



The Influence of Food Safety Knowledge on The Application of Food Sanitation Hygiene at Intercontinental Bali Resort

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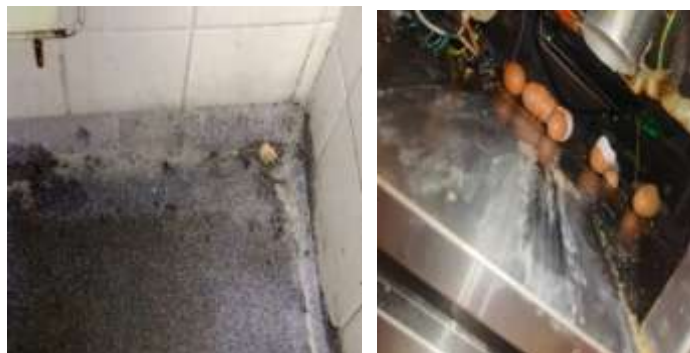
ABSTRACT

Providing safe and hygienic food is a crucial aspect in the hospitality industry. At Intercontinental Bali Resort, although hygiene and sanitation standards have been implemented, Coliform bacteria were still found in food samples and guest complaints related to health problems after eating. This indicates that the application of hygiene is not optimal and is thought to be related to the need of information of food handlers about food safety. This research aimed for analyzing how understanding food safety impacts the application of hygiene and sanitation at Intercontinental Bali Resort . The research involved 65 respondents involving food and beverage kitchen and food and beverage service employees. The analysis techniques used in this study include tests for validity and reliability, assessment of data normality and heteroscedasticity, simple linear regression analysis, determination coefficient evaluation, and t-test. The data analysis results indicate that food safety awareness exerts a significant influence on the application of food sanitation hygiene, as evidenced by a t-value of 9.056 with a sig value of 0.000 <0.05. Food safety knowledge has a contribution of 56.6% to the application of food sanitation hygiene. From the results of this study it can be concluded that food safety knowledge has a positive and significant effect on the application of food sanitation hygiene.

INTRODUCTION

The hotel industry as one of the main infrastructure facilities must ensure sanitation hygiene not only from an environmental perspective but also regarding food such as how clean and high-quality it is. In a star-rated hotel environment, such as the Intercontinental Bali Resort, the aspect Food processing must be managed to strict standards in order to meet Increasing guest expectations require precision and standards high operational costs, considering the impact of serving food that is not hygiene can affect the overall reputation of the hotel. In developed countries, The application of hygiene and sanitation standards on production process food processing, known as *Good Manufacturing Practices* (GMP) has been widely implemented. However, in developing countries, This method has not been fully implemented by the food industry, both on a large scale. As a result, the resulting food products have the potential cause health problems such as diarrhea, worm infections, or poisoning food (Handayani, Adhi, & Duarsa, 2015). Unhygienic behavior such as scratching the body, keeping long nails, failing to wear proper work attire, and consuming food during working hours may significantly elevate the risk of bacterial contamination, including *E. coli* bacteria (Handayani, Adhi, & Duarsa, 2015).

Food sanitation focuses on supervision in the manufacture and provision of food materials to prevent health hazards. Application of hygiene Food sanitation involves attention to the cleanliness of the food ingredients that will be processed, washing food ingredients, cleaning equipment and supplies cooking, as well as individual hygiene during the food processing process with use protective equipment to avoid contamination (Desandri, Rahmawati, & Nurbaeti, 2024). Although the Intercontinental Bali Resort has implemented standards for ensure food hygiene and safety, but there were findings in the area kitchens that show gaps in the implementation of food safety standards influenced by ignorance or non-compliance with hygiene procedures and sanitation in the kitchen. In Figure 1.1 there are several related findings problems in the hotel kitchen.



Source: Intercontinental Bali Resort (2025)

Figure 1. Conditions Of Main Kitchen Area

Figure 1 related to conditions main kitchen above shows the condition of the area kitchens that do not meet good food hygiene and sanitation standards. There are indications of poor hygiene, such as dirt of working area, leftovers food. In addition, there is visible cockroaches in several areas, which indicates

that the sanitation of the kitchen environment is not good optimal. Scattered food scraps, especially under kitchen utensils, can be a source of contamination and increase the risk of food poisoning.

In general, consumer awareness of food safety is their consumption is still low, so the demand for food products which is safe is also not significant. This condition causes several manufacturers less attention to consumer safety aspects and more focus on increase in profits. For example, there are still producers who using textile dyes in food and beverage products for health reasons economy, even though these actions pose a risk to health (Bafadhal, Alissa, & Idris, 2024). In order to prevent food contamination and the use of materials that are not suitable for consumption by the Intercontinental Bali Resort hotel have collaborate with labs that routinely conduct food sample tests at every month. In Table 1.3 there are monthly sample results for food in period of 3 consecutive months.

Table 1. Monthly Food Sample Results 2024 At Intercontinental Bali Resort

Bulan	Makanan yang diujikan	Test Result							Total Plate Count (TPC)	Requirement TPC
		Coliform	E.coli	Fecal Coli	Salmonella sp	Shigella sp	Staphylococcus aureus			
Juni	Pork Bacon	0	0	0	Negatif	Negatif	Negatif	0	10.000	
	Daging Ayam Mentah	4,4	0	0	Negatif	Negatif	Negatif	296.000	10.000	
	Tomato Salad	0	0	0	Negatif	Negatif	Negatif	300.000	10.000	
	Sambal Terasi	96	0	0	Negatif	Negatif	Negatif	1.620	10.000	
Juli	Asian Pickled Salad	12	0	0	Negatif	Negatif	Negatif	444.000	10.000	
	Carrot Salad	5	0	0	Negatif	Negatif	Negatif	5.980	10.000	
	Dipor Ayam	0	0	0	Negatif	Negatif	Negatif	260	10.000	
	Pepes Ikan	96	0	0	Negatif	Negatif	Negatif	352.000	10.000	
Agustus	Salmon	7,5	0	0	Negatif	Negatif	Negatif	1.160	10.000	
	Sauteed Mushroom	0	0	0	Negatif	Negatif	Negatif	37.180	10.000	
	Ikan Mahi-mahi	10	0	0	Negatif	Negatif	Negatif	1.260	10.000	
	Peanut Sauce	2,2	0	0	Negatif	Negatif	Negatif	2.820	10.000	

Source : Intercontinental Bali Resort (2024)

Based on the results of laboratory tests on food samples from June to August 2024, it was discovered that some samples contained bacteria Coliform, with the highest values in Pepes Fish and terasi chili sauce (96 CFU) and Asian Pickled Salad (12 CFU) and showed that some samples contains pathogenic bacteria exceeding the threshold set by the agency health, indicating the necessity to enhance food sanitation practices among food handlers. According to research (Havelaar, et al., 2015), *coliform* often found in food due to inadequate hygiene practices by food handlers or poor environmental sanitation. This is in line with the importance of implementing food hygiene and sanitation for food handlers in the hospitality industry to ensure food safety. The following are guest complaints regarding food hygiene and sanitation.

Knowledge or cognitive aspects are crucial elements in shape a person's behavior. Therefore, a good understanding has close relationship in every work process, where individuals need to master relevant concepts, procedures and information to execute their tasks proficiently and accurately (Prameswardani, Lasmanawati, & Juwaedah, 2019) In this study, the knowledge provided to employees is in the form of giving *briefing* before starting work at Intercontinental Bali Resort as follows.

Table 2. Recapitulation FB Kitchen Briefing Record And FB Service At Intercontinental Bali Resort

Department	Briefing Time	Duration (Minutes)	Briefing Topic	PIC (Person In Charge)
FB Kitchen - Hot Kitchen	05:00 a.m/ 15.00 p.m	15	Hygiene standards, ingredient preparation, special menus, stock checking	Executive Chef
Garde Manger (Cold Kitchen)	05:00	10	special menu, ingredient preparation, personal hygiene standards	Executive Sous Chef
FB Kitchen - Pastry	05:30	15	Dessert preparation, stock checking, today's specials	Pastry Chef
Stewarding	06:00	10	Tool hygiene, kitchen sanitation, daily tasks	Chief Steward
Department	Briefing Time	Duration (Minutes)	Briefing Topic	PIC (Person In Charge)
FB Service - Taman Gita	05:00	15	Today's menu, VIP reservation, service standard, hygiene and grooming	Restaurant Manager
FB Service - Sunset Bar	13:00	15	Special guest requests, hygiene, team coordination	Restaurant Manager
Banquet	16:00	30	Today's event, team tasks, room setup, grooming checks	Banquet Manager
In-Room Dining	07.00 a.m/ 03.00 p.m	15	VIP orders, speed of service, coordination	IRD Supervisor
FB Service - Bella Cucina	05:00	15	Refresh Menu Knowledge, VIP reservation, service standard	Restaurant Manager
FB Service - KO	16:00	15	Refresh Menu Knowledge, VIP reservation, grooming checking	Restaurant Manager

Source: Processed Data (2025)

Data in Table 2 related to briefing record above shows there are regular briefing and coordination sessions related to service standards, hygiene, and food sanitation for food handlers in hotels. The material that delivered in *briefing*, such as hygiene standards, preparation of materials, checking stock, equipment and personal hygiene, and kitchen sanitation, reflect the importance of knowledge of food safety in daily operations.

Based on previous research conducted by Fajri, Sabudi, dan Kalpikawati (2024) at the Grand Hyatt Bali, it was found that knowledge about food safety has significant influence on the implementation of food hygiene and sanitation. Meanwhile, according to research that conducted by Taner Tuncer and Aylin Akoğlu (2020) stated something similar that food safety knowledge positively contributes to improving food hygiene and sanitation standards. This research aims to examine the extent of food safety awareness possessed by food handlers in hotel kitchens in Türkiye, Although the majority of participants (82.3%) had attended previous food safety training, These findings highlight the necessity of conducting further evaluation.

Based on the background that has been explained, this research seeks to thoroughly examine in depth the effects of awareness regarding security food on the implementation of food hygiene and sanitation by food handling staff at the Intercontinental Bali Resort. The problems underlying this research includes poor implementation of hygiene and sanitation in the kitchen area as well as the results laboratory showing high levels of bacteria *coliform* in food, which should not be present in food. This condition causing some guests who stayed to experience negative impacts after consuming food. Prevention efforts have been made by providing *briefing* before starting work, with the aim of improving understanding regarding the significance of implementing hygiene and sanitation. This aspect is of concern the main thing for food handlers in Each phase of work, commencing with acceptance raw ingredients, processing, to serving food to guests.

LITERATURE REVIEW

Food Safety Knowledge

According to WHO, food safety (*food safety*) is a science that discusses the process of preparing, handling, and storing food as well as beverages to avoid physical, biological and chemical contamination. The principal aim of food

safety lies in safeguarding food and beverages against contamination by extraneous agents be they physical, biological, or chemical in order to mitigate the incidence of illnesses transmitted through consumption. (Diyono, 2022). According to Law Number 18 of 2012 Chapter I Article 5 concerning food, Food security constitutes a state and a series of measures essential to safeguard food against potential biological contaminants, chemical agents, and other foreign substances that may pose risks, detriments, or hazards to human health. Additionally, it ensures that food remains congruent with religious doctrines, cultural beliefs, and societal norms, thereby guaranteeing its safety for ingestion.

Understanding Food Hygiene and Sanitation

Food hygiene and sanitation are preventive measures that focus on various actions and activities to ensure that food and beverages free from all dangers that may harm or damage health. These efforts are made before the food is produced, during the processing process storage, and transportation, until the food and drink are ready to be consumed by the community or consumers (Indonesian Ministry of Health, 2004).

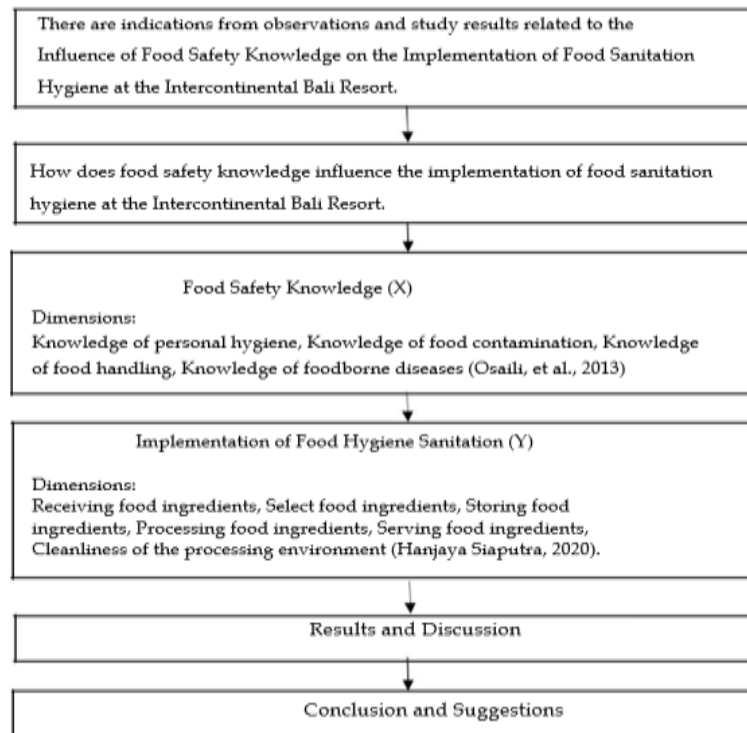
Health Minister's Official Decree (Minister of Health Decree Number 329/Menkes/Per/VI/1976) that food produced and distributed in Indonesia must meet safety, health and quality benchmarks determined by the Minister for each types of food. The enforcement of hygiene and sanitation aims to control risk of food contamination so that it is safe for consumption. This is done to guarantee that food is safe for ingestion, both in terms of raw materials, humans, place, and the equipment used. As mentioned, there are many factors which affects food contamination. Food is not ready-to-cook goods, So there are many stages in producing ready-to-eat products, starting from selecting and preparation to processing and serving (1096/MENKES/PER/VI/2011).

METHODOLOGY

This research was conducted at the Intercontinental Bali Resort hotel. In this study using quantitative methods and data in this study were collected through distributing questionnaires were administered to personnel from both the food and beverage kitchen as well as the food and beverage service departments. In addition, data were collected through interviews conducted with the Hygiene Manager, Executive Chef, and the admin of the Food and Beverage Service, and Admin of Food and Beverage Kitchen, then through observation in the form of how the condition of the main kitchen and kitchen area in each outlet. A total of 65 respondents were selected for this study as determined through computations performed using the Slovin formula. The Slovin formula is a formula for calculating the number of samples if a population is known with certainty (Agung Santoso, 2023).

The measurement tool implemented in this research is the Likert scale, which serves as a tool for quantifying the perceptions or attitudes of individuals or groups toward various social phenomena. In variable (X) food safety knowledge has a gradation of answers for each question item from very

unaware to very aware with a score of 1 to 4 and in variable (Y) the application of food sanitation hygiene has a gradation of answers for each question from never to always with a score of 1 to 4. The analysis techniques used in this study include tests for validity and reliability, assessment of data normality and heteroscedasticity, simple linear regression analysis, determination coefficient evaluation, and t-test using SPSS version 26 for windows. This study uses one independent variable is Food Safety Knowledge and one dependent variable pertains to the implementation of food sanitation and hygiene. The framework that forms the basis or description of this research:



Source : Research (2025)

Figure 2. Framework

Based on the framework of Figure 2, the hypotheses in this study are:

- a. H0: Food safety knowledge does not have a positive and significant effect on the application of food sanitation hygiene at Intercontinental Bali Resort.
- b. Ha: Food safety knowledge has a positive and significant effect on the application of food sanitation hygiene at Intercontinental Bali Resort.

RESEARCH RESULTS

Data Description

According to the findings of the study, the demographic profiles of the 65 respondents from Intercontinental Bali Resort employees in this study Encompassed attributes such as gender, education, age, department, length of service and whether they had received briefings (Table 3).

Table 3. Demographic Profile of the Respondents

No	Characteristics	Total	Percentage
A	Gender		
	Male	40	61,54
	Female	25	38,46
	Total	65	100 %
B	Educations		
	High school/vocational school	5	7,69
	Diploma	45	69,23
	Bachelor's degree	15	23,08
	Total	65	100 %
C	Age		
	< 20 Years Old	10	15,38
	20 - 30 Years Old	15	23,08
	31 - 40 Years Old	25	38,46
	>40 Years Old	15	23,08
	Total	65	100%
D	Tenure of Service		
	<1 Year	10	15,38
	1-5 Years	30	46,15
	>5 Years	25	38,46
	Total	65	100 %
E	Department		
	Food and beverage kitchen	35	53,85
	Food and beverage service	30	46,15
	Total	65	100 %
F	Ever Had a Briefing		
	Ever	65	100%
	Total	65	100 %

Source : Research Results (2025)

Table 3 indicates that respondents are dominated by men as many as 40 people (61.54%), employees who work are dominated by graduates with Diploma Education as many as 45 people (69.23%), within the age bracket of 31-45 years with a total of 25 people (38.46%) with a majority working period of 1 - 5 years with a total of 30 people (46.15%) who come from the food and beverage kitchen department up to 35 people (53.85%) of which 65 respondents have received briefings before starting work.

The findings derived from the validity test of the food safety knowledge variable and the application of food sanitation hygiene as a whole are declared valid because the r count \geq r tabel, the coefficient value is above 0.2058. Reliability results of the food safety knowledge variable and the application of food sanitation hygiene as a whole are declared reliable if the Cronbach's alpha value exceeds 0.6. The average value of Cronbach's alpha of the Food Safety Knowledge variable (X) is 0.933 and the Application of Food Sanitation

Hygiene is 0.854. All of the average values exceed 0.60, indicating that each statement item across all research variables fulfill the criteria for data reliability.

Through the Normality Test, the dataset utilized in this research are normally distributed, as indicated by the absence of significant differences in the values across each variable, thereby satisfying the assumption of normality. Heteroscedasticity test in this study to assess whether there is variance inequality among the residuals in the regression model, the significance value (Sig.) was examined. The results indicate that all data have significance values greater than 0.05, specifically 0.166, which meets the criteria for the heteroscedasticity test. Therefore, this study is free from heteroscedasticity symptoms.

Results of Simple Linear Regression Analysis

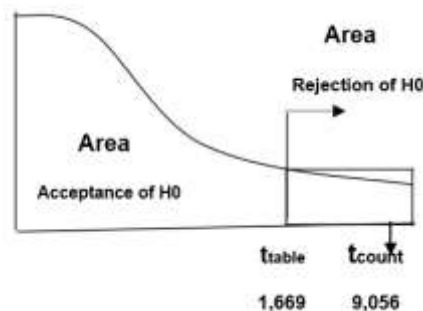
Table 4. Results of the Simple Linear Regression Analysis with SPSS Version 26

Model	Unstandardized Coefficients		Standardized Coefficients		
	B	Std. Error	Beta	t	Sig.
1 (constant)	5,468	1,909		2,865	.006
Knowledge Security Food	.456	.050	.752	9,056	.000

Source : Research Results (2025)

In Table 4, It is evident that explained the constant value is 5.468 and Food Safety Knowledge (X) is 0.456. This indicates that an increase in the independent variable (Food Safety Knowledge) corresponds to a rise in the dependent variable (Application of Food Sanitation Hygiene), as evidenced by the positive coefficient associated with the independent variable. The value of the regression coefficient of the Food Safety Knowledge variable (X) on the Application of Food Sanitation Hygiene is 0.456, which means that if Food Safety Knowledge (X) increases by one unit. So this study means that between Food Safety Knowledge and Food Sanitation Hygiene Implementation has a unidirectional relationship.

T - Test



Source : Research Results (2025)

Figure 3. Distribution Curve of t-Test

Figure 3 This indicates which calculated of $t \text{ count} > t \text{ table} = 9.056 > 1.669$ Since the statistical significance value is less than α ($0.000 < 0.05$), The null hypothesis (H_0) is dismissed and the alternative hypothesis (H_a) is accepted. This indicates that Food Safety Knowledge (X) exerts a positive and statistically significant influence on the Implementation of Food Hygiene and Sanitation practices at Intercontinental Bali Resort, with a 5% margin of error and 95% confidence level.

Coefficient of Determination

Table 5. Results of Determination Coefficient Test

Model	R	R Square	Adjusted R Square	Std. Error of Estimate
1	.752 ^a	.566	.559	4.11129

Source : Research Results (2025)

Referring Table 5, The coefficient representing the degree of determination (R) obtained from the analysis indicates that 56.6% of the variation in the dependent variable is accounted for by the independent variable, while the remaining 43.4% is attributed to other factors not included in this study. Based on Ghozali’s (2013: 95) classification, an R^2 value ranging from 40% to 59.9% is considered to represent a moderate level of explanatory power. Given that the coefficient of determination in this research is 56.6%, it may be concluded that the independent variable exerts a moderate influence on the dependent variable.

DISCUSSION

In this study, The problem statement has been addressed in alignment with the initially proposed hypothesis. Food Safety Knowledge Contributes moderately to the Application of Food Sanitation Hygiene, This is evident from the outcomes of the coefficient of determination analysis indicating that the Food Safety Knowledge variable has a contribution of 56.6% to the Application of Food Sanitation Hygiene and the remaining 43.4% is influenced by other variables not used in this study. Other independent variables that can affect the application of food sanitation hygiene besides food safety knowledge are work culture, work facilities, work supervision, work discipline, training and employee motivation (Rahmayanti, 2024).

The demographic data of the individuals participating in this research showed that the majority were male (61.54%), aged 31-40 years (38.46%), had the latest diploma education (69.23%), came from the food & beverage kitchen department (53.85%), with a working period of 1-5 years (46.15%), and all had received briefings on food sanitation hygiene. However, the results showed that the dominance of productive age and work experience did not guarantee optimal implementation. According to Fajri et al. (2024), although educational

background and tenure provide a foundation of knowledge, implementation in the field is strongly influenced by work culture and consistency of supervision. In particular, respondents from the dominant food & beverage kitchen department (53.85%) should have a greater responsibility in maintaining food safety, but instead found many practice discrepancies such as dirty kitchen areas, unsanitized tools, shown in Figure 1.1 regarding the condition of the main kitchen area and still found pathogenic bacteria. Respondents with a diploma educational background whose numbers are dominant in this study do not necessarily show hygienic work behavior. Knowledge possessed without disciplined practice is not enough to prevent cross-contamination in the food processing process.

Overall, this research aligns with the findings reported in the research carried out by Nuraini Fajri et al. (2024), Taner Tuncer & Aylin Akoğlu (2020), Cynthia Esinam Segbedzi et al (2024), Nur Falah Setyawati, Maslina, Andini Ayu Aprillian (2022), Indira Prameswardani, Elly Lasmanawati, Ade Juwaedah (2019) which state Food Safety Knowledge exerts a positive and statistically significant impact on the Application of Food Sanitation Hygiene. This can be interpreted that when Food Safety Knowledge increases, the Application of Food Sanitation Hygiene due to the significant positive effect demonstrated between Food Safety Knowledge on the Application of Food Sanitation Hygiene. According to Nugraha (2020) Understanding of food safety accompanied by implementation is one solution in reducing the high level of food contamination by prioritizing cleanliness, sanitation and safety of food consumed by guests and making a guarantee of guest trust in the hotel in terms of maintaining the company's reputation and image.

CONCLUSION AND RECOMMENDATIONS

The Food Safety Knowledge variable has an influence positive and significant towards the Implementation of Food Hygiene and Sanitation with a value of $t_{count} > t_{table}$ namely $9,056 > 1,669$. Food Safety Knowledge has positive coefficient with a beta value of 0.456 on the Implementation of Food Hygiene and Sanitation, So by increasing Food Safety Knowledge it will increase Implementation of Food Sanitation Hygiene. Food Safety Knowledge has contribution to influence the Implementation of Food Hygiene and Sanitation by 56.6% Within the moderate echelon, whereas the residual 43.4% were attributable to variables beyond the scope of this study. Consequently, it is advocated that the discussion is expected to be attended by hotel food handlers and Management needs to ensure that the knowledge that has been possessed by Food handlers do not just stop at theory, but are also realized in daily work practices through regular supervision and ongoing training. And management needs to tighten the implementation of hygiene and sanitation SOPs for food handlers, carry out more intensive supervision, and provide strict sanctions to increase compliance with standards food safety.

ADVANCED RESEARCH

This study has several limitations that should be acknowledged. The sample in this research was limited to food handlers within the Food and Beverage Department at Intercontinental Bali Resort, which may not represent the broader hospitality industry. As a result, the generalizability of the findings is constrained. Additionally, this study primarily focuses on the internal factor of food safety knowledge, without exploring external influences such as workplace culture, leadership support, infrastructure conditions, or institutional food safety policies, which may also significantly affect hygiene and sanitation practices. Moreover, while the results confirm a Constructive and consequential impact of food safety knowledge on hygiene practices, behavioral inconsistencies observed in the field suggest the potential involvement of other psychological or environmental factors. Therefore, Ensuing research endeavors are suggested to engage a more diverse and larger sample across various hotel classifications and regions. It is also important to integrate qualitative approaches to explore in-depth motivations, barriers, and cultural perceptions related to food hygiene practices. In addition, further investigation on the role of organizational policies, training effectiveness, and managerial commitment toward food safety behavior is essential to develop a more holistic understanding and effective intervention strategies.

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