

Oh gosh! It's chicken drumstick rice again~~ Gauging employees' resilience from their on-duty lunches.

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INTRODUCTION

According to the data released by the Health Promotion Administration, while there has been some progress in promoting resilience in recent years, it still lags behind other dimensions. Creating a high-quality workforce is crucial for ensuring patient safety. Managing duty meals is crucial not only for nutrition but also for employees' psychological well-being and organizational unity.

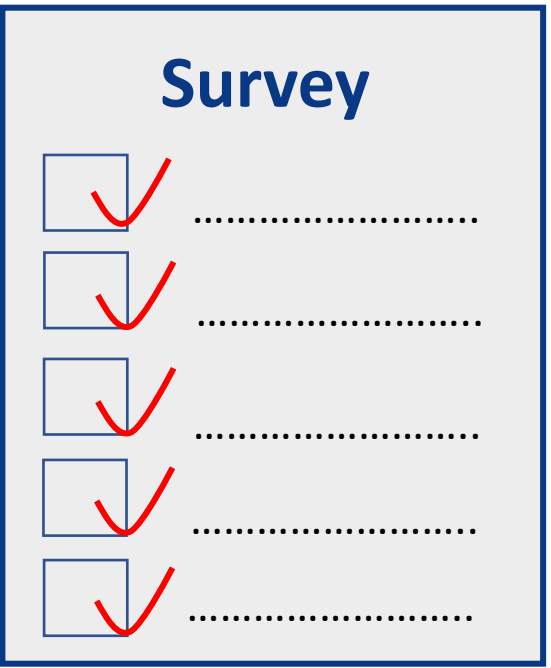
A Japanese cartoon called 'We are family(Atashingchi)', the character mom often serves Chikuwa cuisine dishes. Is it become boring if you are serving the same duty meal for several days?

Dietary preferences are influenced by individual differences, cultural backgrounds, and lifestyle habits. Given the constraints of a 4:00 pm mealtime, a budget of 120 New Taiwan Dollars, and invoicing requirements, understanding and optimizing dining preferences are key factors in promoting work efficiency and increasing employee resilience.

AIM

Satisfaction surveys are important step in understanding colleagues' dietary preferences.

This study analyzes data from satisfaction surveys to explore potential factors influencing individuals' preferences for packed lunches, understand colleagues' needs, identify key areas of focus, and directions for improvement.



RESULTS

- Below is the analysis and improvement measures resulting from the surveys:
- Overall Satisfaction Rating:** Increased from 60% to 88%.
 - Gender Satisfaction Ratio:**
 - Male: Increased from 67% to 100%
 - Female: Increased from 56% to 67%
 - Blood Type O individuals** (comprising approximately 70%): Increased from 60% to 71%
 - Special Needs Population**(60%) **Satisfaction:** Increased from 67% to 100%
 - Groups Accepting 1-2 Consecutive Days of Meals**(approximately 70% of individuals): Increased from 50% to 83%
 - Self-Purchase Reimbursement Policy:** The number of individuals ordering meals independently increased from 27% to 75%.

Here is the bar chart illustrating the satisfaction ratings before and after the improvement measures:



METHOD

- Survey Timing:**
 - First survey: Three months post-implementation of duty meals.
 - Second survey: Four months post-improvement measures.
- Data Collection:**
 - **Overall Satisfaction:** Rating distributions.
 - **Satisfaction Levels:** Dish variety and taste.
 - **Group Analysis:** Gender, blood type, zodiac sign, special needs.
 - **Subjective Comments:** Emotional insights.
 - **Behavioral Analysis:** Ordering habits and preferred dishes.
- Improvement Measures:**
 - Increase meal supplier variety.
 - Collect daily feedback from duty personnel.
 - Provide customized services and self-purchase reimbursement options.
 - Avoid using leftover lunch as duty meals.
 - Improve registration forms for efficiency.

CONCLUSIONS

Dietary preferences are a highly complex and diverse topic. Each individual is unique, and their tastes and preferences are influenced by countless factors.

Understanding and addressing dietary preferences through optimized duty meal management significantly enhances employee satisfaction and resilience. Regular surveys and feedback loops are essential to maintain and improve these measures.

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