

ABSTRAK

Penelitian ini bertujuan menganalisis kepuasan siswa terhadap penanganan dugaan kasus keracunan Program Makan Bergizi Gratis (MBG) di SD Negeri Pangebatan, Kecamatan Karanglewas. Fokus penelitian diarahkan pada pengalaman siswa ketika memperoleh pertolongan, pendampingan, informasi, rasa aman, dan tindak lanjut setelah muncul keluhan kesehatan. Penelitian menggunakan metode deskriptif kualitatif dengan *Expectation Confirmation Theory* (ECT) dari Oliver (1980) sebagai kerangka analisis kepuasan. Dokumen profil sekolah mencatat 373 siswa dan 21 guru. Dokumen yang tersedia belum mencantumkan jumlah ompreng harian secara terverifikasi; apabila seluruh 373 siswa menerima MBG pada satu kali penyaluran, kebutuhan teoritisnya sekitar 373 porsi/ompreng dan jumlah aktual tetap harus dicocokkan dengan daftar penerima atau BAST SPPG. Data pendukung menunjukkan adanya dugaan gangguan kesehatan setelah konsumsi MBG, peningkatan ketidakhadiran siswa, aturan konsumsi yang pada awalnya belum tegas, banyaknya sisa makanan, serta kekhawatiran terhadap keamanan makanan. Respons sekolah meliputi pengecekan kondisi dan absensi siswa, komunikasi dengan orang tua, koordinasi dengan puskesmas, penghentian sementara distribusi, serta pemberian ruang kepada orang tua untuk menentukan keberlanjutan penerimaan MBG. Siswa yang mengalami keluhan dan memperoleh penanganan ditempatkan sebagai informan utama, sedangkan kepala sekolah, guru, tenaga kesehatan, dan orang tua digunakan sebagai sumber triangulasi. Penilaian konfirmasi, diskonfirmasi, kepuasan, dan ketidakpuasan harus bersumber dari pengalaman langsung siswa agar konsisten dengan konstruk ECT.

Kata kunci: Kepuasan Siswa, Penanganan Keracunan, Program Makan Bergizi Gratis, *Expectation Confirmation Theory*

ABSTRACT

This study analyzes students' satisfaction with the handling of a suspected food-poisoning incident related to the Free Nutritious Meal Program (MBG) at SD Negeri Pangebatan, Karanglewas District. The study focuses on students' experiences of receiving assistance, accompaniment, information, a sense of safety, and follow-up after health complaints emerged. A descriptive qualitative approach is used, with Oliver's (1980) Expectation Confirmation Theory (ECT) as the analytical framework for satisfaction. School profile documents record 373 students and 21 teachers. The available documents do not provide a verified daily number of meal containers; if all 373 students received MBG in a single distribution, the theoretical requirement would be approximately 373 portions/containers, while the actual number must be checked against the recipient list or SPPG handover record. Supporting data indicate suspected health complaints after MBG consumption, increased student absence, initially unclear consumption rules, substantial food waste, and concerns about food safety. The school's response included checking students' conditions and attendance, communicating with parents, coordinating with the community health center, temporarily stopping distribution, and allowing parents to decide whether their children would continue receiving MBG. Students who experienced complaints and received handling are positioned as the primary informants, while school staff, health personnel, and parents serve as triangulation sources. Judgments of confirmation, disconfirmation, satisfaction, and dissatisfaction must be grounded in students' direct experiences to remain consistent with ECT.

Keywords: Student Satisfaction, Food-Poisoning Handling, Free Nutritious Meal Program, Expectation Confirmation Theory