International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

Hospitality Business' Attention to Food Safety and Hygiene

Saubhagya Ale
BHM 6th Semester, Atharva Business College, Kathmandu Nepal
saubhagyaalemagar18@gmail.com

Sunita Aryal
Atharva Business College, Kathmandu Nepal
sunita12376@gmail.com

Achyut Pudasaini
Atharva Business College, Kathmandu Nepal
apudasaini999@gmail.com

Corresponding Author
Saubhagya Ale
saubhagyaalemagar18@gmail.com

Received: July 10, 2023 Revised & Accepted: August 11, 2023

Abstract
Food Safety and hygiene in hospitality establishments is to provide an overview of the importance of food safety and hygiene in the hospitality industry. This research used a quantitative survey to determine food safety and hygiene and HAACP in hospitality establishments in Kathmandu. The findings suggest a positive attitude towards food safety practices among the respondents, indicating a commitment to ensuring the health and well-being of both customers and food handlers in hospitality establishments. Improving food safety practices requires a collective effort from stakeholders, including owners, managers, and staff members, to create a culture of food safety.
Keywords: food, safety, hygiene, employee

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

Introduction

Around 600 million individuals—nearly 1 in 10 people worldwide—get sick after eating contaminated food, and 420 000 people pass away each year as a result(Fung, 2018). Due to inadequately developed food safety laws and regulations, food-borne illness is reportedly in worse condition in underdeveloped countries (Grace, 2015).

Food is an essential component of life, but if it is contaminated, it can make people sick or even kill them (Newman, 2005). Toxic substances can contaminate food from the outside or even already be present in the food itself. Each step of the food preparation process carries the risk of contamination with microbiological, chemical, and/or physical risks, with or without the growth of microorganisms. Due to the variety of terms used in the literature to describe food poisoning, food related sickness, and food borne disease, there may be some confusion (Kramer, 1989). Some foods are deadly by nature, but others could go through a prolonged procedure from farm or producer to point of consumption.

In the hospitality industry, ensuring food safety and maintaining high standards of hygiene is of utmost importance (Mahajan & Singh, 2020). The well-being of guests and the reputation of the establishment heavily depend on the implementation of robust food safety and hygiene practices. By following to strict guidelines and regulations, hospitality businesses can protect their customers from food borne illnesses and create a safe and enjoyable dining experience (Hu, 2021).

The hospitality industry faces significant challenges in maintaining high food hygiene and safety standards (Gursoy & Chi, 2020). Despite numerous regulations and guidelines in place, there is still a prevalence of food borne illnesses and safety incidents within this sector (Schlundt, 2002). This poses a serious threat to the reputation and credibility of hospitality establishments, as well as the health and well-being of customers (Yu, 2021).

Many employees in the hospitality industry, particularly those working in food preparation and service, lack comprehensive training on food hygiene and safety (Baş, 2007). This knowledge gap hampers their ability to understand and implement proper practices, such as correct hand washing techniques, safe storage and handling of ingredients, and maintaining clean food preparation areas. Insufficient training programs contribute to the perpetuation of poor hygiene practices, increasing the likelihood of food borne illnesses.

Even when employees receive training, there is often a lack of consistent. Implementation of proper hygiene practices across different shifts, staff members, and locations within hospitality establishments (Abdou, Khalil, Marzok, Mahmoud, Elsaied, & Elsaed, 2022). Monitoring and enforcing food hygiene and safety practices within the hospitality industry can be challenging, particularly in establishments with limited resources or understaffed regulatory bodies (Weil, 2008).

The study explains the causes of food hygiene and safety problems in hospitality industry in Kathmandu. It also suggests to measure requirements to implement safety practices in order to prevent food contamination. Furthermore, the study will provide knowledge of food safety practices to the food producers and increase customer satisfaction as well as their health and well-being (Yiridoe, 2005). The aim of this study was to determine the Hospitality Business attention to food safety and hygiene.

Study Methods

Study was based on quantitative design. The research was conducted in star rated hotels. Bidiu and Moran (2021) recommended that 40 respondents are appropriate for most of the quantitative studies. So, the total number of respondents in this research was 40; worked in the hospitality industry**.** It is mainly based on primary data (Parajuli, Mahat, & Lingden, 2022). The study included 40 participants distributed equally among five targeted establishments: The Dwarika's Hotel, Hotel Akama, Park Village Resort, Aloft, and Hotel Shambala, with each establishment contributing 8 respondents. Respondents consist of employees who are working in the hotel industry. Stratified random sampling was the method was applied to select the respondents. Questionnaires were used to collect data since they quickly acquired a lot of information while also allowing a measurement for or against a certain viewpoint. The questionnaires are made to gather structured information, allowing the collection of data in a uniform and orderly manner. The use of closed-ended questions, such as Yes or No and Five Point Likert Scale questions, took place. The data was analyzed using the SPSS (20 versions) software utilizing Frequency, Percentage, Mean, Standard Deviation (Mahat & Aithal, 2022). some significant factors that were taken into consideration when conducting this study in an ethical manner; Informed Consent, Confidentiality, No Biasness, Voluntary Participation, Privacy and Respect of participants

Results and Discussion

Demographic Information

The study compared the proportion of males and females in different Hospitality Establishments. Of all respondents, 37.50% were females, and 62.50% were males. The age groups of 18-24 represented the highest percentage (57.5%), followed by the 25-34 age group (32.5%), the 35-44 age group (7.5%), and the 45-54 age group (2.5%). Regarding education levels, the majority of respondents (70.0%) held a bachelor's degree, while the high school degree category had the lowest representation (12.5%).

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

Attention to Food Safety and Hygiene

Table 1: Safe food handling

The safe food handling is an important part.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	38	95.0	95.0	95.0
	Agree	1	2.5	2.5	97.5
	Strongly Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table indicates that 95% of respondents strongly agreed that safe food handling is an important part, while 2.5% agreed with this statement. Another 2.5% strongly disagreed. Overall, the majority of participants emphasized the significance of safe food handling practices.

Table 2: Personal Cleanliness

It is good to maintain high degree of personal cleanliness while working.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	31	77.5	77.5	77.5
	Agree	8	20.0	20.0	97.5
	Strongly Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table indicates that 77.5% of respondents strongly agreed and 20% agreed that it is good to maintain a high degree of personal cleanliness while working. A small proportion (2.5%) strongly disagreed with this statement. Overall, the majority of participants emphasized the importance of maintaining personal cleanliness while working.

Table 3: Washing technique for preparing food

Appropriate hand washing techniques are important while preparing food.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	32	80.0	80.0	80.0
	Agree	7	17.5	17.5	97.5
	Strongly Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

The data from the frequency table indicates that 80% of respondents strongly agreed and 17.5% agreed that appropriate hand washing techniques are important while preparing food. A small proportion (2.5%) strongly disagreed with this statement. Overall, the majority of participants emphasized the significance of practicing proper hand washing techniques in food preparation.

Table 4: Food Handlers with wound on Fingers

Food handlers with wounds on the fingers or hands should not handle food unless cuts are covered correctly.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	25	62.5	62.5	62.5
	Agree	10	25.0	25.0	87.5
	Neutral	3	7.5	7.5	95.0
	Strongly Disagree	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table indicates that 62.5% of respondents strongly agreed and 25% agreed that food handlers with wounds on their fingers or hands should not handle food unless the cuts are correctly covered. A small proportion (7.5%) remained neutral, while 5% strongly disagreed with this statement. Overall, the majority of participants emphasized the importance of proper wound coverage to prevent potential contamination of food.

Table 5: Wash hand

It is important to wash hand immediately after unhygienic practices, such as wiping the nose or scratching the body parts.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	33	82.5	82.5	82.5
	Agree	7	17.5	17.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 82.5% of respondents strongly agreed and 17.5% agreed that it is important to wash hands immediately after unhygienic practices such as wiping the nose or scratching body parts. Overall, the majority of participants emphasized the significance of promptly washing hands after engaging in unhygienic actions.

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

Table 6: Wear gloves

Food handlers should wear gloves when touching ready to eat food and while plating the foods.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	24	60.0	60.0	60.0
	Agree	12	30.0	30.0	90.0
	Neutral	2	5.0	5.0	95.0
	Disagree	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table indicates that 60% of respondents strongly agreed and 30% agreed that food handlers should wear gloves when touching ready-to-eat food and while plating. A small proportion (5%) remained neutral, while another 5% disagreed with this practice. Overall, the majority of participants emphasized the importance of food handlers wearing gloves to ensure food safety when handling ready-to-eat food.

Table 7: Ethical, financial & legal

I am aware of the ethical, financial, and legal consequences of food poisoning.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	19	47.5	47.5	47.5
	Agree	13	32.5	32.5	80.0
	Neutral	7	17.5	17.5	97.5
	Strongly Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 47.5% of respondents strongly agreed and 32.5% agreed that they are aware of the ethical, financial, and legal consequences of food poisoning. A smaller proportion (17.5%) remained neutral, while 2.5% strongly disagreed with this awareness. Overall, a majority of participants indicated their understanding of the various consequences associated with food poisoning, including the ethical, financial, and legal aspects.

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

Table 9: Wound strip

I always use a wound strip to completely cover any wounds or cuts on my hands or arms.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	20	50.0	50.0	50.0
	Agree	16	40.0	40.0	90.0
	Neutral	2	5.0	5.0	95.0
	Disagree	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 50% of respondents strongly agreed and 40% agreed that they always use a wound strip to cover any wounds or cuts on their hands or arms. A small percentage (5%) remained neutral, while another 5% disagreed with this practice. Overall, a majority of participants reported using a wound strip to cover wounds or cuts, emphasizing the importance of maintaining proper hygiene and safety.

Table 10: Protective gear

I dress in the necessary protective gear; I don't wear anything that might contaminate food such as jewelry.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	19	47.5	47.5	47.5
	Agree	13	32.5	32.5	80.0
	Neutral	5	12.5	12.5	92.5
	Disagree	1	2.5	2.5	95.0
	Strongly Disagree	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

The data from the frequency table shows that 47.5% of respondents strongly agreed and 32.5% agreed that they dress in the necessary protective gear and avoid wearing anything that might contaminate food, such as jewelry. A smaller percentage (12.5%) remained neutral, while 5% disagreed and 5% strongly disagreed with this practice. Overall, a majority of participants emphasized the importance of wearing appropriate protective gear and avoiding items that could contaminate food.

Table 11: Cleaning product

I make sure that cleaning products like bleach, sanitizers or detergents are far from the food to avoid chemical hazards.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	22	55.0	55.0	55.0
	Agree	14	35.0	35.0	90.0
	Neutral	3	7.5	7.5	97.5
	Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 55% of respondents strongly agreed and 35% agreed that they make sure cleaning products like bleach, sanitizers, or detergents are kept far from food to avoid chemical hazards. A smaller proportion (7.5%) remained neutral, while 2.5% disagreed with this practice. Overall, the majority of participants emphasized the importance of keeping cleaning products separate from food to prevent chemical hazards.

Table 12: Workmates

I make sure that I and my workmates are healthy and don't have any diseases that contaminate the food.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	19	47.5	47.5	47.5
	Agree	10	25.0	25.0	72.5
	Neutral	6	15.0	15.0	87.5
	Disagree	4	10.0	10.0	97.5
	Strongly Disagree	1	2.5	2.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

The frequency table shows the distribution of responses regarding the health and absence of diseases among the respondents and their workmates in relation to food contamination. The majority of respondents (47.5%) strongly agreed that they and their colleagues are healthy and free from contaminating diseases. Additionally, 25% agreed with this statement, while 15% remained neutral. On the other hand, 10% disagreed; expressing some doubts or concerns, and 2.5% strongly disagreed. Overall, a significant number of respondents expressed confidence in their health and their ability to prevent food contamination, but a portion had varying levels of doubt or disagreement.

Table 13: Tasting of food

I follow the proper tasting of food, wherein I only use clean spoon and not my bare hands.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	26	65.0	65.0	65.0
	Agree	9	22.5	22.5	87.5
	Neutral	1	2.5	2.5	90.0
	Strongly Disagree	4	10.0	10.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 65% of respondents strongly agreed and 22.5% agreed that they follow the proper tasting of food by using a clean spoon instead of their bare hands. A small proportion (2.5%) remained neutral, while 10% strongly disagreed with this practice. Overall, a majority of participants expressed adherence to the proper food tasting technique, emphasizing the use of a clean spoon

Table 14: Good drainage

Good drainage system can limit the spread of micro-organism.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	20	50.0	50.0	50.0
	Agree	14	35.0	35.0	85.0
	Neutral	3	7.5	7.5	92.5
	Disagree	1	2.5	2.5	95.0
	Strongly Disagree	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The frequency table reveals that 50% of respondents strongly agreed and 35% agreed that a good drainage system can limit the spread of microorganisms. Only a small percentage (2.5%)

disagreed with this statement, while another 5% strongly disagreed. Overall, a majority of respondents believe in the effectiveness of a good drainage system in preventing the spread of microorganisms, while a minority expresses doubts or disagreement.

Table 15: Change gloves

Food handlers should change gloves between handling raw and ready to eat food.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	21	52.5	52.5	52.5
	Agree	12	30.0	30.0	82.5
	Neutral	4	10.0	10.0	92.5
	Strongly Disagree	3	7.5	7.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The majority of respondents (52.5%) strongly agreed and 30% agreed that food handlers should change gloves between handling raw and ready-to-eat food. A smaller percentage (10%) remained neutral, while 7.5% strongly disagreed with this practice. Overall, a significant number of participants emphasized the importance of changing gloves to maintain food safety, while a minority expressed opposition or neutrality.

Table 16: Training/education

Have you ever had any formal food safety training and/or education in your establishment?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	30	75.0	75.0	75.0
	No	10	25.0	25.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table shows that 75% of respondents have received formal food safety training and/or education in their establishment, while 25% have not. This suggests that a majority of participants have been provided with formal training to ensure food safety in their workplace.

Table 17: Right service techniques

Did the server use right service techniques to carry dinning equipment's?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	87.5	87.5	87.5
	No	5	12.5	12.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

International Journal of Atharva (IJA)
Vol. 1, No. 1, 2023. Pages: 96-107
ISSN: 3021-9205 (Print) ISSN:3021-9299 (Online)

The data from the frequency table shows that 87.5% of respondents agreed that the server used the right service techniques to carry dining equipment, while 12.5% disagreed. This suggests that the majority of participants perceived the server to have employed appropriate service techniques in handling dining equipment.

Table 18: Dining cleaned after used

Dining linens are cleaned after used or not?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	31	77.5	77.5	77.5
	No	9	22.5	22.5	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table reveals that 77.5% of respondents stated that dining linens are cleaned after use, while 22.5% indicated that they are not. This suggests that a majority of participants reported that the establishment cleans the dining linens after they are used.

Table 19: Personal hygiene

Personal hygiene is maintained by servers or not?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	95.0	95.0	95.0
	No	2	5.0	5.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table indicates that 95% of respondents reported that servers do maintain personal hygiene, while 5% stated otherwise. This suggests that the majority of participants perceive that servers in the establishment maintain proper personal hygiene.

Table 20: Hazard Analysis Critical Control Points

Does your company have Hazard Analysis Critical Control Points (HACCP) program?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	26	65.0	65.0	65.0
	No	14	35.0	35.0	100.0
	Total	40	100.0	100.0	

Source: Field Survey

The data from the frequency table reveals that 65% of respondents reported that their company has a Hazard Analysis Critical Control Points (HACCP) program, while 35% stated that their company does not have one. This suggests that a majority of participants indicated the presence of a HACCP program in their company.

Conclusion

This study aimed to determine food safety management practices in different hospitality establishments. The majority of participants in the study emphasized the importance of safe food handling practices, maintaining personal cleanliness, proper hand washing techniques, and following hygiene protocols such as wearing gloves and covering wounds. They also demonstrated awareness of the consequences of food poisoning and recognized the significance of maintaining a clean and hygienic working environment. The findings suggest a positive attitude towards food safety practices among the respondents, indicating a commitment to ensuring the health and well-being of both customers and food handlers in the hospitality establishments. Additionally, the data revealed that a significant proportion of participants had received formal food safety training and that the majority perceived the servers to maintain personal hygiene and utilize proper service techniques. The findings highlight the importance of ongoing training and education in promoting food safety practices and maintaining a safe and healthy environment in the hospitality industry.

References

Abdou, A. H., Khalil, A. A., Marzok, H., Mahmoud, E., Elsaied, M. A., & Elsaed, A. A. (2022). The Impact of Hospitality Work Environment on Employees' Turnover Intentions During COVID-19 Pandemic: The Mediating Role of Work-Family Conflict. *Frontiers in Psychology*.

Fung, F. W. (2018). Food safety in the 21st century. *Biomedical journal, 41*(2), 88-95.

Grace, D. (2015). Food Safety in Low and Middle Income Countries. *Intnternational Journal Environment Research and Public Health, 12*(9), 10490–10507.

Gursoy, D., & Chi, C. G. (2020). Effects of COVID-19 pandemic on hospitality industry: review of the current situations and a research agenda. *Journal of Hospitality Marketing & Management, 29*(5), 527-529.

Kramer, J. M. (1989). Bacillus cereus and other Bacillus species. *Foodborne bacterial pathogens*, 21-70.

Mahajan, S., & Singh, A. (2020). Food safety and hygiene standards in the hospitality industry. *Journal of Hospitality and Applied Sciences*, 79-94.

Mahat, D., & Aithal, P. S. (2022). Socio-culture and Women Career Development: References to Government Agencies of Nepal. *International Journal of Management, Technology, and Social Science, 7*(2), 243-249.

Newman, M. J. (2005). Food Safety. *Ghana Medical Journal, 38*(2), 44-45.

Parajuli, S. K., Mahat, D., & Lingden, B. (2022). Organization Learning, Dissemination of Knowledge and Organizational Performance in Nepalese Banking Sectors. *Nepal Journal of Multidisciplinary Research, 5*(5), 75-85.

Yiridoe, E. K.-A. (2005). Comparison of consumer perceptions and preference toward organic versus conventionally produced foods: A review and update of the literature. . *Renewable agriculture and food system*, 193-205.