

ABSTRACT



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A RELATION OF OF FOOD SERVICE QUALITY TOWARD THE SATISFACTION LEVEL OF EMPLOYEES IN PT. FRANS PUTRATEX CIKANDE 2017

viii, VI CHAPTER, 92 page, 17 table

Background : *The quality of food serving is oriented in the employees level of satisfaction shown by these 5 indicators. Which are the menu variation, serving method, the punctuality of serving, the condition of the tableware, and the attitude as well as behaviour of the attendant. One of the example of food serving process is in the canteen of PT. Frans Putratex Cikande which serves food for the employees. For this reason, it needs special attention so the employees become satisfied. Canteens that are not well managed can give negative effects for its consumers*

Objective : *Understanding the relations of quality of food service towards the satisfaction level of employees in PT. Frans Putratex Cikande 2017*

Research Method : *The caharacter of the research is descriptive analytic, the design of the research is Cross-Sectional. The subject of the research are the workers with organic status, with a total number of 128 samples. The datas of the satisfaction level is collected through interviews, questionnaires. The data was then analyzed using chi-square.*

Results : *The result of the bivariate analysis shows that there are relations between the serving quality and the satisfacton level of the PT. Frans Putratex Cikande workers (Pvalue ≤ 0.05). among the 5 dimension of food serving, only three dimension are related to the satisfaction level, which are : the punctuality of food serving, the condition of the tableware, and attitude as well as behavior of the server. These 3 points are related to the satisfaction level of the workers. (pvalue ≤ 0.05) . However the other 2 dimensions which are : menu variation and how te food is served has no relation to the satisfaction level of the workers. (pvalue ≥ 0.05).*

Conclusion : *the punctuality of food serving, the condition of the tableware, and attitude as well as behavior of the server. These 3 points are related to the satisfaction level of the workers*

References : *1994-2017*

Keywords : *The Quality of Food Service, Employees Satisfaction*