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# Association between sociodemographic factors and knowledge level of food safety and hygiene among hospital food services staff.

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# **ABSTRACT**

Contamination of food due to limited knowledge of food safety practices primarily increases the risk of food borne illnesses. Therefore, food handlers should improve their knowledge and skills on food safety and hygiene. The aim of this study was to evaluate the effects of selected sociodemographic factors on the knowledge of food safety and hygiene among food service staff in hospitals. A cross-sectional study was conducted for hospital food service staff in the Makkah area. Information on sociodemographic characteristics and existing knowledge regarding food safety and hygiene was gathered by using a pretested questionnaire. In our study, the level of knowledge was influenced by age and gender. Females were significantly more knowledgeable than males regarding many aspects of food hygiene and safety. Additionally, the present study revealed that dieticians scored the highest number of correct responses for all parameters of food safety and hygiene. In conclusion, the findings of this study indicate that age, gender, education level and job title were associated with the level of knowledge among the participants. Increased effort must be made to enroll food handlers in an effective food safety training program to help them increase their food safety knowledge before they begin working at a hospital.

Keywords: sociodemographic factors, food safety, food hygiene, hospital staff

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#### INTRODUCTION

Food safety concerns have existed for a long time, as millions of people across the globe suffer from foodborne illness every year. Contamination of food due to limited knowledge of food safety practices primarily increases the risk of foodborne illnesses [1]. Food handlers, as the most important influence in food service, must play a role in providing safe food for their customers. Hence, currently it is compulsory for them to undergo food training courses to gain knowledge of food and personal hygiene. However, in addition to training, work experience and sociodemographic characteristics can affect their level of knowledge [2]. Food service staff in hospitals represent a potential source of food contamination in hospital-related foodborne outbreaks, since they may possibly transmit pathogens into foods during every step of the food handling process, from buying to distribution [3]. Food safety education is most effective when the messages are geared toward changing the behaviors that are the most likely causes of the foodborne illness [4]. The objective of this study was to assess the food safety and hygiene knowledge of hospital food service staff as well as study the association between this knowledge and the sociodemographic factors to enhance the level of staff knowledge.

#### SUBJECTS AND METODS

# **Study Design**

A cross-sectional study was conducted for hospital food service staff including workers, chefs, supervisors and dieticians in the Makkah area. The objectives and protocol of the study were presented to the interested hospital and food service staff. The study protocol was approved by the research ethics committees in the Makkah Health Affairs Directorate Committee. All participants were enrolled in the study voluntarily and anonymously.

#### Questionnaire

The questionnaire was written in two languages (English and Arabic) and consisted of 45 questions, including demographic characteristics, food hygiene and safety knowledge, foodborne disease agents and prevention of foodborne diseases.

# Statistical analysis

Descriptive statistics were used to present the data on demographic characteristics and knowledge of food hygiene and safety. Data analysis was performed using the Statistical Package for the Social Sciences (SPSS) version 21. A chi-square test was applied to examine the association between demographic characteristics and food hygiene and safety knowledge.

# **RESULTS**

#### Factors associated with knowledge:

# Age

As shown in the table (1) participants aged below 40 years were significantly (p<0.05) more knowledgeable than those aged over 40 years regarding the following: impossibility of receiving food with external blemishes before expiration (52.1% versus 11.1%); finding that a kitchen is free from insects does not mean that its 100% clean (53.1% versus 11.1%); washing their hands with soap and water and then using sanitizer (77.1% versus 33.1%); wearing a head cover when touching or distributing food to patients (78.1% versus 44.4%); and preferring to wash fresh fruit and vegetables using warm water with soap (41.7?% versus 23.4%). On the other hand, older participants (>40 years) were significantly (p<0.05) more knowledgeable regarding the fact that cooked food should be placed at a temperature of no less than 60°C (55.5% versus 19.8%) and non-significantly more knowledgeable (p >0.05) regarding the transmission of microorganisms through food, including the hepatitis virus, clostridium botulinum, salmonella, and cholera (55.6% versus 32.3%, 55.6% versus 31.3%, 66.7% versus 58.3%, and 66.7% versus 41.7%, respectively).



Table 1: Association between sociodemographic factors and knowledge level of food hygiene and safety

	Sociodemographic factors							
	Gender		Age(year)		Education		Job	
	Male	Female	<40	≥40	Low	High	Dietician	Others
Knowledge	(n=60)	(n=47)	(n=96)	(n=9)	<b>(</b> n=52)	(n=50)	(n=14)	(n=88)
	No	No	No	No	No	No	No	No
	(%)	(%)	(%)	(%)	(%)	(%)	(%)	(%)
	P value		P value		P value		P value	
There is no negative consequence of	26 28 (59.6)		49	4	27	25	12	40
the small gaps on grounds if cleaned	(43.3)		(51.0)	(44.4)	(51.9)	(50.0)	(85.7)	(45.5)
on daily basis	0.0	95	0.488		0.846`		0.005	
Not necessarily if used air	29	23 (48.9)	49	2	28	21	7	43
conditioner or basic ventilation as	(48.3)		(51.0)	(22.2)	53.8)	(42.0)	(50.0)	(48.9)
long as it gives the purpose	0.9	51	0.095		0.231		0.937	
Toilets must be far from the areas of	44	41 (87.2)	76	7	38	42	14	69
food preparation	(73.3)		(79.2)	(77.8)	(73.1)	(84.0)	(100)	(78.4)
	0.0	0.077		0.602		0.180		14
Toilets must be supplied with	35	28 (59.6)	58	4	30	31	9	49
running water and there is no	(58.3)		(60.4)	(44.4)	(57.7)	(62.0)	(64.3)	(55.7)
problem if toilets do not have soap	0.8	97	0.279		0.657		0.546	
and detergents	39	42	72	7	25	4.4	12	CC
Should the food handlers check the		43	73	7	35	44 (88.0)	13	66 (75.0)
food to make sure that it is not	(65.0)	(91.5)	(76.0)	(77.8)	(67.3)	(88.0)	(92.9)	(75.0)
spoiled as well as that it is within validity dates	0.001		0.635		0.012		0.123	
Transport vehicles should be	40	41	73	6	35	42	13	64
equipped with a refrigerator and	(66.7)	(87.2)	(76.0)	(66.7)	(67.3)	(84.0)	(92.9)	(72.7)
freezer	0.014		0.392		0.050		0.091	
	0.02.							
		T						
It is possible to receive food with	24	28	50	1	22	29	11	38
external defects when not expired	(40.0)	(59.6)	(52.1)	(11.1)	(42.3)	(58.0)	(78.4)	(43.2)
	0.044		0.019		0.113		0.014	
When should tools and kitchen	26	20	41	3	25	21	8	36
equipment be washed, rinsed and	(43.3)	(42.6)	(42.7)	(33.3)	(48.1)	(42.0)	(57.1)	(40.9)
cleaned after each use?	0.936		0.431		0.538		0.255	
There is no need to disinfect tools	26	32	53	3	20	37	13	42
after cleaned because the cleaning	(43.3) (68.1)		(55.2) (33.3)		(38.5) (74.0)		(92.9) (47.7)	
process will ensure they are free of microbes	0.011		0.182		<0.001		0.001	
Correct application of equipment	21	14	31	3	19	15	5	27
cleaning procedures do not reduce	(35.0)	(29.8)	(32.3)	(33.3)	(36.5)	(30.0)	(35.7)	(30.7)
the risk of transmission of infection	0.5			607	1	484	0.70	
to patients	0.500		0.507		J. 10-1		300	
Drying should be done by using	35	34	62	5	29	37	12	54
tissues	(58.3)	(72.3)	(64.6)	(55.6)	(55.8)	(74.0)	(85.7)	(61.4)
	0.133		0.420		0.054		0.066	
It is not necessary to cover the	35	33	62	4	30	36	14	49
containers of disposable waste as	(58.3)	(70.2)	(64.6)	(44.1)	(57.7)	(72.0)	(100)	(55.7)
long as it is disposed of regularl	0.2		0.200		0.131		0.001	
Pesticides can be stored in food	29 28		53 2		22 32		14 40	
handling places if they are closed	(48.3)	(59.6)	(55.2)	(22.2)	(42.3)	(64.0)	(100)	(45.5)
prates and are crosed	, ,	,55.5/	(30.2)	\/	, .=.5,	(35)	()	,,





	0.247		0.060		0.028		<0.001	
When looking around in kitchen and	27	27	51	1	25	26	11	41
finding that it is free from insects,	(45.0)	(57.4)	(53.1)	(11.1)	(48.1)	(52.0)	(78.6)	(46.6)
does that mean it is 100% clean?	0.201		0.017		0.692		0.025	
The degree of cooling and freezing	24	30	46	6	24	27	9	43
temperatures can be ascertained by	(40.0)	(63.8)	(47.9)	(66.7)	46.2)	(54.0)	(64.3)	(48.9)
the temperature index that is fixed	0.014		0.235		0.428		0.284	
in cooling and freezing rooms								
Which of the following is the correct	22	23	42	2	17	27	11	33
temperature of the refrigerator?	(36.7)	(48.9)	(43.8)	(22.2)	(32.7)	(54.0)	(78.6)	(37.5)
(1°C, 1-4°C, 5-9-8°C, 12°C & 13-16°C	0.202		0.186		0.030		0.005	
)								
Are raw foods kept separate from	44	39	76	6	35	44	14	65 (73.0)
cooked foods?	(73.3)	(83.0)	(79.2)	(66.7)	(67.3)	(88.0)	(100)	(73.9)
	0.235		0.310 75 5		0.012		0.021	
Is it important to know the	42	40		5	35	45	14	64
refrigerator temperature to prevent or reduce the risk of food	(70.0)	(85.1)	(78.1)	(55.6)	(67.3)	(90.0)	(100)	(72.7)
contamination?	0.0	0/	0.135		0.005		0.017	
There is no problem with defrosting	26	26	47	5	24	26	13	34
frozen food and re-freezing it	(43.3)	(55.3)	(49.0)	(55.6)	(46.2)	(52.0)	(92.9)	(38.6)
Trozen rood and re rreezing it	0.2			488		555	<0.0	
Cutting boards for meat are different	45	40	71	9	37	45	13	67
from those for fish and different	(75.0)	(85.1)	(77.1)	(100)	(71.2)	(90.0)	(92.9)	(76.1)
from those for vegetables	0.199		0.109		0.017		0.142	
Food must be cooked until the	13	15	27 0		14 14		5	22
internal temperature reaches at	(21.7)	(31.9)	(28.1)	(0.0)	(26.9)	(28.0)	35.7)	(25.0)
least (70°C for 2 minutes, 5°C for 5	0.231		0.061		0.903		0.399	
minutes or 35°C for 30 minutes)	0.202							
The best way to prevent food	25	11	31	4	24	10	2	30
poisoning from fresh fruits and	(41.7)	(23.4)	(32.3)	(44.4)	(46.2)	(20.0)	(14.3)	(34.1)
vegetables is to wash them with	0.047		0.345		0.005		0.118	
warm water with soap for at least 20								
seconds							_	
Hepatitis virus may be transmitted	21	16	31	5	16	18	5	30
through food	(35.0) (34.0)		(32.3) (55.6)		(30.8) (36.0)		(35.7) (34.1)	
Clastridium hatuliaum maay ha	0.918		0.150 30 5		0.575		0.905 5 29	
Clostridium botulinum may be	22 (26.7)	14						
transmitted through food	(36.7)	(29.8)	(31.3)	(55.6)	(25.0)	(40.0)	(35.7)	(33.0)
Salmonella may be transmitted	0.455 35 29		0.135 56 6		0.105		0.530 14 46	
through food	(58.3)	(61.7)	(58.3)	(66.7)	(42.3)	(78.0)	(100)	(52.3)
tinough rood	0.7		` '	455		001	<0.0	, ,
Cholera may be transmitted through	28	19	40	6	21	22	7	38
food	(46.7)	(40.4)	(41.7)	(66.7)	(40.4)	(44.0)	(50.0)	(43.2)
	0.5		, ,	137		712	0.63	
Staphylococcus aureus may be	25 14		32 6		16 19		6 31	
transmitted through food	(41.7)	(29.8)	(33.3)	(66.7)	(30.8)	(38.0)	(42.9)	(35.2)
_	0.205		0.054		0.442		0.581	
Do you wash your hands with soap	39	40	74	3	39	37	13	63
and water, then use sanitizer?	(65.0)	(85.1)	(77.1)	(33.3)	(75.0)	(74.0)	(92.9)	(71.6)
	0.019		0.010		0.908		0.078	
Do you wash your hands before	54	45	88	9	48	46	14	81
handling raw foods?	(90.0)	(95.7)	(91.7)	(100)	(92.3)	(92.0)	(100)	(92.0)
	0.2	62	0.	476	0.9	954	0.34	14



Do you wash your hands after	56	42	00	0	47	46	14	80
Do you wash your hands after handling raw foods?			88 (01.7)	9 (100)		_		
Handing raw roods:	(93.3) (89.4) 0.463		(91.7) (100) 0.476		(90.4) (92.0)		(100) (90.9) 0.293	
Do you wash your hands before	52 39		81 9		0.774 42 44		13 73	
handling cooked foods?	(86.7)	(83.0)	(84.4)	(100)	(80.8)	(88.0)	(92.9)	(83.0)
nanamig cookea roods.	0.595		0.235		0.315		0.311	
Do you use gloves when touching	54 42		86 9		46 45		14 77	
food or during food distribution to	(90.0)	(89.4)	(89.6)	(100)	(88.5)	(90.0)	(100)	(87.5)
patients?	0.9		0.391		0.802		0.180	
Should the following be avoided	16	22	36	1	20	17	10	27
during food preparation: smoking,	(26.7)	(46.8)	(37.5)	(11.1)	(38.5)	(34.0)	(71.4)	(30.7)
sneezing, coughing, tasting food with	, ,		,, ()			•	(* 2 )	
fingers, and touching nose, hair, and	0.031		0.107		0.639		0.005	
the food?								
Do you wear a head coverwhen you	43	38	75	4	36	42	14	64
touch food or during food	(71.7)	(80.9)	(78.1)	(44.4)	(69.2)	(84.0)	(100)	(72.7)
distribution to patients?	0.2	72	0.040		0.079		0.017	
Do you use a mask in the areas of	43	38	72	6	37	40	14	62
food preparation and processing or	(71.7)	(80.9)	(75.0)	(66.7)	(71.2)	(80.0)	(100)	(70.5)
distribution to patients?	0.404		0.420		0.299		0.012	
You must separate cooked from raw	40	39	71	6	35	41	13	63
food during food presentation.	(66.7)	(83.0)	(74.0)	(66.7)	(67.3)	(82.0)	(92.9)	(71.6)
	0.057		0.448		0.089		0.078	
Cooked food that will be stored for	28	20	44	3	26	21	8	38
the next day should be allowed to	(46.7)	(42.6)	(45.8)	(33.3)	(50.0)	(42.0)	(57.1)	(43.2)
cool then be placed in the	0.671		0.360		0.418		0.330	
refrigerator, left at room								
temperature (kitchen), or placed in the refrigerator while still hot								
When reheating cooked food, it	29	26	51	4	29	24	9	44
should be heated or warmed	(48.3)	_	(53.1)	(44.4)	(55.8)	(48.0)	(64.3)	(50.0)
properly	(48.3) (55.3) 0.473		0.439		0.432		0.320	
To keep, cooked food should be	16	8	19	5	8	13	1 21	
placed at a temperature of not less	(26.7)	(17.0)	(19.8)	(55.6)	(15.4)	(26.0)	(7.1)	(23.9)
than (40°C, 50°C or 60°C)	0.235		0.028		0.185		0.142	
You must keep salad at a	31	33	56	6	26	35	12	50
refrigerated temperature of less	(51.7)	(70.2)	(58.3)	(66.7)	(50.0)	(70.0)	(85.7)	(56.8)
than 5°C or room temperature until	0.052		0.455		0.039		0.034	
served								
Microbes multiply more quickly at	39	38	68	8	36	37	13	61
room temperature than refrigerated	(65.0)	(80.9)	(70.8)	(88.9)	(69.2)	(74.0)	(92.9)	(69.3)
temperature	0.070		0.229		0.593		0.057	
In the proper conditions, bacteria	20	20	37	1	22	17	7	32
multiply at interval of 10-15,	(33.3)	(42.6)	(38.5)	(11.1)	(42.3)	(34.0)	(50.0)	(36.4)
seconds, 10-30 minutes, or 1-2 hours	0.328		0.097		0.388		0.329	

# Gender

Females were significantly (p<0.05) more knowledgeable than males regarding the following: food should be fully tested and checked to make sure that it is not spoiled as well as validity dates (91.5% versus 65.0%); imported food (especially that of animal origin) must be transported by special cold and clean carts (87.2% versus 66.7%); it is impossible to receive food with external defects before expiration (59.6% versus 40.0%); the need to disinfect tools after cleaning because the cleaning process alone will not ensure that they are free of microbes (68.1% versus 43.3%); the degree of cooling and freezing temperatures can be ascertained by the temperature index that is fixed in cooling and freezing rooms (63.8% versus 40.0%); they should wash their hands with soap and water and then use sanitizer (85.1% versus 65.0%); and they should



avoid smoking, sneezing, coughing, and tasting food with their fingers as well as touching their nose and hair during food preparation (46.8% versus 26.7%). On the other hand, males were significantly (p<0.05) more knowledgeable of the fact that avoiding food poisoning from fresh fruits and vegetables is achieved by washing them with hot water and soap (41.7% versus 23.4%).

#### Job Title

Dieticians were significantly (p<0.05) more knowledgeable than supervisors and workers regarding the following: there is negative consequence of the small gaps on the ground if cleaned on daily basis (85.7% versus 45.5%); toilets must be far from food (100% versus 78.4%); it is impossible to receive food with external defects before expiration yet (78.4% versus 43.2%); there is need to disinfect tools after cleaning because the cleaning process alone will not ensure that they are free of microbes (92.9% versus 47.7%); it is necessary to cover the containers of disposable waste even when it is disposed of regularly (100% versus 55.7%); pesticides can be stored in food handling places if they are closed (100% versus 45.5%); finding that a kitchen is free from insects does not mean it is 100% clean (78.6% versus 46.6%); the correct temperature of the refrigerator is 1-4°C (78.6% versus 37.5%); raw foods should be kept separate from cooked foods (100% versus 73.9%); the importance of knowing the refrigerator temperature to prevent or reduce the risk of food contamination (100% versus 72.7%); the problem with defrosting frozen food and re-freezing it again (92.9% versus 38.6%); salmonella may be transmitted through food (100% versus 52.3%); smoking, sneezing/coughing, tasting food with fingers, and touching the nose and hair should be avoided during food preparation (71.4% versus 30.7%); head covers should be worn when touching food or distributing it to patients (100% versus 72.7%); masks should be used in the preparation and processing area or when distributing food to patients (100% versus 70.5%); and salad must be kept at a refrigerated temperature less than 5°C until served (85.7% versus 56.8%).

#### **Education**

Higher-educated participants were significantly (p<0.05) more knowledgeable than those with less education regarding the following: the food should be fully tested and checked to make sure that it is not spoiled as well as that it has not expired (88% versus 67.3%); the need to disinfect tools after cleaning because the cleaning process alone will not ensure that they are free of microbes (74% versus 38.5%); pesticides can be stored in food handling places if they are closed (64% versus 42.3%); the correct temperature of the refrigerator is 1-4°C (54% versus 32.7%); raw foods should be kept separate from cooked foods (88% versus 67.3%); the importance of knowing the refrigerator temperature to reduce the risk of food contamination (90% versus 67.3%); cutting boards for meat should be different from those for fish and different from those for vegetables (90% versus 71.2%); salmonella may be transmitted through food (78% versus 42.3%); salad must be at a refrigerated temperature of less than 5°C until served (70% versus 50%). On the other hand, less educated participants were significantly (p<0.05) more knowledgeable than those of higher education regarding the fact that avoiding food poisoning from fresh fruits and vegetables is achieved by washing them with hot water and soap (46.2% versus 20%).

#### **DISCUSSION**

The level of knowledge of food safety practices varies between the participants based upon their gender, age, job status, education level, and marital status [1, 5]. The age of the respondent significantly influences their knowledge of food handling. A Tukey post hoc test revealed that the level of knowledge depended on the age groups [4]. As in our study, the level of knowledge was influenced by age; it was found that younger participants were significantly ( $p \le 0.05$ ) more knowledgeable than those aged over 40 years regarding items concerning food hygiene and personal hygiene. On other hand, older participants (>40 years) were more knowledgeable regarding other items related to personnel hygiene practices. The influence of age on knowledge was confirmed in another study (Sharif *et al.*, 2013).In contrast, it was reported that the level of food safety knowledge and food safety handling among young food handlers is low [4, 6].

Generally, females were significantly more knowledgeable than males regarding many aspects of food hygiene and safety. These finding corresponds to findings of others [7, 8]. One possible reason for this may be the fact that females spent more time obtaining health information from different sources, such as television and health centers.



Another study found that a significant association exists between sanitation and hygiene knowledge and socio-economic status, including income of the family, education and occupation, while no significant association was found between age and gender [9].

In the present study, more highly educated participants had higher scores and were more knowledgeable than those of lesser education regarding the importance of knowing the refrigerator temperature to prevent or reduce the risk of food contamination (90% versus 67.3%), cutting boards for meat should be different from those for fish and different from those for vegetables (90% versus 71.2%), and washing hands after handling raw food and before handling cooked food (92% & 88% versus 90% & 88%, respectively). This result supported other studies that showed that there is a limited level of knowledge on food hygiene among hospital food handlers, especially those of secondary and primary levels of education [10]. Additionally, food-service staff with higher educational levels had greater knowledge of safe temperatures for food storage [11]. On the other hand, another study revealed that the knowledge of food handlers is reversely affected by the level of education, as food handlers with a lower level of education showed a higher knowledge of food safety issues (73%) than those with a higher level of education (64%). This lack of knowledge regarding hygiene issues among food handlers is one of the most commonly reported practices contributing to foodborne illness [12].

The present study revealed that dieticians scored the highest number of correct responses for all parameters and were more significantly knowledgeable than supervisors and food handlers regarding many aspects related to food hygiene, safety and prevention of foodborne diseases. Similar results have been reported in other studies [13, 14]. This is because food handlers had low education levels and may not be trained adequately before beginning to work at the hospital. The plurality of food workers had low education levels, which may lead to poor understanding towards the prevention of foodborne diseases and the importance of implementing food safety systems.

#### **CONCLUSION**

In conclusion, this study evaluated the level of knowledge of food hygiene and safety of food handlers in hospitals. Our findings may help in planning food safety and hygiene education intervention programs for food handlers in hospitals. The findings indicate that age, gender, education level and job title were associated with the level of knowledge of the participants. More effort must be made to enroll food handlers in an effective food safety education and training program before the beginning to work at a hospital to help them increase their food safety knowledge.

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