

影響餐旅管理系學生食品衛生的 操作行為因素

李貴宜*

東海大學餐旅管理系

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摘 要

食物中毒的原因大多為餐飲員工在處理食材時操作不當，因此為降低食物中毒的危害，員工應注意如何正確執行食品衛生的操作行為。餐旅管理系學生為將來餐飲業專業人才，更需知道正確執行食品衛生操作行為的方法並完整了解影響此行為的因素。本研究將以健康信念模式探討影響餐旅管理系學生於餐飲職場上實際執行食品衛生的操作行為之因素探討，並了解食品衛生信念中包含以下六大影響行為的前導因素(自覺罹患性、自覺嚴重性、自覺行動利益、自覺行動障礙、自我效能、行動線索)。本研究利用焦點訪談法，訪問共 44 人。結果發現學生對自覺食物中毒的罹患性可以舉出許多不同的身體不適徵狀及影響原因，而在自覺嚴重性上，學生將在心中產生陰影，不再光顧此間餐廳或嘗試此類食物。設備和器具不足和時間不夠為自覺行動障礙。若受到他人讚美可增強自我效能更加正確的執行食品衛生的行為。研究結果可提供餐飲衛生與安全教育學者對餐飲衛生課程內容及教育訓練進行設計修改。

關鍵詞：焦點訪談、餐旅管理系學生、食品衛生的操作行為、健康信念模式

Understand Factor Affect Hospitality Management Students' Good Hygiene Practice

Kuei-I Lee *

Department of Hospitality Management

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Abstract

In Taiwan, majority of foodborne illness were caused by poor personal hygiene, cross contamination and time and temperature abuse. To prevent foodborne illness, ensuring food service employees' good hygiene practices are important. The hospitality management students were the future foodservice employees. Understanding the factors affect hospitality management students' good hygiene practice can assist employees to perform better. The purpose of this study is to examine the factors affect good hygiene practice by using the health belief model (HBM). Based on HBM, the antecedents of good hygiene practices includes perceived susceptibility, perceived severity, perceived benefits, perceived barriers, self-efficacy and cue to action. Six focus groups were held and the transcripts were used for content analysis to find the details about each HBM factor. The results found students can realize the perceived food borne illness susceptibility and severity well and if they found had the food poisoning in some particular food or in stores, they would not try it anymore in the future. Not enough equipment and time were the barriers to perform good hygiene practice. Student employees might perform better if they received others' encouragement and compliment. The results can provide food safety educators a guild to redesign food safety curriculums or training materials to better fulfill the needs of hospitality major student and food safety employees.

Key words: Focus group, hospitality management students, good hygiene practice, health belief model