

ABSTRACT

The level of satisfaction is the feeling of being happy or disappointed that is obtained by comparing the impression of performance on the performance of a service product or on the taste of a food. There are 5 dimensions that affect the feeling of satisfaction of the elderly, namely: food quality, timeliness of serving, service reliability, food temperature and the attitude of the food serving staff. Satisfaction with the food served is said to be of good quality if the food has a high taste, appearance and attractive presentation.

This research was conducted at the Panti Jompo Pusaka 41 Al-Madaniyah Cengkareng Foundation. This type of research is quantitative, and this study uses a cross sectional approach. The dependent variable in this study is the level of satisfaction, while the independent variables are service quality, food quality and acceptance. In this study, it was taken from a population that met the inclusion and exclusion criteria. The sample used in this study was the elderly with female gender using purposive sampling technique. Data analysis using Chi Square using Pearson chi square test.

The sample in this study amounted to 67 people, as many as 53 elderly aged 60-70 years, as many as 13 elderly aged 71-80 years and finally as many as 1 elderly aged 81-90 years, with an average length of stay of the elderly at the Al-Madaniyah Foundation. for 1-5 years and the average final education of the elderly is elementary school (SD). The results of data analysis of the relationship between service quality, food quality, and acceptance with the level of satisfaction show that the significance value of service quality is $0.020 < 0.05$, the significance value of food quality is $0.036 < 0.05$, and the significance value of acceptance is $0.812 > 0.05$. It can be concluded that there is a significant relationship between service quality, food quality and satisfaction level. And there is no significant relationship between acceptance and the level of satisfaction.

Keywords: *Elderly, Quality, Food Administration System, Satisfaction Level*