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Abstract

Hospital foodservice directors (HFDs) give consideration to various aspects and assess the importance of these aspects when deciding whether or not to implement room service.

Keywords

Hospital foodservice directors, room service

Disciplines

Food and Beverage Management | Hospitality Administration and Management

Comments

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ROOM SERVICE IMPLEMENTATION: IMPORTANT ASPECTS IDENTIFIED BY HOSPITAL FOODSERVICE DIRECTORS

Susan W. Arendt and Zafirah Mohd Nor

Hospital foodservice directors (HFDs) give consideration to various aspects and assess the importance of these aspects when deciding whether or not to implement room service. The objective of this research was to identify the key aspects HFDs consider when deciding to implement room service and to determine the importance of each aspect, as considered by two groups of HFDs (those who had and had not implemented room service). A web questionnaire was developed and e-mailed to 845 HFDs. A total of 214 usable questionnaires (25%) were returned. Both groups of HFDs rated "support from administration" as the most important aspect when implementing room service. Factor analysis on 28 aspects revealed four room service factors: cost allocation, human resources and facilities, food quality, and patient satisfaction. HFDs who had implemented room service rated food quality ($M = 4.74$, $SD = 0.46$) and patient satisfaction ($M = 4.53$, $SD = 0.45$) as the essential important factors when deciding to implement room service (rating scale 1 to 5 with 1 = *not at all important* and 5 = *extremely important*). Cost allocation ($M = 4.04$, $SD=0.76$) was the most important factor reported by HFDs who had not implemented room service. Results of this study indicate perception of the room service implementation process, specifically regarding the importance of the patient satisfaction factor, differed by hospital type as well as hospital size.