

ANALYSIS OF FOOD  
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PURCHASE DECISIONS IN  
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**Submission date:** 04-Dec-2020 07:24AM (UTC+0700)

**Submission ID:** 1464057698

**File name:** Full\_paper\_Annals\_Metabolism\_Nutrition.docx (51.23K)

**Word count:** 3253

**Character count:** 17596

**CENGKARENG**

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## ANALYSIS OF FOOD MANAGEMENT SYSTEM, QUALITY RELATION OF A'LA CARTE MENU, FITNESS PRICE AND SERVICE QUALITY ON PURCHASE DECISIONS IN JAKARTA AIRPORT DAYS HOTEL AND SUITES CENGKARENG

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### Abstract :

Tight competition between food service providers makes food service providers must be able to create competitive advantages to survive and thrive as well as factors that influence consumers including menu quality factors, price suitability and service quality affecting purchasing decisions. The purpose of this study is to analyze the food delivery system and find out the relationship between the quality of the menu carte, price suitability and service quality to purchasing decisions using a cross sectional study design. with Accidental sampling technique obtained 28 respondents using Chi-Square test results obtained there is a relationship between the quality of the A'la carte menu and price suitability to purchase decisions ( $p = 0.001$ ,  $p > 0.05$ ), and there is no relationship between quality service to purchasing decisions ( $p > 0.05$ ). Respondents obtained were included in the early adult category, the highest category was male, worked as private employees with a frequency of stay of one day and the most frequent purchase was 2x of purchases. The most widely purchased type A 'carte menu is kampung fried rice. The analysis of food organizing systems obtained in this study is appropriate only there is no temperature checking of food ingredients when receiving food ingredients and the absence of sanitary ware to kill germs and bacteria. There is a relationship between the quality status of the carte menu and the price suitability of the purchase decision and there is no relationship between service quality and purchase decision. Promotional menus can be used as a strategy to increase purchases.

**Keywords:** Food delivery system, quality A carte menu, price suitability, service quality, purchase decision

### INTRODUCTION

Food service providers are required to be able to create competitive advantages to survive and develop. Many factors influence purchasing decisions from internal factors (from inside consumers) or external influences (external stimuli). Based on research written by Wei (2003), factors that influence consumers to eat in restaurants and

make repeat purchases such as menu quality, price and service quality.

The most widely used menu type in a hotel or restaurant institution is A'la carte menu and Buffet menu. According to Rahmawati (2015) factors that affect the quality of a food include appearance, portion, temperature, aroma, level of maturity, taste, shape, color, texture.

The formation of a menu quality does not escape the budget spending plan for materials used so that the marketing department has the right to determine the cost of a food. Consumer confidence that arises will affect repetitive buying decisions because consumers feel confident about the product. Purchasing decision is a consumer decision regarding preference for brands that are in a collection of choices (Kotler and Keller, 2006).

Competition between food and beverage service providers makes a decrease in purchasing decisions for the number of guests coming in 2016-2017 which shows a decrease in the number of consumers who make purchases at the restaurant, consumers who came in the past year reached 69% different from the previous year which reached 77 %.

The systematic impact of the decline in the purchasing power of the community then results in the company having to do managerial budgets such as a reduction in the quantity of production, a reduction in the selling price of goods, a reduction in production costs, a reduction in workers to the worst, namely the cessation of a company to market its services..

## METHOD

<sup>1</sup> This research was conducted at Days Hotel and Suites Jakarta Airport using a cross-sectional design. Data collection was done by interviewing and filling out

questionnaires <sup>26</sup> to respondents in August 2018. The population in this study were consumers <sup>1</sup> who came and ate at the restaurant Days Hotel and Suites Jakarta Airport Cengkareng. The research sample is consumers with several inclusion criteria and exclusion criteria, namely consumers who have already made 1x A'la carte menu purchases and did not make a buffet purchase. The total sample amounted to 38 people with sampling technique that is Accidental <sup>15</sup> Sampling.

The type of data collected in this study consists of primary data and secondary data. Primary data includes respondent's characteristics, quality of the carte menu, price suitability, service quality and purchasing decisions. Secondary data was collected from the Days Hotel and Suites Jakarta Airport Cengkareng, namely the general description of the hotel and the system of food delivery from ordering <sup>1</sup> to serving food.

A'la carte quality score menu, price suitability and service quality are obtained from the highest total score of each question multiplied by the number of questions available and then divided by two. Then categorized as non-quality and quality for the carte menu and quality of service, price suitability is categorized as inappropriate and appropriate, purchasing decisions are categorized as <sup>3</sup> not buying back and repurchasing. Data is processed bivariately using Chi-Square test to

determine the relationship between variables.

## RESULT

*Days Hotel and Suites Jakarta Airport Cengkareng* is the first Days Inn hotel in Indonesia managed by Wyndham Hotel Management has a capacity of 119 bedrooms with several categories and has 2 restaurants namely rinjani restaurant located on the ground floor and Krakatau restaurant located on the first floor.

As a system, food administration consists of components that work together to achieve the goal of serving quality food and efficient service. (Hardianysah, 2017).

### 1. Grouping food ingredients

Food ingredients are ingredients that can be used as a dish to be consumed. Grouping of food ingredients at the Days Hotel and Suites Jakarta Airport Cengkareng consists of dry food ingredients and wet food ingredients.

### 2. Purchase method

Use a contract system for three months to one year according to the agreement.

### 3. Planning food needs

Organizing A'la carte food uses the Daily Checklist by looking at dry and wet stock, Daily filling Checklist is done every day and will usually see the calculation of the filled room to plan it.

### 4. Planning food ingredients

Ordering Dry food ingredients can be ordered at the store by filling the store request every three days, Monday, Wednesday, Friday. Ordering wet food ingredients using the Market list form and made a day before the dish is processed.

### 5. Acceptance and storage of food ingredients

Acceptance of food ingredients done by the receiving staff by looking at the physical quality of the food ingredients and the quantity by weighing. Food storage is divided into three parts, namely dry store, walk in chiller, and walk in freezer. with the principle of FIFO (First In First Out) and FEFO (First Expired First Out)

### 6. Processing power and preparation of food ingredients

The workforce that prepares the A la carte menu is the workforce on duty in the shift morning, namely one chef de partie and two cooks. Each cook has its own main task in serving dishes ordered by guests, so that all cooks are in hot kitchen can prepare, process and organize all types of dishes to be served

### 7. Processing food ingredients

The processing procedure for the A'la carte menu will be adjusted to the standard portion, standard menu and predefined seasoning standards. Every piece of equipment used will be separated from the start of the knife, cutting board and large equipment to reduce cross-contamination. Processing personnel are required to use complete personal

protective equipment from head cover, apron, plastic gloves and masks.

#### 8. Serving food

The presentation of A'la carte menu is accompanied by condiment according to the type of dish. All dishes served at Days Hotel and Suites Jakarta Airport Cengkareng are usually accompanied by garnishes, pickles and chili sauce. The presentation of a'la carte dishes uses a plate according to the type of dish and cutlery that are adjusted to the dish.

#### 9. .Higene Sanitation

The implementation of hygiene and sanitation in accordance with health minister's regulation number 1096 / MENKES /

PER / VI / 2011 Concerning the Sanitation Services of Catering Services that have been done well seen from the assessment components that have fulfilled the requirements as contained in wall components, lighting ceilings, ventilation, trash cans, hand washing and toilet facilities, food, employees and protection of food. However, there are some components that do not meet standards such as slippery and non-conical floors, no temperature measuring devices, and there are no 3 washing-up equipment and sanitary tubs that function to kill the bacteria found on the equipment..

The description of the characteristics of responder<sup>23</sup> obtained in this study can be seen in table 1.

**Table 1.**  
**Frequency Distribution Based on Respondent Characteristics**

Characteristics of Respondents	Amount	Percentage %
Age	25-35	25 65
	36-45	13 34
Gender	Man	22 58
	Woman	16 42
	Total	38 100
	Private employees	16 42
	entrepreneur	8 21
	civil servants	7 18,4
	housewife	3 8
	unknown	4 11
Purchase Frequency	2x	27 71
	3x	11 29
Type A la'carte menu purchased	Ayam geprek rinjani	3 8

Characteristics of Respondents	Amount	Percentage %	
	Chicken katsu	2	5
	Grilled ribs	2	5
	Fried Kwetiaw	1	3
	Village fried rice	14	37
	Sirloin steak	5	13
	Oxtail soup	4	10
	Ribs	1	3
	Soto Betawi	1	3
	Spaghetti bolognaise	1	3
	Spaghetti carbonara	1	3
	Spring roll	1	3
	Tenderloin steak	1	3
	Length of stay	1 day	18
2 days		5	13
3 days		2	5
4 days		2	5
Do not stay		11	30

Based on the table above the respondents in this study included into the age of the early adult category 35-45 years by 65% dominated by men by 58%, the most type of work that is private employees by 42%, the most extensive type of A'la carte menu

Ordered is Kampung Fried Rice as much as 37% with the highest purchase frequency of 2x, namely 71% and the average length of stay of consumers who order an A'la Carte menu ranging from 1 day to 47%.

**Table 2.**  
**The Relationship of A'la Carte Menu Quality, Price Suitability and Service Quality to Purchase Decisions**

Quality of A'la Carte Menu	Buying decision				P Value
	Don't buy again		Buy again		
	N	%	n	%	
Not qualified	7	78	2	22	
Quality	1	3	28	97	0,001

Price Compatibility	Buying decision				P Value
	Don't buy again		Buy again		
	N	%	n	%	
Not suitable	7	54	5	46	0,001
Corresponding	1	4	24	96	

  

Service quality	Buying decision				P Value
	Don't buy again		Buy again		
	n	%	N	%	
Not qualified	3	30	7	70	0,411
Quality	5	18	23	82	

Analysis of the relationship between the quality of the A'la carte menu with the purchase decision using the chi-square test gave the results that there was a significant relationship ( $p < 0.05$ ).

The results of the analysis between price suitability and purchasing decisions obtained values ( $p = 0.001$ ,  $p < 0.05$ ). This matter prove that there

is a significant relationship between price suitability with purchasing decisions.

The results of the chi-square statistical test analysis between service quality and purchasing decisions obtained values ( $p > 0.05$ ).

This proves that there is no significant relationship.

## DISCUSSION

The results of the analysis of the food management system at the Days Hotel and Suites Jakarta Cengkareng Airport, namely the area of the kitchen is feasible to serve as a food processing area with an area of 10 m but there has not been a special line used for raw food ingredients and cooked food ingredients. Acceptance of food ingredients only looks at the physical quality and weighing the absence of temperature measurements used to measure the quality of the food ingredients, the principle storage process used is in accordance with standards but the preparation of foodstuffs does not meet the standard deviations and the absence of sanitary ware used for washing processing equipment.

Most respondents are aged 35-45 years, male sex, working as a private employee, the highest frequency of purchase is 2x, length of stay 1 day and the most ordered type a'la carte menu is kampung fried rice.

From the results of the study, the quality of quality A'la carte menus is as high as (76%) and not qualified as many as 9 people (24%). Quality A quality carte menu is obtained from the appearance, taste, portion color and aroma and not quality is obtained from the level of maturity and texture. There are some consumers who order a steak menu but the level of maturity is not appropriate and affects the texture of the steak.

Price compatibility gets results in the corresponding category as much as (66%) and the least is the inappropriate category as many as 13 people (34%). Prices offered are included in the normal price range used for the standard price of 4-star hotels because there are considerations and several factors that affect the price.

The highest percentage of service quality in restaurants Rinjani and Krakatau Days Hotel and Suites Jakarta Airport Tangerang, namely the quality category as much (74%) and not quality as much (26%). Quality of service that is not qualified is obtained from the lack of responsiveness to the desires and needs perceived by consumers,

The percentage of the most purchasing decisions at Days Hotel and Suites Jakarta Airport Cengkareng is as much as (79%) to repurchase and (21%) chooses not to re-purchase the results obtained from the reason column for the category of not buying again, the consumer claims that the quality of the food presented less accordingly and the price offered is too high. The reason column for the repurchase category is that consumers feel that the quality of the food served is high, the price offered is appropriate, and the repurchase decision occurs because the consumer holds the hotel is one of the places that is used to do some work activities such as meeting work relationships and the hotel is used as a place relax and spend free time when you want to gather with family.

## RESEARCH LIMITATIONS

Data retrieval can only be done for consumers who have made a purchase of the 'carte menu at least 1x.

## CONCLUSION

Food management system analysis at the Days Hotel and Suites Jakarta Cengkareng Airport aims to gain profits, but in terms of providing food needs, it is still adjusted to the food intake needs that are required by the consumer with a predetermined portion standard.

There is a mutually influencing relationship between the quality of the menu carte, the suitability of prices and the quality of service to purchasing decisions this occurs because a purchase decision will occur when one of these factors is felt by consumers.

Purchasing decisions obtained from the results of this study stated that 21% of respondents said they would not repurchase and another 79% said they would repurchase.

## SUGGESTION

Improvement of food management systems can be carried out with special pathways used for processing food ingredients so as to minimize cross contamination, temperature checking at the time of receipt of food ingredients is needed to determine the level of freshness of food ingredients, the need for storage that meets the standards in the preparation of food ingredients and



the availability of sanitary ware that is specifically used to kill bacteria in washing equipment.

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