

Production Process of Burned Meatballs in Malang City: Overview of Multiculturalistic Aspects

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ABSTRACT

Meatballs are foods that are in great demand by many people, which are made from processed beef. Now the menu of processed meatballs is varied, one of which is grilled meatballs. The purpose of this study is to find out what ingredients are used in the production process of grilled meatballs, what tools and machines are used for the production process of grilled meatballs, to know a review of multiculturalistic aspects such as what is needed in the production process of grilled meatballs, and also to find out what Quality control is used and used in the meatball production process in the city of Malang. The research method uses qualitative methods with Literature comparison analysis tools (literature comparisons) by taking as many as 2 respondents. The Production Process of Bakso Bakar in Malang City still uses manual and simple tools, as well as the attraction that makes customers from within the city and outside the city interested in buying Grilled Meatballs because of the unique way of burning it and the taste is good and tasty at a fairly cheap price, guaranteed quality and a strategic shop location for consumers to visit.

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INTRODUCTION

Indonesia is currently experiencing significant development from an economic standpoint. After the covid 19 pandemic, Indonesia is still capable of running production in various fields. Large, medium and small companies have implemented the principles of production and operational management (Andriyani *et al*, 2021). With this principle, it helps companies produce maximum products. In addition, this country has a rich culture and variety of foods throughout the archipelago. One of the significant assets to be proud of and developed is regional specialties. One of them is typical food from the city of Malang.

To process required production process. This cannot be separated from the science of production and operational management. As stated by Gunawan (2021:24) that production and operational management is an integrated system from input to output. Furthermore, a study from Kang *et al* (2016) production and operational management is an effort to optimally manage the use of all factors of production which include labour, machinery, equipment and raw materials.

The production process is the most important part of the Basic Theory of Production and Operational Management. Based on a study from Kozinski *et al* (2023) that the production process carried out by operational management is control based on plans that have been decided beforehand. The production function concludes that in a company it is not only limited to its basic functions, in the form of adding or creating added value uses and utilizing existing and available resources. Production activity is to add value to an item, so that the item can be useful for human life, as well as researched by Nagy *et al* (2018).

Malang is one of the regencies that is often dubbed the city of education. Malang city also has a level of productivity in improving the economy of its people. Malang has a lot of tourism potential in various fields such as cultural tourism and culinary tourism. Based on a study from Prayogo and Ida (2018: 335), culinary tourism is a type of tourism that has become a new phenomenon in tourism making it lively in terms of things that can be developed. Options culinary business which is one of the fields of tourism which is in great demand by the public, as well as private entrepreneurs (Kaushal and Yadav, 2021).

In Malang City, there are many types of MSME production activities. One of them is production in the culinary field, such as culinary meatballs. there are various types of meatballs, one of which is Bakso Bakar Pak Man. It provides consumers with a different choice of Baked Meatball menus to consumers with hygienic and homemade Roasted Meatball products. Bakso Bakar Pak Man products are made from selected and quality fresh meat raw materials, all products are produced hygienically, without preservatives, and packaged in unique and attractive paper boxes.

Grilled meatballs are one of the spicy foods that are consumed by many people. For spicy meatball lovers, grilled meatballs are the most preferred snack. Besides being easy to obtain and consume, the unique taste offered can provide its own satisfaction for consumers. The quality of the meatballs is largely determined by the quality of the raw materials, especially the type and quality of the meat. In making meatballs, the freshness and type of meat greatly affect the quality of the meatballs. The types of meatballs in the community are usually followed by the names of the types of meatball ingredients, such as chicken meatballs, beef meatballs, and fish meatballs (Wibowo, 2009). The purpose of this study is to find out what ingredients are used in the production process of grilled meatballs, what tools and machines are used for the production process of grilled meatballs, to know a review of multiculturalistic aspects such as what is needed in the production process of grilled meatballs, and also to find out what Quality control is used and used in the meatball production process in the city of Malang

LITERATURE REVIEW

Operations management is a form of comprehensive and optimal management of a problem of labor, goods, machinery, equipment, materials, raw materials, or any product that is usually made into goods or services that are usually traded and traded activities which are the responsibility of the operational manager for income. product or service. Operation is make a decision related to the operation function and transformation system and consider the decision making of the operation function (Bochtis *et al*, 2018).

Based on a study by Assauri (2011), production and operations management is an activity to organize and coordinate the use of resources in the form of human resources, tool resources, and financial and material resources, effectively and efficiently, to create and increase the utility of a good or service. Operations management is a series of activities that generate value in the form of goods and services by transforming inputs into outputs. Heizer and Render (2011: 4) The production process is a production activity that combines from one part to another. That is, in each part there are stages that need to be passed, whether in the form of a process of becoming goods or in the form of services.

1. Production Process

The production process is a method, method and technique for creating or increasing the use of an item or service by using existing resources (labor, machines, materials, funds). According to Assauri (2011: 75), processes are ways, methods and techniques of how actual sources of labor, machinery, materials and funds are changed to obtain a result. Meanwhile, production itself is an activity to create or increase the use of an item or service (Herawati and

Mulyani, 2016). The benefits of the production process are expediting the production of products/services. Because all the facilities and infrastructure are available. Even this is not only related to product production. But also with the marketing process, capital fundraising, company management and so on (Gomber *et al*, 2018).

2. Food

Food is a basic need that must be met by everyone. Food is a human need to support survival which is useful for growth and building body cells, keeping them healthy and functioning properly. It can be said that the function of eating in general includes food as a source of energy, food as a building material and body growth, and food as a regulator of body activity. Therefore, every living thing needs to eat for its survival. Indonesia consists of various tribes, religions, races, languages, even special foods in each region. Each region has its own special food that the area can be proud of. Therefore, the term regional special food appears. The term appears because it is food that exists in every region. Regional special food is food that is commonly consumed in an area and suits the taste of the local community. The taste differs from one region to another (Ibnouf, 2020).

3. Raw Material

Based on a study from Scarano *et al* (2022), raw materials are goods obtained for use in the production process, some raw materials are obtained directly from natural sources. Raw materials can also be obtained from other companies. Raw materials are materials that form an integral part, Mulyadi in (Herawati and Mulyani, 2016) concluded that: based on the general understanding of raw materials, raw materials are the basis for making a product where these materials can be processed through certain processes into other.

Raw materials are inventories purchased by companies to be processed into semi-finished goods and finally finished goods or final products from the company. Companies in producing one or several types of products will certainly always need raw materials to implementation of the production process. Raw materials are important inputs in various production. Lack of available raw materials can result in the cessation of the production process due to running out of raw materials for processing. However, too much raw material can result in high inventory within the company which can pose various risks as well as high costs incurred by the company for these inventories (Bontempi and Bontempi, 2017).

Raw material is something that is used to make finished goods, the material must stick together with the finished product. In a company, raw materials and auxiliary materials have a very important meaning, because they are the capital for the production process to production results. The grouping of raw materials and auxiliary materials aims to control materials and charge the cost of production costs. Material control is prioritized on materials with relatively high values, namely raw materials. (Groover, 2010).

4. Machine

Based on a study from Assauri (2011), A machine is a tool that is driven by force or energy that is used to assist humans in working on certain products or product parts. Machines are inputs in the production process that require the energy to carry out production process activities, the energy in question is energy in the form of fuel, lubricating oil, electric power, water for factory needs. Machines are equipment that is driven by a force or power that is used to assist humans in working on certain products or product parts. From the three meanings above, it can be concluded that the machine is equipment used in the production process, driven by a force or energy such as electricity, fuel oil or hydropower which aims to help humans in the production process.

RESEARCH METHOD

This research method uses qualitative methods with Literature comparison analysis tools (literature comparisons) by taking as many as 2 respondents. The location of this research was carried out in Bakso Bakar Malang City, namely Bakso Bakar Pak Man and Bakso Bakar Trowulan Meatball. The data collection method used in this study is as follows:

1. Observation

Observation is collecting data or information that must be carried out by making direct observation efforts to the place to be resolved (Arikunto 2006: 124) and Mirhosseini and Mirhosseini (2020).

2. Library Studies

Literature study is a process of collecting, which is done by looking for sources or information related to the main theme or topic of research, through books in the library (Fitria, 2023).

3. Interview

Interview (interview) is an oral debriefing process, in which two or more face each other physically one can see the other's face with his own ears and his voice obtains information directly from the source (Williams and Todd, 2016).

4. Documentation

Documentation is a method used to obtain data and information in the form of books, archives, documents, written numbers and pictures in the form of reports and information that can support research (Ramadani, 2022).

RESULT AND DISCUSSION

Based on the observations and interviews that have been conducted, the authors obtained information about the production process of Bakso Bakar in Malang City. So it can be shown that the production process is as follows. Bakso Bakar Pak Man which is located at Jl. Diponegoro 19 Malang has been established since 1965. The owner was named Pak Man but he has passed away and now his business is continued by his son. The production process still uses manual and simple tools, the meatballs are made by hand with raw beef and after that the meatballs are grilled and skewered using bamboo. The shape is like a skewer that is skewered. Served with spices and soy sauce, and rubbed twice while roasting over a fire using charcoal.

This is based on the results of interviews with Bakso Bakar employees at Warung Bakso Bakar Pak Man. The following are excerpts from the results of the interview: "The production process for Bakso Bakar here is still manual and simple, by burning it over a fire, we make the meatballs at home and then we burn them here and how to burn them, the meatballs are skewered using bamboo and then smeared with spices and soy sauce and then we rub them 2 times during the process. roasting (said the employee at Pak Man's Bakso Bakar place) we use beef as raw material and there are no problems for raw materials because we get it from the customer's place" (Interview 08 December 2022).

Bakso Bakar Pak Man's employees also explained that in the production process at Bakso Bakar Pak Man, from an employee perspective there were no obstacles, and the employees themselves were able to use the available tools and were experienced in making meatballs. There are 6 employees, and the price for this grilled meatball is 1 portion of 30,000 (10 grilled meatballs) and 45,000 (15 grilled meatballs). This is based on the results of interviews with Bakso Bakar employees at Warung Bakso Bakar Pak Man. The following is an excerpt of the results the Interview:

“There are 6 employees here and there are no problems and the problem is they are just tired. They themselves are also experienced in making meatballs and when it comes to grilling them they are very good at it. We set the price for the grilled meatballs at IDR 45,000 considering the unique way of grilling them and the quality of the meat we use” (Interview 08 December 2022).

The Bakso Bakar Pak Man employee also explained that the customers who come to Warung Pak Man come from the general public and the attraction that makes people come to Pak Man's place is the unique and famous Bakso Bakar. This is based on the results of interviews with Bakso Bakar employees at Warung Bakso Bakar Pak Man. The following is an excerpt of the results the interview:

"The buyers here come from the general public, parents, school children, college kids, people from out of town, even YouTubers have come here. Outsiders can adjust the taste of the roasted meatballs because we use fresh and quality ingredients. The thing that attracts them to come here is because of our comfortable place and our famous grilled meatballs” (Interview 08 December 2022).



Figure. 1 Bakso Bakar Pak Man's picture

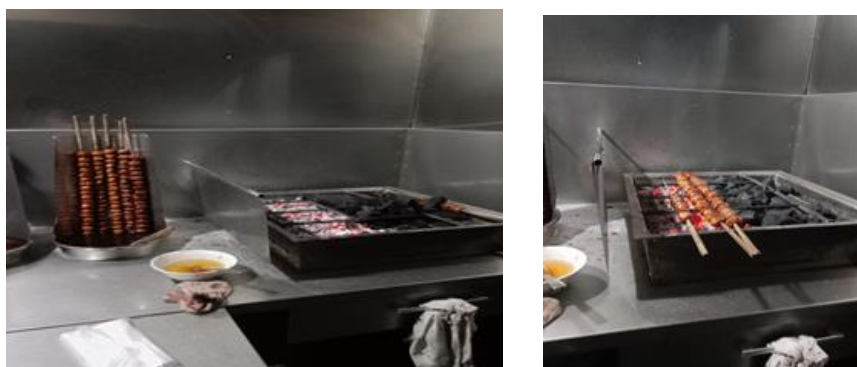


Figure. 2 Tools used in the production process

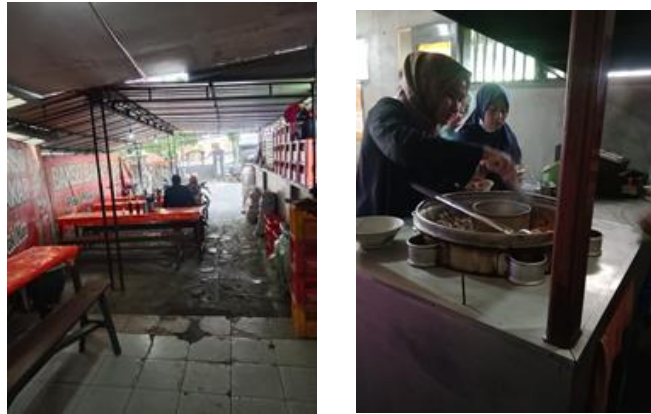


Figure 3. Customers at warung Bakso Bakar Pak Man

Based on **Figure 1.** documentation that the location of the famous Bakso Bakar Pak Man is on Jl. Diponegoro no 19 Malang (behind SMP 3 Malang) with a comfortable and clean place, pictures. **Figure 2.** Machines and equipment still use manual tools, which are burned using a fire furnace as shown in **Figure 3.** Customers at Warung Pak Man come from the general public and people outside Malang can adjust their tongue to the taste of the grilled meatballs that are sold.

Based on observations at Warung Bakso Bakar Pak Man, the production process is simple and still uses manual tools without the help of modern machines. Tasty and tasty meatballs and a comfortable place, friendly service, delicious grilled meatballs make customers feel at home and are interested in continuing to visit Warung Bakso Bakar Pak Man

Based on the results of interviews, documentation, and observations of the Bakso Bakar production process at Pak Man's shop, the Bakso Bakar production process is made by human hands and burned in a furnace with manual tools and without the help of machines. The attraction of Bakso Bakar is that it tastes good and is tasty, the unique way of roasting it is known to make customers from the general public interested in continuing to come to Warung Bakso Bakar Pak Man. Henceforward, Bakso Bakar Trowulan which was founded in 1999 which is located Jl. C. Trowulan No. 65, Mojolangu, Kec. Lowokwaru, Malang City, East Java 65142. The owner is named Pa Kolik

Raw materials are materials that form an integral part, Mulyadi in (Herawati and Mulyani, 2016) concluded that: based on the general understanding of raw materials, raw materials are the basis for making a product where these materials can be processed through certain processes to become other. The raw materials used to produce grilled meatballs are beef, starch and spices. To obtain the raw materials, they are purchased at Gadang Market. The production process is done manually, which is burned using a firebox, without the help of a machine

Based on interviews conducted with Bakso Bakar employees at Warung Bakso Bakar Trowulan Jl. Candi Trowulan. The following is an excerpt of the results the interview: "Bakso Bakar Trowulan has been around since 1999. We do the production process manually, namely meatballs that are skewered with bamboo and then grilled using a firebox, then seasoned and covered with soy sauce. The raw materials we use are beef, starch and spices. We buy the raw materials at the Gadang Market, so that the supply is smooth, and to supply the raw materials we need approximately 20 kg of meat 1 day.

Bakso Bakar Trowulan's employees also explained the obstacles and constraints of Bakso Bakar Trowulan's employees. The following is an excerpt of the results interview: "There are 11 employees here and there are no obstacles. Thank God, at least 1 person stopped at this shop. The employees here are very diligent and passionate and they also have good experience in making roasted meatballs.

The Bakso Bakar employee at Trowulan explained that Bakso Bakar's customers came from out of town and told him the price and the attractiveness that made people come to this place. Here's the quote. interview: Most of the customers come from Surabaya, Jakarta and Malang. And people from outside can really adjust their tongue to the taste of our meatballs. The price for 1 portion is IDR 35,000 (10 pieces of grilled meatballs) and what makes people interested in buying Bakso Bakar is the unique way of grilling it. And there is nothing special at Bakso Bakar Trowulan, said the employee of Bakso Bakar Trowulan” (Interview 11 December 2022 at Warung Bakso Bakar Trowulan).



Figure 4. Bakso bakar Trowulan location



Figure 5. The process of Burning Meatballs and the tools used



Figure 6. Pictures of customers at Bakso Bakar Trowulan

Based on the documentation of **Figure 4.** that the location of the famous Bakso Bakar Trowulan is on Jl. C. Trowulan No. 65, Mojolangu, Kec. Lowokwaru Malang City, East Java with a comfortable and clean photo. Machines and equipment still use manual tools, which are fired using a furnace and stabbed using bamboo as shown in **Figure 2.** The main menu is Bakso Bakar with a price of IDR 35,000 (10 pieces) and IDR 45,000 (15 pieces) in **Figure 6.** Customers at Bakso Bakar Trowulan come from Surabaya, Jakarta and Malang, people from outside Malang can also adjust their tongue to the taste of the grilled meatballs that are sold.

Based on the results of observations at Warung Bakso Bakar Trowulan, the production process is simple and still uses manual tools without the help of modern machines. the taste of the meatballs offered and the comfortable place, the friendly service, the delicious taste of the

grilled meatballs, the special way of burning them makes customers feel comfortable and interested in continuing to visit Warung Bakso Bakar Trowulan.

According to the results of observations, documentation, and interviews for the production process of Bakso Bakar at the Bakso Bakar Trowulan shop, the production process of Bakso Bakar is made by human hands and burned in a firebox with a manual tool, which is skewered using bamboo and then burned and there is no modern equipment. The main menu is Grilled Meatballs at a price of IDR 35,000 (10 pieces) and IDR 45,000 (15 pieces). Customers who come from out of town can adjust their tongues to the delicious and tasty taste of the grilled meatballs. The attraction of Bakso Bakar, which is famous for being unique and special, makes customers from outside the city and within the city interested in continuing to come to Warung Bakso Bakar Trowulan.

CONCLUSION

According to the results of the research on Bakso Bakar Production Process in Malang City: Review of Multicultural Aspects, it can be concluded that the Production Process of Bakso Bakar in Malang City still uses manual and simple tools, as well as the attraction that makes customers from within the city and outside the city interested in buying Grilled Meatballs because of the unique way of burning it and the taste is good and tasty at a fairly cheap price, guaranteed quality and a strategic shop location for consumers to visit.

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