

ABSTRAK

Belinda Maulidina Putri

HUBUNGAN KUALITAS MAKANAN DAN VARIASI MENU TERHADAP
TINGKAT KEPUASAN MAHASISWA DI ASRAMA KEPERAWATAN
SUTOMO POLTEKKES KEMENKES SURABAYA

xvi + 77 Halaman + 11 Tabel + 6 Lampiran

Mengatur penyediaan makanan dalam jumlah besar menimbulkan tantangan untuk menjaga kualitas makanan yang disajikan. Salah satu institusi yang memiliki penyediaan makanan dalam jumlah besar adalah asrama. Permasalahan dalam penyelenggaraan makanan di asrama kerap berkaitan dengan kepuasan penghuninya terhadap makanan yang disediakan. Apabila pelayanan makanan tidak sesuai dengan ekspektasi penghuninya, maka dapat berpotensi menurunnya tingkat kepuasan. Dalam hal ini, kepuasan dipengaruhi oleh kualitas makanan dan variasi menu yang disediakan di suatu institusi. Seperti observasi awal di Asrama Keperawatan Sutomo, menunjukkan sebagian besar mahasiswa menyampaikan keluhan terkait kualitas makanan yang kurang optimal dan variasi menu terbatas. Berdasarkan kondisi tersebut, dilakukan penelitian ini untuk menganalisis hubungan kualitas makanan dan variasi menu dengan tingkat kepuasan mahasiswa di Asrama Keperawatan Sutomo Poltekkes Kemenkes Surabaya.

Penelitian ini berjenis observasional analitik dengan pendekatan *cross sectional* pada 67 mahasiswa Asrama Keperawatan Sutomo yang dipilih melalui *purposive sampling*. Instrumen penelitian berupa kuesioner yang telah melalui uji validitas dan reliabilitas, sehingga dinyatakan valid dan reliabel. Data dianalisis secara univariat untuk menggambarkan distribusi frekuensi dan secara bivariat menggunakan uji korelasi Spearman's rho dengan taraf signifikansi 0,05.

Hasil penelitian menunjukkan bahwa mayoritas responden menilai kualitas makanan dalam kategori baik (68,7%), variasi menu termasuk cukup bervariasi (68,7%), serta tingkat kepuasan berada pada kategori puas (71,6%). Uji korelasi Spearman's rho membuktikan adanya hubungan signifikan antara kualitas makanan dengan kepuasan mahasiswa ($p\text{-value} = 0,000$; $r = 0,716$) serta antara variasi menu dengan kepuasan mahasiswa ($p\text{-value} = 0,000$; $r = 0,507$). Meskipun terdapat keluhan, mahasiswa umumnya masih dapat menerima makanan yang disediakan, namun tetap mengharapkan adanya perbaikan pada aspek tertentu. Disimpulkan bahwa kualitas makanan dan variasi menu berhubungan signifikan dengan tingkat kepuasan mahasiswa, sehingga pihak catering Asrama Keperawatan Sutomo disarankan melakukan evaluasi rutin guna menjaga serta meningkatkan kepuasan.

Kata kunci : Kualitas Makanan, Variasi Menu, Tingkat Kepuasan Mahasiswa,
Asrama, Layanan Katering, Gizi Mahasiswa

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ABSTRACT

Belinda Maulidina Putri

CORRELATION BETWEEN FOOD QUALITY AND MENU VARIETY WITH STUDENT SATISFACTION AT THE SUTOMO NURSING DORMITORY, HEALTH POLYTECHNIC OF THE MINISTRY OF HEALTH SURABAYA

xvi + 77 Pages + 11 Tables + 6 Appendices

Managing the provision of food in large quantities presents a challenge in maintaining the quality of the food served. One institution that has the provision of food in large quantities is the dormitory. Problems in the implementation of food in the dormitory are often related to the satisfaction of its residents with the food provided. If food service is not in accordance with the expectations of its residents, then it can potentially decrease the level of satisfaction. In this case, satisfaction is influenced by food quality and menu variety provided in an institution. As the initial observation in the Sutomo Nursing Dormitory, it showed that most students expressed complaints related to food quality that was less optimal and limited menu variety. Based on these conditions, this research was conducted to analyze the relationship of food quality and menu variety with the level of student satisfaction in the Sutomo Nursing Dormitory, Health Polytechnic of the Ministry of Health Surabaya.

This study is an analytical observational study with a cross-sectional approach on 67 students of the Sutomo Nursing Dormitory selected through purposive sampling. The research instrument was a questionnaire that had undergone validity and reliability testing, thus declared valid and reliable. Data were analyzed using univariate to describe frequency distribution and bivariate analysis with Spearman's rho correlation test at a significance level of 0.05.

The results of the study showed that the majority of respondents assessed the quality of food in the good category (68.7%), menu variety included moderately varied (68.7%), and the level of satisfaction was in the satisfied category (71.6%). Spearman's rho correlation test proved a significant relationship between food quality and student satisfaction (p -value = 0.000; $r = 0.716$) as well as between menu variety and student satisfaction (p -value = 0.000; $r = 0.507$). Although there were complaints, students generally were still able to accept the food provided, but still expected improvements in certain aspects. It was concluded that food quality and menu variety had a significant relationship with the level of student satisfaction, so the catering party of Sutomo Nursing Dormitory was recommended to carry out routine evaluations to maintain and improve satisfaction.

Keywords : Food Quality, Menu Variety, Student Satisfaction, Dormitory, Catering Service, Student Nutrition

References : 51 journals, 13 books (2013 – 2024)