

The Health and Safety Measures Adopted For Employees of Restaurant

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Abstract- *The health and safety measures of employees that provided by restaurant. In any work place health and safety measures for both the employee and guest to be safe. We should treat our employees in a friendly manner. While recruiting a new employees we should atleast have a few experience employees (old employees). All the safety measures are provided by the management and they should aware of it. It is very important that we need to focus on employees satisfaction.*

Keywords- Health and Safety, cleaning, maintenance, Food quality, Working time

I. INTRODUCTION

A restaurant is a business. It is categorized by catering service, fast food, cafeterias and family restaurant that means only to have a dining experience. The health and safety measures are provided by the organization. According to welfare Act 2005 all the employee should have the policy as well as managers also.

All the employees to be motivated and work safety to protect their health. It is mainly to avoid risk and hazards. The management also update their health and safety measure to improve constantly.

Training - It is very important part for every organization to protect employees for accidents. All the employees need to know how to operate the equipment. Only a trained employee allows to access the equipment.

Satisfaction of employee – Satisfying the employee very important to grow business in a higher level. Satisfying the employee like reduce work time, time break, offering food, bonus, place to live.

Aware - All employees should aware of safety measures where it is located and how to us. The company has to conduct the regular inspection to insure the higher level of safety in the work place.

II. STATEMENT OF THE PROBLEM

Coming up with the unique way in a hotel industry is a main challenging role to a competitor. Food safety is one of the main ethical issues (food service) in restaurant. Losing a trained and experience employee is a problem, turnover can lose you a lot of money while hiring a youngster and the main drawback is they won't stay long. To make a loyal customer we need to give a nice dining experience and feel them happy to be a loyal one.

III. OBJECTIVES OF STUDY

- To know the employee expectation on safety facility.
- To determine the employee perception on health and safety facility.
- To know the employee level of satisfaction towards health and safety facility.
- To identify the role of management in implementing health and safety facility.
- To find out the new area of improvement in health and safety facility.

IV. REVIEW OF LITERATURE

Jee Hye Lee, Azlin Mustapha, Johye Hwang(2019), The purpose of the article is to present the review of risk perception. Food is one of the main ethical issues in (Food service) restaurant. It is mainly focus on reduce risk from food perception. Coming up with the unique way towards ethnic food safety information of risk perception. They explain the critical factor of risk perception to visit restaurant in ethnic way. Finally it evaluate about risk perception of restaurant.

David A Lombardi, Melissa J Perry (2012), The purpose of the article is to study about the commitment of safety to employees. The management should know the awareness of safety measures to employees. This study explains the important of safety climate and how they associate with manager, supervisor, and employees. The management communicate to employees in a friendly manner. It speaks about the future injuries in a particular service restaurant staff.

So, it evaluates the commitment of safety to employees, how to associate and rate the future injuries of particular staff.

Katie Filion, Douglas A Powell(2009), The purpose of the article is about the restaurant hygiene. According to the world health organization most of the people has been cause on non-hygiene of food and service. It estimates about the 30% of illness cause on food and water and 70% of illness cause on preparation of food and food service. So, it speaks about the hygiene of the restaurant from consumer perception. To make a loyal customer we need to give a nice dining experience and feel them happy to be a loyal one.

Lyn Paleo, Robin Dewey(2009), The purpose of the article is about the training to the employees. While starting a business employee have to be trained by the management or manager. Only the employees have the capability to know about the identifying workplace problem and how to make a change of it and they should aware of safety facilities in physical manner and know how to improve safety facility. It evaluates about the training to the employee to develop the business.

A Baker; H Heiler(2002), The purpose of the article is about impact on employee health and safety of changes on absenteeism. It speaks about the three type of absenteeism of period covered. Period 1. Covered original 8hours / 7days. Period 2. Covered 12-month period 12 hours / 7 days Period 3. Covered 12 month in week days and day off 12 hours / 5 days. These data were collected and analyzed. So, the period 3 covered that absenteeism rates were increased. Protective measures in different work place worldwide.

V. RESEARCH METHODOLOGY

Research design is a conceptual structure of research is conducted. The design used for this research is descriptive research. It carries both primary and secondary research.

DESCRIPTIVE RESEARCH

Descriptive research is well structured. It includes surveys and finding fact in different ways and it answered the question like how, what, when, where, etc.,

SAMPLE DESIGN

The entire population the examine the small part of population called sample. In this study random sample method was used to collect data from the employee.

SAMPLE TECHNIQUE

Convenient sample technique is used in the study based on my convenient. Is is necessary to describe how the sample would differs from an ideal sample that was randomly selected and my sample size is 120.

ANALYTICAL TOOL

Statistical tools are to obtain findings and average information in logical sequence the collected after tabulation of data.

1 WEIGHTED AVERAGE

TABLE SHOWING THE WEIGHTED AVERAGE BETWEEN THE SATISFACTION LEVEL OF EMPLOYEE SAFETY MEASURES AND MANAGEMENT PROVIDE YOU A SANITATION FACILITY.

Frequencies		Statistics	
		Satisfaction level of the employees on safety measures taken in the restaurant	The management provide you a sanitation facility
N	Valid	120	120
	Missing	0	0
Mean		4.13	3.86

Frequency Table

Satisfaction level of the employees on safety measures taken in the restaurant					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	2	1.7	1.7	1.7
	Highly dissatisfied	1	.8	.8	2.5
	Highly satisfied	39	32.5	32.5	35.0
	Neutral	16	13.3	13.3	48.3
	Satisfied	62	51.7	51.7	100.0
	Total	120	100.0	100.0	

Did you the management provide you a sanitation facility					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Dissatisfied	3	2.5	2.5	2.5
	Highly dissatisfied	1	.8	.8	3.3
	Highly satisfied	45	37.5	37.5	40.8
	Neutral	32	26.7	26.7	67.5
	Satisfied	39	32.5	32.5	100.0
	Total	120	100.0	100.0	

2 CORRELATION

TABLE SHOWING THE COORELATED BETWEEN THE GENDER AND LEVEL OF SATISFACTION ON MANAGING STRESS

X – Gender

Y – Level of satisfaction on managing stress

Correlations			
		x	y
x	Pearson Correlation	1	-.017
	Sig. (2-tailed)		.853
	N	120	120
Y	Pearson Correlation	-.017	1
	Sig. (2-tailed)	.853	
	N	120	120

Conclusion:

The two variable gender and level of satisfaction on managing stress are strongly correlated.

3 CHI SQUARE TEST

TABLE SHOWING THE BETWEEN EXPERIENCE AND SATISFACTION LEVEL OF THE EMPLOYEES IN SAFETY MEASURES.

Crosstabs

	Case Processing Summary					
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Exp [In Years] * Satisfaction level of the employees on safety measures taken in the restaurant	120	100.0%	0	0.0%	120	100.0%

Exp [In Years] * Satisfaction level of the employees on safety measures taken in the restaurant Cross tabulation							
Count		Satisfaction level of the employees on safety measures taken in the restaurant					
		Dissatisfied	Neutral	Satisfied	Very dissatisfied	Very satisfied	Total
Exp [In Years]	11 to 15	1	2	1	0	1	5
	6 to 10	0	4	17	0	10	31
	Above 20	0	1	2	1	2	6
	Below 5	1	9	42	0	26	78
Total		2	16	62	1	39	120

H₀ : There is no dependency between Experience and Satisfaction level of the employees in safety measures.

H₁ : There is dependency between Experience and Satisfaction level of the employees in safety measures.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	34.430 ^a	12	.001
Likelihood Ratio	14.555	12	.267
Linear-by-Linear Association	.778	1	.378
N of Valid Cases	120		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .04.

Interpretation:

P (0.01)>0.05, hence we reject the null hypothesis (H₁)

There is dependency between Experience and Satisfaction level of the employees in safety measures.

VI. SUGGESTION

- The company has to create the awareness for the workers regarding health and safety.
- They have to provide effective arrangement to the workers for communicating their health and safety matters.
- It is better to provide frequent health and safety training atleast once in a year.
- The company has to provide enough drinking water facility available at all the time.
- The management has to take necessary step to reduce the stress level of the workers.

VII. CONCLUSION

It is revealed from the study that, the health and safety measures adopted in restaurant are provided to the workers according to the Food safety and standard Act 2006. It reveals that the awareness of the workers about health and safety in the work place is inadequate. Suitable ideas were suggested to avoid accidents and to improve the health and safety measures. The role of management in implementing health and safety in the organization is very effective. Most of the workers were satisfied with the health and safety measures adopted in the company. If the company implements effective disciplinary procedures; it will help the company to go with their policies and also to maintain health and safety in the organization.

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