

## ABSTRACT

NOOR ROCHMAH, NIM: G2B215002, 2017. THE PATIENT SATISFACTION'S FACTORS WITH REST FOOD ON NUTRITIONAL SERVICE AT INPATIENT UNIT OF ARAFAH ISLAMIC HOSPITAL REMBANG. First advisor Sufiati Bintanah, second advisor Erma Handarsari. Nutrition Science Program University of Muhammadiyah Semarang

**Background:** One of the success of food serving at the hospital is patient satisfaction. Lower patient satisfaction has an influence on how patient will be eat and left the food. The object of the study is to know the correlation of patient satisfaction factors and leftovers at the nutrition services inpatient unit at Arafah Islamic Hospital Rembang.

**Method:** The method of the study is *observational analytic* with an *across sectional* approach. The population of this study are all patient at Musdalifah room and Dzulkhulaifah room of Arafah Islamic Hospital Rembang with sample criteria, at least 2 days was treated and got a normal and soft food. The sample of this study is 31 respondents. The instruments used are questionnaire and Comstock form. The normality test of the data used *Kolmogorof-Smirnov* test. The statistical test used is *Rank-Spearman* test.

**Result:** All of the respondents state 100% of exact food time distribution. Most respondents 77, 4 % state that there is a variation of the food. 48, 8 % said the taste is delicious. All of the respondent (100%) the food equipments are clean and the server is friendly. Most respondents 83, 9% attractive for the served food. Leftovers from breakfast, main course 6,5%, animal side dish 3,2%, vegetable side dish 16,5%, vegetables 9,7%. At lunch, main course 6,5%, animal side dish 3,2%, vegetable side dish 12,9%, vegetables 19,4%. At dinner, main course 3,2%, animal side dish 9,7%, vegetable side dish 12,9%, vegetables 9,7%.

**Conclusion:** There is no correlation between menu variation with leftovers but, the relation between animal side dish and leftovers at breakfast has a correlation value  $p=0,037$ . There is no correlation between the taste of the food and leftovers ( $p>0,05$ ). There is no correlation between appearance of food and leftovers but the relation between animal side dish and leftovers at breakfast has correlation value  $p=0,038$ .

**Keywords:** The Patient Satisfaction's Factors , Leftovers.