

## Perceived Quality of Food Service System and Food Culture (Kembul) in Children Penitentiary Class IA, Blitar Regency

Yurike Dhika Adhela, Trias Mahmudiono, Stevani Verona Indi Andani

Department Health and Nutrition, Faculty of Public Health, Kampus C Mulyorejo Universitas Airlangga

Email : [yurike.dhika.adhela-2015@fkm.unair.ac.id](mailto:yurike.dhika.adhela-2015@fkm.unair.ac.id)

### ABSTRACT

**Background:** The foodservice system in Children Penitentiary is an action for fulfilling the nutritional needs of prisoners. Lack of nutrition that is not by the standard, will result in the occurrence of nutritional problems and reduce the health status for prisoners during the coaching period. One indicator for better quality access to food services is to explore how the perceptions of prisoners on food services which are provided by the institution. **Objective:** The aims of this study was to determine the perceptions of inmates on the quality of service and provision of food at the Children Penitentiary Class IA, Blitar Regency. **Method:** This study used a qualitative approach with a semi-structured deep interview and observation method to explore data deeply and holistically. The informants consisted of 10 people and the criteria for key informants were between age range from 15 until 20 years old. **Result:** There were factors that influenced the perception of food quality assessment in LPKA, including internal factors, such as the emergence of eating behaviour and formation of eating culture among other prisoners. Besides assessment, there also included the taste of food, a portion of food, variety of menus, food hygiene, also the food from visitors or family. **Conclusion:** Eating behavior among prisoners forms a new culture in the scope of Class IA LPKA Blitar, which is a culture of joint eating or "kembul" which creates a sense of family among prisoners.

**Keywords:** Food service quality, LPKA Blitar City, Perception, Qualitative

### INTRODUCTION

Based on the provisions of the Republic of Indonesia Law No 12 of 1995 concerning about penitentiary, that prisoners and detainees have the right to obtain the rights contained in-laws such as health services and food services in accordance with nutritional standards for prison prisoners based on nutritional adequacy standards (Direktorat Jenderal Pemasyarakatan, 1995). In this case, the food delivery system at the Penitentiary Institution is very important as an effort to fulfil the nutritional needs of prisoners. However, in the implementation, there are still many problems related to the lack of appropriate services in fulfilling the rights of detainees or prisoners inside the Penitentiary Institution. Research conducted at the Kutacane Class II B Penitentiary Institution, the prisoners have underweight nutritional status due to irregular eating patterns and less nutritious foods (Primawardani, 2017). Besides, the research conducted in

Bojonegoro Class IIA Penitentiary Institution, the quality of food produced by prisons did not reach the standards due to unavailability of nutritionists (Fajrin, 2015). Then, the General Directorate of Penitentiary stated that there were many problems in the provision of food services in prisons related to the lack of quality standards for food, taste in food and portions of food for prisoners did not meet nutritional needs (Direktorat Jenderal Pemasyarakatan RI, 2015).

Lack of fulfilment of nutritional needs for prisoners, will lead to nutritional problems and reduce health status during the coaching period. Research conducted by Hidayat et al. 2017 in the Class IIA Kendari Prison states that 38.5% of prisoners have poor nutritional status because food quality and nutritional adequacy do not meet the standard which is caused an increased risk of disease (Hidayat, Bahar and Ismail, 2017).

Improvement efforts carried out by coaching institutions in fulfilling

nutritional needs can be seen as indicators of success through how prisoners receive and perceptions of the quality of services and provision of food during the coaching period. The perception of the assisted prisoners about food offerings belongs to subjective judgments about food offerings including food presentation, food taste, variety of menus according to their knowledge. The perception of foodservice quality is a part of the evaluation to improve the system of food administration in coaching institutions and prisons.

Based on these thoughts, this study aims to analyze and find out about the prisoners perceptions towards the service quality and provision of food at Blitar Special Penitentiary Institution for Children of IA Class.

## METHOD

This study used a qualitative approach with a semi-structured deep interview and observation method. The informants of this research were assisted prisoners. Direct observation was carried out on the process of service and provision of food until it was served to the assisted residents of the Blitar Special Penitentiary Institution for Children of IA Class. The interview technique was used to produce descriptive data, which was stated by the respondents (informants) in written, spoken, and real behaviour form.

Besides, the use of an approach method was expected to collect the holistic data. With the use of qualitative methods, it was expected to be more responsive to the selection of informants. Primary data were collected based on the results of interviews with inmates as informants in this study. Secondary data were in the form of scientific literature studies, statistical data and previous research reports.

This research was located at Blitar Special Penitentiary Institution for Children of IA Class, conducted in a month, April until May 2019. The criteria for key speakers were between 15-20-year-old inmates who are being fostered at the Blitar Special Penitentiary Institution for Children of IA Class. The number of informants were 10 people. The data of the main informants obtained were saturated and the informants did not provide the latest information. Informants

were selected based on their willingness to be interviewed and good communication skills.

The procedure in this study was screening the informants according to the criteria of 15-20 years old, not disabled, being able to communicate well, healthy, cooperative and be willing to be interviewed during the study. Then the observation of the field studies was done by randomly determining prisoners in the different rooms based on criminal cases, followed by the signing of the Informed Consent. Perception data service quality of research subjects was collected during the month of research to conduct in-depth interviews and crosscheck data.

Data analysis was carried out during and after completion of data collection by examining all data from observations and interviews. The data analysis steps were as follows:

1. Preparing and processing the data
  - a. Recording the results of in-depth interviews with informants in the form of written notes without changing the meanings.
  - b. Reading, observing the whole data, building the meaning in general and reflecting the meaning of the data.
2. Data Reducing (data reduction) was to summarize and select the main things, focusing on important things, then looking for patterns and themes.
  - a. Coding and grouping of data, namely giving a code to the data arrangement that had a unity of meaning from the data that had been obtained.
  - b. Preparation of themes or thematic analysis through agreement on a word and theme adapted to the conditions of the transcript data.
3. Display data using tables
4. Making conclusions

This research had stated Ethical Worth 11.05/HRECC. FODM/IV/2019 by the Health Research Ethics Commission of the Faculty of Dentistry, Airlangga University.

## RESULTS AND DISCUSSION

### Characteristics of Informants

This study involved 10 informants with ages ranging from 10-15 years and

16-20 years with the education levels of elementary, middle and high school. Based on the research, the majority of informants in this study were 100% male with a majority of 70% age ranged from 16-20 years old with 50% was in the high school education level.

**Table 1.** Characteristics Research Informants based on Age, Gender, and Education Level

Characteristics	n	%
<b>Age</b>		
10-15	3	30
16-20	7	70
<b>Gender</b>		
Male	10	100
<b>Education</b>		
Elementary School	2	20
Junior High School	3	30
Senior High School	5	50
<b>Total</b>	<b>10</b>	<b>100</b>

The Organizing System and Food Service and at Blitar Special Penitentiary Institution for Children of IA Class. Based on observations in the field, there were 3 meal times for inmates children, they were breakfast (at 07.00 WIB), lunch (at 12.00 WIB) and dinner (at 3.30 WIB). Before breakfast and lunch they did a

short ceremony that was carried out every day and aimed to control or count the number of inmates. Breakfast and lunch were done in a dining restoration room located in LPKA. For evening meal or dinner, the people that were on duty in the kitchen would distribute the food using trolley to inmates room blocks.

The maintenance and food service staffs consist of 1 kitchen coordinator, 2 kitchen coordinator assistants, and 7 cooking assistants. The menu cycle applied in LPKA was a menu cycle for 10 days which was adjusted to the Decree of the General Director of Penitentiary of the Republic of Indonesia Number PAS - 498.PK.01.07.02 of 2015 concerning Standards for Food Administration in Penitentiary Institutions and Detention Centers.

**Perception of Informants in Food Service Quality Assessment**

Based on the results of interviews with 10 informants, informants' perceptions of the assessment of food service quality are divided into 6 categories as presented in Table 2.

**Table 2.** Categories of Informants' Perceptions of the Assessment of Food Service Quality

Category	Sub-category	Description
Taste of food (n=5)	Food feels tasteless (R3,R4,R5)	Eksternal
	Food less tasty (R1,R5)	
	Less seasoned foods (R1,R2)	
Food portion (n=3)	Portion of rice, seasoned tempe, salted fish are not enough (R2, R8, R7)	Eksternal
Menu variations (n=3)	Processed menus for vegetables and animal dishes less varied (tired of eating salted fish) (R3,R7, R6)	
Food Hygiene (n=3)	The food preservation is less clean, including the dishes and the utensils (R1, R8, R9)	Internal
Eating behavior (n=7)	Accepting all the food provided (R9, R5)	
	Culture of eating together or eating <i>kembul</i> (R1,R2,R3,R4,R5,R7,R9)	
Food from outside the LPKA or from family visits	Consuming fried rice, wrapped rice, fruit and vegetables from the cafeteria (R4)	Environment
	Delicious meals from family visits (R6,R8)	
	Eating mother's food during the visit (R10)	

Description: R = respondent

**Relevance of Informant Perception towards Food Service Quality**

The informant's perception towards the quality of food service is related to eating behavior. Eating behavior is a behavior pattern that is built continuously both from the large portions of food, taste, and variety of food menus.

Each individual has different eating behavior. In this case, when the provided food is not in accordance with the eating habits of the informant, it always takes time to adapt and form the new habits.

In addition, in this study, the quality of food service was also assessed by informants in relation to perceptions of food taste, portion of food, variety of

menus, and hygiene of food served by Blitar Special Penitentiary Institution for Children of IA Class. An assessment of the sensory quality of food influences individual's acceptance of food (Valero and García, 2013).

Based on this study, the family support related to the informants' assessment of food. This is because family support could encourage prisoners, motivate them to reduce anxiety and stress, improve appetite and prisoners could deal well with the problems, and make individuals think more positively (Setyaningrum, 2015). Thus, the family has an important role in improving psychological well-being and maintaining physical health for prisoners in facing life in the prison as well.

### Perception of Food Service Quality

Based on the results of interviews with 10 informants, there were 6 categories of assessments related to the perception of the quality of food service at Blitar Special Penitentiary Institution for Children of IA Class.

#### A. Taste of food

There were 2 informants who assessed that the food service system in LPKA is not good enough.

One of the informants revealed,

*"... The food provided here is still less hygienic, sometimes there are caterpillars in the vegetables and some of them are rotten. The taste of the food is also less tasty, lack of seasoning." (R1-B47)*

Another informant stated:

*"... I'm really thankful that I can still eat, it's delicious, if it doesn't taste good, but still, it will be eaten." (R5-D52)*

Food taste is the assessment of informants related to food seasonings and the rapid grade of provided food. Food tastes involve the taste buds (tongue) to distinguish how food tastes. Individual assessment of a food can be influenced by aroma, presentation, consistency and taste of food (Chambers, McCrickerd and Yeomans, 2014). Seasonings added to food are the direct factor that determines how

the taste of food will be consumed by inmates.

In this study, 5 informants assessed the taste of the food provided by LPKA as poor, lack of seasonings, and the food was tasteless. Based on interviews with informants, the five informants said that the flavor of spices in vegetable preparations always feels tasteless and unpleasant. Also added by R5 that vegetable preparations always make it not appetizing because there is no taste and less salty so the informants tend to leave the food. In line with Sarah 2016's research at Semarang Women's Class IIA Prison, 43.1% of prisoners left vegetable on the dish (Azzahra, Suyatno and Aruben, 2017). In addition, the study by Kurniawati in 2016 in Semarang Class I Lapas, the remaining vegetables left by prisoners was 96.9% (Kurniawati, 2016).

#### B. Eating Behavior

There were 7 informants who revealed that the culture of eating together further increased the sense of family. One of the informants revealed:

*"...I feel like eating together (kembul) is more delicious, and feels like family." (R9-C71)*

Based on observations, it shows that there was a culture of sharing food between prisoners. This eating behavior is formed because by eating together creates a sense of family between prisoners. In addition, the culture of joint eating or *kembul* creates its own pleasure in enjoying the food that has been provided by LPKA so that new culture is formed within the scope of LPKA. The results of the study are in line with the Runturambi's study of culture in prison as a dynamic culture as a form of balance in prison in facing internal and external changes (Runturambi, 2014).

#### C. Food Portions and Food Hygiene

There were 3 informants who said that food service in LPKA did not meet the criteria and desires of informants both from the assessment of portions and the cleanliness of the food served. One of the informants revealed:

*"...not yet fulfilled, a large portion of rice, seasoned tempe and little salted fish." (R2-D58)*

Another informant stated:

*"...almost fulfills the criteria as long as the food is clean." (R8-C62)*

Other informants also stated:

*"...actually it doesn't meet the criteria, but what can we do, this is a prison, so it's just make it well." (R9-C71)*

The food portion is an aspect of food presentation that mostly influences food reception. Assessment of food portion is influenced by the habit of each individual (Stanga *et al.*, 2003). In R2, R8 and R7 rate that portion of the main food (rice), animal-based dishes (salted fish and other animal based dishes), and vegetable-based dishes (*tempe bacem* and other vegetable based dishes) from those served by LPKA are too small. The portion of food served should be measured to the needs of each individual according to their eating habits. The portion of food that is not suitable with the needs will influence the level of consumption of individuals which is caused an inadequate or lack of nutritional needs. So, it will risk a poor nutritional status. This is in line with a study in Tangerang Children's Penitentiary Institution that the level of energy and protein adequacy of child prisoners in the category of severe deficits was 35% and 27.5% respectively at risk of experiencing nutritional status problems (Wahyuningsih, Khomsan and Ekawidyan, 2014).

Food hygiene influences the health of prisoners. In this case, healthy and clean food intended for the people must be based on health standards and requirement. Based on the informants R1, R8 and R9, states that the cleanliness of the serving equipment and the presentation of food still needs to be considered. Because the food is at risk of being contaminated by bacteria or insects. So it is needed for a supervision and practice of sanitation hygiene from personal as well as the environment from the food processing to distribution of food to the inmates. This is in line with previous research in Cilacap, that the condition of food processing even though it meets the requirements will still reach

a percentage of 75.85% (Azizah and Subagiyo, 2018).

#### D. Menu Variations

There were 2 informants who stated that there were some boring menus provided by LPKA because the menus were not varied enough. One of the informants stated:

*"... yes, sometimes I'm bored because the menu provided is just the same and it feels tasteless sometimes." (R3-B58)*

Menu variations have an important influence on the boring level of inmates towards the food provided so it will be causing leftovers. In this study, it was found that there were 2 informants who felt bored with the variety of menus available due to the absence of food variations. However, based on previous study, it was found that there was no relationship between menu variations and food leftovers because the provision of food in prison was the provision of food for many people so that each prisoner got the same amount and type of food (Kurniawati, 2016). However, based on the 2018 Oksandi's research in the Class IIA Palu Prison stated that there is a relationship between menu variations and service satisfaction (Oksandi, 2018). The level of inmate boredom in menu variations in LPKA can be overcome by increasing variations in food processing, especially on vegetable menus that are less varied and less diverse. So that variations in the vegetable menu can be improved by giving kitchen staff more innovative and simple menu recipes and increasing the flavor of the seasonings adjusted to the 10-day menu cycle to reduce inmates' boredom towards the food provided.

#### E. Outside Food or Food from Visitors/Family

There were 2 informants who said that the informant had bought food outside / canteen and was delivered by the visiting family. One of the informants stated:

*"... never bought it from outside, like rice wrap, fried rice, fruit, and vegetables, that's how it is." (R4-D49)*

Another informant revealed:

*"... I got it from my family. Only had the delicious meals when I got visited." (R6-C61)*

The family support for child inmates in LPKA is important for prisoners who are undergoing a coaching process. That is because during visits, families often bring the favourite food that often increase the level of food consumption of prisoners. In addition, the support of the family will affect the appetite of prisoners and the psychological conditions of prisoners. So that inmates feel more motivated to undergo a period of coaching within the scope of the Child Special Guidance Institute with the support of the family. This is in line with a study at the Tangerang Children's Special Guidance Institute, that social supports (appraisal supports and belonging supports) have a relationship with efforts to reduce the level of depression in child prisoners.

In this study, the majority of informants said that when they got visited by families, informants felt that their eating motivation was increased because their family always brought the favourite food to informants. In addition, there are other factors that encourage prisoners to increase their food intake through food purchased from the canteen or through outside tamping that sells food such as rice, fried rice, instant noodles, vegetable lodeh and other snacks to reduce the boring feelings of food provided by LPKA.

#### F. Perception of Food Quality in LPKA and Food Outside LPKA

There were 2 informants who said that the quality of food was better than the family's food and stated that the food outside the LPKA or from the LPKA had the same quality if the hygiene and the health level of food was maintained. One of the informants revealed:

*"I prefer the outside food, especially from my mother when I got visited. Because I can eat together with my family." (R10-B87)*

Another informant revealed:

*"... Just the same, as long as the food is healthy, nutritious and halaal." (R7-D93)*

#### Strengths and Weaknesses of Research

The strength of this study is that the researchers observed directly in accordance with the research instruments according to the Ditjenpas Operational Procedure Standard which was conducted for 2 weeks. The food observations are carried out starting from the process of receiving food ingredients to distributing food to inmates at the Blitar Children's Special Guidance Institute everyday. The weakness of this research is the limited photo documentation related to the standard of food menu provided by LPKA. So that researchers could not observe closely and crosscheck the data in deep interviews with inmates. In addition, the weakness of this study is the absence of a nutritionist at the Blitar Institute for Special Development of the IA Class. In the future there will be nutritionists inside the penitentiary, so the quality of service and food delivery for child inmates will increase.

#### CONCLUSION

The assessment of the quality of food service at Blitar Special Penitentiary Institution for Children of IA Class was assessed based on informants' perceptions of food taste, food portions, food hygiene, variety of food menu, external food from family visits and eating behaviors. The results in this study also indicate that the eating behavior among prisoners forms a new culture in the scope of Class IA LPKA Blitar, which is a culture of joint eating or "kembul" which creates a sense of family among prisoners.

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