



## STUDY OF FOODSERVICE MANAGEMENT IN DARUL AMAN MAKASSAR INSTITUTION

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### KEYWORDS

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### ABSTRACT

**Background:** Food management system is a series of activities ranging from menu planning to food distribution to consumers to achieve optimal status. There are 23 Islamic boarding schools in Makassar City with 7,600 students consisting of 4,006 female students and 3594 male students.

**Objective:** This study aims to determine the implementation of food at the Darul Aman Islamic Boarding School in Makassar.

**Method:** This research is a research qualitative with an approach descriptive using primary and secondary data. Determination of informants using purposive sampling method consisting of 3 key informants and 8 regular informants. Data were collected by in-depth interviews and processed using content analysis after which triangulation was carried out.

**Result:** Based on interviews and observations, it was found that the annual expenditure budget planning was 230 / month. SAOP foodstuff procurement, an acceptance process that includes inspection or research based on details of daily orders or invoices. The storage of food ingredients uses the FIFO method, the process of preparing food ingredients includes standard recipes and equipment preparation. Processing of food ingredients based on ingredients ordered by the head of the kitchen without a menu cycle. The distribution of food uses a combination of centralized-decentralized systems.

**Conclusion:** The implementation of hygiene and sanitation in the process of organizing food has not been maximized, starting from preparation to distribution is not following Permenkes No. 1204 / Menkes / SK / X / 2004 and Health Decree of the Republic of Indonesia Number 942 / Menkes / SK / 2003. It is recommended that foundations and pesantren pay more attention to the completeness of equipment and materials in the kitchen, as well as hygiene and sanitation so that food administration runs optimally.

## **INTRODUCTION**

A food management system is a series of activities ranging from menu planning to distribution of food to consumers to achieve optimal status through proper feeding and including recording, reporting, and evaluation activities aimed at achieving optimal health status through proper feeding. . Therefore, food management needs to apply elements of management science so that the results achieved are following predetermined goals (Saputri, 2015).

Institutional food administration can be used as a means to improve the nutritional condition of its citizens if the institution can provide food that meets the basic principles of institutional food administration. These principles include providing food by the types and amounts of nutrients needed by consumers, prepared with high taste, and meeting hygiene and sanitation requirements (Taqhi, 2014).

There are 27,218 Islamic boarding schools in Indonesia, consisting of 13,446 (49.4%) salafi / salafiah (traditional) Islamic boarding schools, 3,064 (11.3%) khalafi / khalafiah (modern) Islamic boarding schools, and integrated / combined Islamic boarding schools. as many as 10,708 (39.3%), with the number of students as many as 3,642,738 people. Of the total number of students, men consisted of 1,895,580 (52.0%) and 1,747,158 (48.0%) women (Education Management Information System / EMIS, Ministry of

Religion, 2010/2011 in the Ministry of Health, 2013).

There are 23 Islamic boarding schools in Makassar City with 7,600 students consisting of 4,006 female students and 3594 male students. The Darul Aman Islamic Boarding School in Makassar was used as a research site because this Islamic boarding school is one of the best of the five largest Islamic boarding schools in Makassar. In this boarding school, there is a process of organizing meals every day. Based on a preliminary study of the Darul Aman Islamic Boarding School in Makassar, data were obtained with a total of 935 students. Every day this pesantren provides meals for male and female students 3 times a day. So that the researchers wanted to see how the food management system at the pesantren was.

## **METHODS**

This research is qualitative research with a descriptive approach that uses primary and secondary data to determine the implementation of food in the Darul Aman Islamic Boarding School, Makassar. The technique used is an *in-depth interview* (in-depth interview). This research lasted for approximately 2 (two) months, from July 2018 to August 2018 and the location of this research was located at the Darul Aman Islamic Boarding School in Makassar. The method of selecting informants was carried out under the principle of *purpose sampling* as many as 5 respondents with triangulation

analysis of sources so that the resulting interpretation is following the information obtained from the informants.

## RESULTS

**Table 1. Informant characteristics**

Gender	Amount (n)	Percentage (%)
Male	4	36.4%
women	7	63.6%
Total	11	100%

Source: Primary data, 2018

### Budget planning

#### Preparation of the budget

*“(head of the kitchen) is responsible for compiling. But for kitchen budgeting, we are still at the BPH meeting. This BPH meeting refers to the previous year's expenditure being appointed this year to be readjusted whether it is still feasible, added, or reduced, so he will prepare it later. BPH will accept it”*

(IAJ, 44 years)

#### Expenditure budget period

*“After the acceptance of new students, God willing, maybe one month from now, God willing, we will have another meeting for the coming year, because the new students will be, one month after the reception. So, in the early days of accepting a new student (santri), there would be many mistakes, sometimes there was wasted rice, sometimes it was lacking, it still happened at the beginning of the reception of the student. It will run normally if a month later we sit down, we can measure how many students have left, how many students are left. ”*

(IAJ, 44 years)

#### Sources of funds

*“The sources of funds for the kitchen, especially for the kitchen, are mostly*

*from student tuition fees plus independent donations. The majority, SPP dominance ”*

(IAJ, 44 years)

#### Included in the budget

*“includes foodstuffs, kitchen utensils such as stoves, pans. But that is not always the case because we also see the conditions in the kitchen, whether the equipment is needed, whether it is damaged. So it's like that. ”...*

(K, 41 years)

#### What needs to be considered in determining the expenditure budget

*“We will see how many students there are. So, we do study cases every year. So it means that we do the budget plan after we collect data, how many students are enrolled, how many students leave, and the available budget. In addition, based on the increase in staple goods, the materials purchased. And of course, we are also based on the student spp because this also affects the increase in spp when basic commodities increase, that's how it is, but if we can still survive at the same rate, namely the number 800 as last year then we survive, we will do the study based on our power capacity. buy us with our spending last year if it is still sufficient, this year we have not increased it, it is still the same as last year it depends on the increase in staples, the availability of available funds, what is clear is that for Islamic boarding schools, we never use business calculations, not business orientation. Our orientation is to give service. ”*

#### The monthly used budget

*“is 230 million for this year.”*

(K, 41 years)

#### Budget every year

*“ We only have 11 times 230 because the month of Ramadan is a holiday,*

*the kitchen continues to operate in the month of Ramadan, but we do not count the number of months of Ramadan. The month of Ramadan is a lot of blessings, even if there are not many who come out not much.*

(IAJ, 44 years)

### **Menu planning**

*Responsible for*

*"No longer using menu planning for the last 2 years due to increased staple food ingredients, but previously they used a menu cycle of 5 days and 7 days even though in the last 2 years they were financially conditioned because of the lack of ingredients. food is too expensive. "*

(K, 41 years)

*Menu evaluation*

*Menu evaluation is carried out by the guardian of the santri in the association of the guardian of students which is usually abbreviated (IKAMDA). The parents of the santri usually ask about the nutrition of the food menu that is served. The parents of students often say that they are quite surprised at the price of a plate of only 2600, but their children can eat complete side dishes. However, sometimes some parents complain when they are allergic to skipjack tuna, especially during the rainy season so that the pesantren does not provide a menu with raw materials for skipjack tuna during the rainy season.*

(K, 41 years)

*Standard seasoning*

*"The cooks who mix the seasonings for every food that is cooked because even the menu that is cooked uses only standard spices based on the menu instructions given by the head of the kitchen."*

(K, 41 years)

### **Procurement of foodstuffs**

*Responsible for*

*"Ordering food ingredients is done twice a day, namely morning and afternoon. For the procurement of these foodstuffs, the head of the kitchen orders by contacting several customers who are parents of the students to deliver the ordered items. "*

(IAJ, 44 years)

*Purchasing system*

*"The purchasing system used is ordering made every day, namely for the breakfast menu, ordering/purchasing foodstuffs is made at night, for lunch and dinner in the morning around 7. Every wet food item comes processed immediately because efforts are made so that there is no stock for wet food so that its freshness is also preserved. "*

(K, 41 years)

### **Receipt of food ingredients**

*"Reception of food ingredients is the head of the kitchen in charge of receiving food ingredients. But sometimes it is also the kitchen staff or anyone who is at the place where the food ingredients are received. "*

(IAJ, 44 years)

### **Storage of foodstuffs**

*Responsible for*

*"The person in charge of storing foodstuffs is the cook."*

(K, 41 years)

*Storage area*

*"There is a refrigerator to store fresh food ingredients, but not for other food ingredients such as tempeh but only for nuggets, and efforts are made to have no stock, so fresh food is processed immediately."*

(IAJ, 44 years)

*"The storage area for dry foodstuffs is in a place that is blocked by a wall divider with a kitchen where food is processed."*

- (K, 41 years)
- Food**
- Processing Those who process food* (AA, 15 years)  
"There are already jobs that are divided into 3 shifts, namely in the morning from 4 to 6 with 3 officers, noon from 8 to 12, namely 4 people and dinner on duty at 4 to 6. 5 in 3 people. "  
(K, 41 years)
- The processing process*  
"The processing of foodstuffs starts from weeding, chopping, and slicing. The process of processing food ingredients is done in a team. "  
(K, 41 years)
- Meals for the evening*  
"Rice for the evening is cooked during the day."  
*Supervision in food processing food*  
"processing is supervised by the head of the kitchen to see if enough food is available for cooking. If it is not enough, order food ingredients twice. "  
(K, 41 years)
- Food distribution**
- "The distribution of food and serving of food are the procedures used in distributing and serving food. The distribution of food was carried out by 2 people for the men's kitchen and 1 person for the women's kitchen who was given the task of distributing food to the students. "  
(IAJ, 44 years)
- Recording and reporting**
- "Reporting is done every month, namely the payment of expenditure notes every month."  
(K, 41 yrs)
- Consumer acceptance**
- "Santri are fed up with the food served that does not vary, but their food is still used up because it is prohibited in religion to throw food away and be grateful for the food that has been served."  
(Y, 39 years)
- DISCUSSION**
- Budget planning*  
Based on the study of budget planning data at the Darul Aman Islamic Boarding School, Makassar, the head of the kitchen made a budget plan based on the number of consumers, both students, and teachers, and supervisors who were given food, fluctuations in the price of staples were previously conducted a market survey and determined the proportion for each consumer to facilitate the calculation of food requirements. After that, the head of the kitchen proposes a budget for the planning of the pesantren budget in the annual work meeting.
- Menu planning*  
Based on data analysis, there is no menu planning at the Darul Aman Islamic Boarding School in Makassar. Menu planning has not been carried out in the past 2 years because the prices of basic commodities have gone up. So that the menu that is used daily is

a menu that is not fixed. Based on the results of interviews with students, there is boredom and boredom in the menu that is applied. This is due to the absence of variation in the menu. This is in line with research by Ryu and Han (2010) which emphasizes the importance of food variation as a key factor in influencing consumer satisfaction.

#### *Procurement of foodstuffs*

Based on the results of interviews, ordering foodstuffs at the Darul Aman Islamic Boarding School in Makassar was made based on the menu and the number of students available. For purchases, a contract system without a signature (*Unsigned Contract / Auction*) is the *Subject Approval Of Price* carried out, namely (SAOP), where the buyer orders food when needed, the price is according to what has been determined in advance.

#### *Receiving foodstuffs*

Based on the results of interviews, the receipt of foodstuffs at the Darul Aman Makassar Islamic Boarding School, namely, the acceptance process which includes inspection or research based on details of daily orders or invoices, recording, and reporting of incoming and used materials, this is routinely carried out every day by the person in charge of reception food ingredients, namely the head of the kitchen, but the inspection of food ingredients is not routine, sometimes the officer delivering the

food directly picks it up to the processing place without prior inspection by the pesantren. This happens because there has been trusting in the seller which is a subscription for quite a long time. This is not following the Ministry of Health (2007) which states that in receiving foodstuffs, an inspection of food ingredients must be carried out so that it is following the order list (which contains units and volume quantities) and foodstuff specifications (Nurlaela, 2016).

#### *Storage of foodstuffs*

Based on the results of interviews, storage at the Darul Aman Islamic Boarding School Makassar does not have a special room for storage. The storage in the form of rice is placed next to the food processing room which is quite open with a dirty and smelly floor so that insects and mice can easily enter. This does not meet the prerequisites for storing dry foodstuffs, so it needs improvement in the future. For the storage of fresh food ingredients, there is only one refrigerator because every day the head of the kitchen and food processors make sure that there is no fresh food left, so ordering fresh food ingredients is adjusted to the portion needed in one day. Based on observations, there is no stock card for food storage, so this can hamper the food supply management system because recording using a stock card is very effective in seeing the number of available food supplies. For the

expenditure of foodstuffs, use the *first in first out* (FIFO) method.

### *Food preparation*

Based on the results of the interview, the preparation of food ingredients at Pondok Pesanten Darul Aman Makassar includes the preparation of all available food ingredients. In the process of preparing food ingredients, the person responsible for this is the officer who will process the food ingredients based on the division of time available in the task. The cooking staff prepares the seasonings and recipes that will be used. In addition to the prepared food ingredients, tools for processing food ingredients are also prepared.

The equipment used is not good overall, this is based on observations on the use of a knife that is less sharp (blunt) when cutting fish, this is also a complaint of cooks on duty because they think this slows down the work. In addition, some knives look rusty but are still used in the processing so this can affect the safety of the food being processed. Likewise, cutting boards do not have sufficient quantities, so they often use the same cutting board with different food ingredients, which can cause cross-contamination between food ingredients. The equipment used by kitchen staff is not following the rules for processing tools according to Permenkes No. 1204 / Menkes / SK / X / 2004 regarding environmental health requirements which state that cooking utensils

must not be dirty and broken and may not release toxic substances into food.

### *Processing of food ingredients*

Based on the results of interviews, the processing of food ingredients at Pondok Pesanten Darul Aman Makassar is not based on a menu cycle, so there is no standard for certain spices. Food ingredients to be processed are available every day. Groceries are ordered every day, especially fresh/fresh food ingredients. Meanwhile, dry foodstuffs are stored in dry storage, then the tools used have been prepared in advance. In the processing process, the responsible cook is the cooking staff who is carried out in a team, namely all the cooks on duty at that time.

Based on observations, not all cooks use work clothes and aprons when processing food. During the cooking process, only one person used an apron but it was not clean. So that this can affect food safety and the safety of kitchen workers, because using clean and correct work clothes, besides being able to prevent sweat from falling in the kitchen, can also protect someone from being splashed with hot oil and spices when someone is cooking.

### *Distribution and presentation of foodstuffs*

Based on the results of observations and interviews, the Darul Aman Makassar Islamic boarding school uses a combination of centralization-decentralization methods. This is due to limited facilities or facilities.

When serving food, the food divider does not use work clothes and aprons when serving food, both for men and women. Places and containers for serving food are free of dust and cutlery is washed with clean water.

#### *Consumer acceptance*

Based on the results of the data study, there is saturation on the menu that is served so that consumer satisfaction is reduced due to a mismatch between the perceived appearance and the expectations of consumers (santri) so this certainly needs improvement in the future. Acceptability also affects the nutritional status of consumers, this is in line with Semedi's research (2013) which states that there is a relationship between hospital foodservice satisfaction and food intake with changes in patient nutritional status.

#### **CONCLUSION**

Based on the results of research at the Darul Aman Islamic Boarding School, it can be concluded that: (1) Budget planning, in which the head of the kitchen compiles the needs and then proposes a budget planning division at the annual work meeting to be approved by the pesantren and foundations. (2) Menu planning has not been implemented for the last 2 years so that the students experience boredom on the menu served. (3) Foodstuffs are procured by ordering and purchasing dry and wet foodstuffs. Wet food ingredients are carried out every day and dry food orders are ordered for a certain period

based on the required food ingredients. (4) The reception of foodstuffs by kitchen staff is supervised by the head of the kitchen. Sometimes material specification checks are not carried out. (5) Foodstuffs are stored by the person in charge, namely the officer who cooks (*shift*) when the food is delivered (there is no special person in charge). (6) Preparation of food ingredients is carried out in a team including all food ingredients, seasonings, and cooking utensils. (7) Processing of food ingredients based on food ordered every day by the head of the kitchen without referring to the menu cycle. (8) The distribution and serving of food use a combination of centralized-decentralized methods. (9) Recording and reporting are carried out by the head of the kitchen and the treasurer, namely depositing food price receipts every month. (10) Hygiene and sanitation, starting from preparation, processing, to presentation, are not yet maximized.

#### **RECOMMENDATIONS**

Based on the research that has been done, suggestions can be given, among others: (1) Suggestions to institutions, to carry out food delivery properly, adequate facilities and adequate personnel are required. (2) Implementing a menu cycle so that the menu served does not get bored. (3) To consumers, if there is an error in the provision of food, they should report it to the food management division to be used as a basis for evaluation.



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