

PERBEDAAN KARAKTERISTIK INDIVIDU DAN SIKAP TENTANG PELAYANAN MAKAN DI TEMPAT PASCAPANDEMI COVID-19 PADA KARYAWAN RESTORAN *FULL-SERVICE* DAN *QUICK-SERVICE*

Aida Husna Wulan Ningrum¹, Ika Ratna Palupi², Yeni Prawiningdyah²

INTISARI

Latar belakang: Setelah pandemi Covid-19, protokol kesehatan harus tetap diterapkan di setiap restoran sebagai bentuk penerapan prinsip CHSE atau Kebersihan, Kesehatan, Keselamatan, dan Kelestarian Lingkungan. Dua jenis restoran yaitu *full-service restaurants* (FSR) dan *quick-service restaurants* (QSR) mempunyai perbedaan jenis pelayanan makan di tempat yang dapat memengaruhi perbedaan karakteristik individu dan sikap karyawan tentang pelayanan makan di tempat pascapandemi Covid-19 yang berdasarkan pada pedoman CHSE khususnya aspek kebersihan dan kesehatan.

Tujuan: Mengetahui perbedaan karakteristik individu dan sikap tentang pelayanan makan di tempat pascapandemi Covid-19 pada karyawan FSR dan QSR.

Metode: Penelitian menggunakan desain *cross-sectional* dengan 43 responden FSR dan 40 responden QSR. Pengambilan sampel menggunakan teknik *total sampling*. Variabel bebas adalah jenis restoran, sedangkan variabel terikat adalah karakteristik individu (usia, tingkat pendidikan, dan masa kerja) karyawan serta sikap tentang pelayanan makan di tempat pascapandemi Covid-19. Instrumen penelitian menggunakan kuesioner karakteristik individu, kuesioner sikap, serta daftar tilik penerapan aspek kebersihan dan kesehatan di restoran. Analisis data menggunakan uji *independent sample t-test*, uji *Mann-Whitney*, uji korelasi *pearson*, dan uji korelasi *Rank-Spearman*.

Hasil: Terdapat perbedaan yang bermakna antara usia ($p=0,000$), tingkat pendidikan ($p=0,041$), masa kerja ($p=0,002$), dan sikap tentang pelayanan makan di tempat pascapandemi Covid-19 ($p=0,000$) pada karyawan FSR dan QSR. Terdapat hubungan negatif yang signifikan antara tingkat pendidikan dengan sikap tentang pelayanan makan di tempat pada karyawan FSR ($p=0,041$). Kotak P3K lengkap tidak digunakan (0%) oleh FSR. Rata-rata penerapan aspek kebersihan dan kesehatan oleh karyawan FSR A dan B selama observasi dinyatakan dalam persentase tingkat kepatuhan sebesar 34,09% dan 33,36%.

Kesimpulan: Terdapat perbedaan usia, tingkat pendidikan, masa kerja, dan sikap tentang pelayanan makan di tempat pascapandemi Covid-19 antara karyawan FSR dan QSR.

Kata Kunci: karakteristik individu, sikap, FSR, QSR

¹ Mahasiswa di Departemen Gizi Kesehatan Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan Universitas Gadjah Mada

² Staf Pengajar di Departemen Gizi Kesehatan Fakultas Kedokteran, Kesehatan Masyarakat dan Keperawatan Universitas Gadjah Mada

THE DIFFERENCES IN INDIVIDUAL CHARACTERISTICS AND ATTITUDES ABOUT DINING SERVICES DURING THE POST-COVID-19 PANDEMIC AMONG FULL-SERVICE AND QUICK-SERVICE RESTAURANT EMPLOYEES

Aida Husna Wulan Ningrum¹, Ika Ratna Palupi², Yeni Prawiningdyah²

ABSTRACT

Background: During the post-Covid-19 pandemic, health protocols should be implemented constantly in every restaurant as part of implementing the CHSE or Cleanliness, Health, Safety, dan Environment Sustainability principles. Two types of restaurants, namely full-service restaurants (FSR) and quick-service restaurants (QSR) have different types of dining services which can influence differences in individual characteristics and employee attitudes about dining services during the post-Covid-19 pandemic based on CHSE guidelines, especially in terms of hygiene and health.

Objective: To determine the differences in individual characteristics and attitudes about dining services during the post-Covid-19 pandemic among full-service and quick-service restaurant employees.

Method: The study used a cross-sectional design with 43 FSR respondents and 40 QSR respondents. Samples were taken using a total sampling technique. The independent variable was the type of restaurant while the dependent variable was the individual characteristics (age, education level, and years of service) of employees and attitudes about dining services during the post-Covid-19 pandemic. The research instrument used individual characteristic questionnaires, attitude questionnaires, and checklists for implementing hygiene and health aspects in restaurants. Data analysis used independent sample t-test, Mann-Whitney test, Pearson correlation test, and Rank-Spearman correlation test.

Result: There were significant differences between age ($p=0,000$), level of education ($p=0,041$), years of service ($p=0,002$), and attitudes about dining services during the post-Covid-19 pandemic among the FSR and QSR employees. There was a significant negative relationship between education level and attitudes about dine-in service among FSR employees ($p=0,041$). The complete first aid kit (0%) was not used by FSR. The average implementation of hygiene and health aspects by FSR A and B employees during the observation was expressed as a percentage of compliance levels of 34.09% and 33.36%.

Conclusions: There are differences in age, education level, years of service, and attitude about dining service in the post-Covid-19 pandemic between FSR and QSR employees.

Keywords: *individual characteristics, attitudes, FSR, QSR*

¹ Student of Health Nutrition Department, Faculty of Medicine, Public Health and Nursing, Universitas Gadjah Mada

² Lecturer of Health Nutrition Department, Faculty of Medicine, Public Health and Nursing, Universitas Gadjah Mada