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Perception of Employees towards Safety and Health in the Workplace at Burger Stations at Consolacion, Cebu

¹ Castilla Delfa, ² Agabon John Kevin, ³ Cortes Tricia, ⁴ Lacson Doncel Ray, ⁵ Pable Julius Vincent, ⁶ Sasing Julius John

^{1, 2, 3, 4, 5, 6} Cebu Technological University - Danao Campus Sabang, Danao City, Cebu, Philippines

Corresponding Author: **Castilla Delfa**

Abstract

Making people and their work environment "fit" is the goal of ergonomics. It is necessary to manage numerous requirements in order for humans to operate comfortably. One of these requirements is that the equipment they are given be safe and efficient. The purpose of this study is to assess how safe it is to work on the various burger stands' work setups in Consolacion, Cebu. The study used qualitative methods to gather data among the employees. Five (5) respondents in total, one (1) representative from each of the burger stands Angels Burger, Nicey Burger Junction, Card's Burger Station, Burger Joint, and Heaven's Hamburger were present. This study used interview questionnaires that the selected employees from different

burger shops answered. The majority of respondents mentioned as a result that although their workstation is spacious and comfortable and their kitchen equipment is complete and comfortable, they eventually experienced numbness, lack stress-relieving equipment, and lack company-provided safety procedure training and orientation. The design of the workstation, kitchen appliances, ergonomic seating, stress-relieving equipment, and staff training were among the issues the researchers discovered to be related to employee health and safety. If this issue is not given enough attention, the worker may have accidents and injuries that affect their quality of life and force them out of work.

Keywords: Safety Climate, Qualitative Research, Ergonomics, Breaktime

1. Introduction

Ergonomics aims to make individuals and their working environment "fit" effectively. For humans to work comfortably, several conditions must be managed to meet. These conditions include the equipment they are provided to be usable and safe. The tasks must meet their expectations, limitations, skill base, and environmental features. It must be compatible with fundamental human physiological needs and appropriate for completing the task (McKeown, 2016).

Employee safety is governed by the Occupational Safety and Health Act of 1970 to reduce the number of workplace fatalities and injuries. Employees' rights to safe working conditions are outlined in the Act. The entitlement to safety gear, information about job hazards, and training about equipment use are all afforded to fast-food employees. Workers may also request that OSHA inspect the fast-food chain's conditions without fear of reprisal from their employer.

A fast-food chain is any restaurant or retail establishment such as a burger stand where customers must choose, order, and pay for their food products before getting them. Food is generally thought of as something that should be consumed rapidly, either instantly or in a few minutes. Fast food appears to be any quick-casual restaurant where you can order meals without having to sit down, have it delivered, or order takeaway in a post-pandemic future (Caroline Thomason, RD.). Employees working in the food industry are subject to several health and safety hazards including hot cooking equipment, knives, mechanical slicers and grinders, heavy lifting tasks, and slippery floors (Hendricks & Layne, 1999).

Accidents involving trips falls, and slips (STFs) in fast food stations are a significant concern and cost to society. It also happens in burger stations where the employees have an accident during work. It can happen on dirty floors and where one type of flooring changes into another, from carpet to ceramic tile in the kitchen specifically in a fast-food restaurant. According to Chang, Cotnam, and Matz (2003), slippery surfaces are typical in restaurant kitchens and have been linked to falls on the same level, impacting employee performance (Chang, Grönqvist, Leclercq, *et al.*, 2001).

Researchers have studied the impact of workplace design on the performance of employees. A quality workplace design has been vital for a less hectic and more constructive environment and has become a necessity for employers to consider.

It is much better to assess the working set-up of a burger stand if it is safe to work on and not detrimental to their health. The purpose of the study was to assess the work set-up of the different burger stands in Consolacion, Cebu whether it is safe to work on. The proponents investigated the area specifically on the equipment and chairs being used, the equipment, and the workstation itself whether it is ergonomically designed to avoid ill effects to their body and health.

2. Materials and Methods

This study used qualitative methods to gather data among the workers of the different burger stands in Consolacion, Cebu. There was one (1) representative in each burger stand namely Angels Burger, Nicey Burger Junction, Card's Burger Station, Burger Joint, and Heaven's Hamburger, a total of five (5) respondents. The study used interview questionnaires that the selected employees from different burger shops answered. The guide question consisted of 5 questions including the work environment, equipment, sitting ergonomics, and employee training. The questions were easy to understand, concise, and clear. This study followed ethical requirements, and all participants were guaranteed confidentially. All subjects provided consent before being included in the study. The respondents' answers were recorded, as their personal information was well-kept and treated with utmost confidentiality.

3. Results

This chapter shows the result of the data gathered on the comfortability of the workstation, the safety of the equipment used, the design of the chair, and the safety training attended.

Table 1: Workstation Design

Themes	Key Informants
Spacious and comfortable	R1, R2, R4, R5
Less space and not comfortable to move.	R3

Table 1 reveals that workers positively assess the equipment's ergonomic compatibility and safety at their workstations. This confirmation from employees implies that, on the whole, the physical setup in which people work supports their well-being by encouraging comfort and safety.

Table 2: Kitchen Equipment

Themes	Key Informants
Complete and safe kitchen equipment	
Complete and comfortable kitchen equipment, but in the long run experienced numbness.	R1, R2, R4, R5
Incomplete and uncomfortable kitchen equipment	R3

In Table 2, the majority stated that they had complete and comfortable cooking equipment, but after prolonged use, they acquired hand numbness. Having proper and complete kitchen equipment makes cooking more efficient and safer by reducing accident risks and increasing employee efficiency. Having adequate and

complete equipment reduces the need for improvisation or inaccurate tool use, lowering the risk of accidents caused by inadequate or malfunctioning equipment. Comfortable equipment also encourages proper utilization, allowing employees to operate efficiently without excessive strain or discomfort, lowering the chance of fatigue-related errors. Having complete and comfortable kitchen equipment creates a safer working environment.

Table 3: Sitting Ergonomics

Themes	Key Informants
The chair is ergonomically correct and comfortable to use	R1
The chair is not ergonomically correct but comfortable but not for long periods	R2
The chair is not ergonomically correct, and not comfortable to use	R3, R4, R5

Based on Table 3, mainly states that the offered chair is not ergonomically acceptable and is uncomfortable to use, resulting in back problems.

Ergonomics is vital in the workplace because it promotes worker health, comfort, and safety. This is beneficial to health and well-being because poor ergonomics will result in musculoskeletal disorders (MSDs) such as back pain, neck discomfort, and carpal tunnel syndrome. Workers can maintain appropriate posture, ease the strain on their bodies, and lower their risk of acquiring these health conditions by adopting ergonomically.

Table 4: Stress-free Equipment

Themes	Key Informants
Has stress-free equipment in the workstation	
Has stress-free equipment but is not used	R1
Doesn't have stress-free equipment	R2, R3, R4, R5

As indicated in Table 4, the study revealed they do not have stress-free equipment. Stress-free equipment encourages staff to work to their full capabilities and decreases the possibility of problems or failures, providing a smooth workflow and operational efficiency. It reduces employee dissatisfaction and stress, resulting in a healthier and happier environment and consistency in food preparation, leading to faster service and customer satisfaction. In a fast-paced business like a burger stand, having stress-free equipment can be vital for maintaining the safety and health of the employee.

Table 5: Employee's Training

Themes	Key Informants
The company has a training and orientation to the employees for the safety practices.	R1, R5
The company has only orientation to the employees about safety practices.	R2, R4
Has no both training and orientation	R3

As shown in Table 5, the result revealed neither has training and orientation regarding safety procedures offered by the company.

This data suggests that although the infrastructure itself may be considered safe, there may be problems in providing employees with the information and abilities they need to deal with potential risks. Hutchinson *et al* (2022) ^[5] agreed that safety training interventions positively impact

employees in terms of their safety compliance and safety climate.

5. Conclusion

Based on the results gathered and discussed, the researchers found out that there was a problem concerning of the safety and health of the employees such as the design of the workstation, kitchen equipment, sitting ergonomics, stress-free equipment, and employee training.

If this problem is not taken seriously, accidents and injuries may occur to the employee that can put them out of work and impact their quality of life. Therefore, the researchers have the following recommendation.

Respondents who worked 12 hours nonstop raised worries about how rest is impacted by periods of high demand. Management should address this by creating regular breaks, rotating jobs to change movements, and analyzing task distribution for realistic timeframes to reduce fatigue and minimize difficulties with repetitive motion. Setting employee well-being as a top priority promotes a healthier workplace.

Inadequate rest areas, which frequently offer monobloc or chairs with no back support, cause pain for workers. Extended usage of this type of seating can result in bad posture, tense muscles in the neck and back, a higher risk of back discomfort, and long-term health problems. Implementing ergonomic sitting solutions or providing chairs with enough back support is imperative to address these ergonomic issues and improve well-being.

For certain workers, inadequate training poses a risk. Before beginning work, everyone should complete safety training and reduce the risk and injuries and to guarantee a productive and secure workplace.

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