

CHAPTER I

INTRODUCTION

1.1 Background of Study

The hospitality sector is a service sector, and different service institutions have different management styles. Although food is a product of restaurants, most of it is produced there, where the service is provided. Businesses that offer lodging and food services are typically referred to as being in the hospitality industry. The accommodation, dining, and travel-related recreation subsectors make up the hospitality industry. Inns, bed and breakfasts, resorts, hotels, and motels make up most of the lodging or accommodation sector. Hotels represent the largest portion of lodging in the hospitality industry and offer both lodging and food. A wide range of food services are also provided by the hospitality sector and can be categorized as fast service, casual, full service, on-site food services (contract), private clubs, bar and beverage management, catering, and event management. If people are attracted to hotels and restaurants, gaming or casinos may be viewed as a part of the hospitality sector.

The hospitality industry is very various, including everything from tiny mom-and-pop eateries to enormous complexes with tens of thousands of hotel rooms. The sector exists in a wide variety of designs, environments, and countries around the world. But the hospitality industry provides more than simply a place to rest or eat. It frequently serves as the neighborhood's hub. Hotels and restaurants also serve as hubs for the exchange of products, money, and knowledge. At hotels

and restaurants, people congregate in search of commerce, conversation, and culture. The hospitality industry helps in the growth of a community's economy, society, and culture.

The hospitality industry is made up of several components that are used in numerous structures and practices. There are various separate interesting personalities whose lives are included in the sector's mixed history. In the hospitality industry, there are a lot of little businesses as well as a few major global organizations. The hotel industry is particularly diverse because of the wide diversity of ownership and management systems. Even large organizations, organizational structures differ widely.

The dangers related to food hygiene in the commercial and catering sectors have the potential to seriously hurt the public and have a detrimental effect on the economy. A significant problem with food safety that the UK retail and hospitality sectors must handle. Food hygiene issues influence everyone's health since understanding can influence one's ability to manage risk and tendency to adhere to food hygiene standards.

Traditional definitions of "cleanliness" consist of cleanliness of the environment, of the hands or other body parts, of the clothing, etc. Furthermore, it frequently relates to the existence or lack of microbial contamination, namely fecal bacteria. The word "cleanliness" originally appears in reference to the Greek goddess of health "Hygeia". It is referred to as the science and principle of maintaining health in dictionaries. According to this concept, all the rules and

practices for eating that are crucial for preserving health can be referred to as food hygiene.

The term "food hygiene" is used by Lelieveld (2016) to refer to "all conditions and measures necessary to ensure the safety and suitability of food at all stages of the food chain." This definition is provided by the international body that sets food standards. The principles of food safety and food appropriateness are two that fall under the broad term of "food hygiene."

The hotel industry, particularly the food and beverage sector, places a great importance on maintaining high standards of hygiene to guarantee client satisfaction and prevent the spread of foodborne illness. Good teamwork and personal cleanliness practices are crucial for maintaining food hygiene standards.

It requires teamwork to succeed in the hospitality sector. The success of a group of individuals working together greatly depends on the spirit of cooperation, and this success will also reflect favorably on the business. Therefore, a company's reputation can be harmed, service quality can be compromised, and customers may become dissatisfied because of inadequate collaboration management in the industry.

The word "personal hygiene" refers to the routines and behaviors that people follow to preserve their personal hygiene and prevent the spreading of viruses. The safety and quality of the food being processed is strongly impacted by the personal hygiene practices of workers in places where food is produced, such as regular hand washing, appropriate clothing, and self-care.

Teamwork is essential in any industry, especially in the Food Production Department. The team's collaboration, coordination, and communication are key to efficient operations and a smooth workflow. By ensuring that staff adhere to established norms and standards, teamwork reduces the risk of cross contamination and ensures a clean and safe work environment in the context of food hygiene.

Aryaduta Hotel Medan is in the Grand Palladium Mall in the center of Medan, Indonesia, the third-largest city in terms of population. Early in 2007, the hotel opened to the public with 195 guest rooms and suites.

The hotel offers views of the city that have been influenced by European architectural designs and has event facilities in addition to a 35-meter courtyard pool. The lobby on the ninth floor is what makes this hotel special. The reception area, sky lobby store, grand ballroom, VIP lounge, prayer room, the lounge, the pastry, swimming pool area, fitness center, the pool cafe, the kitchen restaurant, rest area, business center, and guest room are all located on the ninth story.

Based on observations made by the writer during internship at the Hotel Aryaduta Medan's food production department. The writer discovered several issues regarding the operational, including:

1. Employees do not follow food hygiene regulations and do not examine the physical condition of products. For example, if there are raw food ingredients that have just arrived from a supplier, usually the raw food ingredients are located on the 8th floor and must be immediately moved to the 9th floor (kitchen floor). When it has been moved to the 9th floor,

sometimes the food ingredients are just left in front of the cold storage (not tidied up directly or put in the chiller which must be put in) so that it can damage the raw food ingredients, where sometimes the food is not fresh and sometimes there are small animals sneak into raw food. As a result, customers complain about the unfresh ingredients. Some workers show a lack of personal hygiene, as shown by the improper application of chef's hats while cooking.

2. Workers in the food production department seem ignorant of their own hygiene, such as there are workers who have body odor which can disturb the surrounding environment and can make customers feel disturbed by the smell if the worker provides services at breakfast time.
3. There is a lack of teamwork in the Hotel Aryaduta Medan's food production department. Some workers don't participate, talk to each other, or share information about their responsibilities. Visitors complained about food delays as a result.

Based on the previous explanation, the writer decides to raise the title "The Influence of Personal Hygiene and Teamwork Towards Food Hygiene in Food Production Department at Aryaduta Hotel Medan".

1.2 Problem Limitation

The purpose of limiting the problem is to create boundaries that allow the discussion to focus on the most important concerns. So that the discussion is efficient and not drawn out. The writers' attention for problem boundaries will be

on three factors: Personal Hygiene (X1), Teamwork (X2), and Food Hygiene (Y). This thesis investigates the relationship between teamwork and personal hygiene as it relates to food hygiene. Because they have experience there, the kitchen staff at the Aryaduta Hotel Medan will be the subject of this study. Questionnaires will be distributed to workers who work in the food department at the Aryaduta Hotel Medan. The survey period for this research lasted 1 week. The topic will be limited to three variables: personal hygiene, teamwork, and food hygiene.

1.3 Problem Formulation

According to the background of study above, the writer determines the problem identification at Aryaduta Hotel, Medan which as follows:

1. Does the personal hygiene influence the food hygiene in the food production department at Aryaduta Hotel Medan?
2. Does the teamwork influence the food hygiene in the food production department at Aryaduta Hotel Medan?
3. How strong is the influence of Personal Hygiene and Teamwork on Food Hygiene in the Food Production Department at Aryaduta Hotel Medan?

1.4 Objective of The Research

The Objectives of this research are as follows:

1. To determine the influence of personal hygiene towards food hygiene in food production at Aryaduta Hotel Medan.

2. To determine the influence of teamwork towards food hygiene in food production at Aryaduta Hotel Medan.
3. To find out about how strong personal hygiene and teamwork influence food hygiene in food production at Aryaduta Hotel Medan.

1.5 Benefit of Study

The benefits of this study are as follow:

1. Theoretical Benefit:

- a. For Reader

The results of this research can be evidence for readers to know about the influence of personal hygiene and teamwork towards food hygiene.

- b. For the writer

The result of this research can be better understood about the influence of personal hygiene and teamwork towards food hygiene.

- c. For other researchers

The result of this research can be used as a comparison and reference for other researchers who have the same and similar objects for further research.

2. Practical Benefit

- a. For Aryaduta Hotel Medan

The researchers hope that the results of this research can be useful for companies to evaluate and use the results as suggestions for knowing the influence of personal hygiene and teamwork towards food hygiene.

b. For Universitas Pelita Harapan

The results of this study can be used as a reference for the importance of personal hygiene and teamwork in food hygiene.

c. For Future Research

The researcher hopes that the results of this research can be comparison material for future researchers who are interested in studying the same topic, namely the influence of personal hygiene and teamwork towards food hygiene.

