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## EX-POST FACTO RESEARCH ON "HYGIENE PRACTICES" FOLLOWED BY FOOD HANDLERS

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**ABSTRACT**

The study finds out that there is a direct link between education and personal hygiene procedure, the above finding shows that the hotel has good percentage in hygiene practices; this is because 49.98% of their staff has formal education in hotel management, and as a result they have good knowledge on hygiene, food hazard and kitchen hazard. If motivation from superior, and work environment (the heat factor) taken care of, it might improve the staying power, and indirectly the overall performance and the hygiene factor. On nature of work, majority of staff felt that they are working more and because of that they could feel the stress which might reflect in their hygiene practices. If this continues, staying power decrease, so does the cost of training new resource increase.

**KEYWORDS**

hygiene, food handler, motivation, parameters.

**INTRODUCTION**

The tourism industry, particularly the hotel and restaurant subsector is highly diversified in the types of businesses that operate under its auspices. Every catering business is different. There will be a different menu, different equipment, different systems of drinks dispense, and different methods of food preparation and service.

A hazard (page 2) is anything that could cause harm to the consumer. There are three main hazards that may arise with food served in catering premises. These are contamination of food by micro-organisms that cause food poisoning, Chemicals, foreign bodies like glass, metal, plastic, human hair. Of these, the most important hazard is likely to be harmful bacteria or other germs that may contaminate and grow in food. Every food handler will have different hazards depending upon the range of foods he prepares and the methods of preparation. Each handler must identify the possible hazards in his work he does. Food handler (page 4) is a person involved in a food business that handles or prepares food whether freshly made or convenience.

**OBJECTIVE**

To highlight the importance of hygiene that food handlers has to maintain as they have responsibility towards the health of the Public (guest visiting hotel).

**HYPOTHESIS**

Food handlers are also brought under the category (as public) as they are part of large society and ought to stay healthy and motivated. This paper attempts to find the hygiene practices followed, and factors affecting (food safety act 1990) (poor motivation, long working hours, poor working environment) Food handlers, which might invariably affect their out-put as they are directly involved in food production. The above statement is a hypothesis and it is not tested.

**RESEARCH METHODOLOGY**

**SCOPE:** This measure can be followed not only in hotels but also in varied food outlets such as: outdoor & event catering, mobile snack vehicles, motels, guest houses, fast food outlets, take ways and restaurants. In this study only food handlers were considered but in further study service staffs can be considered and research on level of training imparted can be probed. The correlation between the state (both physical and mental) of food handlers and their out put can be tested.

**Method of data collection:** Questionnaire

**Sampling Design:** Deliberate Sampling

**Sample Size:** 15 out of total staff of 46(Kitchen staffs), selection criteria of sample is education, and experience – (it is the belief of the paper presenter that both education & experience, play an important role in better understanding and implementation of food hygiene practices)

**Parameters:** Training to food handlers, following HACCP, purchase, storage and issuing of ingredients, adapting food and personal hygiene, Work environment of staffs, education levels of staffs.

**ANALYSIS AND FINDINGS****TABLE I: LEVEL OF EDUCATION – (HOTEL MANAGEMENT)**

S.No	Education Level	No. of respondents	%
1	Craft	9	19.56
2	Diploma	4	8.69
3	Degree	10	21.73
4	Others	23	50.00
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 kitchen staffs only 15 staffs have formal education in *hotel management*, of which 6 staffs have finished craft level course, (entry level) 3 have completed diploma and 6 have completed degree, 50% have either completed degree, or higher secondary education. This is done to show the ease of imparting hygiene knowledge to staffs; degree level staff will have a better understanding of hygiene than craft or diploma qualified, though as they gain experience they will have a better understanding.

**TABLE II: EXPERIENCE LEVEL OF RESPONDENTS**

S.No	Age	No of respondents	%
1	0 – 2 years	12	26.08%
2	2 – 5 years	19	41.30%
3	5 – 10 years	10	21.73%
4	Above 10 years	5	10.87%
	<b>Total</b>	<b>46</b>	<b>99.98</b>

<sup>1</sup> S.A.F.E. [Systematic Assessment of Food Environment] Available from British Hospitality Association, Queens House, London.

<sup>2</sup> S.A.F.E. [Systematic Assessment of Food Environment] Available from British Hospitality Association, Queens House, London.



Of 46 staffs 10.06% (05) were above has 10 years of experience and 21.73% has 3 to 5 years of experience, and 26.08% has 0 to 2 years of experience and 41.30% has 2 to 5 years of experience.

TABLE III: WORK SCHEDULE & NATURE

S.No		No. of respondents	%
1	My job requires quick work	5	10.86
2	Have reasonable work load	3	6.52
3	Often asked to work extra	18	39.13
4	Work is stressful	20	43.47
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 staffs 6.52 feel that they have reasonable work load, and 8.69% said that they have to be quick in their work, and 39.13% feel they were often to work extra and 43.47% feel their work is stressful.

TABLE IV (A): WORK ENVIRONMENT: – TEMPERATURE INSIDE KITCHEN

S.No		No. of respondents	%
1	Bearable	9	19.56
2	Un-bearable	30	65.21
3	Moderate	7	15.21
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 staffs, 15.21% feel that temperature inside kitchen is moderate, and 19.56% feel that heat inside kitchen is bearable and 65.21% feel that it is too hot (above 35°C)

TABLE – IV (B): LIGHTING & EXHAUST

S.No		No. of respondents	%
1	Excellent	29	63.04
2	Good	11	23.91
3	Moderate	5	10.86
4	Inadequate	1	2.17
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 staffs, 2.17% says that lighting and exhaust is inadequate, 10.86% feel lighting and exhaust is moderate, 23.91% feel that lighting & exhaust is good and 63.04% lighting and exhaust is excellent.

TABLE V: ADHERING PERSONAL & KITCHEN HYGIENE

S.No		No. of respondents	%
1	Always follow	34	73.91
2	Some times	12	26.07
3	Not at all	0	0
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 staffs, 73.91% says that always adheres to strict personal and kitchen hygiene practices, 26.07% says that they not very strictly follow personal and kitchen hygiene practices.

Of 46 staffs 4.34% say they have inadequate knowledge of food and work place hazard, 4.34% says they have reasonable knowledge on both food and work place hazard, 26.08% has very good knowledge on both food and workplace hazard, and 12% say they have excellent knowledge on food hazard and work place hazard.

TABLE VI: KNOWLEDGE OF FOOD HAZARDS & WORK PLACE HAZARDS

S.No		No. of respondents	%
1	Excellent	12	26.08
2	Good	30	65.22
3	Moderate	2	4.34
4	Inadequate	2	4.34
	<b>Total</b>	<b>46</b>	<b>99.98</b>

TABLE VII: SOURCE OF MOTIVATION

S.No		No. of respondents	%
1	by superiors	04	8.69
2	by co-workers	11	23.91
3	by colleagues	26	56.52
4	Self-motivated	05	10.86
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 respondents, 8.69% has been motivated by their immediate superiors, 10.86% has been self motivated and 23.91 has been motivated by their co-workers (from other departments), and 56.52 has been motivated by their colleagues in their own department.

TABLE VIII: HACCP TRAINING

S.No		No. of respondents	%
1	Formally trained in HACCP	02	4.34
2	Studied while on course	14	30.43
3	Trained while on the job	30	65.21
	<b>Total</b>	<b>46</b>	<b>99.98</b>

Of 46 staffs, 4.34% were formally trained in HACCP, while 30.43% acquired knowledge while doing their hotel management course and 65.21% received while they were on their job.

TABLE IX: PURCHASE, STORAGE AND PRODUCTION SCHEDULE

S.No	Parameters	Poor	good	excellent
1	Purchase and delivery Reputed supplier	0	3	
2	Storage – correct temperature	0	3	
3	Production – proper cooking method & temperature	0	3	
4	Production – kitchen hygiene	0		4
5	Production – cooling – rapidly	0	3	
6	Reheating – 75*c	0	3	
7	Hot holding – 63*c	0	3	

Likert – type scale is used to rate, range is 1 to 5: 1 for poor, 3 for good, greater than three is excellent.

For this the staffs were asked to rate separately the above said parameters, and almost all have rated 3 on the scale of 5 for purchase, delivery, storage, production, reheating and holding techniques. Kitchen hygiene was give maximum of 4 on a scale of 5.

### FINDINGS

- 49.98% have formal education in hotel management which is almost half of the total strength of kitchen, and this help in educating the importance of hygiene. The staying power of kitchen staff is less when compared to the total strength, which means the management has spent extra time resources on tuning them up to their standard, which might have an impact on hygiene standards. 20% of staff says their work is stressful, this could be the reason for poor staying power, and 39.13% say they are often asked to work extra than the normal schedule, which also could be the reason staff with low staying power.
- Work environment another area to be looked as 65.21% say heat inside kitchen is un-bearable or hot; this is an area of consideration as this is suitable for the growth of pathogens, but staff has voiced positive note on storage, reheating and food holding pattern on a positive note. In a scale of ten they have given a rating of 3 out of 5.
- On adhering to personal hygiene practice, 73.1% have strict practice of following hygiene procedures which is related directly to the education level of employees; this will have positive impact on control of pathogens and food poisoning. Similarly, knowledge of food hazard and kitchen hazard is good, as 65.22% and 26.08, has excellent knowledge on both.
- Motivation from superior is poor, it stands at 4%, and colleagues and coworkers post better picture, if motivation from superior can be increased it might increase the staying power of staffs and hotel might reduce its time on training in HACCP and hygiene practice.

### CONCLUSION

There is a direct link between education and personal hygiene procedure, the above finding shows that the hotel has good percentage in hygiene practices; this is because 49.98% of their staff has formal education in hotel management, and as a result they have good knowledge on hygiene, food hazard and kitchen hazard. If motivation from superior, and work environment (the heat factor) taken care of, it might improve the staying power, and indirectly the overall performance and the hygiene factor. On nature of work, majority of staff felt that they are working more and because of that they could feel the stress which might reflect in their hygiene practices. If this continues, staying power decrease, so does the cost of training new resource increase.

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