

## ABSTRACT

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*Study Program* : Hotel Business Program  
*Title* : Analysis of Students Satisfaction Level Against Kitchen Laboratory Practice Program in Hotel Business Program At Agung Podomoro University

Agung Podomoro University was one of the University in Jakarta. One of the study programs is the hotel business program that teaches about the hospitality industry. This program also provides several laboratories for their students' use. Many lessons need laboratories for their education, such as food and production. These lessons use kitchen laboratories for their practical lessons. Students' satisfaction of kitchen laboratories. Satisfaction can be seen from several aspects such as product quality, service quality, price, emotional factors, and convenience. Students are satisfied when what they hope is in accordance with what they obtained. The population of this research were students of the Hotel Business Program in Agung Podomoro University. The total population of this research was 100 students from the batches of 2016 and 2017. The results of this research were, the majority feel satisfied from product quality, service quality, price, emotional factors, and convenience aspects. But some students are not satisfied with kitchen laboratories, some feel the floor in kitchen laboratories is slippery.

**Keywords:** students' satisfaction, kitchen, laboratory, facility of university