

EXPECTATIONS AND SATISFACTION
OF HIGH SCHOOL (SMA)
STUDENTS RECEIVING FREE NUTRITIOUS MEALS
AT THE BODAG NUTRITION FULFILLMENT SERVICE UNIT,
TRENGGALEK REGENCY

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ABSTRACT

Background: The success of the Free Nutritious Meals (MBG) program is determined not only by meeting nutritional needs but also by beneficiary satisfaction. The Bodag Nutrition Service Unit (SPPG) currently lacks data on student satisfaction. The relatively high rate of food waste (24.3%) necessitates further data about the student satisfaction as beneficiaries of MBG. **Research Objective:** To analyze the expectations and satisfaction of high school students who are MBG beneficiaries at the Bodag SPPG in Trenggalek Regency. **Research Method:** A quantitative descriptive survey was conducted method targeting high school students receiving MBG, selected using purposive sampling. Data were collected using a questionnaire with a 1–4 Likert scale, analyzed using Importance-Performance Analysis (IPA) and the Customer Satisfaction Index (CSI), presented in tables and Cartesian diagrams. **Research Findings:** The IPA analysis of food quality largely falls within the top priority quadrant (low performance, high expectations). Meanwhile, service attributes are mostly in Quadrant IV, indicating good performance. Attributes included in the top priority category include taste, menu variety, food quality, appropriate level of doneness, and cleanliness of food and utensils, responsiveness to complaints, and promptness in handling problems. A CSI score of 80.42% indicates that, overall, students are satisfied, which aligns with the results of the Cartesian diagram, where most attributes are already in the high-performance quadrant. **Conclusion:** Students' expectations for food and service quality exceed the actual performance, especially in food quality aspects. Overall, student satisfaction, falls within the “satisfied”, with a CSI value of 80.42%.

Keywords: Free Nutritious Meals, Nutrition Service Unit, Expectations, Satisfaction, High School Students