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Food Quality In Rumah Makan Subur In Bandung City

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ABSTRACT

This study aims to determine the quality of food served at of Rumah Makan Subur in Bandung city, from the dimensions of freshness, presentation, cooking quality and variety of food. The research uses a descriptive method, with data collection techniques including observation, interviews, and questionnaires. The measurement scale is an interval scale with a Likert approach, and the data analysis technique used is qualitative. The results of the analysis, conclusions, and suggestions are as follows: (a) freshness dimension, with a total score of 382, indicating good results; (b) presentation dimension, with a total score of 282, indicating fairly good results; (c) cooking quality dimension, with a total score of 360, indicating good results; (d) variety of food dimension, with a score of 272, indicating fairly good results. As for the suggestions; (a) for the dimension of freshness in storing food, always apply the FIFO system and buy food every day for perishable types; (b) for the dimension of presentation, paying attention to the colour combination of the side dishes without changing the quality of the taste; (c) for the dimension of cooking quality continue direct supervision and control of the over food quality standards; (d) for the dimension of variety of food, consider offering smaller portions for individual servings even though the target market of Rumah Makan Subur is families.

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1. INTRODUCTION

Chinese food is one of the most popular cuisines in Indonesia. There are many Chinese restaurants that have been operating since decades ago. In Bandung, also known as the Flower City, several legendary Chinese restaurants offer this iconic cuisine. The distinctive Chinese food concoction with its special herbs and spices makes this one culinary sought after by many people. Hence, some delicious Chinese food places in Bandung have many loyal customers because they have a truly authentic cuisine. A restaurant is a food service business service that is located in part or all of permanent/semipermanent building, equipped with necessary facilities for the process of making, storing, serving and selling food and drinks to the public at its place of business.

Rumah Makan Subur is a restaurant that provides a variety of Chinese food dishes of Rumah Makan Subur is located at Jl. Mayor Sunarya No.21, Kb. Andir, Bandung City, has been established for 44 years, during this time Rumah Makan Subur operated traditionally and simply. This restaurant is a family business whose ownership is passed down from generation to generation, until now the owner of Rumah Makan Subur is the 3rd generation, the cook of each generation is also the business owner of Rumah Makan Subur. Rumah Makan Subur offers various types of dishes, for now Rumah Makan Subur provides 107 types of dishes which are divided into 13 categories. Each portion serves 4 to 5 people, with prices ranging from Rp110,000 to Rp300,000.

Business activities in a restaurant aim to provide dishes and services that satisfy consumers (Aaker & Kumar, 2010). In the field of restaurant business, food quality is an important aspect that needs to be considered by restaurant managers, this is because food quality can directly affect consumer satisfaction. Consumers who are satisfied with the services of a restaurant will tend to make repeat purchases or allow the consumers concerned to become regular customers. Building a loyal customer base benefits restaurants by boosting the frequency of sales. According to Salsabilah and Sunarti (2018) food quality is the characteristic quality of food served to consumers which can be assessed from the nutritional value contained, the quality of the ingredients used, the taste, and the appearance of the food. Similarly, Qin et al. (2009), highlight the importance of food quality in customer satisfaction.

2. LITERATURE REVIEW

2.1. Food quality

Product quality in the field of food and beverage has four (4) dimensions, namely freshness, presentation food quality (properly cooked food), and food variety. These dimensions are things that must be considered by restaurants in order to produce good food quality. On the other hand, the assessment of food quality will depend on the perception of consumers who consume these dishes, this happens because of the subjectivity or different perspectives of each consumer. Suryani (2008) argues that a perception process will be initiated by a stimuli involving human senses. This stimuli will hit an organ called a sensory receptor (a human organ that receives stimuli or sensory input). The existence of a stimulus that hits this sensory receptor causes the individual to respond from the experience felt by the individual concerned.

According to Salsabilah and Sunarti (2018) is the characteristic quality of food served to consumers which can be assessed from the nutritional value contained, the quality of the ingredients used, the taste, and the appearance of the food. Meanwhile, according to Qin et al (2009), product quality in the food and beverage sector has 4 dimensions:

2.1.1. Freshness

According to Qin et al (2009) food freshness is usually defined as a fresh statement of food associated with the texture, taste, and aroma of food. Based on this theory, freshness of a food in a restaurant can be assessed based on two things, namely related to the aroma of the dish and the taste of the dish. If the raw materials are processed in a fresh condition, the resulting dish will avoid fishy, rancid, or other unpleasant odours that are released because the raw materials are no longer fresh. Bad odours emitted from a dish will certainly eliminate consumer appetite which will have a negative impact on consumer satisfaction.

2.2.2. Presentation

According to Qin et al (2009) presentation of food is a way to present food to consumers to be eaten as a whole which contains compositions that have been arranged and adjusted with a play of colours arranged attractively in order to increase appetite. Presentation or appearance of a dish can also be judged based on two things, namely how the beauty of the garnish used and how the combination of the taste of the garnish and the taste of the dish. In the aspect of dish appearance, if the garnish of a dish has a beautiful colour combination with the dish, it will increase consumer appetite based on the attractive appearance of the dish.

2.2.3. Cooking Quality

According to Qin et al (2009) food that will be served or served to consumers should be cooked or processed first properly and hygienically so that it is safe for consumption by customers. Food processing considers two important factors: the cleanliness of the dish and its proper doneness. Cleanliness of dishes is important in the process of making food, therefore supervision of food ingredients is very necessary in the food processing process. In addition to the supervision of cooking ingredients, the cleanliness of the staff who manage the ingredients is also something that needs to be considered (Dessler G, 2020). That way if a dish has unwanted objects in it such as hair, broken glass, plastic, and other foreign objects, then the food processing can be said to be not good, especially in the aspect of well cooked. Similar to the doneness of food, where the processing of a dish must be properly supervised in the cooking process so that the processed food is cooked perfectly. In addition, there are other factors that can affect the doneness of a dish, such as how to cook the dish, because if the processing process is applied incorrectly, the doneness of the dish will be affected. The experience of the cook or staff also plays a key role, as experienced individuals will know when the dish is perfectly cooked

2.2. Variety of Food.

According to Qin et al (2009) food diversity in restaurants describes the number of different menu items offered by restaurants to customers or consumers. Variety of food or variety of dishes in a restaurant is something that needs to be considered, a diverse menu will minimise consumer boredom with restaurant dishes (Ismoyo, 2017). The diversity of the menu offered gives consumers the freedom to choose a menu that suits their individual tastes or preferences. In addition to the variety of food, the variety of portion choices is also an important factor in the variety of food. A varied choice of food portions will provide freedom for consumers who want to buy these dishes. In other words, the portion of food offered by the restaurant must vary in order to meet the needs of consumers who come. For example, if consumers who come are only one or two people, then they will tend to order dishes with small portions, in contrast to consumers who come more than four people,

where they tend to buy dishes with fairly large portions. The choice of portion of the dish will also affect the variety of food ordered by consumers, if consumers order dishes with small portions, it can allow the types of food ordered to be more varied.

2.3. Consumer perceptions

Consumer perceptions in a dining experience at a restaurant will be related to the senses of taste or taste, smell, and vision when consumers eat dishes provided by restaurants. The relevant consumers will bring up perceptions of the quality of the food they eat regarding whether the dish is of good quality or not through their sense of taste, and each consumer has different sensory sensitivities and tastes so that it will lead to different perceptions between consumers.

As the object of this research, is a restaurant in Bandung that has been established for a long time, namely Rumah Makan Subur. This restaurant has been established since 1980, is a traditional Chinese food restaurant that serves various types of dishes. Subur restaurant has been operating for generations, where the person in charge and the cook are also the owners. Rumah Makan Subur is a well-known Chinese food restaurant in Bandung, this can be seen from the ranking of Chinese food restaurants in Bandung based on Tripadvisor and ratings based on Google Maps in the following figure:



Figure 1. Ranking of Rumah Makan Subur
Source: Tripadvisor

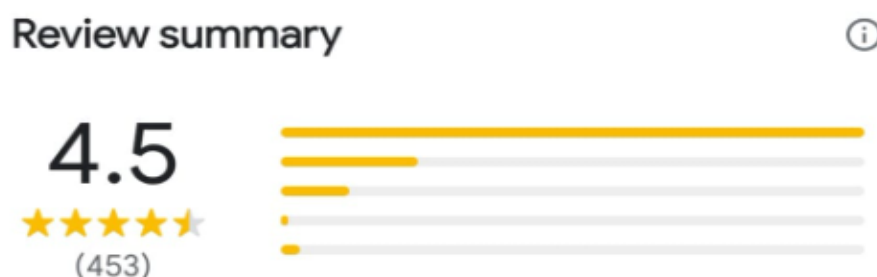


Figure 2. Rating of Subur Restaurant
Source : Google Maps

Based on Figure 1 and 2 Rumah Makan Subur can be said to have good reviews, according to Tripadvisor, Rumah Makan Subur ranks 23 out of 126 based on restaurant search filters and Chinese cuisine. The restaurant also received a rating of 4.5 out of 453 reviews based on Google Maps. Based on these two reviews, it illustrates that Rumah Makan Subur has considerable popularity in the city of Bandung. Rumah Makan Subur also serves a wide variety of dishes as can be seen in Figure 3 below:

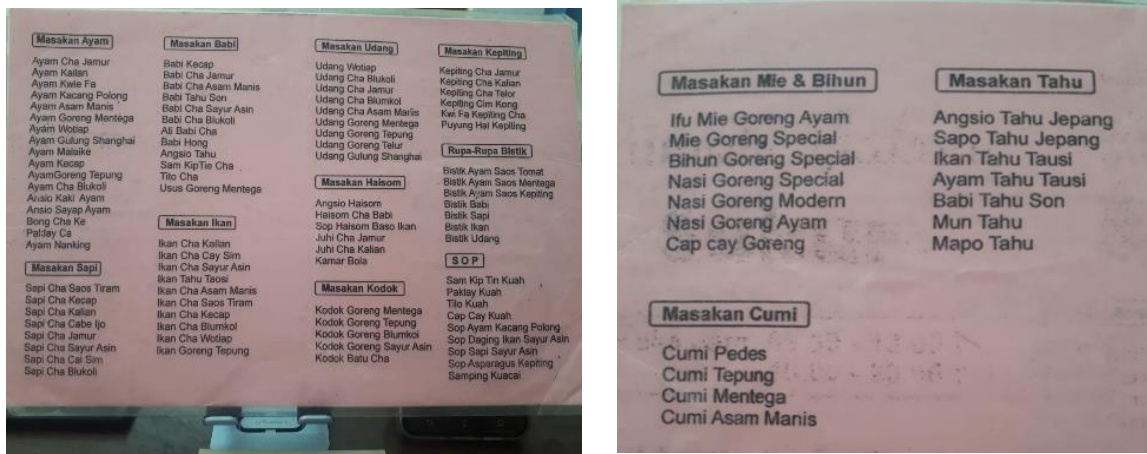


Figure 3. Rumah Makan Subur Menu
 Source: Subur Restaurant

Figure 3 above is a menu owned by Rumah Makan Subur, for the number of dishes served at Subur Restaurant is 107 types of dishes, which are divided into 13 dishes groups, namely chicken, beef, pork, fish, shrimp, haisom, frog, crab, various steak, soup, noodle & vermicelli, squid, and tofu. Of all these dishes, currently the most favoured and most purchased dish is butter fried intestines. Based on reviews obtained from Google Maps, the dish is the most purchased dish and is in demand by consumers at Rumah Makan Subur. Figure 4 below provides a photo of this dish:



Figure 4. Photo of Butter Fried Intestines
 Source: Tripadvisor

Figure 4 above is the butter fried intestines dish which is one of the most popular dishes at Rumah Makan Subur. Butter fried intestines is a Chinese food dish made using pork intestines that are stir-fried with butter, sweet soy sauce, soy sauce, and other seasonings. The taste of the butter fried intestine tends to be savoury to sweet, with an aroma dominated by the aroma of soy sauce, and a crunchy texture. The garnishes used are cucumber and lime, as seen in Figure 4. The garnishes that are arranged still do not consider the beauty aspects of the appearance of the dish. To better understand the phenomena that occur in the field, researchers distributed questionnaires to 20 respondents who are consumers of Rumah Makan Subur related to the research topic, the following in table 1 is a recapitulation of the data obtained from the results of the distribution of questionnaires:

Table 1. Recapitulation of Pre-questionnaire of Rumah Makan Subur

Number	Question	Answer option	Frequency
1	Frequency of purchase	1 time	0
		2 time	2
		3 time	6
		>4 time	12
2	Commonly purchased menu	Fried intestines	16
		Shanghai shrimp roll	12
		Puyung hai	8
		Capcay	3
		Fried rice	1
		Fried noodles	3
3	Other than the dishes in the previous question, would you be interested in trying other dishes	interested	8
		Not interested	12
4	Reasons for not interested	The taste of other dishes is not good	2
		Other dishes do not attract my attention	4
		I'm used to the dishes I usually buy	12
5	I think the appearance of Rumah Makan Subur dishes is attractive	Yes	4
		No	16
6	In my opinion, the current portion of the meal at Rumah Makan Subur is right / according to my meal portion need	Yes	8
		No	12
7	Please convey if there are other complaints related to the quality of food from Rumah Makan Subur	Improve the decoration so it looks good when photographed.	
		If you can provide smaller portions, I won't have leftovers	
		provide smaller portions	
		Make the food good, but you can add more decorations to make it more attractive	
		The current portion is too big for 2 people to eat	

Source: Results of research data processing.

Based on Table 1. most of the questionnaire respondents are consumers who have made repeat purchases or in other words are regular customers of Rumah Makan Subur. The favourite menu items that respondents often buy are fried intestines and shrimp rolls. Most respondents were not too interested in trying other menu items, primarily because they were accustomed to buying their favorite dishes. However, a small number of respondents gave the reason that other menus were less attractive and tasted less good. Meanwhile, in the aspect of food appearance at Rumah Makan Subur, it is considered less attractive by respondents, and for the assessment of the portions served at Rumah Makan Subur, it is considered less in accordance with what they need. This is reinforced in the complaints column which states that there are several respondents who comment that the portion can be made smaller, and the

presentation could be improved aesthetically. Based on the background of the problems that have been stated, this research is entitled “Food Quality in Rumah Makan Subur in Bandung City”

4. METHOD

4.1. Research Method

The research method that used in this research is the descriptive method. Descriptive research according to Rukajat (2018) is research that tries to describe the phenomena that occur realistically, real and present, because this research consists of making descriptions, pictures or paintings systematically, factually and precisely about the facts, characteristics and relationships between the phenomena studied (Mulyadi, 2016). In this study, the descriptive method is applied to find out and describe actual phenomena related to food quality at Rumah Makan Subur.

4.2. Data Collection Technique

According to Sugiyono (2013) data collection techniques are the most strategic step in research, because the main purpose of research is to get data. In this study, researchers collected data with several data collection techniques such as observation, interviews, and distributing questionnaires. According to Sugiyono (2013), observation involves making direct observations of the research object while systematically recording data. Researchers draw conclusions from what they observe in reality and in a natural context, and ask questions and also see how the relationship between one aspect and another aspect of the object under study. According to Djumhur and Muh. Surya (2014) interview is a data collection technique by communicating with data sources. The communication is carried out by oral dialogue (question and answer), either directly or indirectly. Meanwhile, according to Dewa Ketut Sukardi (2014) interviews are a tool for obtaining data or facts or information from a student orally. In this study, researchers used a type of structured interview, where in carrying out the interview the researcher first compiled a list of questions.

Researchers make several questions for the owner or manager of Rumah Makan Subur, the questions made will be related according to the dimensions of freshness, presentation, cooking quality, and variety of food. According to Anwar (2014) a questionnaire is a number of questions or written statements about factual data or opinions relating to the respondent, which are considered facts or truths that are known and need to be answered by the respondent. The researcher will make a number of questions or statements related to the research topic, then the researcher will give the questionnaire to the intended respondents, namely consumers of the Rumah Makan Subur, where the results of the questionnaire will be used as research data. For this study's questionnaire, the researcher will develop questions addressing four dimensions of food quality, each with two indicators. Respondents will be presented with five answer options: Strongly Disagree, Disagree, Neutral, Agree, and Strongly Agree, with scores ranging from 1 to 5. For the administration of the questionnaire to consumers, it will be distributed via Google form media.

4.3. Measurement Scale and Data Analysis Techniques.

The measurement scale used in this study is an interval scale with a Likert approach. According to Saputra & Nugroho (2017) the Likert scale is a scale used to measure the perceptions, attitudes or opinions of a person or group regarding an event or social phenomenon. Likert scale is also a scale used to measure attitudes and opinions. With this

Likert scale, respondents are asked to complete a questionnaire that has 5 answer options, each of which has a certain weight value, the following table 2 is the scale of measuring answers in the Questionnaire,

Tabel 1. Questionnaire Answer Measurement Scale

Answer	Score
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

Source: Results of research data processing

Based on table 2. above, it can be seen that the score of each respondent's answer will differ from one another, from the smallest, namely 1 for the answer strongly disagree, to the largest score, which is a nominal 5 for the answer strongly agree, the answer of each respondent will also definitely vary, depending on the perception of each respondent. The use of a Likert scale according to Sugiyono (2013) is used to measure the attitudes, opinions and perceptions of a person or group of people about social phenomena. Based on Sugiyono's opinion, the Likert scale in the table above will be a reference to assess respondents' perceptions of the food quality of Rumah Makan Subur.

4.4. Data Analysis Technique

The data analysis technique used in this research is qualitative data analysis technique. According to Moleong (2017) qualitative research is research that aims to understand a phenomenon related to what is experienced by research subjects such as perceptions, behaviour, motivation and others that are seen from the point of view of each research subject by describing in the form of words and language. In this study, qualitative methods were used to describe how the research subjects' perceptions or assessments of the dimensions of food quality, namely freshness, presentation, cooking quality, and variety of food from Rumah Makan Subur. Data on the perception or assessment of research subjects on the food quality of Rumah Makan Subur will be presented in the form of numbers that have been processed statistically. According to Suaedi (2016) statistics are certain ways of obtaining, compiling, analysing, and concluding data in the form of numbers.

Statistical data processing is used in this study to see the respondents' perceptions or assessments of food quality. The assessment evaluation will be presented by calculating the total score of each food quality indicator which will then be divided into five criteria, namely very good, good, quite good, not good, and very bad. To divide the data into five criteria, we first need to know the range between criteria. Statistical data processing is used in this study to see how respondents perceive or evaluate the quality of food in this study (Kieso W & Warfield, 2007). The evaluation of the assessment will be presented by calculating the total score of each food quality indicator which will then be divided into five criteria, namely very good, good, quite good, not good, and very bad. To divide the data into five criteria, the range between criteria has to be defined. The following is a formula to determine the range between one criterion and another:

$$\frac{(N \times Score_{max}) - (N \times Score_{min})}{X}$$

Explanation:

- N : Number of research respondents (96)
 $Score_{max}$: The highest score on the questionnaire (5)
 $Score_{min}$: The lowest score on the questionnaire (1)
 X : Number of Likert categories (5)

Based on this formula, the following calculation is produced:

$$Range = \frac{(96 \times 5) - (96 \times 1)}{5} = 76,8$$

Table 3. Categorisation of Respondents' Evaluation of the Food Quality of Rumah Makan Subur

Range	Description
96 - 173	Not very good
173 - 250	Not good
250 - 326	Quite good
326 - 403	Good
403 - 480	Very good

Source: Results of research data processing

Based on the assessment evaluation category in Table 3, there is a range column and a description column, the table will be a reference for the evaluation of respondents' assessments taken from the results of the questionnaire data. Where the respondent's answer will be summed up based on each questionnaire answer option which will then be multiplied by the weighted score of each questionnaire answer option, that way it will produce a total accumulated score on each dimensional attribute which will be concluded based on the table.

5. RESULTS AND DISCUSSION

5.1. Analysis of freshness dimension, food quality of Subur Restaurant

Table 6. Analysis of Respondents' Assessment of Freshness

		Freshness					Total	Description
No	Indicator Question	Answer						
		SS	S	N	TS	STS		
1	Is the freshness of Rumah Makan Subur dishes consistent with the flavor of the food ordered?	130 (26)	140 (35)	54 (18)	34 (17)	0	358	Good
2	Is the cuisine at Rumah Makan Subur flavorful?	205 (41)	156 (39)	39 (13)	6 (3)	0	406	Very Good
<i>Average Freshness</i>							382	Good

Source: Researcher's data processing results

In the first indicator, it was found that the average score of the first indicator of the freshness aspect was 358, therefore the assessment of Rumah Makan Subur regarding the freshness dimension was included in the range of 326-403 with a good assessment conclusion. Whereas in the second indicator, for the average score of the second indicator, the freshness aspect is 406, so the assessment of the restaurant regarding the freshness dimension is

included in the 403-480 range with a Very Good rating.

According to interviews with the cooks of Rumah Makan Subur, the freshness aspect of cooking ingredients greatly affects the aroma and flavour of a food. Farida (2017) stated that the quality of raw materials has a significant influence on the quality of production. The cook of Rumah Makan Subur is very concerned about the quality of the raw materials for cooking, for example, they avoid carp that has a muddy smell and chicken that has a fishy odor. Ingredients are purchased daily to maintain their freshness. The cook also chooses suppliers who provide good cooking ingredients, because not all suppliers provide cooking ingredients with good quality. In terms of ingredient storage, the restaurant takes special care to store vegetables separately from meats. The restaurant has a freezer to preserve their freshness. In addition to the storage of raw materials, the cook applies the First In, First Out (FIFO) method, using older ingredients first to maintain the freshness of all ingredients.

According to Weygandt (2007) the First In First Out (FIFO) method as the name implies this method is first in first out, the assumption is that the first inventory purchased will be sold or used first so that the units left in the final inventory are those purchased or produced later. Rumah Makan Subur uses the FIFO method to its raw materials, such as when taking meat in the freezer, the oldest meat will be used first while the newly purchased meat will be put at the bottom and will be used later. Thus, the overall freshness aspect received a good assessment. Thus, based on table 3.1 above where the aroma aspect scored 358 with a good assessment conclusion and the taste aspect scored 406 with an excellent conclusion, after calculation by the researcher, the freshness dimension received an average score of 382, which makes the restaurant's assessment of the freshness dimension included in the range 326-403 which gets a good category assessment.

5.2. Analysis of the presentation dimension at Rumah Makan Subur.

Table 7. Analysis of Respondents' Assessment of Presentation

		<i>Presentation</i>					Number	Description
No	Question	Answer						
		SS	S	N	TS	STS		
1	Does the appearance of the cuisine at Rumah Makan Subur look attractive?	25 (5)	32 (8)	102 (34)	78 (39)	10 (10)	247	Not Good
2	Do the garnishes at Rumah Makan Subur complement both the taste and overall appearance of the dish?	85 (17)	80 (20)	102 (34)	50 (25)	0	317	Good Enough
Average							282	Good Enough

Source: Researcher's Data Processing Results

The average score of the first indicator of the presentation aspect is 247, placing Rumah Makan Subur's presentation dimension in the range 173-250 with the conclusion that the assessment is "not good". The average score of the second indicator, the presentation aspect is 317, placing Rumah Makan Subur's presentation dimension is included in the range 250-326 with a "fairly good" assessment. It can be seen that most respondents feel that the appearance of food at Rumah Makan Subur looks unattractive.

Based on interviews with the cooks of Rumah Makan Subur, food garnishes are indeed less considered in terms of colour and shape, such as food ingredients used for garnishes using only tomatoes, cucumbers, kaffir lime, and peas. As for the combination of food flavours with garnishes, it is quite good. As shown in Table 3.2, there is a difference in assessment between

the aspects of the appearance of the dish and the combination of flavours, where the appearance aspect gets a bad score while the aspect of the combination of flavours gets a pretty good score, this indicates that the selection of garnishes is more aimed at improving the taste of the food served. The following in Figure 3 is a collection of Rumah Makan Subur dishes that have garnish:



Figure 6. Dishes of Rumah Makan Subur with Garnishes

Based on Figure 6, it can be seen how Rumah Makan Subur uses garnish on its dishes. According to the *New Larousse Gastronomique* book in Idayati and Pratiwi (2008) garnish is an additional ingredient that is affixed to the staple food, and is served separately to make food attractive. For the provision of garnish at Rumah Makan Subur, it is not used in all dishes, only deep fried type dishes will be given garnish. Based on an unstructured interview with the cook of Rumah Makan Subur, the garnish used for cooking does not pay attention to the beauty of the appearance of the dish, such as on shrimp rolls only given kaffir lime which aims to add a fresh taste to the dish, and for the use of tomato and cucumber garnishes only used in steak-type dishes. Based on Table 3.2, the appearance aspect of the dish scores 247 (categorized as "not good"), while the flavor combination aspect scores 317 (rated as "fairly good"). This gives the presentation dimension an average score of 282, falling within the "fairly good" range of 250-326.

5.2. Analysis of the food quality dimension at Rumah Makan Subur.

Table 8. Analysis of Respondents' Assessment of Cooking Quality

		Cooking Quality					Number	Description
No	Question	Answer						
		SS	S	N	TS	STS		
1	I think the dishes served at Rumah Makan Subur are hygienic and free of foreign objects.	140 (28)	128 (32)	63 (21)	30 (15)	0	361	Good
2	I think the food served at Rumah Makan Subur is well-cooked and not overdone.	135 (27)	124 (31)	72 (24)	28 (14)	0	359	Good
Average							360	Good

Source: Results of Researcher Data Processing

The average score of the first indicator of the cooking quality aspect is 361, placing it within the 326-403 range, with a conclusion of "good" for this indicator. The second indicator of the cooking quality aspect is 359, within the 326-403 range with a good assessment.

Based on table 8 above, it can be concluded that most respondents feel that the hygiene

of food at Rumah Makan Subur is fairly good. Based on the results of interviews with the cook of Rumah Makan Subur, for the supervision of food ingredients in processing is directly supervised by the cook, such as after purchasing food ingredients, the food ingredients will be washed first before storage, and when the food ingredients are taken from the chiller will also be washed first before being processed into dishes, this is done with the aim of reducing the possibility of foreign objects entering the food ingredients to be processed.

According to [Dinda Nira Aprilia \(2016\)](#), proper processing prevents food damage from mishandling and adheres to good hygiene and sanitation principles. This theory suggests that maintaining ingredient cleanliness and preventing damage are key to good food processing. If it has been well considered by the cook, then the cleanliness of a dish can be considered good. For the assessment of the doneness of food in table 8 is also good. According to the cook, all dishes are carefully monitored, and achieving perfect doneness requires experience in preparation along with control of factors like heat level and color. Thus, based on table 8 above where the hygienic aspect that gets a score of 361 with a good assessment conclusion and the doneness aspect that gets a score of 359 with a good conclusion, after being calculated by researchers the cooking quality dimension gets an average score of 360 which makes the aforementioned indicator included in the range 326-403 with a good assessment conclusion.

5.3. Analysis of the food variety dimension of Rumah Makan Subur

Table 9. Analysis of Respondents' Assessment of the Dimensions of Variety of Food

No	Question	Variety of Food					Number	Description
		Answer						
		SS	S	N	TS	STS		
1	Is the portion size of the dishes at Rumah Makan Subur suitable for my meal needs?	15 (3)	48 (12)	81 (27)	72 (36)	18 (18)	234	Not good
2	Does the menu at Rumah Makan Subur offer a variety of dishes that align with your preferences?	90 (18)	56 (14)	105 (35)	58 (29)	0	309	Good Enough
Average							272	Good Enough

Source: Results of Researcher Data Processing.

The average score of the first indicator of the variety of food aspect is 234, so that the portion size assessment in the variety of food indicator is included in the range 173-250 with the conclusion that the assessment is 'not good'. The average score of the second indicator of the variety of food aspect of 309, which falls within the range of 250-326, leading to a conclusion that the assessment is 'quite good.' Overall the dimension of variety of food gets an average score of 272 which makes the assessment of the variety of food indicators included in the range 250-326 with the conclusion that the assessment is quite good.

Table 10. Analysis of Recapitulation of Food Quality Assessment of Rumah Makan Subur

No	Dimension	Number Skor	Description
1	<i>Freshness</i>	382	Good
2	<i>Presentation</i>	282	Good Enough
3	<i>Cooking Quality</i>	360	Good
4	<i>Variety of food</i>	272	Good Enough

Average Food Quality Score	324	Good Enough
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Source: Results of Researcher Data Processing

Based on Table 10, it can be seen that the average final score of Rumah Makan Subur regarding food quality gets a fairly good score, although there are several question attributes that get a bad assessment, the overall average indicates that the quality of food at Rumah Makan Subur remains relatively positive

6. CONCLUSION

The freshness dimension of Rumah Makan Subur dishes received a good assessment. This is because based on table 6, with aspects of aroma that get a score of 358 with a good assessment and aspects of taste that get a score of 406 with a very good conclusion, then as in table 6, the freshness dimension gets an average score of 382 which shows that for the dimension of freshness the quality of Rumah Makan Subur cuisine is fairly good.

The presentation dimension of Rumah Makan Subur cuisine gets a fairly good assessment. This is because based on table 7, with aspects of the appearance of dishes that get a score of 247 with a conclusion that is not good and aspects of the combination of garnish flavours with dishes that get a score of 317 with a fairly good conclusion, then based on table 7, the presentation dimension gets an average score of 282 which indicates that for the presentation dimension the quality of Rumah Makan Subur cuisine is fairly good.

The cooking quality dimension of Rumah Makan Subur cuisine gets a good assessment. This is because based on table 8, with hygienic aspects that get a score of 361 with a good assessment conclusion and aspects of that get a score of 359 with a good conclusion, then based on table 3.5 the well cooked dimension gets an average doneness score of 360 which indicates that the cooking quality dimension of the quality of Subur Restaurant cuisine is fairly good.

The variety of food dimension of Rumah Makan Subur cuisine gets a pretty good assessment. This is because based on table 7, with the aspect of portion size that gets a score of 234 with the conclusion that the assessment is not good and the aspect of menu variation that gets a score of 309 with a fairly good conclusion, then based on table 7, the variety of food dimension gets an average score of 272 which indicates that the variety of food dimension of the quality of Rumah Makan Subur cuisine is fairly good.

7. ACKNOWLEDGMENT

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