

**FOOD SAFETY KNOWLEDGE, ATTITUDE AND PRACTICES OF FOOD  
HANDLERS IN FOODSERVICE ESTABLISHMENT AT TOURISM ATTRACTIONS  
IN TERENGGANU**



**RESEARCH MANAGEMENT INSTITUTE (RMI)  
UNIVERSITI TEKNOLOGI MARA  
23000 DUNGUN TERENGGANU  
MALAYSIA**

**BY:**

**NORZAIDAH BINTI NGALI  
NORAZLINA BINTI RAHMAT  
NORALISA BINTI ISMAIL**

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## 5. Report

### 5.1 Proposed Executive Summary

In Malaysia, issues on food safety are not new. More often than not, issues of unsafe food handling, doubtful food preparation, unsystematic food storage, HALAL issue and food poisoning have long been the concerns of the Malaysian public. Research by Howes et al (1996), Powell, Atwell and Massey (1997) and Clayton et al (2002) indicated that although training might increase the knowledge on food safety, this did not always result in positive changes in food handling practices. In relation to that, the failure of food handler to provide positive gastronomic experience such as good food handling during vacation will disrupt trips and tarnish destination reputations (Pendergast, 2006). This situation will also lead to tourists developing negative perception towards the eatery at tourism attractions.

This research investigated and explored the knowledge and attitudes of food handlers towards safe food handling; whether they were able to influence and affect the food safety practices among them or vice versa. This research employed questionnaire survey as the instrumentation. It was self-administered and distributed to food handlers at tourism attractions in Terengganu.

The outcomes of the research hopefully will provide better comprehension of knowledge, attitudes and food safety practices among the food handlers, as they are one of the main contributors in attracting tourists to foodservice establishment at tourism attractions. The relevant policy makers are recommended to enforce food safety and hygiene culture to the food handlers in order to boost more economic developments at tourism attractions in Terengganu.

## 5.2 Enhanced Executive Summary

The purpose of this research is to explore the knowledge, attitudes and practices among food handlers at tourism attractions in Terengganu. Employing quantitative data collection, a random survey with questionnaire method was allocated and distributed to food handlers in each foodservice establishment at the respective tourism attractions in Terengganu. The questionnaires were distributed to 260 food handlers, including those at the islands of Kapas, Perhentian and Redang and those at the mainland attraction areas within the proximity of 30 kilometers from Kuala Terengganu. The survey was conducted from the middle of May 2012 to early June 2012. The finding shows that more than half of the food handlers (52%) had taken a basic food safety training. It also reveals that the knowledge on personal hygiene was at the highest rank, while knowledge on storage and temperature control was at the lowest. The trained food handlers had a better knowledge, attitudes and practices on food safety as opposed to untrained food handlers.

The outcomes of the research hopefully will help provide better comprehension of knowledge, attitudes and food safety practices among the food handlers, as they are one of the main contributors in attracting tourists to foodservice establishment at tourism attractions. The relevant policy makers are recommended to enforce food safety and hygiene culture to food handlers in order to boost economic development at those tourism attractions in Terengganu.

*Keywords: Food safety, Food handler, Food safety knowledge, Food safety attitude, Food safety practices, Tourism attraction, Gastronomy*

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