

## Description Of The Level Of Patient Satisfaction With The Appearance And Taste Of Regular Food Served At Mataram City Hospital

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### Article Info

#### Article history:

Received July 15th, 2022

Revised August 20th, 2022

Accepte September 25th, 2022

#### Keyword:

Food Appearance; Food Taste; Satisfaction Level;

### ABSTRACT

**Background.** The level of patient satisfaction is an indicator in assessing the quality of food service in hospitals. Annisa et al. (2021), in their research, stated that 92.6% of respondents were dissatisfied with the taste of food, and 53.7% of respondents were dissatisfied with the appearance of food. Taking into account the various problems above, the purpose of this study was to describe the level of patient satisfaction with the appearance and taste of ordinary food served at Mataram City Hospital.

**Research Methods.** Knowing the description of the level of patient satisfaction with the appearance and taste of ordinary food served at the Mataram City Hospital. This research is descriptive. The study was conducted from February to March 2022 for 15 days. The population is all inpatients in class III who get regular food at lunchtime. Samples were 23 patients who were determined as samples by purposive sampling. Data analysis was performed univariately. Data about the appearance and taste of the food were obtained by interview using a questionnaire.

**Research Result.** The level of satisfaction with the food appearance, including the color category, is quite satisfied at 95.7%, the form category is satisfied at 87%, and the presentation in the class is quite happy at 78.3%. Meanwhile, the food taste aspect includes aroma in the somewhat satisfying category 43.5%, taste in the satisfied category 34.8%, texture in the 82.6% comfortable type, and temperature in the 56.5% happy category.

**Conclusion.** Overall, the level of patient satisfaction in the category of satisfied with the appearance of food is 87%, and the level of patient satisfaction in the type of quite happy with the taste of food is 65%.

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### INTRODUCTION

Hospital Nutrition Services is one facility that can support the quality of health services to meet the patient's needs for balanced nutrition. One of the essential components in the success of a service or hospital meal is oriented to patient satisfaction (PGRS, 2013).

Research results by Annisa et al. (2021) stated that 92.6% of respondents felt dissatisfied with the taste of food, and 53.7% of respondents were dissatisfied with the appearance of food. This is also in line with research conducted by Meliana et al. (2020) that 42.9% of patients commented that the food served at Hermina Daan Mogot Hospital had a lousy appearance; a total of 35 respondents, so patients felt less satisfied with this.

Research conducted by Angelina (2017) showed that most of the respondents were dissatisfied with the taste of the food, which was indicated by a percentage of 92.6%. The same result was also found in a study by Noor Rachmah et al. (2021) that patients felt that the food served at RSI Arafah Rembang was less tasty and unpleasant, respectively (12.9%) and (38.7%).

Mataram City Hospital is one of several hospitals oriented toward education and research services. The nutritional installation is one of the medical support facilities that have the aim of accelerating the patient's healing process. Research conducted by Aslul Khitan (2015), located at the Mataram City Hospital, showed that the patient's low acceptance of the food served consisted of staple foods, animal side dishes, vegetable side dishes, vegetables, and fruit and snacks. A total of 53% of patients left food in large quantities, so it also impacted the level of satisfaction of patients who were not satisfied.

Similar results are also seen in the study by Febri et al. (2019) in their research at the Mataram City Hospital, which showed that the average patient left more food in the ninth menu cycle by 28.2%. The low level of patient satisfaction with nutrition services in hospitals also has an impact on the development of the hospital itself.

Kotler (2011) defines patient satisfaction as the level of one's feelings after comparing the perceived work results with their expectations. A person will feel satisfied if something he wants is comparable to the actual condition. The more shortcomings that are handled and the more things that are desired, the greater the feeling of dissatisfaction that arises.

Patients are people who, because of their physical or mental weakness, surrender their supervision and care and receive and follow the treatment applied by health workers (Prabowo, 1999). Meanwhile, Aditama (2002) defines patients as those who do a treatment at the hospital. The level of patient satisfaction is essential in determining the level of patient return visits to the hospital. It aims to assess patient satisfaction with the health services received. Several factors that affect patient satisfaction include psychological factors or the patient's psychological state that affects appetite. One is eating habits and boredom that comes to a person because there is no variety of food served.

By paying attention to the various problems above, the authors are interested in researching the level of patient satisfaction with the appearance and taste of ordinary food served at Mataram City Hospital.

## **RESEARCH METHODS**

The research was conducted from February to March 2022 for 15 days. This study uses a descriptive type of research with a cross-sectional approach. The research method used is an observational survey to describe the level of patient satisfaction with the appearance and taste of the food served. The population is all inpatients in class III who get regular food at lunchtime. The samples were 23 patients determined as samples by purposive sampling by applying inclusion and exclusion criteria.

The inclusion criteria consisted of patients aged 17-65 years, receiving the usual type of food menu on the lunch menu, and having been hospitalized for at least two days. In addition, the exclusion criteria set were patients who were forcibly discharged for at least one day and received regular food on the lunch menu. Calculation of the number of samples in this study using the Lemeshow formula.

The data collected included primary data consisting of the characteristics of the research subjects (age, gender, education level, length of treatment, and type of disease experienced) and an assessment of the appearance and taste of food. Secondary data includes the profile of the study site, menu cycle data, and the number of hospitalized patients. The data were collected using interviews and questionnaires.

The patient's assessment of the appearance and taste of food used a Likert scale with a weighting of 5 = very good, 4 = good, 3 = quite good, 2 = not good, and 1 = very bad. The greater the weight given can illustrate that the patient is increasingly satisfied with the aspects assessed, in this case, the appearance and taste of the food.

According to Supranto (2011), the level of patient satisfaction is calculated by comparing the number of respondents' reality scores with the total number of respondents' expectations scores which are then multiplied by 100 according to the formula for the level of conformity as follows:

$$Tki = xi/Yi \times 100\%$$

Information :

TKI: Patient satisfaction level

xi: Total score obtained

Yi: Total maximum score/ patient expectation score.

Data analysis was carried out univariately to provide a descriptive picture.

## RESULTS AND DISCUSSION

### Characteristics of Research Subjects

In this study, the research subjects amounted to 23 people. Most respondents were in the age group of late adulthood to early elderly, aged 57-66 years (30.4%). Research subjects male gender (52%) dominated in this study compared to women (48%). The level of education is mainly at the elementary school (SD) level (52.2%). Most of the patient's stay was more than two days of hospitalization, but the most extended duration was four days (34.8%). On average, patients treated had non-infectious or degenerative diseases (74%). Patients with diseases such as diseases with a particular incidence (accidents) and degenerative diseases such as diabetes mellitus, hypertension, kidney failure, and hypercholesterolemia

**Table 1. Distribution of Respondents Characteristics**

Characteristics	n	%
<b>Age Range</b>		
17- 26 Years	5	21.7
27- 36 Years	2	8.7
37- 46 Years	3	13
47- 56 Years	6	26.1
57- 66 Years	7	30.4
Amount	23	100
<b>Gender</b>		
Man	12	52
Woman	11	48
Amount	23	100
<b>Level of education</b>		
No school	1	4.3
SD	12	52.2
Junior High School	6	26.1
Senior High School	4	17.4
Amount	23	100
<b>Length of Hospitalization</b>		
2 days	7	30.4
3 days	7	30.4
4 days	8	34.8
5 days	1	4.4
Amount	23	100
<b>Types of diseases</b>		
Infection	6	26
Non Infectious	17	74
Amount	23	100

**Table 2. Distribution of Patient Satisfaction Levels on Usual Food Appearance**

Satisfaction Level	n	%
<b>Color</b>		
Very satisfied	1	4.3
Quite satisfied	22	95.7
Amount	23	100
<b>Form</b>		
Very satisfied	1	4.3
Satisfied	20	87
Quite satisfied	2	8.7
Amount	23	100
<b>Presentation</b>		
Very satisfied	1	4.3
Satisfied	2	8.7
Quite satisfied	18	78.3
Not satisfied	2	8.7
Amount	23	100

### **Food Appearance**

Based on research conducted in the third-class inpatient room at the Mataram City Hospital, it was found that the description of the level of patient satisfaction with the appearance of ordinary food includes the color, shape, and presentation of the food.

#### **Color**

The combination of colors in food is essential so that it can help in the acceptance of food by the patient. The attractiveness of food that has a good color combination can also affect the patient's psychology toward the food. The study's results stated that the level of patient satisfaction with food colors was mainly in the quite satisfied category (95.7%), which means that the overall color combination presented was quite interesting. The same study also explained that patients in RSUD dr. Sadikin Padang stated that they were satisfied (97.8%) with the color of the food served (Nisvu, 2019).

#### **Form**

In this study, the results showed that patients were satisfied with the form of food served as much as (87%) of total 23 patients. For patients, the variety of forms of food served affects the patient preference for these foods. In their research, Kristina et al. (2022) stated that 71% of patients stated that they were satisfied with the usual food at the PMI Bogor Hospital, which is in line with this study.

#### **Presentation**

The results of this study indicate that the level of patient satisfaction with the presentation of the food served is in the quite satisfied category (78.3%). According to Nuryati (Nisvu, 2019), The presentation of food has a special meaning for the appearance of the food served. Food serving is designed to provide satisfaction for patients and is safe and at a reasonable price. The choice of cutlery and its use in the preparation of food will affect the appearance of the food served. The same study also explained that 90% of patients were satisfied with the food served at the Bogor PMI Hospital (Kristina et al., 2022).

**Table 3. Distribution of Patient Satisfaction Levels on Ordinary Food Flavors**

Satisfaction Level	n	%
<b>Color</b>		
Very satisfied	6	26.1
Satisfied	7	30.4
Quite satisfied	10	43.5
Amount	23	100
<b>Flavor</b>		
Very satisfied	7	30.4
Satisfied	8	34.8
Quite satisfied	8	34.8
Amount	23	100
<b>Texture</b>		
Very satisfied	1	4.3
Satisfied	19	82.7
Quite satisfied	3	13
Amount	23	100
<b>Temperature</b>		
Very satisfied	9	39.2
Satisfied	13	56.5
Quite satisfied	1	4.3
Amount	23	100

#### **Food Flavor**

Based on research conducted in the third-class inpatient room at the Mataram City Hospital, it was found that the description of the level of patient satisfaction with the taste of ordinary food includes color, shape, and food presentation.

#### **Scent**

The aroma of food that comes from the food is one of the attractions or essential components that can stimulate the patient's sense of smell so that it can arouse the patient's appetite. It is known in this study that some patients considered quite satisfied with the aroma of the food served, namely (43.5%). Based on the results of interviews during this study where the patient assessed that the aroma of the food served was still smelled by the patient.

However, this study differs from the results of research at RSUD dr. Sadikin Padang stated that patients were satisfied (91.3%) with the aroma of the food served (Nisvu, 2019).

#### **Flavor**

Based on the study's results, it was found that most of the patients were satisfied with the taste of the food served, namely (34.8%). This is because, during the research process, the patient assessed the taste of the food served as delicious, thus affecting patient satisfaction.

The results of this study are in line with the research conducted by Flora at RSUD dr. Residing showed that one-third of patients disliked the taste of food. This shows that patient satisfaction with food taste ranges from 30-80% (Nisvu, 2019).

#### **Texture**

The texture of the food served affects the level of patient satisfaction. The results of this study showed that (82.7%) of patients were satisfied with the texture of the food served. This is evidenced by patients who assess the texture of the food served during the research process, namely in the excellent category, especially on the types of side dishes. The texture of the food served at RSUD dr. Sadikin also received a good response from patients where the patient was satisfied (95.7%)

### **Temperature**

Food served at a suitable temperature can undoubtedly increase the patient's appetite. The patient's assessment of the temperature of the food served at the Mataram City Hospital in the satisfied category was (56.5%). The temperature of the food served at RSUD dr. Sadikin also received a good response from patients where the patient was satisfied (95.7%) (Nisvu, 2019).

### **CONCLUSIONS**

Based on the results of research that has been carried out at the Mataram City Hospital, it can be concluded that most of the patient satisfaction levels on the appearance of ordinary food, including color, shape, and presentation of food, are included in the satisfied category of 20 patients (87%). This shows that the appearance of ordinary food served at the Mataram City Hospital is excellent and attractive to patients.

The level of patient satisfaction with food taste, including aroma, taste, texture, and temperature, mainly belongs to the excellent category, namely 15 people (65%). Thus, it shows that patients are satisfied with the taste of ordinary food served at the Mataram City Hospital.

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