INPATIENT MEAL PREFERENCE OF FOOD SERVED AT PRIVATE
HOSPITAL IN KLANG VALLEY

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INPATIENT MEAL PREFERENCE OF FOOD SERVED AT PRIVATE HOSPITAL IN KLANG VALLEY

By
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ENDORSEMENT

The project report entitled **Inpatient Meal Preference of Food Served at Private Hospitals in Klang Valley** by **Noor Hidayah Binti Ma'aris**. Matric No. **UK 16772** has been reviewed and corrections have been made according to the recommendations by examiners. This report is submitted to the Department of Food Science in partial fulfilment of the requirement of the degree of Bachelor in Food Science (Food Service and Nutrition), Faculty of Agrotechnology and Food Science, Universiti Malaysia Terengganu.

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DECLARATION

I hereby declare that the work in this thesis is my own except for the quotations and summaries which have been dully acknowledged.

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ABSTRACT

In this research, the researcher are interested to investigate factors that affect respondent's assessment on the quality of the patient meal such as food quality, environment at hospitals setting, and patient factors. Besides that, the researcher also interested to determine the most respondents' food preferences towards hospitals meal such as intrinsic factors and personal factors. Furthermore, the researcher also would like to identify if exist relationship between quality of hospitals meal, environment in hospitals setting and patient factors with their food preferences. Therefore, a questionnaire was developed to collect the data. A 7-point Likert scale allowed subjects to rate their answers from strongly disagree to strongly agree. The questionnaire then was answered by 47 respondents; 17 were self-administered and 30 were using online survey. To assess the factor that may affect patients assessment on meal served and patients' food preference, mean score was used. T-test was used to compared self-administered and online survey answered. To determine the relationship between the factors that affect patients' assessment and patients' food preference, Spearman Rho correlation coefficient was applied. Results showed that environment settings play much bigger role in affecting patients' while they were eating the meal served while intrinsic factors have the role in influencing patients' food preferences. Spearman Rho result showed that there was a significant difference between food preferences, food quality, and environment. However, there was no significant difference between food preferences and patients' conditions. As a conclusion, environment of hospitals was found as the main contributor that affect patients' assessment and intrinsic factors found as a factor that influences patients' food preferences. There is also no significant difference between socio-demographic factors towards their food preferences however the relationship between the quality of hospitals meals and environment of hospitals settings with respondents' food preferences was found.

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ABSTRAK

Melalui kajian itu, penyelidik berminat untuk mengkaji factor-faktor yang mempengaruhi penilaian responden terhadpa kualiti hidangan pesakit seperti kualiti makanan yang dihidangkan, keadaan persekitaran hospital dan keadaan pesakit ketika tinggal di hospital. Selain itu, penyelidik juga berminat untuk mengkaji faktor yang mempengaruhi pemilihan makanan responden sama ada faktor dalaman mahupun faktor peribadi pesakit serta hubungan antara kualiti makanan, suasana persekitaran hospital, dan keadaan pesakit dengan pemilihan makanan mereka. Borang soal selidik yang menggunakan skala Likert 7-titik telah digunakan untuk mengukur kadar persetujuan responden dari amat tidak setuju sehingga sangat setuju. Soal selidik telah dijawab oleh 47 responden; 17 responden adalah dari kaedah bertemu secara langsung dan 30 menggunakan kaji selidik dalam talian. Untuk menilai faktor yang boleh mempengaruhi penilaian pesakit terhadap makanan yang disediakan, skor min digunakan. Ujian t-test digunakan untuk membandingkan keberkesanan antara kaji selidik yang berlaku secara langsung dengan kaji selidik yang dilakukan di dalam talian, manakala Rho Spearman pekali korelasi telah digunakan untuk menentukan hubungan antara faktor yang mempengaruhi penilaian pesakit dan kecenderungan pemilihan makanan pesakit. Hasilnya, keadaan persekitaran didapati memainkan peranan yang besar dalam mempengaruhi pesakit semasa mereka sedang makan manakala faktor-faktor intrinsik mempunyai peranan dalam mempengaruhi pemilihan makanan pesakit. Kesimpulannya, persekitaran hospital dikenal pasti sebagai penyumbang kepada faktor yang mempengaruhi penilaian pesakit manakala faktor dalaman memainkan peranan untuk mempengaruhi pesakit dan tidak terdapat perbezaan yang signifikan antara faktor demografik terhadap pemilihan makanan. Selain itu, kualiti makanan dan persekitaran hospital didapati mempunyai hubungan dengan pemilihan makanan.