Hubungan Karakteristik Santriwati dengan Tingkat Kepuasan terhadap Kualitas Makanan di Pondok Pesantren Assalafi Al Fithrah Semarang

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ABSTRAK

Latar Belakang: Kualitas makanan di pondok pesantren memengaruhi tingkat kepuasan santriwati, yang dapat dipengaruhi oleh karakteristik individu seperti usia, tingkat pendidikan, latar belakang ekonomi, dan lama tinggal. Mengacu pada *Expectation Disconfirmation Theory* (EDT), kepuasan timbul ketika realita sesuai atau memenuhi harapan, sementara ketidaksesuaian memicu ketidakpuasan.

Tujuan: Mengetahui hubungan antara karakteristik santriwati (usia, tingkat pendidikan, tingkat ekonomi keluarga, dan lama tinggal di pesantren) dengan tingkat kepuasan terhadap kualitas makanan di Pondok Pesantren Assalafi Al Fithrah Semarang.

Metode: Penelitian ini menggunakan desain *cross-sectional* dengan jumlah responden sebanyak 74 santriwati tingkat MTS dan MA. Data dikumpulkan menggunakan kuesioner demografi dan sosial ekonomi (usia, jenjang pendidikan, pendapatan orang tua, dan lama tinggal santriwati) serta kuesioner kepuasan makanan dengan skala likert 1 – 4. Analisis data dilakukan menggunakan uji korelasi Spearman.

Hasil: Rata-rata tingkat kepuasan santriwati terhadap kualitas makanan sebesar 3,05 (kategori puas). Hasil analisis menunjukkan terdapat hubungan negatif yang signifikan antara usia (p = 0,004), lama tinggal (p = 0,029), dan tingkat pendidikan (p = 0,005) dengan tingkat kepuasan. Sebaliknya, tidak terdapat hubungan signifikan antara tingkat ekonomi keluarga dengan tingkat kepuasan (p = 0,792).

Simpulan: Usia, tingkat pendidikan, dan lama tinggal santriwati berhubungan dengan kepuasan terhadap kualitas makanan. Hasil ini mendukung teori *Expectation Disconfirmation Theory* (EDT), yang menyatakan bahwa ketidaksesuaian antara harapan dan kenyataan dapat memicu ketidakpuasan.

Kata Kunci: Karakteristik, Kepuasan, Kualitas makanan, Pondok pesantren, Santriwati

The Relationship Between Santriwati Characteristics and Satisfaction Level Toward Food Quality at Pondok Pesantren Assalafi Al-Fithrah Semarang

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ABSTRACT

Background: The quality of food in Islamic boarding schools (pondok pesantren) significantly influences the satisfaction level of santriwati (female students). This level of satisfaction can be further affected by individual characteristics such as age, educational level, economic background, and duration of stay. Drawing upon the Expectation Disconfirmation Theory (EDT), satisfaction arises when reality aligns with or exceeds expectations, whereas a mismatch triggers dissatisfaction.

Objective: To examine the relationship between santriwati characteristics (age, educational level, family economic status, and duration of stay in the pesantren) and their satisfaction level toward food quality at Pondok Pesantren Assalafi Al-Fithrah Semarang.

Methods: This study employed a cross-sectional design involving 74 santriwati from MTS and MA levels. Data were collected using a demographic and socioeconomic questionnaire and a food satisfaction questionnaire with a 1–4 Likert scale, then analyzed with Spearman's correlation test.

Results: The average satisfaction score of the santriwati toward food quality was 3.05 (categorized as "satisfied"). The analysis showed a significant negative correlation between age ($p = 0.004$), duration of stay ($p = 0.029$), and educational level ($p = 0.005$) with satisfaction level. Conversely, no significant correlation was found between family economic status and satisfaction ($p = 0.792$).

Conclusion: Age, educational level, and duration of stay are related to the satisfaction level toward food quality. These findings align with the Expectation Disconfirmation Theory (EDT), which states that a gap between expectation and reality can trigger dissatisfaction.

Keywords: Boarding school, Characteristics, Food quality, Santriwati, Satisfaction