

ANALISIS KEBUTUHAN, PENGALAMAN, DAN KEPUASAN PEKERJA TERHADAP FASILITAS KANTIN DI LINGKUNGAN UNIVERSITAS GADJAH MADA

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ABSTRAK

Latar Belakang: Pekerja memiliki hak atas lingkungan kerja yang sehat untuk mendukung produktivitas dan kesejahteraan hidupnya. Salah satu upaya yang dapat dilakukan adalah menyediakan fasilitas kantin di lingkungan kerja dengan adanya pilihan makanan sehat dan berkualitas. Namun, perilaku makan tidak sehat serta keterbatasan akses terhadap fasilitas kantin yang memadai masih menjadi tantangan dalam mendukung derajat kesehatan pekerja.

Tujuan: Penelitian ini bertujuan untuk mengeksplorasi kebutuhan, pengalaman, dan kepuasan pekerja terhadap fasilitas kantin di lingkungan Universitas Gadjah Mada.

Metode: Penelitian ini merupakan penelitian kualitatif deskriptif eksploratori dengan pendekatan studi kasus. Pengumpulan data dilakukan melalui survei kepuasan secara daring pada 128 pekerja, wawancara mendalam pada 20 pekerja (sepuluh dosen dan sepuluh tenaga kependidikan), observasi 14 kantin, studi dokumen, dan jurnal reflektif. Analisis data kualitatif menggunakan analisis tematik dan data survei kepuasan dianalisis secara deskriptif menggunakan tabel distribusi frekuensi.

Hasil: Hasil penelitian menunjukkan bahwa terdapat beragam kebutuhan pekerja terhadap fasilitas kantin, meliputi keterjangkauan harga, kemudahan akses, ketersediaan makanan sehat, variasi menu, informasi nilai gizi dan alergen pada menu, pelayanan yang cepat dan ramah, serta lingkungan kantin yang bersih, nyaman, dan mendukung interaksi sosial. Pengalaman pekerja dipersepsikan berdasarkan kesesuaian antara ekspektasi dan kondisi nyata fasilitas kantin. Secara umum, tingkat kepuasan pekerja terhadap fasilitas kantin dikategorikan sangat puas (91,68%), meskipun masih perlu dilakukan peningkatan kualitas layanan dan penyediaan pilihan makanan sehat di kantin.

Kesimpulan: Kepuasan pekerja terhadap fasilitas kantin menjadi hasil dari terpenuhinya kebutuhan dan terbentuknya pengalaman positif terhadap fasilitas kantin. Evaluasi fasilitas kantin yang berfokus pada pemenuhan kebutuhan pekerja dapat mendukung implementasi *Health Promoting University* (HPU) sehingga dapat meningkatkan derajat kesehatan dan kesejahteraan pekerja secara berkelanjutan.

Kata Kunci: Pekerja; Kebutuhan; Pengalaman; Kepuasan; Kantin.

AN ANALYSIS OF WORKERS' NEEDS, EXPERIENCES, AND SATISFACTION WITH CANTEEN FACILITIES AT UNIVERSITAS GADJAH MADA

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ABSTRACT

Background: Workers have the right to a healthy work environment to support their productivity and well-being. One effort that can be made is to provide canteen facilities in the workplace with healthy and high-quality food options. However, unhealthy eating behaviors and limited access to adequate canteen facilities remain challenges in improving workers' health status.

Objective: This study aims to explore workers' needs, experiences, and satisfaction with canteen facilities at Universitas Gadjah Mada.

Methods: This study employed a descriptive qualitative exploratory design with a case study approach. Data were collected through an online satisfaction survey involving 128 workers, in-depth interviews with 20 workers (ten lecturers and ten administrative staff), observations of 14 canteens, document review, and reflective journals. Qualitative data were analyzed using thematic analysis, while satisfaction survey data were analyzed descriptively using frequency distribution tables.

Results: The study showed that workers have diverse needs regarding canteen facilities, including affordability, ease of access, availability of healthy food, menu variety, nutritional and allergen information on the menu, fast and friendly service, and a clean, comfortable, and supportive environment. Worker experiences were perceived based on the match between expectations and the actual conditions of the canteen facilities. Overall, worker satisfaction with the canteen facilities was categorized as very satisfied (91,68%), although improvements in service quality and the provision of healthy food options are still needed.

Conclusion: Worker satisfaction with the canteen facilities is a result of fulfilling their needs and the development of positive experiences with canteen facilities. Evaluation of canteen facilities that focus on meeting worker needs can support the implementation of the Health Promoting University program (HPU), thereby enhancing workers' health status and well-being sustainably.

Keywords: Workers; Needs; Experience; Satisfaction; Canteen.