

PENYELENGGARAAN MAKAN DAN TINGKAT KEPUASAN SANTRI DI PONDOK PESANTREN JAWA TENGAH

*Food management system and level satisfaction students in islamic boarding school
at Central Java*

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ABSTRACT

The food management system is oriented to customer satisfaction which is assessed by using several indicators, namely timeliness, variety of food, taste of food, cleanliness of tools and food and the appearance of officers. This study aims to determine the relationship between the management system of food and the level of satisfaction of students in islamic boarding school at Central Java. This study used cross-sectional design with observational methods, interviews and questionnaires independently. Research subjects were taken by purposive sampling method with a total sample of 297 students. Data collection tools using were satisfaction level questionnaire, food administration checklist, stationery, digital camera and SPSS version 16. Data obtained were processed using Ms. Excel and SPSS version 16. The statistical test used in this study was the Chi Square and Mann Whitney test. The results of the differences in the management system of food in each boarding school were obtained with a value of $p = 1.000$. The results of differences in the level of satisfaction of students in each boarding school obtained results $p = 0.000$. While the test results regarding the relationship between the management system of food and the level of satisfaction of students in Islamic boarding schools were obtained with the results of $p = 0.021$. There is no significant difference between the management system of food in each boarding school. There is a difference between the level of satisfaction in each boarding school and also, there is a significant relationship between the management system of food and the level of satisfaction.

Keywords : *Food Management System, Islamic Boarding School, Level of Satisfaction*

ABSTRAK

Sistem manajemen makanan berorientasi pada kepuasan pelanggan yang dinilai dengan menggunakan beberapa indikator, yaitu ketepatan waktu, variasi makanan, rasa makanan, kebersihan alat dan makanan serta penampilan petugas. Penelitian ini bertujuan untuk mengetahui hubungan antara sistem manajemen makanan dan tingkat kepuasan siswa di pondok pesantren di Jawa Tengah. Penelitian ini menggunakan desain cross-sectional dengan metode observasi, wawancara dan kuesioner secara mandiri. Subjek penelitian diambil dengan metode purposive sampling dengan jumlah sampel 297 siswa. Alat pengumpulan data yang digunakan adalah kuesioner tingkat kepuasan, daftar makanan administrasi, alat tulis, kamera digital dan SPSS versi 16. Data yang diperoleh diolah menggunakan Ms. Excel dan SPSS versi 16. Uji statistik

yang digunakan dalam penelitian ini adalah uji Chi Square dan Mann Whitney. Hasil perbedaan dalam sistem manajemen makanan di setiap sekolah asrama diperoleh dengan nilai $p = 1.000$. Hasil perbedaan tingkat kepuasan siswa di setiap pondok pesantren diperoleh hasil $p = 0,000$. Sementara hasil tes mengenai hubungan antara sistem manajemen makanan dan tingkat kepuasan siswa di pondok pesantren diperoleh dengan hasil dari $p = 0,021$. Tidak ada perbedaan yang signifikan antara sistem manajemen makanan di setiap sekolah asrama. Ada perbedaan antara tingkat kepuasan di setiap sekolah asrama dan juga, ada hubungan yang signifikan antara sistem manajemen makanan dan tingkat kepuasan.

Kata kunci : Sistem penyelenggaraan makan, Pondok pesantren, Tingkat kepuasan

INTRODUCTION

The problem of organizing food in teenagers who live in the hostel is food that is not served according to taste. Therefore, food intake is reduced causing malnutrition problems in adolescents who live in dormitories (Khusna, 2017). The food served in boarding school every day amounts to hundreds to thousands of servings at every meal, so food management activities with large amounts and nutritional factors in food management for students at boarding school need attention because there are many deviations from food management activities from the theory and many cases of malnutrition student in boarding school (Yuliana & Afifah, 2013).

Food management systems can be both commercial and non-commercial. Commercial maintenance is a food maintenance system done with the aim to

take advantage such as restaurants, stalls, and cafes and many others. As for non-commercial is the management system of food carried out with the intention not to seek benefits for example schools, orphanages, hospitals, dormitories and islamic boarding school. Food management system in islamic boarding school is a major factor to meet the nutritional needs of students (Rotua & siregar, 2015).

School food delivery service is a series of school food activities processed based on existing standards (menus, adequate nutrition and sanitation), served attractively and to please students who aim to improve and maintain the nutritional status of school children, increase school attendance, improve academic achievement service stimulate and support education in the curriculum. Food management system is oriented on customer satisfaction. Consumer

satisfaction is the key in creating consumer loyalty (Ikhsan, 2016). In addition, according to Nurqisthy *et al.*, (2016) the satisfaction of eating services is one indicator of the success of the management system of food in the hospital. According to Ikhsan (2016) states that service quality is a determinant in business success because it is closely related to customer satisfaction, especially in the service industry. The results of the study of Amalina (2014) show that the service aspect was used as a supporting step for restaurants, because good service quality will create consumer comfort while enjoying food. So, that it can create customer satisfaction.

Islamic boarding school is one of the institutions that serve the needs of students to eat, so it must have a good food delivery system in order to support high quality human resources because nutrition as one of the determinants of students' health (Sulistiawati *et al.*, 2017). Teenagers nutritional intake needs to be considered especially for those who attend school with boarding facilities so they do not live with their parents (Kustiyoasih *et al.*, 2016). One of the problems of nutritional status in adolescents can be resolved, one of which is by fulfilling the needs of adolescent intake, namely organizing good food to increase students' satisfaction so that students' appetite for food is aimed at

achieving optimal health through proper feeding. Based on the description above, researchers are interested in conducting research on food management system and the level of satisfaction of students in Islamic boarding school at Central Java.

RESEARCH METHODS

Design, Place and Time of Research

This study used a cross-sectional design with observational methods, interview, and questionnaire. This research was carried out in Islamic Boarding School of As-Salam Solo, Islamic Boarding School of Thafidz Yanbu'ul Qur'an Kudus, and Islamic Boarding School of Tahfidzil Qur'an Ibn Abbas Klaten. This research was conducted for two months in December 2019-January 2020.

Research Subject

The population was all students at Islamic Boarding School of As-Salam Solo, Islamic Boarding School of Thafidz Yanbu'ul Qur'an Kudus, and Islamic Boarding School of Tahfidzil Qur'an Ibn Abbas Klaten. The research sample was male and female students in those Islamic boarding school. Respondents in this study amount of 297 peoples at three boarding school at Central Java. The sampling technique used was purposive sampling, which is taking a subject that is done deliberately to meet the following criteria.

Collecting Data (untuk penelitian

survei)/Langkah-Langkah Penelitian (untuk penelitian laboratorium) (Huruf Times New Roman 12 point, Bold, spasi 1,5)

The selected sample was students who met the research requirements proposed by researchers aged 13-15 years. Samples were taken using purposive sampling.

Processing and analyzing data

Data processing starts with coding, entry, cleaning, and analysis. Descriptive analysis is used to analyze data on subject characteristics, food management system and level of satisfaction. The level of satisfaction data was collected using a questionnaire with a questionnaire filling method conducted by the sample. Respondents filled out a questionnaire containing statements related to students satisfaction with food consisting of several indicators namely taste, appearance, large portions, punctuality and cleanliness.

RESULT

This research is about the implementation of food and the level of satisfaction of students in Islamic Boarding Schools in Central Java. Respondents in this study were male and female students aged 13-15 years, equivalent to junior high school students. This research was conducted at Assalam Solo boarding school, Yanbu'ul Qur'an Kudus boarding school and Ibnu Abbas

Klaten boarding school. Respondents at the Assalam Islamic Boarding School in Solo amount of 100 people. Characteristics in this study include gender, age, and class to be attached to Table 1. Respondents at the Islamic Boarding School of Tahfidz Yanbu'ul Qur'an Kudus amounted of 97 people. Characteristics in this study include gender, age, and class which will be attached in Table 2. Respondent at the Tahfidzil Qur'an Ibnu Abbas Islamic Boarding School in Klaten amounted of 100 people. Characteristics in this study include gender, age, and class to be attached to Table 3.

The results of the distribution of respondents based on the food management system of students are presented in Table 4 showing a comparison regarding the food management system in each boarding school ($p = 1.000$). These results indicate that there is not real comparison about the management system of food in each boarding school. The results of the distribution of respondents based on the level of satisfaction of students presented in Table 5 shows a comparison of the level of satisfaction in each boarding school ($p = 0.000$). These results indicate that there is a real comparison regarding the level of satisfaction in each boarding school. The results on relationship between the management system of food and the level

of satisfaction of students in the Islamic boarding school presented in Table 6 stated that there is a relationship between the food management system and the level of satisfaction of students in Islamic boarding schools ($p = 0.021$).

PEMBAHASAN

This study is about the food management system and the level of satisfaction of students in Islamic Boarding Schools in Central Java. The Boarding Schools were Assalam Islamic Boarding School In Solo, Tahfidz Yanbu'ul Qur'an Islamic Boarding School Kudus, Tahfidzul Qur'an Ibn Abbas Islamic Boarding School Klaten. Research about food management system was done by observation. Observations were carried out by means of observations using a food management system observation form consisting of open questions with two answer choices that were already implemented or not yet implemented. The results of the assessment were given a score of 1 if the answer has been applied and a score of 0 if the answer has not been applied. Components of the implementation of food based on most quantities were categorized as moderat, and good

The results of the assessment of the implementation of the food management system at the Islamic Boarding School stated that PPMI Assalam Solo for male

and female applied 94% and the remaining 6% had not been applied, including one component in the menu planning indicator, and 2 components in the food serving, whereas for the Islamic Boarding School Yanbu'ul Qur'an for female apply 92%, the remaining 8% has not been applied, among others, in one of the components in food storage indicators, food serving, hygiene personality, and sanitation, and Yanbu'ul Qur'an for male applies by 76% and the remaining 24% has not been applied, among others, 3 components in food storage indicators, 2 components in food serving indicators, 2 components in individual hygiene indicators and 5 components in sanitation indicators.

Ibnu Abbas Islamic Boarding School for female implemented 92% and the remaining 8% has not been applied, among others, one component in food processing indicators, food serving, and 2 components in individual hygiene indicators, and Ibnu Abbas for male applies 86% and the remaining 14 % has not been applied, among others, one component in the food processing indicator, 2 components in the food serving indicator, and 4 components in the individual hygiene indicator. So, it is undeniable that most of the components in the food management system in Islamic Boarding Schools have been implemented well.

According to Pratomo (2012), states as a component of food administration based on the distribution of the number of food management system components are categorized into three namely bad (<60%), moderate (60-79%) and good (> 80%). So, it can be conclude that the Food management System in PPMI Assalam for male and female is categorized as good, Islamic Boarding School of Tahfidz Yanbu'ul Quran for female is categorized as good and Islamic Boarding School of Tahfidz Yanbu'ul Qur'an for male is classified as moderate, and Islamic Boarding School of Tahfidzil Qur'an Ibnu Abbas for male and female included in good categories.

That way, the food management system for three boarding schools has met the minimum standards, so that it can run well. Nurdianty *et al.*, (2012) concerning the management system of food and the level of satisfaction of athletes in the education and training center of the Makassar youth and sports education department. the food management system at the education and training center of the students of the youth and sports education department in South Sulawesi has been implemented quite well, namely in its management and services.

Research on the students' satisfaction level variables was carried out by distributing questionnaires which were

assessed using a Likert scale. Assessment is obtained from the average score of likert from the assessment of each student. The level of satisfaction of students is measured by scoring which is then classified as satisfied and dissatisfied. Questionnaires were distributed to junior high school students. This is because the study involved respondents with a teenage phase which is equivalent to ages 13-15 years (Dwiningsih & Pramono, 2013).

Based on the results of research on the level of satisfaction of students in Table 5 states that the majority of students expressed satisfaction with a percentage of 59.3% and the rest stated dissatisfied with a percentage of 40.7%. Based on observations, some students felt dissatisfied with the color of the rice which was rather yellow and sometimes hard-textured and cold-temperature, thereby reducing appetite. In line with Diahnintias (2016) research on the analysis of food management system, the level of satisfaction, and the level of energy and nutrient adequacy of students in the al-hamidiyah Islamic boarding school depok stated that the color of the rice served by the pesantren was normal (42%), this is because the color became slightly yellowish due to temperatures that have begun to reduce to cold.

Nurqisthy *et al* ., (2016) in their research stated that some patients

complained that the rice served was still undercooked and hard. According to Diahningtias (2016) the combination of colors between the types of appropriate menu frames gives rise to attractiveness towards food reception. The level of satisfaction of students is influenced by 2 factors: internal and external factors (Fitriyanti, 2013). Internal factors are factors that exist in every individual that can affect the level of consumption such as appetite, eating habits and boredom that arise, while external factors are conditions outside a person that can affect the level of consumption, including the taste and appearance of food, variations in menu, how to serve, food and equipment hygiene, as well as meal time settings (Diahningtias, 2016).

These internal and external factors can be caused by less attractive food colors, less varied menus, tasteless tastes, and hard or mushy texture. Another thing that can influence is the often students buy snacks outside the boarding school, so students prefer buying snacks outside the boarding school rather than eating in the kitchen. This is in line with research Kaenong (2014) explains that the absence of menu updates can cause students to choose to bring food from outside by their parents to overcome their boredom.

In this study, it was also mentioned that students were not satisfied with the

appearance of officers and eating variations. The students considered that the waitresses were not friendly when distributing side dishes, and did not wear full personal protective equipment like gloves. According to respondents the variety of food shows with a less satisfied perception, due to variations in the processing of tastes that tend to be bland, colors that are less attractive due to too long processing, textures that are sometimes hard or soft and less varied food ingredients such as the menu at Islamic Boarding School Of Tahfidz Yanbu'ul Qur'an Female on days 1, 4, and 6 in the afternoon was the same as vegetable dishes or we can called in Indonesian is sayur bening, then for days 5 and 7 in the morning the same is vegetable dish cooked with coconut milk or we can called in Indonesian is lodeh.

According to Atikah & Setiawan, (2014) variations in various flavors in a food were more than just consisting of one flavor. This is also supported by the results of research (Nasution, 2017) which revealed several food menus that were served repeatedly for two days, will make patients feel bored and do not have the appetite to eat. According to the Indonesian Ministry of Health (2007), a varied menu is that there is no use of the same dish in the eating cycle. Minantyo (2011) states that in preparing a menu it is

necessary to pay attention to the variety of food. Such food variations include variations in base ingredients, flavor variations, color variations, texture variations, as well as variations in processing methods.

Based on the results of the study variable food management system with the level of satisfaction of students in Islamic Boarding Schools found that amount of respondents assessing the food management system with the category of having less satisfaction levels as many as 30 students (55.6%), and amount of respondents assessing the food management system with good categories has a level satisfied satisfaction as many as 152 students (62.6%). The total assessment of the level of satisfaction with management system of food that assessed dissatisfaction was 121 students (40.7%), and those who rated satisfaction were 176 students (59.3%).

The results of the bivariate test through the chi square test, obtained $p = 0.021$ smaller than $\alpha = 0.05$, it can be concluded that the management system of food has a significant relationship with the level of satisfaction of students. This can be interpreted that if the food management system was done well, then the level of satisfaction of students will tend to be high. This is evidenced by Table 6 which shows that the highest variable in the

management of food with a good category has a satisfaction level of satisfaction with a number of students at 152 students (62.6%). Susanti, *et al.*, (2009) stated that the relationship between the service process and the level of satisfaction shows a very real relationship. This means that the better the food service process, the higher the level of satisfaction felt by consumers.

According to Istianto (2011), there are 5 dimensions that affect the level of patient satisfaction, namely: food quality, timeliness of service, reliability of service, food temperature and the attitude of food service officers. According to Farida (2018) states that satisfaction with the food served is said to be of good quality if the food has a high taste and delicious, very attractive appearance and presentation will encourage patients to spend the food served and can accelerate the patient's healing process.

Eating well and correct will increase the satisfaction of students, so students will tend to choose to eat in the kitchen because they are satisfied and have no doubt about the quality of food in the kitchen. That way, students' nutrition will be optimally fulfilled (Depkes, 2013). The study of quality food is one of the studies that is much considered in the study of the Al-Qur'an because basically, food is something that is very urgent for human

life, food is used as a preserver of the lives of all beings created by Allah on the surface of the earth and serves to provide essential strength for his life (Mahran & Mubasyir, 2005). Therefore, Allah Almighty commands human beings to always eat halal food and thayyibah. as in surah Al-Baqarah verse 168 which reads:

يَا أَيُّهَا النَّاسُ كُلُوا مِمَّا فِي الْأَرْضِ حَلَلًا طَيِّبًا

وَلَا تَتَّبِعُوا خُطُوَاتِ الشَّيْطَانِ إِنَّهُ لَكُمْ عَدُوٌّ مُبِينٌ ١٦٨

Meaning: Hi, all humans, eat lawful again from what is on the earth, and do not follow the steps of Satan, for indeed Satan is a real enemy to you

Abdul Wahab Abdussalam Thawilah (2010) in his book "Culinary Fiqh" says that talking about food does not escape the pleasures given by Allah SWT. Eating food is a way to maintain survival. That way, he can be pious, obedient, do good things including worshiping Allah Almighty. How important food is for human life, then Allah SWT regulates that eating activities are always followed by a sense of pleasure and satisfaction, so people often forget that eating is intended for survival and not vice versa, life to eat.

In the concept of gratitude, Islam is a part of faith and good behavior or behavior, and in essence a students who is in a boarding school is always able to be grateful because in the Islamic boarding

school a students is always equipped with religious knowledge and studies on religion, but in reality not all students are able to practice it in everyday life. gratitude can arise because someone can understand the favors he gets. A person who is grateful is someone who acknowledges the favor of Allah and recognizes Allah as his giver, submits to Him, loves Him, is pleased with Him, and uses the blessings in terms that Allah likes in order to obey Him (Salim, 2015).

CONCLUSION (Huruf Times New Roman 12 point, Bold, spasi 1,5)

Based on the results it can be concluded that:

1. The management system of food in each boarding school shows that there is no difference in the provision of food in each boarding school (p=1.000).
2. The majority of students expressed satisfaction with the provision of food with a percentage of 59.3% and the remainder expressed dissatisfaction with the percentage of 40.7%. There were significant differences regarding the level of satisfaction of students with the provision of food in each boarding school (p=0.000).

3. Overall, the implementation of food in this study was stated to be good with a percentage of 81.8% and stated that the percentage was 18.2%. Thus, there was a significant relationship between the provision of food and the level of satisfaction ($p=0.021$).

SUGGESTION

The system of organizing meals at the lodge must always be improved so that every students feels satisfied and has a high appetite. In addition, routine menu evaluations are needed to find out the types of food that students dislike and need to modify menus. So, that students do not feel bored and always eat food that has been provided in the kitchen. In addition, it is expected to be a guide in the food management system at the University of Darussalam Gontor.

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Table 1. Characteristics of PPMI Assalam Respondents

Characteristics	Amount of Students	
	n	%
Gender		
Male	50	50%
Female	50	50%
Age		
13 years old	50	50%
14 years old	40	40%
15 years old	10	10%
Class		
Class 7	10	10%
Class 8	49	49%
Class 9	41	41%

Table 2. Characteristics of Islamic Boarding School of Tahfidz Yanbu'ul Qur'an Kudus Respondents

Characteristics	Amount of students	
	n	%
Gender		
Male	54	56%
Female	43	44%
Age		
13 years old	40	41.2%
14 years old	44	45.3%
15 years old	13	13.4%
Class		
Class 8	81	84%
Class 9	16	16%

Table 3. Characteristics of Islamic Boarding School Respondents Ibnu Abbas

Characteristics	Amount of students	
	n	%
Gender		
Male	46	46%
Female	54	54%
Age		
13 years old	35	35%
14 years old	54	54%
15 years old	11	11%
Class		
Class 7	2	2%
Class 8	82	82%
Class 9	16	16%

Table 4. Differences in food management system in Islamic boarding schools.

			Skor FMS				P Value
			moderate		good		
			N	%	n	%	
Islamic Boarding School	Assalam Boarding School	Islamic Boarding School	0	0%	100	100%	1.000*
	Yanbu`ul Qur`an Islamic Boarding School	Qur`an Boarding School	54	55.7%	43	44.3%	
	Tahfidzul Ibnu Abbas Islamic Boarding School	Qur`an Islamic Boarding School	0	0%	100	100%	
Total			54	18.2%	243	81.8%	

*Mann-Whitney test

Table 5. Test Results of Different Satisfaction Levels at Each Islamic Boarding School

			Score of Satisfaction levels				P Value
			Dissatisfied		Satisfied		
			n	%	n	%	
Assalam Islamic Boarding School			21	21%	79	79%	0.000*
Yanbu`ul Qur`an Islamic Boarding School			33	34%	64	66%	
Tahfidzil Qur`an Ibnu Abbas Islamic Boarding School			67	67%	33	33%	
Total			121	40.7%	176	59.3%	

*Chi Square test

Table 6. Analysis Relations of Food Service and Satisfaction Levels

			Food management score				Nilai P
			Dissatisfied		Satisfied		
			n	%	n	%	
Food management score	Less		30	55.6%	24	44.4%	0.021*
	Good		91	37.4%	152	62.6%	
Total			121	40.7%	176	59.3%	

*Chi Square test