) were satisfied with the taste of the food provided to patients.

1. Food Service:

Based on the information from 50 respondents, it appears that 5 individuals (10.0%) were dissatisfied with the regular food service, while 45 respondents (96.0%) were satisfied with the taste of the food provided to patients.

2. Appearance of the Food:

In terms of the appearance of the food, 35 respondents (70.0%) assessed the presentation of food at RSUD Meuraxa Hospital as attractive and appetizing. The quality of its presentation can create a pleasant experience for inpatient individuals

3. Food Presentation:

Concerning the presentation of food, the majority of inpatient individuals at RSUD Meuraxa Hospital rated the food presentation as very good. A total of 48 respondents, or 96.0%, expressed satisfaction with the food presentation, while only 2 respondents, or 4.0%, were dissatisfied.

From the analysis of the patient satisfaction instrument regarding food services for inpatient individuals at RSUD Meuraxa, which includes three indicators: a) taste of the food, b) appearance of the food, and c) food presentation, it can be concluded that the majority of respondents, or 43 individuals (86.0%), are satisfied with the food services provided.

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