EFFECTIVENESS OF FOODSERVICE SYSTEM:
PATIENTS' SATISFACTION TOWARDS
CENTRALIZED AND DECENTRALIZED
SYSTEM IN GOVERNMENT
HOSPITAL

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Lihat Sebelah

EFFECTIVENESS OF FOODSERVICE SYSTEM: PATIENTS' SATISFACTION TOWARDS CENTRALIZED AND DECENTRALIZED SYSTEM IN GOVERNMENT HOSPITAL

By
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ENDORSEMENT

The project entitled **Effectiveness of Foodservice System: Patients' Satisfaction towards Centralized and Decentralized System in Government Hospital** by **Norhidayah Binti Asli,** Matric No. **UK17733** 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 fulfillment of the requirement of the degree of Bachelor of Food Science (Food Service and Nutrition), Faculty of Agrotechnology and Food Science, Universiti Malaysia Terengganu.

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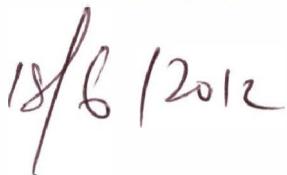
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DECLARATION

I hereby declare that the work in this thesis is my own except

for quotations and summaries which have been duly

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ABSTRACT

This study was conducted at government hospital, the East Coast of Peninsular Malaysia. A total of 149 respondents involved in this study. The effectiveness of two types of foodservice systems; centralized and decentralized system measured by using a survey form. The study included four perceptions; food quality, meal service quality, staff service and physical environment that influence patients' satisfaction towards two types of different foodservice systems. There are significant differences in patients' perception ($p < 0.05$) between the two systems where centralized system has a good perception in food quality, meal service quality and staff service. While in decentralized, good perception recorded in physical environment. Centralized system records a better patients' satisfaction than decentralized system. There is a relationships between perception and patients' satisfaction in the centralized system; perception of food quality ($r= 0.681$), perception of meal service quality ($r= 0.524$) and perception regarding staff service ($r= 0.483$) while for the decentralized system the relationship only present between staff service perception ($r= 0.705$) with patients' satisfaction. Apart from that, the perception of food quality ($\beta= 0.549$) is the strongest factor influencing patients' satisfaction for centralized system while for decentralized system the analysis cannot be conducted due to the total number of sample has not fulfilled the requirement to run regression test. This research provided useful information for government to improve the hospital foodservice system in government hospital and added new knowledge to the health care institution to establish the strategic procedure for ensure the effectiveness of the foodservice system.

ABSTRAK

Kajian ini telah dijalankan di hospital kerajaan, Pantai Timur, Semenanjung Malaysia. Seramai 149 orang responden terlibat dalam kajian ini. Keberkesanan dua jenis sistem perkhidmatan makanan; sistem berpusat (*centralized*) dan sistem pukal (*decentralized*) diukur dengan menggunakan borang kaji selidik. Kajian ini melibatkan empat persepsi; kualiti makanan, kualiti perkhidmatan makanan, perkhidmatan kakitangan dan persekitaran fizikal yang mempengaruhi kepuasan pesakit terhadap dua jenis sistem perkhidmatan makanan yang berbeza. Terdapat perbezaan persepsi pesakit di antara dua buah sistem ini ($p < 0.05$) di mana sistem berpusat mempunyai persepsi yang baik di dalam kualiti makanan, kualiti perkhidmatan makanan dan perkhidmatan kakitangan. Manakala sistem pukal mempunyai persepsi yang baik di dalam persekitaran fizikal. Sistem berpusat mencatatkan tahap kepuasan pesakit yang lebih baik berbanding sistem pukal. Terdapat hubungan di antara persepsi dengan kepuasan pesakit di dalam sistem berpusat; persepsi kualiti makanan ($r= 0.681$), persepsi kualiti perkhidmatan makanan ($r= 0.524$) dan persepsi mengenai perkhidmatan kakitangan ($r= 0.483$) dengan kepuasan pesakit manakala bagi sistem pukal didapati hanya persepsi mengenai perkhidmatan kakitangan ($r= 0.705$) yang mempengaruhi kepuasan pesakit. Selain daripada itu, persepsi kualiti makanan ($\beta= 0.549$) merupakan faktor yang paling kuat mempengaruhi kepuasan pesakit bagi sistem berpusat manakala bagi sistem pukal analisis tidak dapat dijalankan kerana jumlah sampel tidak memenuhi syarat bagi menjalankan ujian regresi. Kajian ini memberi maklumat yang berguna kepada kerajaan untuk memperbaiki sistem perkhidmatan makanan di hospital kerajaan dan menambah pengetahuan baru kepada institusi penjagaan kesihatan untuk menubuhkan prosedur yang strategik bagi memastikan keberkesanan sistem perkhidmatan makanan.