

# CHAPTER I

## INTRODUCTION

### 1.1. Background

The problem of organizing food in teenagers who live in the hostel is food that is not served according to taste. Therefore, food intake is reduced causing malnutrition problems in adolescents who live in dormitories (Khusna, 2017). The food served in boarding school every day amounts to hundreds to thousands of servings at every meal, so food management activities with large amounts and nutritional factors in food management for students at boarding school need attention because there are many deviations from food management activities from the theory and many cases of malnutrition student in boarding school (Yuliana & Afifah, 2013).

Based on the results of research conducted by Ningtiyas,*et al.*, (2018) in Jember boarding school is still not so good because there is no menu cycle is presented so that students complain of boredom. Purwaningtiyas (2013) also states that the hygiene practices of food handlers carried out at the boarding school meals are mostly classified as bad. Anggiruling (2016) in his research stated the implementation of food in Islamic boarding schools does not have a certificate of sanitation hygiene, while food storage and food serving are not in accordance with standards. Yuliana & Afifah's research (2013) shows that the nutritional adequacy of students is still classified as deficit.

Food management systems can be both commercial and non-commercial. Commercial maintenance is a food maintenance system done with the aim to take advantage such as restaurants, stalls, and cafes and many others. As for non-commercial is the management system of food carried out with the intention not to seek benefits for example schools, orphanages, hospitals, dormitories and islamic boarding school. Food

management system in islamic boarding school is a major factor to meet the nutritional needs of students (Rotua & Siregar, 2015).

School food delivery service is a series of school food activities processed based on existing standards (menus, adequate nutrition and sanitation), served attractively and to please students who aim to improve and maintain the nutritional status of school children, increase school attendance, improve academic achievement service stimulate and support education in the curriculum. Food management system is oriented on customer satisfaction. Consumer satisfaction is the key in creating consumer loyalty (Ikhsan, 2016). In addition, according to Nurqisthy *et al.*, (2016) the satisfaction of eating services is one indicator of the success of the management system of food in the hospital. According to Ikhsan (2016) states that service quality is a determinant in business success because it is closely related to customer satisfaction, especially in the service industry. The results of the study of Amalina (2014) show that the service aspect was used as a supporting step for restaurants, because good service quality will create consumer comfort while enjoying food. So, that it can create customer satisfaction.

Islamic boarding school is one of the institutions that serve the needs of students to eat, so it must have a good food delivery system in order to support high quality human resources because nutrition as one of the determinants of students' health (Sulistiawati *et al.*, 2017). Teenagers nutritional intake needs to be considered especially for those who attend school with boarding facilities so they do not live with their parents (Kustiyoasih *et al.*, 2016). One of the problems of nutritional status in adolescents can be resolved, one of which is by fulfilling the needs of adolescent intake, namely organizing good food to increase students 'satisfaction so that students' appetite for food is aimed at achieving optimal health through proper feeding. Based on the description above, researchers are interested in conducting research on food management system and the level of satisfaction of students in Islamic boarding school at Central Java.

## **1.2. Formulation of The Problem**

How difference food management system and satisfaction levels of students in Islamic boarding school at Central Java?

## **1.3. Research Purposes**

### **1.3.1. General Purpose**

Knowing the relationship between the food management system and the level of satisfaction of students in Islamic boarding school at Central Java.

### **1.3.2. Special Purpose**

1. Comparing the food management system in Islamic boarding school at Central Java.
2. Analyzing the level of satisfaction with the food management system in Islamic boarding school at Central Java.
3. Analyzing the relationship between the food management system and the level of satisfaction.

## **1.4. The Usefulness of Research**

### **1.4.1. For The Community**

1. Providing an overview of the food management system, the level of satisfaction of students in Islamic boarding school at Central Java.
2. Increasing public knowledge in the food management system, especially in the sector of nutrition.

### **1.4.2. For Institutions**

1. Providing information and input for institution regarding the food management system and the level of satisfaction of students at the institution.
2. It is expected to be an input in an effort to improve and the quality of food menus for students in relevant institutions.

**1.4.3. For Researchers**

The benefits of research results for researchers are be able to add knowledge and experience in carrying out research and can improve the ability to write scientific papers.

**1.4.4. For The University**

As a source of reference about the food management system and the level of satisfaction of students in Islamic boarding school at Central Java.

## 1.5. Authenticity Research

Table 1. Authenticity Research

Research title	Research methods	Research result	Difference
Food management system and customer satisfaction in the canteen on the 2nd floor of Airbagga University Hospital Surabaya (Kusdiyusih, Adriani, & Nindya, 2016).	Observational research with cross sectional research design	Respondents expressed satisfaction with several indicators of satisfaction including indicators of taste, appearance of food, large portions, and timeliness, but respondents were dissatisfied with indicators of cleanliness in the canteen.	<ol style="list-style-type: none"> <li>1. This research was conducted at Islamic Boarding School.</li> <li>2. The sample studied was student.</li> </ol>
Description of the level of student satisfaction about the quality of food in the food management system and nutritional status of students at Islamic Boarding School Padang Grogur, Padang Bahak District, Padang Lawas Utara Regency (Wahyuni, Nasution, & Singam, 2017).	Design cross sectional study. Sampling using the method of Purportional Stratified Random Sampling.	<ol style="list-style-type: none"> <li>1. The nutritional status of Islamic boarding school students in Padang Grogur more was in the normal category of 47.45, but 36.8% of underweight nutritional status was found, 13.2% of very thin nutritional status, and 2.8% fat status of nutrition %</li> <li>2. The level of satisfaction with the portion of rice, color, texture and taste of food, but still quite high percentage of students dissatisfaction with the portion, color, texture and taste of food. Then for the level of student satisfaction with the portion of animal side dishes, vegetable side dishes, and more vegetables expressed dissatisfaction.</li> </ol>	The study was conducted in three Islamic boarding school at Central Java.
Analysis of the food management system, the level of preference, and the level of energy and nutrient adequacy of students in Al-Haraidiyah Islamic Boarding School Depok (Diahningtias, 2016)	The study design cross sectional study. Samples were taken by purposive sampling	<ol style="list-style-type: none"> <li>1. There is a significant relationship between the level of color and portion preference with the level of energy and carbohydrate intake.</li> <li>2. There is a significant relationship between nutrient intake (energy and protein) and nutritional status according to the</li> </ol>	Research sites were Islamic Boarding School at Central Java.

Research title	Research methods	Research result	Difference
		Weight in kilograms divided by Age and Height in meters divided by Age indices.	
The level of satisfaction of non-commissioned students in the food management system in the depot of education and battle training for Rindam IX / Udaya of the Indonesian Army in Buleleng Bali (Husniyati, Padmiani, & Santosa, 2018) .	This type of research was observational with cross sectional research design, the sample was taken using simple random sampling method	Non-commissioned students were satisfied with the provision of food during their education and training as evidenced by the percentage of 94.87%	1. Research sites were Islamic Boarding School at Central Java 2. The sample studied was student.