

## Implementation Of Gendhis Canteen Service Standards To Improve Employee Satisfaction In Semarang Hotel

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**Abstract.** *The canteen is one of the most important parts because it is the main support for employee consumption. They play an important role in providing official food to employees in hotels. The importance of the quality and taste provided is very influential for the satisfaction and comfort of all employees. In providing services, the canteen must serve optimally so that the service will be well received without any dissatisfaction. Data collection methods were collected in 4 ways, namely literature study, observation, interviews, and documentation studies in order to obtain accurate data regarding the satisfaction of canteen staff towards employees. The results obtained from this study are that employees are still dissatisfied with the variety of food menus on weekends. Meanwhile, on weekdays, the variation of the food menu is quite satisfying. A company is said to be successful if employee satisfaction can be guaranteed, and the presence of inhibiting and supporting factors is one of the factors that can be a success of a company or not in its application. The results of this study are that increasing employee satisfaction with canteen services in a company greatly influences the welfare and satisfaction of employees in the company, so it is important for the human resources department to prepare all the facilities needed by employees and also provide excellent service to all employees.*

**Keywords:** *Human Resources Department, Service Satisfaction, Canteen*

### INTRODUCTION

Indonesia is a tourist country with various kinds of cultural traditions such as food, clothing, customs, architecture, dance and others. The large number of tourist values, makes Indonesia the most coveted country for all tourists, both local and foreign. Therefore the tourism industry is one of the largest and fastest growing industries. Therefore, the growth of hotels in Indonesia has been very rapid and extensive in recent years. Accommodation or hotel services are needed in tourism areas because they are needed as a place to rest, spend the night, or as a stopover during an excursion.

According to Chair and Pramudia (2017) a hotel is an accommodation intended for the public or the general public that has one or more food and beverage services, uniformed services, laundry, and the use of furniture and equipment, and meets the requirements set by the government. The mission of a hotel is to meet the needs of its guests, and make guest satisfaction the main goal of the hotel. In addition, the hotel must also pay attention to the quality of service which originates in terms of aspects of good communication between staff and guests. When providing hotel services, one must also pay attention to the quality of existing human resources to maximize service.

When offering services, a hotelier must offer services that are influenced by several factors such as maintained appearance, politeness and friendliness, as well as knowledge and expertise in providing existing information services. (Rahayu, et al, 2022). As an industry engaged in the service sector, hotels must provide various needs and facilities according to standards, and have competent staff and professional management.

Therefore, the hotel has several departments, namely Front Office, Housekeeping, Engineering, Food and Beverage Sales and Marketing, Finance, Revenue, Human Resources and Security. Sulastiyono (2014). The above departments have their respective roles to support the quality of hotel standards. One of them is the Human Resources Department. According to Hasibuan (2016) Human resources are a science and art that regulate relationships and the role of the workforce so that it is effective and efficient in serving the purpose of helping to realize company, employee and community goals. Human Resources is a company department that is tasked with finding, recruiting, and managing human resource management activities, ensuring the individual development of employees, and taking care of all employee administration. A company has high standards and qualifications for its human resources.

Employees who have a high level of engagement will definitely be more productive and have good quality work. Quality human resources will help the company to achieve its goals, and can increase productivity. Human resources as one of the organizational resources play an important role and success in its implementation. The Human Resources Department also ensures that the training provided can provide success for the company itself. Then the Human Resources Department works closely with other departments to achieve organizational development and progress goals. In addition, the Human Resources Department also takes care of the Canteen section which is one of the supporting facilities for all employees, and is responsible for supporting all the facilities in the canteen.

The canteen itself is a place for employees to eat which is intended for internal employees. So that the use of existing facilities in the canteen is only intended for employees. When providing their services, canteen staff must pay attention to existing service standards so that procedures that are not feasible are as follows: not using hand gloves, and the canteen kitchen area is not clean. So that complaints are avoided and employees can feel satisfaction from their services.

Then the menu variations given on weekdays and weekends still found dissatisfaction with the existing menu combinations. In addition, the standards of the services provided must be considered so that one knows how and what efforts must be made to increase employee satisfaction so that interest in visiting the canteen increases.

## **RESEARCH METHODS**

In this study, the authors used descriptive qualitative research techniques, namely research that combines research to examine or describe social situations that are studied thoroughly, comprehensively and in depth. According to Bogdan and Taylor cited by Moleong (2007), a qualitative approach focuses on social phenomena and voices the feelings and perceptions of research participants. According to Sugiono (2017) Qualitative research is a type of research whose results cannot be obtained by statistical methods or other calculation methods, and the aim is to reveal the symptoms as a whole and contextually by gathering background information, with the author himself as the key. Qualitative research is descriptive in nature and tends to use inductive analysis.

According to Cresswell (2015) Qualitative research originates from the use of opinions and the use of theoretical frameworks that can be generated by examining problem formulation in terms of the importance of individual or group attributes for social and human problems. A qualitative approach is an approach that aims to understand the phenomenon under study as if it were experienced by the person concerned. For example actions, perceptions, motives and behavior with descriptions in the form of words and language. This qualitative approach aims to obtain related information about "Implementation of Gendhis Canteen Service Standards to increase employee satisfaction at Hotel Tentrem Semarang".

The activities that the author will carry out include collecting data, field observations and conducting interviews with resource persons which will then be described as a discussion. After taking the data source, an analysis is carried out by describing it and then interpreting it.

### Data analysis technique

According to Sugiyono (2018) data analysis in qualitative research occurs during data collection after the period specified in the data cell. This research was conducted to find out what opinions the employees wanted to convey regarding the existing canteen facilities. In conducting this research

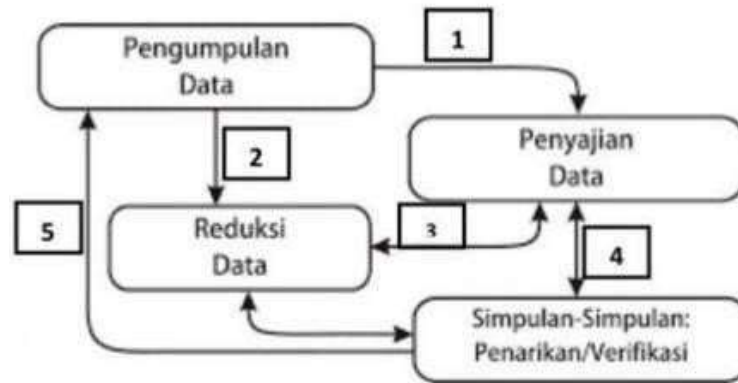


Figure 1: Miles and Huberman Qualitative Analysis Source: Sugiyono 2018

Information in the analysis can be described as follows:

1. Data collection by presenting data: data collection techniques through interviews, observation, and documentation to show research results.
2. Data collection with data reduction: how to summarize, select, group and focus on parts that are in accordance with the objectives and formulation of the research problem.
3. Presentation of data, with data reduction: data that has been collected is analyzed and then presented in the form of a summary or shorter notes to enhance research.
4. Conclusion with the presentation of data; re-correcting that the conclusions are in accordance with the presentation of the data that has been grouped.

Conclusion with data collection: draw conclusions that the answers to the formulation of the problems and questions that have been expressed by researchers since the beginning

## DISCUSSION RESULT

Based on the results of data collection that has been done, the author will describe a discussion regarding the application of gendhis canteen service standards in increasing employee satisfaction. This discussion is based on data from observations, interviews with Commis Canteen staff and HR Supervisors, documentation and literature studies What service standards are in the gendhis canteen Hotel Tentrem Semarang Canteen is a type of public facility in a place of business that functions not only as a place for eating and drinking but also as a gathering place for all kinds of people. (MOH RI, 2003).

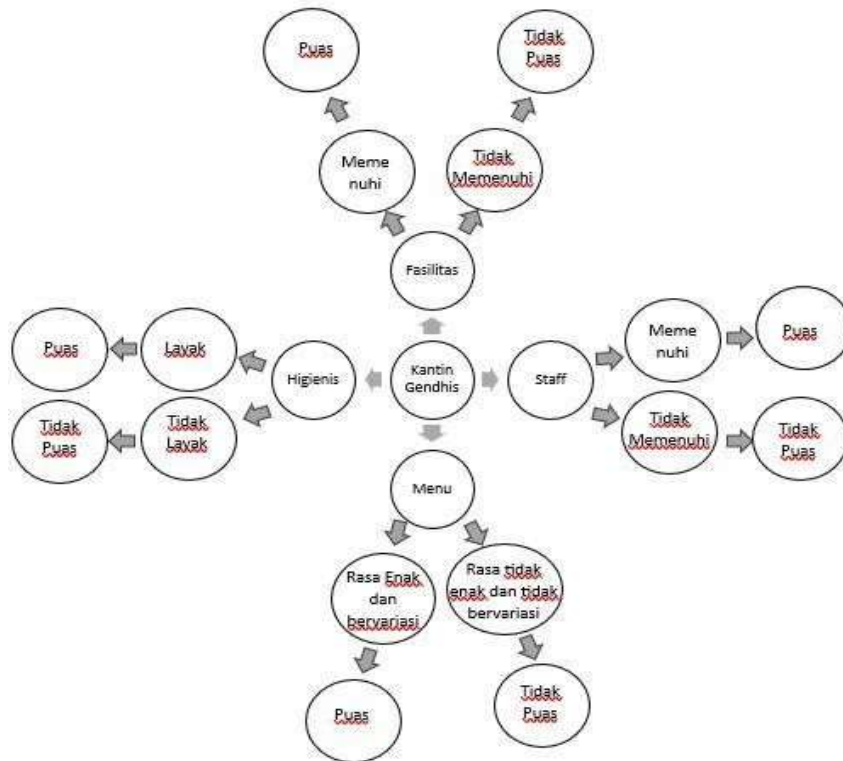
The canteen is one part the most important thing in the hotel. The employee canteen is the most important place to support employee consumption. They play an important role in providing official meals to employees in hotels. Standard facilities in the canteen must also be adequate, such as sanitation facilities, namely:

a) Trash

Nugroho (2013) states that waste is goods that are considered obsolete and thrown away by their owners. Garbage is the remnants of human daily life activities, in a solid form that is not needed by the owner. So that waste management needs to be managed properly in order to avoid various kinds of diseases. And the canteen provides wet trash bins and dry trash bins.

b) Hand Washing Place

Hand washing is an area used to clean our hands so that they are clean from germs. A canteen must provide a place for washing hands equipped with soap, clean water and dry wipes.



In the diagram above, it can be seen how the service standards in the gendhis canteen, in providing services to employees so that employees can feel comfortable and satisfied, namely:

1. The gendhis canteen as the main place for providing food and drinks for employees must ensure that from a hygienic point of view, the quality of staff, menus and existing facilities must be provided to the fullest.
2. Ensuring that sanitary cleanliness in the canteen area is proper, if cleanliness is maintained it will give satisfaction, but if sanitation is not proper, then dissatisfaction will arise which results in complaints.
3. Then a canteen staff must also be able to meet the standards in the hotel, where a canteen staff must provide friendly service and be able to create good communication. So that employees who receive services feel satisfied. However, if a canteen staff is not friendly and cannot create good communication, dissatisfaction will occur.
4. The variety and good taste of the canteen menu is also an influence in increasing satisfaction in the canteen. If variations and flavors can be given according to taste and in accordance with the tongue of employees, satisfaction will occur. But if it is not fulfilled then there will be dissatisfaction.
5. The facilities in the canteen must also be up to standard. Ensuring that existing facilities are still functioning properly and fit for use. If the facilities are not feasible, it will cause complaints because of dissatisfaction.

When providing services, the canteen must ensure that in terms of facilities, staff, hygiene and also the menu can be provided to the fullest so as to produce satisfaction with the existing services. Atmoko (2017) argues that proper hygienic standards will provide satisfaction from employees when enjoying canteen facilities. The canteen itself is included in the supervision of the human resources department. Human Resources is responsible for all canteen facilities including canteen budget calculations, facilities in the canteen and also related to canteen menus. Human Resources is also responsible for the cost of meal attendance each month. However, the commis canteen remains under the direct leadership of the Executive Chef.

The interest of the associates in visiting the canteen as a supporting factor for all activities is strongly influenced by the quality, service and facilities in the canteen. Meal change is also very important to meet employee expectations and can bring happiness to employees. However, if they judge that the service, quality and facilities in the canteen are good, then of course their interest in the canteen will be very high.

According to Kepmenkes 1096/Menkes/Per/VI/2011 the canteen must also always maintain cleanliness, both from the kitchen area which is kept clean, the kitchen table area which is always cleaned, the kitchen area which must be free from insects and rats, has sufficient lighting, the floor is flat and easy to clean, the availability of a hand washing area equipped with soap, as well as a place for washing equipment and the availability of strong, watertight and closed trash bins.

Service standards that exist in the canteen must always be implemented to make it easier for employees to do something, which is useful for smooth operations so as to minimize complaints. The service standard in question is that canteen staff must have a good and clean appearance and canteen staff must greet, establish good communication and provide maximum service properly and politely to all associates. So that canteen visitors, both associates, casual and trainees, can feel the comfort of canteen services.

For service standards in the Gendhis Canteen, there are no specific regulations in implementing them. However, the canteen staff performs good service standards, for example in serving canteen staff associates they must use hand gloves, aprons, chef hats and masks. Ensuring good grooming according to standards. Then ensure that the dinner plates, serving spoons, soup bowls provided must also be clean, so that cleanliness is always guaranteed when serving food.

Every shift the canteen staff who are in charge have to be responsible for the dishes they make. When preparing all food and beverage ingredients must be prepared according to the FIFO (First in First out) system. According to Rudianto (2009) FIFO is an inventory management method by using the stock of goods in the warehouse according to the time of entry. This is so that the goods used can be put to good use and can be used so that they are not easily damaged. The canteen staff must also ensure that there are no expired ingredients to ensure the quality of the canteen's food and drinks.

In addition, canteen staff also need to pay attention to the quality and taste of tea, syrup, and chili sauce and the ingredients for making chili sauce so that they are always in a new condition. Canteen staff must always ensure that all ingredients are in the chili corner area so that associates (employees) can feel safe and hygienic while enjoying their food. When running canteen operations, a chef who is in charge of the canteen, is tasked with making a food rotation schedule and ensuring the cleanliness of the ingredients used. As well as ensuring the taste of the food is in accordance with the standard recipe.

When determining and compiling a food rotation schedule every month, a chef must consider proteins, vegetables and side dishes that must be processed in different ways. This adjustment must comply with the concept of 4 Healthy 5 Perfect. Adjustments in menu management must also be considered. For example, if in 1 day there is already a soup menu, other menus may not have broth, because it will affect the combination of the food itself.

1. The canteen's efforts to increase canteen service satisfaction to employees are to provide good quality for all associates. One of them is the change in the food menu and the facilities in the canteen which continue to improve every year. Suryana (2014) argues that innovation is the ability to apply creative solutions to existing problems and opportunities to further prosper people's lives. The atmosphere of the Gendhis canteen is even more pleasant with the murals on the canteen walls. Where the walls of the Gendhis Canteen are drawn according to the Tentrem Core Value with detailed icons typical of the City of Semarang.
2. The replacement of the canteen chef is also an improvement both in terms of food management and an increase in the taste of the spices provided to fulfill the taste of food better and to suit the tastes of the employees.
3. Changes to the menu, namely the addition of a more varied menu. The menu rotation that occurs every day greatly influences the crowd in the canteen. The menu combination also greatly influences the interest in visiting the canteen.
4. Meal attendance that already uses the RFID system. An RFID (Radio Frequency Identification) system is a small electronic device consisting of a chip and an antenna, which is made like a card. This effort greatly facilitates all associates, casuals and trainees when taking food attendance. Absences in taking food do not need to queue long in writing the name, department, and time to pick up food. Because they only need to tap the card into the attendance machine and can immediately take the food in the canteen. But the canteen also provides manual meal attendance for casual events.
5. Availability of a special menu on appreciation day. Where all associates, trainees and casuals can enjoy a special menu with various buffet stalls provided in the canteen area and all Department Heads, Executive Committees and General Managers participate in helping serve food for the associates. In addition, the management also provides special events by holding Tentrem Radio shows, quizzes, and karaoke. This event is held once a month as a form of gratitude from management for the hard work of all associates. This event takes place during lunch and dinner hours, all associates can gather and have fun enjoying all the existing facilities.



6. There is a chili making area (sambal corner). This facility is provided so that associates can make their own favorite chili sauce. The canteen always provides fresh ingredients such as shallots, garlic, palm sugar, salt, sugar, red chilies, curly chilies, green chilies and others.
7. There is an internet coner facility. This area can be used by all associates, trainees and *casual*to access the internet or just want to use a computer. The occurrence of the above innovations has a major impact on employee satisfaction. So that the gendhis canteen is one of the most desirable locations to rest. The developments that occurred in the gendhis canteen made the gendhis canteen even more enthusiastic. This shows that the quality of food products in the canteen affects the interest of employees when visiting the canteen.

The developments and innovations that occur every year make the Gendhis canteen even better. Purnomo (2023) argues that the increasingly enjoyable and enjoyable taste and atmosphere of the canteen is expected to make employees feel satisfied and comfortable with the facilities in the canteen. These efforts are a form of providing satisfaction and service exceeding expectations for all associates

## **CONCLUSION**

When providing its services, the Gendhis Canteen always ensures that all associates are satisfied. The canteen staff on duty must always be friendly, be able to create good communication with employees, and ensure that in providing food and area cleanliness services must be ensured properly. Then the canteen must also ensure that the quality and taste of the food, drinks and facilities in the canteen are well maintained, so that employees are satisfied with the services provided by the canteen staff.

Efforts made by the Gendhis Canteen to increase service satisfaction are by updating the attendance system for taking meals in the canteen. Ensuring that the canteen rotation menu changes every day and provides variations every day. As well as the consistency of the taste of food that must always be guaranteed. In addition, the atmosphere of the gendhis canteen continues to grow with the addition of murals, internet corners, chili corners, and ping pong tables in the canteen, making the canteen atmosphere more comfortable to use. Good service provided by the human resources department is also important for employees, with maximum service all employees will feel satisfied and happy.

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