

Socioeconomic, demographic and eating profile of Popular Restaurant's customers in Juiz de Fora, MG

Perfil socioeconômico, demográfico e alimentar dos usuários do restaurante popular de Juiz de Fora, MG

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Abstract

Objective: To describe the socioeconomic, demographic and eating profile of Popular Restaurant's customers in Juiz de Fora – MG. *Methods:* A cross-sectional descriptive study, carried out at Popular Restaurant *Yedda Duarte Gomes*, located in the city of Juiz de Fora – MG. Questionnaires were applied to 266 users after they signed a consent form as they left the restaurant. *Results and Discussion:* Most customers were females, with mean age of 45.33 years; they had attended from 1st to 3rd grades in high school; they were active workers, had a fixed address and an average income of 1.33 Brazilian minimum wages. The higher frequency in the restaurant was 3 to 5 times a week (60.5%); the reason that most influenced the choice to go to the restaurant was the price (68%); 36.8% were at work before going to the restaurant; foods regularly consumed were: beans (87.6%), vegetables (61.7%), milk (55.6%), fruits (51.9%), chicken (22.6%), sweets (21.4%), red meat (20.7%) and fresh fruit juice (20.7%). Customers of the Popular Restaurant were people who worked in the vicinity and also homeless people (0.8%). *Conclusion:* The popular restaurant being studied meets the recommendations of the Ministry of Social Development and Fight against Hunger, as well as offers ready-to-eat and healthy meals at affordable prices, in a comfortable, easily and accessible place to the public in a state of food insecurity. Knowledge and characterization of customers and their eating habits are important for better management of the Popular Restaurant, thus contributing to the food and nutritional security of the population.

Keywords: Food and Nutrition Security. Restaurants. Food Habits. Social Class. Income.

Resumo

Objetivo: Descrever o perfil socioeconômico, demográfico e alimentar dos usuários do Restaurante Popular de Juiz de Fora – MG. *Metodologia:* Estudo descritivo transversal realizado no Restaurante Popular Yedda Duarte Gomes, situado na cidade de Juiz de Fora – MG. Foram aplicados questionários a 266 usuários mediante a assinatura do Termo de Consentimento Livre e Esclarecido, na saída do restaurante. *Resultados e Discussão:* A maioria dos usuários era do sexo feminino, idade média de 45,33 anos, havia cursado do 1º ao 3º grau do ensino médio, inseridos no mercado de trabalho, possuía residência fixa e renda média de 1,33 salário mínimo. A maior frequência ao restaurante foi de três a cinco vezes na semana (60,5%); o motivo que mais influenciou na escolha do estabelecimento foi o preço (68%); 36,8% estavam no trabalho antes de ir ao restaurante; os alimentos regularmente consumidos eram: feijão (87,6%), verduras e legumes (61,7%), leite (55,6%), frutas (51,9%), frango/galinha (22,6%), alimentos doces (21,4%), carne vermelha (20,7%) e suco de fruta natural (20,7%). O Restaurante Popular apresentou frequentadores que trabalhavam em suas imediações e moradores de rua (0,8%). *Conclusão:* O Restaurante popular estudado atende às recomendações do Ministério do Desenvolvimento Social e Combate à Fome, quanto à oferta de refeições prontas e saudáveis a preço acessível, em local confortável e de fácil acesso, destinadas ao público em estado de insegurança alimentar. O conhecimento dos usuários e seus hábitos alimentares são importantes para uma melhor gestão do Restaurante Popular, contribuindo para a Segurança Alimentar e Nutricional da população.

Palavras-chave: Segurança Alimentar e Nutricional. Restaurantes. Hábitos Alimentares. Classe Social. Renda.

Introduction

Eating is a fundamental right to guarantee the survival and maintenance of populations' health and dignity. Brazilian government Human Right to Adequate Food (DHAA, in the Portuguese abbreviation) is a concept that was originally established in art. 25 of the Universal Declaration of Human Rights (UDHR), which discusses the context of promoting the right to an adequate standard of living.¹ As for Food and Nutrition Security (FNS), with the substantial objective of setting up and implementing public policies based on the principles of the DHAA and food sovereignty, it consists in ensuring the right of all to regular and permanent access to sufficient

quality food without compromising access to other essential needs based on health promoting practices respecting cultural diversity that are environmentally, culturally, economically and socially sustainable.²

On September 15, 2006, Brazilian Organic Law on Food and Nutrition Security (LOSAN, in the Portuguese abbreviation) no. 11,346 was sanctioned and regulated by Ruling n o. 7,272/2010, which created Brazilian government National System of Food and Nutrition Security (SISAN, in the Portuguese abbreviation) aiming to ensure DHAA for the several population segments, instituted Brazilian government National Policy for Food and Nutrition Security (PNSAN, in the Portuguese abbreviation) and established the parameters for developing Brazilian government National Food and Nutrition Security Plan (PLANSAN, in the Portuguese abbreviation). This law describes that adequate food is human beings' fundamental right and the public government must adopt necessary policies and actions to promote and guarantee FNS for the population.^{2,3}

Among the several FNS policy actions is Brazilian government Soup Kitchen Program (SK), one of the initiatives integrated to Brazilian government Zero Hunger Program (Portuguese: *Programa Fome Zero*) activities system, a policy to combat hunger and social exclusion established in 2003.⁴

The program for making available public SKs is managed by Brazilian Ministry of Social Development and Fight against Hunger (Portuguese: *Ministério do Desenvolvimento Social e Combate à Fome*, abbreviated MDS) and operated with resources from Brazilian government Federal General Budget (OGU, in the Portuguese abbreviation). It is intended for states, municipalities and the Brazilian Federal District and seeks to support, in medium and large cities, the implementation and modernization of popular public restaurants managed by the municipal/state government sectors. The aim of the program is to expand the range of ready-to-eat and healthy meals at affordable prices in a comfortable and easily accessible place, preferably to some public in a state of food insecurity. The MDS recommends that the minimum estimated production for such equipment is one thousand meals a day at lunchtime for at least five days a week.⁴

The SK in the Brazilian city of Juiz de Fora, MG, is located in the central area of the city, close to bus terminals, which allows easy access by the population of other districts and municipalities. It is open from Monday to Friday, provides lunch for BRL 2.00 from 11 a.m. to 2 p.m., has 324 seats and produces, on average, 1,500 meals a day. Of these meals, about 300 are provided to informal economy waste pickers and homeless people registered at the city Department of Social Assistance (SAS, in the Portuguese abbreviation), which have lunch without cost, and their food subsidized by the city. SK management is the responsibility of a management group chosen through a bidding process and has as (local public authority) executive department the Department of Agriculture and Supply (SAA, in the Portuguese abbreviation).⁵

In this context, it is important to know SK users' profile in order to understand their needs for adequately planning the menu, the facilities and operation of the units and to prove the program efficiency in terms of its coverage.^{6,7} Therefore, the objective of the present study was to describe the users' socioeconomic, demographic and dietary profile at the Juiz de Fora SK, besides investigating the frequency and reasons leading them to attend it.

Methodology

This is a cross-sectional descriptive study carried out at Brazilian Yedda Duarte Gomes soup kitchen located in the city of Juiz de Fora, MG. The sample was calculated based on the total meals served per day (1,500). For the calculation, the following formula was used:

$$n = [EDFF * Np(1-p)] / [(d^2/Z^2(1-\alpha/2)^*(N-1) + p*(1-p))]$$

where

Population size – for the finite population correction factor or fpc (N): 1,500

Hypothetical population frequency (p): 30%

Confidence limits (d): 5%

Estimation of design effect (EDF): 1

Standard score of normal distribution (Z): (1.96 for 95% of confidence)

According to results from (free, web-based, open source, operating system-independent series of programs) OpenEpi, version 3, open source calculator – SSPropo, the sample population was 266 participants. The study sample unit was defined with the following inclusion criteria: age above 18 years and less than or equal to 65 years, of both genders, including illiterates and homeless people.

Demographic and socioeconomic data were collected by means of a structured questionnaire adapted from the Brazilian Institute of Public Opinion and Statistics (IBOPE, in the Portuguese abbreviation) survey commissioned by the Brazilian Ministry of Social Development and Fight against Hunger, in 2005, applied to draw the SKs users' profile.⁸ The adapted questionnaire consisted of part of the questions contained in the original questionnaire.

To evaluate the demographic profile, variables such as age in full years, gender (male and female), marital status (married/living with another person, single, separated/divorced/widowed), city and district where they live (distributed by regions) and whether they had a fixed abode (yes or no) were used. For the socioeconomic profile, the following variables were used: education

(categorized as illiterate, 1st to 4th grades of elementary school, 5th to 8th grades of elementary school, 1st to 3rd grades of high school, (reported to by the interviewee), occupation and means of transportation used to attend the establishment (bus, car, bicycle, motorcycle or on foot).

To investigate food consumption, part of the questionnaire used in Brazilian Ministry of Health's Surveillance of Risk Factors and Protection for Chronic Diseases by Telephone Inquiry (VIGITEL, in the Portuguese abbreviation) was adapted, including questions such as: "How many days a week do you usually eat beans?", "How many days a week do you usually eat at least one type of leaf vegetable or vegetable?", "How many days a week do you usually eat red meat?", "How many days a week do you usually eat chicken?", among others.⁹

As for the analysis of participants' eating profile and life habits, questions were about: the frequency of their meals at the SK, the reasons for having meals at the SK (price, healthiness, restaurant location, among others mentioned by the interviewees); Consumption of meal in the company of another person in the family; Questions about facing the queue for access to the restaurant and length of stay in that queue; Place where users have the habit of being before going to the SK; When they do not have the opportunity to attend SK during the week and weekends; The opinion of users on the amount charged be accessible or not; The representativeness of the amount spent in the monthly budget; Concern about healthy eating; The amount of food offered by the restaurant is enough.

Food preferences were reported by respondents from a list that allowed "yes" or "no" answers, considering food served or not served at the SK. Regular consumption of fruits, beans, vegetables and leaf vegetables, milk, chicken, sweet foods, red meat, fresh fruit juice, soft drinks, artificial juices and alcoholic beverages was categorized into five or more days a week. And together with consumption of these foods it was used as some marker of healthy and unhealthy eating patterns.¹⁰ Regarding physical activities practices, when confirmed, frequency and time were asked about.

This questionnaire was randomly applied to the users at the time when they would be leaving the premises, during the SK hours of operation in July and August 2015.

Restaurant users who agreed to participate in the survey received all information about the study and signed an Informed Consent Form (ICF). The study protocol was approved by the Human Research Ethics Committee (HREC) at Brazilian university *Universidade Federal de Juiz de Fora* (Document no. 1,150,168). Information collected for accomplishing validation and analysis were transcribed to electronic means.

The data were described by means of the distribution of absolute and relative frequencies and were processed and analyzed through the *Statistical Software for Professionals* (STATA), version 13.0.

Results and Discussion

The data obtained showed that the majority of users were females (56.4%, $n = 150$) and the mean age of participants was 45.33 years (± 13.30 years). These results differ from the survey to identify and evaluate the SKs carried out in 2008 by Brazilian Center for Public Opinion Studies (CESOP, in the Portuguese abbreviation)/Development Foundation at Brazilian State University of Campinas (FUNCAMP and UNICAMP, in the Portuguese abbreviations) and commissioned by the MDS for the restaurant in the Brazilian city of Belo Horizonte, MG, (at the bus station) and the SK in Brazilian municipality of Campinas, in which there was a higher number of males attending.^{6,11} This greater number of women can be explained by the population age pyramid of Juiz de Fora, in which, in the age group of 45 to 49 years, the number of females is much larger than that of males.¹² As in relation to age, results were similar to those found in the study of SK for the municipality of Campinas, which was 47.7 years.⁶

According to marital status, the majority of users, 43.2% ($n = 115$), reported being single, which can be explained by the fact that people attending the restaurant usually do not have someone to prepare their meals.¹³

The majority of restaurant users, 88.7% ($n = 236$), resided in Juiz de Fora and 11.3% ($n = 30$) in other municipalities, showing that even with the majority of attendants being residents of the city, the restaurant would still receive people from other municipalities for lunch. The SK serves all regions of the municipality of Juiz de Fora (Table 1). However, the most reported by the users were: eastern region, with 19.9% ($n = 53$) and northern region, with 18% ($n = 48$).

Regarding residence, 99.2% ($n = 264$) of the interviewees said they had a fixed abode, while 0.8% ($n = 2$) said they did not. The research was carried out from a sample calculation based on the total number of visitors, who were voluntarily invited to participate in the research. Therefore, the percentage of respondents without a fixed abode can be explained because these users refuse to participate because they feel ashamed. According to Mattos & Ferreira,¹⁴ street dwellers are, for the most part, stereotyped as “dirty and vagrants”, thus contributing to make them feel humiliated and ashamed, often preferring to isolate themselves. However, studies state that the majority of the street population of Juiz de Fora (73%) have the habit of attending welfare institutions to seek supplies for their daily needs.¹⁵ And that 300 informal economy waste pickers and homeless people are registered in Juiz de Fora city hall for free lunch at SKs.⁵ However, these individuals' identification is important to have more information about these users and to confirm if they are actually using the care institutions to meet their basic needs. In addition, it is an increasingly noticeable population in the great urban centers and also in average-sized cities such as Juiz de Fora, with a growing number of people living in conditions of great deprivations in the streets.¹⁶

The two means of locomotion most used by the users to reach the SKs were bus (52.3%, n = 139) and on foot (45.9%, n = 122) (Table 1). These results are similar to those of the Campinas SK survey, in which the two most used means of locomotion were buses (75.2%) and on foot (23.3%).⁶ Almost half of the users would not need to use a transportation to reach the SK, indicating that the location is favorable for the customers and is in agreement with what was reported in the 2007 road map for SK implementation, in which it is established that the places should ensure that users would not have to use means of transportation for commutes during lunch hours and they should be located in central areas of the cities and also preferably close to mass transit locations.⁴

Regarding education, 45.1% (n = 120) of the users had studied from the 1st to the 3rd grades of secondary education, similar to that verified by the research commissioned by the MDS (2008), which found that the majority of users had completed and/or started high school.¹¹ Schooling is an important data to evaluate the profile of a population, since it is related to labor market insertion, indicating that the labor force needs more and more degrees of education to compete with more advantages for jobs. This shows that people are increasingly seeking a higher level of schooling, which in the future may provide better jobs and higher income.¹⁷ In Juiz de Fora (2014-2017) Municipal Health Plan it is possible to see that the 2010 Human Development Index (HDI) points to some higher growth in schooling levels of the Juiz de Fora population.¹²

The highest percentages of income were: 1-3 Brazilian minimum wages, presented by 46.2% (n = 123) of the interviewees, and less than 1 Brazilian minimum wage, verified in 37.2% (n = 99) (Table 1), totaling an average of 1.33 Brazilian minimum wages, being lower than the average income of the survey respondents in the Campinas SK, which was of 2.4 Brazilian minimum wages.^{6,18}

According to some of the results found, such as schooling and income, it is possible to observe that the restaurant does not only serve individuals with very low socioeconomic levels but also a diverse public who finds in the SKs an option to eat properly for a fair price. And according to the research commissioned by the MDS (2008), which has found a similar profile in its interviewees, this result should be interpreted as unfolding rather than some change in the program main objective. And labeling these people as having low income tends to stigmatize the poor who use this program, arising in other social classes a negative view of these policies.¹¹

Of the users of the Juiz de Fora SK, 53.8% (n = 143) were working, while 27.8% (n = 74) were not and 18.4% (n = 49) are retired. Among those who did not work, there were students taking advantage of SK as an opportunity to eat properly at a low price. According to Leal,¹⁹ with increasing urbanization and industrialization, people opt to eat away from home because of the lack of available time for their food preparation.

The food profile and life habits evaluation results showed that, among the interviewees, the majority, 60.5% (n = 161) would attend the SK 3-5 times a week, 16.5% (n = 44) reported attending the establishment once or twice a week, 9.8% (n = 2), one or twice a month, 9% (n = 24)

seldom ate at that place and 4.1% (n = 11) reported being there for the first time at the moment of the interview. Similar results were obtained in the IBOPE survey, in which 45% of users would always attend them and 16% would do it two or three times a week.²⁰ Regularity of going to the restaurant is an important fact because it ensures these people the necessary nutritional contribution to a healthy life.²¹

The reason that most influenced the choice of having lunch at the SK was the affordable price, 68% (n = 181) at BRL 2.00, followed by healthy food (23.7%, n = 63) and quality (19.9%, n = 53) (Table 1). A study conducted by IBOPE has found that 78% of respondents reported having a meal at SKs mainly because of the financial factor. As for the Brazilian city of Fortaleza, CE, 75% of people emphasized the meal quality as a determining factor for their choice.²¹

Tabela 1. Perfil socioeconômico e demográfico dos frequentadores do Restaurante Popular Yedda Duarte Gomes e motivos para frequentá-lo. Juiz de Fora-MG, 2015.

Users profile	n	Percentage (%)
Regions where they live in Juiz de Fora		
Downtown	39	14.7
West	53	19.9
Northeast	16	6.0
North	48	18.0
West	8	3.0
Southeast	41	15.4
South	29	10.9
Means of transportation until the SK		
Bus	139	52.3
Bicycle	6	2.3
On foot	122	45.9
Car	9	3.4
Motorcycle	1	0.4
Not informed	0	0

to be continued

Continuation of Table 1

Users profile	n	Percentage (%)
Income		
Over 5 MW*	4	1.5
3-5 MW*	32	12
1-3 MW*	123	46.2
Less than 1 MW*	99	37.2
No personal income	6	2.3
Not informed	2	0.8
Reasons for having lunch at the SK		
Price	181	68
Other	92	34.6
Healthy meal	63	23.7
Quality	53	19.9
The SK location	17	6.4
No other reason	4	1.5
Not informed	3	1.1

*MW = Brazilian minimum wage

Brazilian government Soup Kitchen Program is an integral part of FNS actions developed by the federal government and plays a very important social role because, as a public policy, it aims to guarantee and provide food security to the low income population by offering ready-to-eat, nutritionally balanced meals with menus established from safe handling processes, at low prices and served in appropriate places.¹⁸

In relation to having the meals in the company of a family member, 58.3% (n = 155) stated that they would have their meals alone, 14.3% (n = 38) mentioned the presence of a spouse (husband/wife/companion) and 11.3% (n = 30) the presence of their children. It was also verified that 96.2% (n = 256) of the interviewees reported having to wait in line to be served and 44% (n = 117) would wait 10-20 minutes to receive the meal.

Another aspect evaluated was with respect to the place where the users interviewed had the habit of being before going to the SK. It was observed that the majority, 36.8% (n = 98) would be at work, 27.8% (n = 74) at home, 22.9% (n = 61) somewhere else and 12% (n = 32) on the street. These data are similar to those found in the 2005 research by the MDS in which 37% of users would be at work before going to the restaurant. The need to have meals outside the residence is related to the great distances between the dwelling and the place where productive activities are concentrated and developed, associated with the high cost of displacement from work to residence, as well as the population's income insufficiency and low purchasing power.²⁰

Regarding the eating site when they would not have the opportunity to attend the SK during the week, most, 61.7% (n = 164) answered that they would have their meals at home or bring meals from home, 25.9% (n = 69) in commercial restaurants, 6.8% (n = 18) would go to snack bars and 5.3% (n = 14) would not go somewhere else and would not eat anything. On the weekends, 85% (n = 226) of the interviewees would have their meals at home and 12.8% (n = 34) in commercial restaurants. At the MDS research, carried out to find out the Brazilian government Soup Kitchen Program users' profile in five Brazilian capital cities (São Paulo, Rio de Janeiro, Brasília, Salvador and Belo Horizonte), 36% informed that they would eat at home.²²

With regard to opinions about the current price charged, it was noted that 98.5% (n = 262) agreed that it was affordable, this being one of the public action planners' concerns and one of the objectives of the Brazilian SKs program.²⁰ And regarding the representativity in the monthly budget of such price spent in SK meals it was noticed that 54.9% (n = 146) stated that this amount was low, 11.3% (n = 30) said it was very low and another 28.9% (n = 77) asserted that the value was neither high nor low. These results are also similar to those found in the MDS study.²⁰ Of the interviewees, 82% (n = 218) were concerned about healthy eating and for 98.5% (n = 262) the amount of food offered by the restaurant was sufficient for their meal. As for preferences regarding the preparations served by SK (Table 2), the "I like all" option was mentioned by 22.9% (n = 61), followed by Brazilian-style fried chicken small cuts preparation, 15% (n = 40). Regarding the least favorite foods, hamburger steak was mentioned by 12% (n = 32) and it is among the least favorite dishes (Table 2).

Table 2. Favorite food and least favorite food served by Brazilian Yedda Duarte Gomes soup kitchen. Juiz de Fora, MG, 2015.

Favorite food			Least favorite food		
Food	n	%	Food	n	%
Rice	15	5.6	Hamburger steak	32	12
Steak	9	3.4	Broth/soup	10	3.8
Cooked meat	14	5.3	Meat	5	1.9
<i>Farofa</i> (toasted cassava flour mixture eaten in South America)	7	2.6	<i>Farofa</i> (toasted cassava flour mixture eaten in South America)	6	2.3
Beans	18	6.8	Ox liver	15	5.6
Chicken	11	4.1	Chicken liver	20	7.5
Brazilian-style fried chicken small cuts	40	15	Enjoys all options	54	20.3
Enjoys all	61	22.9	Macaroni	7	2.6
Macaroni	8	3.0	Gizzard	15	5.6
Does not enjoy any	1	0.4	Does not enjoy any	26	9.8
Not informed	7	2.6	Not informed	10	3.8
Salads	18	6.8	Cabbage	7	2.6

Considering daily meals, the most present foods, regardless of what would be served by the SK, were: rice (99.2%, n = 264), beans (94.7%, n = 252), salads (90.2%, n = 240), chicken (89.1%, n = 237) and leaf vegetables (87.6%, n = 233) (Figure 1). Results showed that the majority of users consumed all food groups daily, according to the division established by the *Food Guide for the Brazilian Population* published in 2014, in which food groups are divided as follows: cereals, roots and tubers, meats and eggs, milks and cheeses, vegetables and leaf vegetables, fruits and beans.²³

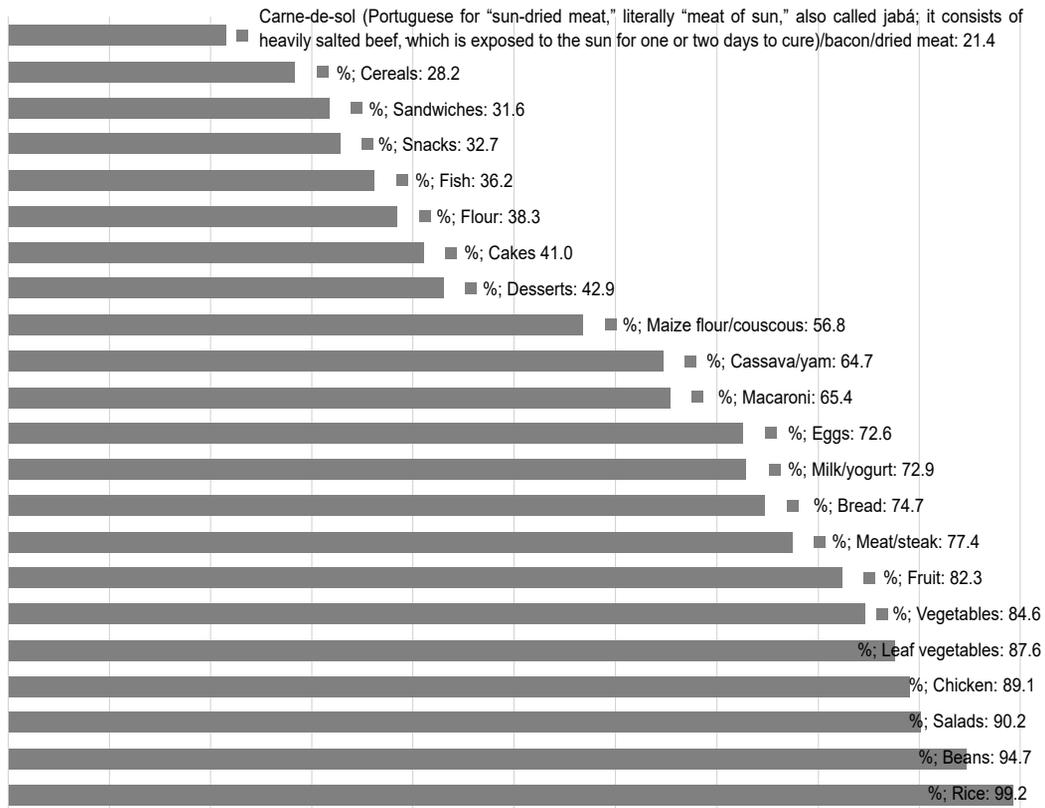


Figure 1. Most consumed food, regardless of what is served by Brazilian Yedda Duarte Gomes soup kitchen. Juiz de Fora, MG, 2015.

The analysis of the food consumption frequency showed that, for fruits, 51.9% (n = 138) of those interviewed would eat these foods five or more times a week. Of the total number of individuals interviewed, 46.2% (n = 122), just once a day, 31.8% (n = 84), twice a day and 22% (n = 58), three or more times a day. In a study carried in 2011 in the Brazilian city of Brasília to evaluate characteristics and reasons for consumption of fruits and potherbs and the concept of healthy eating of adults living in the city, 69.5% of respondents stated eating fruit five or more times a week.²⁴

Among the foods most regularly consumed (five times or more a week) were: beans (87.6%, n = 233), leaf vegetables and vegetables (61.7%, n = 164), milk (55.6%, n = 148), chicken (22.6%, n = 60), desserts (21.4%, n = 57), red meat (20.7%, n = 55) and fresh fruit juice (20.7%, n = 55). A study carried out with data from the 2014 VIGITEL System has shown that the consumption of beans remains in 66.1% of the Brazilian population and, more frequently, 81.3% in the city of Belo Horizonte, MG.¹⁰

When questioned about consumption of soft drinks and artificial juices, these beverages would be consumed five or more times a week by 50.8% (n = 135). Of all the interviewees, 56.6% (n = 137) informed that they would drink one glass or a can, 25.2% (n = 61), two glasses or cans, 9.9% (n = 24), four glasses or cans, 5.4% (n = 13), six or more glasses or cans and 2.9% (n = 7), five glasses or cans. The consumption of alcoholic beverages was reported by 32% (n = 85) of the interviewees. And 5.9% (n = 5) reported the frequency of five or more times a week.

As to the practice of physical activities, 52.6% (n = 140) were inactive, here considered those who in the last three months had not practiced any type of exercise or sport. Of the 47.4% (n = 126) active ones, 41.6% (n = 52) reported frequency of five or more times a week. And 64.8% (n = 81) reported that this activity would last for about 60 minutes or more.

These results demonstrate that consumption of beans, fruits, leaf vegetables and vegetables, markers of healthy eating habits,¹⁰ would be present in the study population's diet routine. It is believed that the SK can positively influence the improvement of the daily diet of those studied, as it offers these foods considered healthy. However, habits considered unhealthy¹⁰ were also part of the SK users' profile, since slightly more than half of the population studied reported consuming soda and artificial juice five or more times a week and a good part reported consuming sweet foods, which are the largest contributors for the participation of added sugar in food consumption.²⁵ Prevalence of sedentary habits are markers indicating an unhealthy consumption pattern.¹⁰

Among the limitations of the present study, it is highlighted that, because it is a desirable habit, intake of fruits, vegetables and leaf vegetables may have been overestimated by respondents in consumption responses reports for these foods. In addition, all the information obtained was self-reported, which is liable to memory failures. However, by the frequency identified, it is considered that this type of calibration error was minimal, since the questions collected dealt with recent events.

Among the positive aspects of the present study, it is worth mentioning its contribution in describing and presenting socioeconomic and demographic data of eating behavior and habits practiced by the public served at SKs. This information can provide support for decision-making towards the program with a view to building the new SK of the municipality.

Conclusions

With the results obtained in the present study, it was possible to conclude that the Juiz de Fora SK is important for its users' FNS and for some it is the only alternative to carry out at least one complete meal a day at a suitable time, in a healthy way and at low cost. The SK meets the MDS recommendations for affordable, healthy and ready-to-eat meals in a comfortable and easily accessible location.

The Yedda Duarte Gomes SK presented as its clients individuals who worked in its surroundings, who were concerned with choosing healthy foods, having the price as the main motivator to attend the establishment and who were not only low-income people but a diverse public, an interesting fact for all social segments to recognize the quality of the program.

The importance of knowledge and characterization of users and their habits is emphasized for a better SK management, since with this information it is possible to carry out some proper menu planning, contributing to public FNS policies.

Contributors

Assunção RCLN and Bastos PV have worked at all stages, from designing the study and collecting data to reviewing the article final version; Mendes LL has worked on designing the study, statistical analyses and reviewing the article final version; Binoti ML has guided and worked at all stages, from designing the study to reviewing the article final version; Percegoni N and Silva BPL have worked on writing, editing and reviewing the article final version.

Conflict of interests: The authors declare having no conflict of interest.

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