

ABSTRACT

PENYELENGGARAAN MAKAN DAN TINGKAT KEPUASAN SANTRI DI PONDOK PESANTREN JAWA TENGAH

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Latar Belakang: 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.

Metode: 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: 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 $p = 0,021$.

Kesimpulan: 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 Manajemen Pangan, Pondok Pesantren, Tingkat Kepuasan

ABSTRACT

FOOD MANAGEMENT SYSTEM AND SATISFACTION LEVELS OF STUDENTS IN ISLAMIC BOARDING SCHOOL AT CENTRAL JAVA

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Background : 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.

Method : 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.

Result : 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 $p = 0.021$.

Conclusion : 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