RINGKASAN

Misi dari RSJ Menur Surabaya adalah mencegah, menggulangi masalah kesehatan jiwa secara paripurna dan professional bersama pemerintah dan masyarakat, serta terus meningkatkan pelayanan melalui upaya perbaikan dan peningkatan pelayanan kesehatan iwa yang paripurna, profesioanl, fektif dan efisien. Adanya perbedaan selisih jumlah permintaan porsi makanan dengan jumlah pasien yang dirawat ini dapat menyebabkan inefisiensi dalam perencanaan. Oleh karena itu perlu upaya penelitian.

Tujuan penelitian ini adalah menyusun rekomendasi tentang upaya memperbaiki distribusi makanan di RSJ Menur Surabaya berdasarkan analisisfaktor SDM, Metode dan Alat. Sedangkan tujuan khususnya adalah (1) Mengidentifikasi karakteristik petugas; (2) Mengidentifikasi kecukupan jumlah petugas; (3) Mengidentifikasi pengetahuan petugas tentang distribusi makanan; (4) Mengukur kepatuhan petugas dalam pengisian form distribusi maknan; (5) Menganalisa hubungan karakteristik dan pengetahuan dengan kepatuhan dalam melaksanakan distribusi makanan; (6) Menganalisis protap distribusi makanan meliputi permintaan, perubahan dan pembatalan dan protap sensus harian.

Penlelitian yang dilakukan merupakan penelitian menajemen dengan melakukan observasi, data diambil secara *cross sectional* karena pengukuran semua variable dalam penelitian ini dilaksanakan dalam kurun waktu tertentu. Penelitian dilakukan di RSJ Menur Surabaya. Unit analisis penelitian ini adalah Rumah Sakit Jiwa Menur Surabaya dan Sumber informasinta adalah petugas ruang rawat inap kelas III yang melaksanakan distribusi makanan. Besarnya sample adalah 20 petugas ruang rawat inap kelas III. Penelian ini merupakan penelitian analitik yang dilakukan dalam 4 tahap. Tahap pertama dilakukan untuk penggalian informasi tentang karakteristik, kecukupan jumlah tenaga, pengetahuan dan kepatuhan petugas dalam melaksanakan distribusi makanan. Tahap kedua dilakukan analisis hubungan antara karakteristik dan pengetahuan dengan kepatuhan petugas, menganalisis protap sensus harian dan protap distribusi makanan. Pada tahap ketuga dari hasil analisis

dipergunakan sebagai dasar menyusun issue strategi. Pada tahap keempat dilakukan FGD untuk menyusun rekomendasi dalam upaya menurunkan perbedaan jumlah permintaan porsi makanan dengn jumlah pasien yang dirawat.

Pada hasil penelitian ini, didapatkan bahwa; (1) Masa kerja petugas > 10 tahun; (2) Jumlah tenaga kurang baik dalam hal kwantitas maupun kwalitas; (3) Petugas gizi di IRNA tidak ada; (4) Kepatuhan dalam pelaksanaan protap distribusi makanan kurang; (5) Standar prosedur alat tidak ada; (6) Kebijakan tiap ruangan tentang distribusi makanan tidak sama; (7) Kebijakan perhitungan *cut off* pasien belum ada; (8) Kurangnya koordinasi dengan pihak terkait; (9) Sistim Informasi Sensus Harian belum berjalan dengan baik; (10) Kurangnya Form Sensus Harian; (11) Tidak adanya form yang dipergunakan dalam sistim distibusi ini meliputi form permintaan, perubahan dan pembatalan.

Upaya yang direkomendasikan adalah; (1) Refreshing petugas baik rotasi maupun mutasi; (2) Penambahan tenaga standar kwalitas; (3) Penempatan tenaga gizi di IRNA; (4) Frekuensi sosialisasi protap lebih ditingkatkan; (5) Dibuatkan Standar prosedur alat; (6) Kebijakan tiap ruangan tentang distribusi makanan disamakan; (7) Perlu dibuatkan SOPnya untuk menentukan *cut off* pasien; (8) Perlu dilakukan koordinasi dengan pihak terkait dengan distribusi makanan; (9) Perlu menyamakan persepsi tentang Sensus Harian Pasien; (10) Penambahan form sensus harian pasien; (11) Perlu diadakan form untuk distribusi makanan.

Adapun saran yang diajukan adalah; (1)Penempatan tenaga gizi di ruang IRNA; (2) Penambahan tenaga kerja yang sesuai dengan kwalifikasi; (3) Permintaan makanan sebaiknya memakai bon makanan bukan sensus harian; (4) Perlu dilakukan Supervisi; (5) Hasil penelitian ini dapat dipakai sebagai pembanding dalam melakukan kajian peningkatan mutu pelayanan di RSJ Menur Surabaya.

ABSTRACT

Effort to Improve Food Distribution at Surabaya Menur Mental Hospital (Based on Analysis of Human Resource, Method and Tool Factors)

The mission of Rumah Sakit Jiwa Menur (Menur Mental Hospital =MMH) is to be a professional and comprehensive hospital for prevention and therapy of mental illness. A continuing effort to serve better services led the management to improve the inhouse quality of the hospital. A discrepancy was found between the total number of food portions and the total number of inpatients resulting in hospital service inefficiency.

The purpose of this study was to formulate a recommendation on how to improve food distribution at MMH based on human resource factor analysis, method and tool. This was an observational study using cross sectional method carried out from December 2002 to February 2003 at MMH. The sample was taken from third class inpatient ward consisted of 20 respondents. They were nurses and employees who were responsible for food distribution.

The result of the study showed that: 1) personnel's tenure > 10 years; 2) not enough number nor qualified personnel; 3) no nutrition worker at the inpatient ward; 4) not enough compliance to execute the fixed procedure of food distribution; 5) no standard procedure; 6) the policy of food distribution in every ward was varied; 7) there was no policy to calculate cut off patients; 8)there was minimum coordination between wards among departments; 9) poor information system of daily census; 10) not enough daily census forms; 11) forms/documents in food distribution system such as request, alteration and cancellation forms were not available.

The recommendations are as follows, to: 1) refresh the personnel by rotation or mutation; 2) add the number of workers according to the quality standard; 3) place nutrition workers at the inpatient wards; 4) socialize more the fixed procedure; 5) make a tool standard procedure; 6) equalize the policy of food distribution in every ward; 7) determine the SOP (Standard Operating Procedure) of cut-off patients; 8) execute coordination between wards among departments regarding food distribution; 9) synchronize perception of patient daily census; 10) order food using request form instead of using daily census form ; and to 11) provide request, alteration and cancellation forms for food distribution.

Key words: food distribution, form, standard operating procedure, compliance

SUMMARY

Effort to Improve Food Distribution at Surabaya Menur Mental Hospital (Based on Analysis of Human Resource, Method and Tool Factors)

The mission of Rumah Sakit Jiwa Menur (Menur Mental Hospital =MMH) is to be a professional and comprehensive hospital for prevention and therapy of mental illness. A continuing effort to serve better services led the management to improve the inhouse quality of the hospital. A discrepancy was found between the total number of food portions and the total number of inpatients resulting in hospital service inefficiency.

The purpose of this study was to formulate a recommendation on how to improve food distribution at MMH based on human resource factor analysis, method and tool. The specific purposes are: 1) to identify personnel characteristics; 2) to identify personnel number adequacy; 3) to identify personnel knowledge about food distribution; 4) to measure personnel compliance in filling food distribution form; 5) to analyze the correlation of personnel characteristics with knowledge and compliance in performing their duties to distribute food and; 6) to analyze fix procedure of food distribution regarding food request, alteration, cancellation and daily census.

This was a management research by observation.Thus, this was an observational study, data was taken cross sectionally due to variable measurement in this research was done in a period of time. Carried out from December 2002 to February 2003, theunit analysis was Menur Mental Hospital. The sample was taken from third class inpatient ward personnel consisted of 20 respondents who did food distribution. responsible for food distribution. This was an analytic research performed in 4 stages. The first stage was to obtain information in pertaining to personnel characteristics, personnel number adequacy, knowledge and personnel compliance in distributing food. The second stage was analyzing the correlation between characteristics and personnel knowledge, also the correlation between characteristics and their compliance in food distribution. The second stage also analyzed daily census and food distribution fixed procedures. The third stage was to formulate strategic issues taken from analysis results. While the fourth stage was Focus Group Discussion (FGD) formulating recommendation in an effort to decrease the discrepancy in total number of food portion demand and total number of inpatients

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Suggestions to do are: 1) to place immediately a nutrition worker at each inpatient ward; 2) to add more personnel according to needed-qualification; 3) to do food request through food request form instead of using daily census form; 4) to supervis regularly; and 5) to use this result in reviewing the improvement of service quality of Menur Mental Hospital.