

UNIVERSITI TEKNOLOGI MARA

**THE RELATIONSHIP BETWEEN
FOREIGN WORKERS' FOOD SAFETY
KNOWLEDGE, ATTITUDE, AND
PRACTICES WITH THEIR JOB
COMPETENCY AT SHAH ALAM
RESTAURANTS**

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ABSTRACT

Foodservice industry is a fast growing industry and this leads to growing number of foreign workers employed for this sector in Malaysia. Youths and locals are not keen to work long hours, heavy workload with minimum pay in this industry. Few cases of food borne illnesses have been reported and they are related to foreign workers. In order to prevent this problem, training is provided for these workers. However, language barrier has become the problem that leads to the training being ineffective. Therefore, this study intends to determine the relationship between foreign workers' food handling knowledge, attitude and practices, and training effectiveness towards job competency. Three hundred and fifty foreign workers who work in Shah Alam restaurant were asked to answer the questionnaire as respondents of this study. Descriptive analysis, reliability test, factor analysis, correlation, and regression were used in analyzing the data. There is a significant relationship between food handling attitude ($p < .000$) and practices ($p < .032$) with job competency; thus the hypothesis is accepted. However, the relationships between food handling knowledge ($p < .690$) and training effectiveness ($p < .609$) and job competency are insignificant, therefore the hypotheses are rejected. In conclusion, safe food handling needed to be enhanced; it can be through training courses, frequent inspection by authorities, or distribution of simple information to further help these foreign workers to perform better without compromising the safety of the foods. Employers should play aggressive roles to ensure safe food handling at their respective outlets to thus guarantee the safety of the consumers from being infected with food borne illnesses.

Keywords: Foodservice, food borne illness, foreign workers, food handling training, knowledge, attitude, practices, job competency

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