

FOOD SAFETY DESIRABILITY RESPONSE TOWARDS HYGIENE REQUIREMENTS OF COFFEE SHOP EMPLOYEES

ABSTRACT

This study aimed to assess the level of food safety desirability response and adherence to hygiene requirements among coffee shop employees in Santo Tomas, Davao del Norte. Using a descriptive-correlational research design, the study examined the relationship between employees' food safety practices and hygiene standards. A total of 105 employees from various coffee shops were selected through random sampling to participate in the survey, utilizing two adapted questionnaires for data collection. The findings indicated that both the food safety desirability response and hygiene practices among employees were consistently high. The results suggest that employees regularly adhered to food safety protocols and hygiene requirements, with food safety practices scoring slightly higher than personal hygiene practices. Additionally, a significant positive relationship was found between food safety desirability and hygiene practices. Based on these findings, it is recommended that coffee shop employees continue to uphold high standards of personal hygiene and food safety when preparing and handling food and beverages.

Keywords: Food safety, hygiene requirements, coffee shops, coffee shop employees

BACKGROUND OF THE STUDY

Hygiene requirements and education are crucial for any food and beverages establishments workers, as they ensure that the food, they serve are all safe (Klingbeil, 2022). Lack of hygiene requirements in a particular food establishment can lead to foodborne diseases and even death of the consumer (Kamboj, et al., 2020). Additionally, food-borne illnesses are one of the global health concerns and are mostly spread in food service settings due to inappropriate food handling. In regards to the sanitary state of the food in hygiene requirements, it is not only about the safety for the customers but also for the manners in which food handlers prepare it (Negassa et al., 2022).

In Saudi Arabia, food handlers were researched, and the results showed that they lacked practical understanding when it comes to hygiene. Consumer research revealed issues with global hygiene requirements related to varying levels in food safety understanding, and it was also discovered that there was uneven application of the information already in place (Aljasir, 2023). Additionally, in Ethiopia, Africa by Mengeda, et al. (2020) found that although managers, staff members, and food handlers had adequate awareness of food safety and hygienic practices, their actual implementation of these practices was lacking. Furthermore, 646 food handlers in 88 restaurants in the United b Emirates were asked to rank their level of hygiene awareness, half of the respondents said that following the incorrect procedures had caused food illness (Taha, et al., 2020).

In the Province of Siquijor, Philippines, 156 food handlers in different food establishments were found to have insufficient requirements in hygiene in terms of transmission of food-borne illnesses. The hygiene requirements of food handlers in Siquijor showed unacceptable practices by wearing jewelry, wearing nail polish, eating and drinking in the workplace, reporting to work despite being ill and preparing meals in advance (Gador, S., 2021). The majority of street vendors in Zamboanga City are experienced workers who are still engaged in the street selling industry, particularly when it comes to food preparation. Still, the majority of these street food sellers ignored sanitation and personal hygiene seminars and workshops, and they continued to violate hygiene regulations (Solon, 2022).

Moreover, researchers in Davao City, evaluated and studied hygiene requirements in food handling of the employees. They found that the hygiene requirement of the employees or food handlers is not enough and stated that employees are taught how to properly sanitize the tools and equipment in preparing food. However, they don't follow the hygiene requirements. They can't apply it most especially when they're out of time and have a lot of customers (Solano & Sollano, 2023). Additionally, Davao City home economics students examined the University of the Immaculate Conception's procedures for ensuring food safety at work, and their findings indicate that the issue stems from a lack of awareness of food sanitation regulations and inadequate personal hygiene (Borneo, et al., 2019).

Various studies have been conducted exploring food safety (da Cunha, D. T. 2021, H. 2022, Desye, B., Tesfaye, A. H., Daba, C., & Berihun, G. 2023) and hygiene requirements (Demšar, Jeršek & Radinović, 2023, Ashuro, Zeysse, & Ayalew, 2023). Nevertheless, none of this research examines the connection directly between food safety and the hygiene requirement of local coffee shop employees. As far as the researchers could tell, most of these investigations were carried out abroad rather than locally. Furthermore, the goal of this research is to close this enormous gap in the corpus of knowledge already known about business and to be useful to a variety of individuals. Additionally, through this study and to highlight the gap, this suggested study aims to address the noted differences that are important to coffee shop employees to enhance their knowledge about food handling hygiene procedures and urge the staff members to use them. On the other hand, the study's researcher hopes to effectively share the results at forums, conferences, and seminars for business. This will be accomplished by actively participating in the study, making use of networks, and utilizing online and offline platforms that may be essential resources for disseminating the findings.

RESEARCH QUESTIONS

The purpose of this study is to show whether there is meaningful correlation between food safety desirability response and hygiene requirements of coffee shop employees. In particular, the project aims the following:

1. What is the level of food safety desirability response in terms of:
 - 1.1 assertion of positives;
 - 1.2 image management; and
 - 1.3 denial of negatives?
2. What is the level of hygiene requirements of coffee shop employees in terms of:
 - 2.1 personal hygiene practices; and
 - 2.2 food hygiene practices?
3. Are the hygienic standards of coffee shop workers and the desirability response to food safety significantly correlated?

HYPOTHESES

The null hypothesis (H_0) states that there is no significant association between food safety desirability response and hygiene requirements among coffee shop employees. This hypothesis is tested at the 0.05 level of significance. Conversely, the alternative hypothesis (H_1) posits that there is a significant association between food safety desirability response and hygiene requirements among coffee shop employees.

THEORETICAL FRAMEWORK

This study is anchored in the Protection Motivation Theory by Rogers (1975) who stated that it helps to explain why the people feel

obliged to respond defensively when they become aware of a threat to their health. Throughout the time of four decades, Rogers prediction that PMT use would expand throughout time has come to occur. Furthermore, PMT was also utilized by Gardner and colleagues (1998) that the threat appraisal and coping appraisal procedure are two of the PMT's main components, in which threat appraisal assesses the overall requirement for behavior adjustment by evaluating threats possible for vulnerability and seriousness. Conversely, coping appraisal involves assessing self-efficacy and response efficacy.

On the other hand, this study is based on the research of Jespersen, et al., (2017). The results tells that the creation of treatments targeted at altering an organization's food safety culture and related employee behavior may be aided by this type of information. Stated differently, the consideration of social desirability could potentially enhance the efficacy of food safety management and control procedures.

Moreover, the work of Bas, M., et al. (2006) served as the foundation for another study that evaluates the sanitary standards, Food handlers' understanding, attitudes, and behaviors regarding food safety issues in Turkey. Food industry workers may be vectors of foodborne illnesses as a result of insufficient personal cleanliness or food contamination. For example, imagine that the worker would become contaminated on his hands when going to laboratory, or imagine that a person handling food could bring bacteria from raw meat onto salad greens. According to information on foodborne illness risk factors, improper food handling practices are mostly to blame for outbreaks (Ehiri& Morris, 1996).

CONCEPTUAL FRAMEWORK

Figure 1 displays the conceptual paradigm for the investigation. The study's initial independent variable is Food Safety Desirability Response. The dependent variable of the study is Hygiene Requirements with indicators personal hygiene practice and food hygiene practices. The proposed model depicted in Figure 1 was developed by the researcher by tying together the results of multiple studies.

INDEPENDENT VARIABLE

DEPENDENT VARIABLE

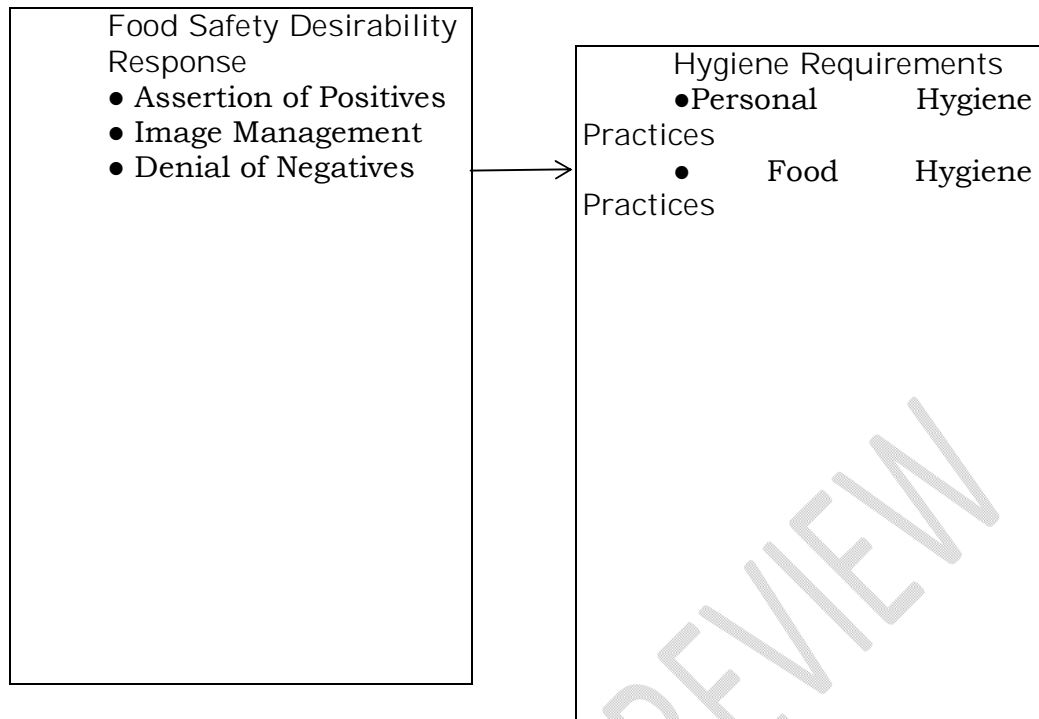


Figure 1. The Conceptual Paradigm of the Study

SIGNIFICANCE OF THE STUDY

This research is significant for several stakeholders, particularly in promoting public health within Santo Tomas, Davao del Norte, by examining the behavior intentions of coffee shop employees from a public perspective:

Coffee Shop Owners: The study assesses the hygiene practices of coffee shop employees in managing food handling and cleanliness. By understanding these hygiene requirements, owners can implement better training and management strategies to ensure that their employees adhere to proper food safety and hygiene standards. This is crucial for maintaining a healthy environment for both employees and customers, ultimately safeguarding public health.

Coffee Shop Employees: By evaluating the hygiene practices of employees, this study aims to enhance their understanding of proper food handling and personal hygiene. Improving their knowledge and practices will help reduce the risk of foodborne illnesses, contributing to the overall well-being of the community and ensuring that customers receive safe and hygienic food and beverages.

Customers: The findings of this study are vital for customers, as they provide insights into the safety and hygiene practices followed by coffee shop employees. By being aware of how their food and

beverages are prepared, customers can make informed decisions about where to dine, thereby protecting their health and well-being.

Public Health Officials: This study highlights the importance of food safety and hygiene in public establishments, providing valuable data for public health officials to develop guidelines and regulations that ensure safe practices in food handling and preparation.

Future Researchers: The study offers a foundation for future research on food safety and hygiene in similar settings. It provides valuable insights and references for understanding the relationship between employee behavior, hygiene practices, and public health outcomes. Future researchers can build on this work to develop more effective strategies for improving food safety in various hospitality contexts.

DEFINITION OF TERMS

The following terms are defined conceptually and operationally.

Food Safety Desirability Response - This refers to the examination of food recalls offers a mapping of food safety lapses to recognized aspects of company culture in relation to the results of these studies according to Jespersen, et. al, (2017). In this study, this refers to ensuring food safety at every stage of the food supply by maintaining the health of every customer.

Hygiene Requirements - The safety of street food is at risk due to potential sources of contamination, including outdated techniques for preparation and distribution, insufficient storage temperatures and timings, and poor personal hygiene among food handlers (El Comercio, 2017,2019; Zurita et al., 2020). In this study, this refers to ensuring hygiene requirements is keeping oneself well and avoiding diseases.

METHODOLOGY

This chapter discussed various methodologies employed in the study, included the research design, research respondents, research instruments, data gathering procedures, statistical treatment of data, and ethical considerations.

RESEARCH DESIGN

Correlational descriptive designs were used quantitatively in this investigation. Quantitative research is defined as research in which numerical data were gathered and assessed. This involved reviewing and gathering numerical data. This research methods dealt with the formulation, creation, and used of data collection and analysis methodologies (Wilson, 2019).

Additionally, descriptive research also aimed to accurately and methodically characterize the population or phenomenon. It is capable of providing answers to inquiries concerning what, where, when, and how, but not why. In contrast to experimental research, descriptive research described the characteristics of a population or phenomenon

under inquiry which solely involved measurement and observation and the manipulation or controlled of factors (Cresswell, 2023).

Correlational design referred to the kind of non-experimental research methodology wherein a scientist measures two variables and determines, evaluates, and examines the statistical association between food desirability response and hygiene requirements among coffee shop employees (Bhandari, 2021).

RESEARCH RESPONDENTS

The respondents for this study were employees in 19 coffee shops in Santo Tomas, Davao del Norte. Collectively, the population of respondents' size for the study comprised 105 employees in total. Specifically, Shop A consisted of 7 employees, Shop B were 6, Shop C were 7, Shop D were 6, Shop E were 4, Shop F were 8, Shop G were 7, Shop H were 6, Shop I were 4, Shop J were 7, Shop K were 5, Shop L were 5, Shop M were also 4, Shop N had 6, Shop O had 5, while Shop P had also 5 employees, and Shop Q had 5 employees, 5 employees for Coffee Shop R and Coffee Shop S have 3 employees. Furthermore, The ultimate total number of responders was ascertained by the article using a straightforward random sampling procedure.

As a result, the total of the respondents were 105 coffee shop employees which were randomly recruited by the researchers. Given the total population size of 105 employees, relative to the use of *Raosoft* sample size calculator, the ideal target respondents of this study were be 83 employees.

However, the involvement of the qualified respondents was voluntary, though, and they were free to stop taking part in the study at any time if they felt uncomfortable doing so. In order to protect the respondent's privacy, all responses and personal data were kept completely secret.

Moreover, these respondents were be selected using the following criteria. The inclusion criteria was a coffee shop employee or staff, define as having 105 employees. Must had 1 month experience in handling food and beverages in coffee shop, willing and be able to participate in the research by completing surveys. For the exclusion criteria, those employees that did not work in a coffee shop, individuals that were not working in Santo Tomas coffee shop establishments and had limited experiences, employees that were newbies and do not have at least a month of working experience in a coffee shop. Lastly, the individuals that were not willing to participate in research and unable to communicate effectively in research.

Table 1: Distribution of Respondents

RESPONDENTS	Total No. Coffee Shop Employees	Percentage
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Coffee	7	6.7%
Shop A	6	5.8%
Coffee	7	6.7%
Shop B	6	5.8%
Coffee	4	3.8%
Shop C	8	7.6%
Coffee	7	6.7%
Shop D	6	5.8%
Coffee	4	3.8%
Shop E	7	6.7%
Coffee	5	4.7%
Shop F	5	4.7%
Coffee	4	3.8%
Shop G	6	5.8%
Coffee	5	4.7%
Shop H	5	4.7%
Coffee	5	4.7%
Shop I	5	4.7%
Coffee	3	2.8%
Shop J		
Coffee		
Shop K		
Coffee		
Shop L		
Coffee		
Shop M		
Coffee		
Shop N		
Coffee		
Shop O		
Coffee		
Shop P		
Coffee		
Shop Q		
Coffee		
Shop R		
Coffee		
Shop S		
TOTAL	105	100.0
		0%

RESEARCH INSTRUMENTS

In this study, there were two (2) adapted research instruments. Food safety desirability response questionnaire was from *Development and validation of a scale to capture social desirability in food safety culture* (Jespersen, et al., 2017) and Hygiene requirements of coffee shop employees questionnaire was from Street food sellers' opinions of present hygiene facilities and services, self-reported hygiene practices,

and understanding of food safety – An Ecuadorean case study (Rosales, et al., 2023) These research tools were carefully selected and adjusted to meet the study's objectives. These two research instruments were also validated by the panel of examiners.

Food Safety Desirability Response (FSDR-scale). The instrument for assessing independent variable was be adapted from the Food Safety Desirability Response (FSDR-scale) Questionnaire. The FSDR was considered a trustworthy tool for measuring food safety desirability response (Jespersen et al., 2017). The FSDR contained a total of 18 items, including the Assertion of Positives (9 items), Image Management (5 items), and Denial of Negatives (4 items). Moreover, the questionnaire is from a 5-point Likert scale ranging from 5- *Strongly Agree*, 4- *Agree*, 3- *Moderately Agree*, 2- *Disagree*, and 1- *Strongly Disagree*.

The level of food safety desirability response was determined by applying the following parameter restrictions, along with the descriptions and interpretations that go along with them.

List 1 :food safety desirability response

er	Paramet ve	Descripti Level	Interpretation
5.00	4.20 - High	Very	This meant that a food safety desirability response was always observed.
4.19	3.40 -	High	This meant that a food safety desirability response was observed.
3.39	2.60 -	Moderate	This meant that food safety desirability response was sometimes observed.
2.59	1.80 -	Low	This meant that food safety desirability response was less observed.
1.79	1.0 -	Very Low	This meant that food safety desirability response was least observed.

Hygiene Requirements of Coffee Shop Employees (HRCE-scale): The questionnaire on the awareness of hygienic standards among street food vendors in Ambato, Ecuador served as the model for the instrument used to examine the dependent variable. A reliable method to measure the sanitation standards of coffee shop personnel was the awareness of sanitation regulations among Ambato, Ecuador's street food vendors (Luning et al., 2022). The awareness of

street food vendors about the need for hygiene in Ambato, Ecuador contained a total of 18 items, including the Personal Hygiene Practices (9 items), and Food Hygiene Practices (9 items). Apart from this, the questionnaire is from the Likert scale ranging from 5- *Strongly Agree*, 4- *Agree*, 3- *Moderately Agree*, 2- *Disagree*, and 1- *Strongly Disagree*.

The level hygiene requirements standards for coffee shop personnel were determined by using the following parameter restrictions, together with their accompanying descriptions and interpretations.

List 2 : Hygiene requirements standards for coffee shop personnel

er	Paramet	Descriptive	Interpretation
	Limits	Level	
5.00	4.20 -	Very High	This meant that hygiene requirements were always observed.
4.19	3.40 -	High	This meant that hygiene requirements were observed.
3.39	2.60 -	Moderate	This meant that hygiene requirements were seldom observed.
2.59	1.80 -	Low	This meant that hygiene requirements were less observed.
1.79	1.0 -	Very Low	This meant that hygiene requirements were least observed.

DATA GATHERING PROCEDURE

Data collection will allow whether you were undertaking corporate, government, or academic research, you were able to acquire first-hand information and distinctive insights into your study challenge (Bhandari, 2022). In addition, data collection was the process of acquiring, estimating, and investigating precise experiences for research using accepted standard practice (Qadri, 2020).

The following procedures were performed in collecting data:

Seeking the permission to conduct the study. This study undergone the process of research Ethics committee. The researchers sought permission to carry out the research project. The researchers got a permission letter from vice president for research and development to gather population data, got the full list of coffee shop employees and to conduct the research. After obtaining the research, the researchers were oriented and gave consent to the research

respondents. In conducting the study, ethical principles such as respect for individuals, beneficence, and justice guided the process especially concerning data privacy. Prior to their participation respondents were required to give informed consent, ensuring their understanding and willingness to contribute to the study. They were aware of the researcher's study's purpose and how the data will be used.

Validation of Survey Questionnaires. After receiving the panel's approval, the researchers made use of an adapted questionnaire. The questionnaire was validated by the adviser and later on being validated by the panel of experts. After the validation of the questionnaire, in Davao del Norte, Municipality of Santo Tomas, study was done.

Distribution and retrieval of the questionnaire. After receiving the approval, the researchers physically provided the survey questionnaire to the participants of this study. The researchers made sure that all the questionnaire that was distributed, completed and returned in full.

Collection and Tabulation of data. In order to tabulate the data, the research instrument was retrieved, examined and assembled. The designated statistician was consulted by the researchers in order to interpret the data. Specifically, the data was analyzed by the statistician using the latest SPSS software.

STATISTICAL TREATMENT OF DATA

The data was computed using the following statistical methods, and the hypothesis was tested at the alpha 0.05 level of significance.

Mean. This was applied to find out the relevance of the relationship between food safety desirability response and hygiene requirements of coffee shop employees. The idea of the mean is critical to statistics and mathematics. In a set of numbers, mean was the most common or average value (Taylor, 2023). This was addressed research questions 1 and 2.

Pearson r. Using this Pearson correlation, the link between the two variables was investigated and coefficient to evaluate linear relationship (Haand&Shuwang, 2020). In order to address the third study question, this was employed to assess how important the association was between the two variables which are the food safety desirability response and hygiene requirements of coffee shop employees. This was addressed research question 3.

RESULTS AND DISCUSSION

This chapter presented the results of a discussion that has been gathered from the coffee shop employees through the process of conducting a survey of the study on food safety desirability response towards coffee shop employees. The arrangement of the data was based on the statement of the problem.

Level of Food Safety Desirability Response in terms of Assertion of Positives

Table 2 showed the level of independent variable which is the food safety desirability response in terms of assertion of positives. The results that the mean overall was 4.31, a SD of 0.74, and a descriptive level of very high. This signified that food safety desirability response on assertion of positives was always observed. Item numbers 7 and item number 8 had the highest mean of 4.72, while the item that obtained the lowest mean is number 6 with the mean of 3.60. Therefore, it intended that the level of food safety desirability response towards hygiene requirements is always observed. It was always observed that the coffee shop employees had significant relationship of food safety desirability response.

Item number 7 "I appreciated other people's opinions regarding food safety" results as the highest mean of 4.72, a SD of 0.51, with a very high descriptive equivalent. Also, the item number 8 "I tried to understand other people's views about food safety, particularly when they differed from my own" had also the highest mean of 4.72, a SD of 0.47, with a very high descriptive equivalent. Additionally, the item that obtained the lowest mean was item number 6 "I did not know the reasons why I felt the way I did about food safety", with a mean of 3.60, a SD of 1.36, with a high descriptive equivalent.

Wang et al. (2023) cited that it was important to understand other people's perspectives on food safety because it gives impact on public affairs management and a day-to-day living. Since perceived benefits and convenience had a favorable impact on the coffee shop employees, it was imperative for coffee shop employees to understand other people's opinion about the food safety in order for them to enhance performance and their attitude (Vera et al., 2022). Mengeda et al., (2019) in order to maintain customer's trust in the establishment, coffee shop employees understood the significance of food safety to avoid foodborne diseases, and also ensured safe food handling practices.

Table 2. *Level of Food Safety Desirability Response in terms of Assertion of Positive*

Items	SD	Mean	Descriptive Equivalent
1. My behavior was consistent with my beliefs about food safety issues.	0.68	4.51	Very High
2. I knew what actions I took regarding how best to protect food safety.	0.54	4.52	Very High
3. I was always honest with myself about how I really feel about food safety.	0.71	4.36	Very High

4. I did not regret my decisions about food safety issues.	0.81	4.24	Very High
5. I had very definite views about what government policy regarding food safety.	0.62	4.45	Very High
6. I did not know the reasons why I feel the way I did about food safety.	1.36	3.60	High
7. I appreciated other people's opinions regarding food safety.	0.51	4.72	Very High
8. I tried to understand other people's views about food safety, particularly when they differed from my own.	0.47	4.72	Very High
9. I was not concerned about food safety issues.	0.99	3.69	High
Category	0.74	4.31	Very High

It was anticipated that food safety desirability response had a notable impact on enhancing assertion of positives in various domains, including food preparation. Food safety guaranteed that people had access to wholesome safe, healthy, and nutritious foods which had favorable effect on public health (Bui Thi, 2022). Therefore, public health outcomes improved by putting into practices the efficient food safety procedures, such as building a strong partnership with the food establishments, giving high-risk enterprises priority and performing virtual inspections (Helmy, et al., 2023).

Level of Food Safety Desirability Response in terms of Image Management

Reflected in table 3 was the level of food safety desirability response in terms of image management. The results indicated the overall mean was 4.33, a SD of 0.73, with a descriptive level of very high, as shown in the table. This signified that the food safety desirability response on image management is always observed. In addition, item number 1 had the highest mean of 4.64 with the descriptive level of very high, while item number 4 obtained the lowest mean of 3.62. The overall standard deviation of this indicator was 0.73. Therefore, it denoted that the level of food safety desirability response towards coffee shop employees was always observed.

Item number 1 "I never said bad things about people who disagreed with my views about food safety" had the highest mean of 4.64, a SD of 0.56, with a very high descriptive equivalent which meant that coffee shop employees were refraining to give negative

comment to those who held different opinions on food safety. On the other hand, the item that obtained the lowest mean was the item number 4 “I was not interested in trying to influence people’s thinking about food safety”, with a mean of 3.62, a SD of 1.00, with a high descriptive equivalent. It was imperative that the employees were sway public regarding food safety.

Rahmah et al., (2022) stated that it was crucial for the coffee shop employees to avoid from speaking negatively to people who have different views on food safety. This was necessary to maintain professionalism and a peaceful work environment. In addition, Liang (2021) cited that the effective communication tactics can help close the gap between opposite views about food safety and fostering mutual understanding and agreement. Tried not to influence the customer’s perceptions of food safety increased their likelihood to revisit the establishment (Moon et al., 2023).

Table 3. Level of Food Safety Desirability Response in terms of Image Management

Items	SD	Mean	Descriptive Equivalent
1. I never said bad things about people who disagreed with my views about food safety.	0.56	4.64	Very High
2. I never said anything to hurt the feelings of someone who disagreed with me about a food safety issue.	0.55	4.59	Very High
3. I never got upset when people express opinions about food safety which differed from my own.	0.81	4.27	Very High
4. I was not interested in trying to influence people’s thinking about food safety.	1.00	3.62	High
5. I did not disagree about food safety issues with new people I meet.	0.71	4.52	Very High
Category	0.73	4.33	Very High

These findings were supported by Strohbahn et al. (2023) study, employees were aware of proper food safety behaviors but confront challenges such as time constraints and incompatible habits. Additionally, Huang et al. (2020) had found that safety leadership and training improve employee well-being, which improved service quality and customer citizenship behavior, underlining the necessity of a safe work environment in providing safe meals to clients. Moreover, provided outreach and counselling to coffee shop employees regarding food safety increased their knowledge and understanding, that

contributed to improve the coffee shop positive image (Vorobiov et al., 2019).

Level of Food Safety Desirability Response in terms of Denial of Negatives

Table 4 showed the level of food safety desirability response in terms of denial of negatives. The results indicated the overall mean was 4.14, with a descriptive level of high. This signified that food safety desirability response in terms of denial of negatives was observed. It viewed on the table that item number 3, had the highest mean of 4.45, next is the item number 1, with the mean of 4.27 and the item that obtained the lowest mean is number 4, with the mean of 3.60.

In item number 3 *“It bothered me if people disliked me because of my views about food safety”*, had the highest mean of 4.45, a SD of 0.62, with a very high descriptive equivalent. On the other hand, the item that obtained the lowest mean is the item number 4 *“I formed opinions about food safety issues without always thinking about the issues thoroughly”*, with a mean of 3.60, a SD of 1.36, with a high descriptive equivalent. Consideration of food safety issues were important in order to maintain public safety and trust.

Ahmed et al., (2021), opposed their views about food safety led to unproductive work habits that were tempered by servant leadership in their coffee shops. Transparency regarding mistakes created a positive atmosphere where failures are seen as learning for growth rather than as threatened to one’s self-worth (Perez et al., 2021). Utomo et al., (2021), stated that given the significant impact on public health and the consumer satisfaction, coffee shop employees formed opinions regarding food safety issues without thinking it thoroughly.

Table 4. Level of Food Safety Desirability Response in terms of Denial of Negatives

Items	SD	Mean	Descriptive Equivalent
1. I tried to cover up mistakes I make in conversations about food safety issues.	0.81	4.27	Very High
2. I felt resentful when I don’t get my own way in a discussion about food safety issues.	0.81	4.24	Very High
3. It bothered me if people disliked me because of my views about food safety.	0.62	4.45	Very High
4. I formed opinions about food safety issues without always thinking about the issues thoroughly.	1.36	3.60	High
Category	0.90	4.14	High

Summary on the Level of Food Safety Desirability Response

Presented in the Table 5 as the summary on the level of food safety desirability response. It was seen from the table that the overall mean was 4.26, a SD of 0.79, with a very high descriptive equivalent were providing assertion of positives, image management and denial of negatives. It indicated that the level of food safety desirability response in coffee shop employees was effectiveness and overall contribution of an individual within the food establishment. On the other hand, it also shown from the table, the overall standard deviation of 0.79. This level of standard deviation denoted that the responses of the respondents are moderately uniform. Therefore, this represent that the level of food safety desirability response of coffee shop employees was always observed.

Table 5. *Summary on the Level of Food Safety Desirability Response*

Indicators	SD	Mean	Descriptive Equivalent
1. assertion of positives	0.74	4.31	Very High
2. image management	0.73	4.33	Very High
3. denial of negatives	0.90	4.14	High
Overall	0.79	4.26	Very High

Out of the three indicators, image management had the highest mean of 4.33, a SD of 0.73, with a very high descriptive equivalent. On the other hand, the denial of negatives obtained the lowest mean of 4.14 with a high descriptive equivalent. Among the three indicator of food safety desirability response the image management obtained the highest mean of 4.33, which described that the coffee shop employees always observe in terms of image management. Lastly, the indicator that obtained lowest was denial of negative with a mean of 4.14, with a high descriptive level that means the coffee shop employees were observe in terms of denial of negatives.

These findings were supported by the study of Jae-Bin, et. Al., (2019), that image management in coffee shop employees gave a vital role for customer's satisfaction, customers likely to purchase and determine the establishment. In coffee shops, assertion of positives raised the employee engagement and productivity through awards, promotions and nice environment (Muhammad, et al., 2022). Negative thinking had a variety of effects on coffee shop workers. Mistreatment by customers during the pandemic were linked to employed counterproductive behavior at the same time negative acts at work such as bullying behavior caused depression in employees over the time (Sitio, 2022).

Level of Hygiene Requirements in terms of Personal Hygiene Practices

Table 6 showed the level of hygiene requirements in terms of personal hygiene practices. The results indicated the overall mean is 4.57, a SD of 0.68, with a very high descriptive equivalent. It implied that the level of hygiene requirements in terms of personal hygiene practices was always observed. The item number 7 had the highest mean of 4.76, while the item number 9 obtained the lowest mean of 4.27. Therefore, it intended that the level of hygiene requirements in terms of personal hygiene practices was always observed.

The item number 7 *"I was being healthy during the work"* had the highest mean of 4.76, a SD of 0.45, with a very high descriptive equivalent. Maintaining good health while working was important for the employee's productivity. On the other hand, the item that obtained the lowest mean was item number 9 *"I never handled food and money at the same time"*, with a mean of 4.27, a SD of 0.91, with a very high descriptive equivalent. Never handled and money at the same time helped to avoid food contamination which can result to illness.

Being healthy gave positive impact on attitude and acquire intention for café' item. Thus, it was important for employees to maintain their good health (Song et al., 2022). According to Grantham (2019) sneezing or spitting in the workplace had a negative impact on people's health and shows rudeness, sneezing or spitting at work was essential in order to reduce the spread of infections and maintain a healthy environment. Moreover, Obinna (2022) stated that employees avoided handling money and food at the same time to prevent the spread of harmful bacteria and lower the risk of foodborne illnesses.

Items	SD	Mean	Descriptive Equivalent
1. I covered my hair completely during food handling.	0.65	4.51	Very High
2. I wore appropriate and clean clothes.	0.58	4.61	Very High

3. I never wore rings or bracelets.	0.90	4.41	Very High
4. I never smoked in the workplace.	0.82	4.55	Very High
5. I had my nails short and clean	0.66	4.68	Very High
6. I never spit, or sneezed in the workplace.	0.54	4.70	Very High
7. I was being healthy during the work.	0.45	4.76	Very High
8. I kept my hands clean.	0.58	4.68	Very High
9. I never handled food and money at the same time.	0.91	4.27	Very High
Category	0.68	4.57	Very High

Table 6. Level of Hygiene Requirements in terms of Personal Hygiene Practice

Level of Hygiene Requirements in terms of Food Hygiene Practices

Shown in Table 7 was the level of hygiene requirements in terms of food hygiene practices. As indicated in the table, the overall mean is 4.80, with a very high descriptive equivalent. This implied that the level of hygiene requirements when analyzed in terms of food hygiene practices was always observed.

The item number 5 "*I cooked food and prepare coffee properly to avoid contamination*" possessed the highest mean (4.88), which is characterized as extremely high which meant the coffee shop employees cooked food and prepared coffee properly. On the other hand, the item number 8 "*I purchased raw materials and ingredients from authorized suppliers or approved sources.*" obtained the lowest mean of 4.70. Therefore, it intended that the level of hygiene requirements when analyzed in terms of food hygiene practices is always observed.

This study was supported by Song, et al., (2022) that being healthy at work was important for coffee shop employees for a number of reasons, and in the business environment of the cafe, healthiness, nutritional disclosure, and hygiene all played a role. Were number of advantages to cover food and drinks that are on display for purchase in coffee shops and it aided in upholding food safety regulations, guaranteeing the well being and security of staff members and patrons (Wibisono, et al., 2021). Purchasing ingredients and raw materials from licensed sources or authorized suppliers can have a big impact on the workers of coffee shops. Employee consistency in product delivery and customer satisfaction were positively impacted by suppliers' quality and dependability (Putra, et al., 2020).

Table 7. Level of Hygiene Requirements in terms of Food Hygiene Practices

Items	SD	Mean	Descriptive Equivalent
1. I used potable water for food purposes, such as washing raw materials and utensils.	0.52	4.78	Very High
2. I kept a covered garbage container away from the food handling area.	0.49	4.76	Very High
3. I selected, wash, and disinfect the tools and equipment before used.	0.56	4.77	Very High
4. I covered food and beverages displayed for sale and kept them at a suitable temperature.	0.34	4.87	Very High
5. I cooked food and prepare coffee properly to avoid contamination.	0.33	4.88	Very High
6. I clean, disinfect and maintain the surrounding and surface areas well.	0.48	4.75	Very High
7. I stored raw materials and ingredients under proper refrigeration/freezing conditions.	0.42	4.81	Very High
8. I purchased raw materials and ingredients from authorized suppliers or approved sources.	0.57	4.70	Very High
9. I kept the ingredients in a proper storage after using to avoid contamination.	0.35	4.86	Very High
Category	0.45	4.80	Very High

Summary on the level of Hygiene Requirements

Table 8 presented the summary on the level hygiene requirements. The results showed a very high descriptive level and an overall mean of 4.69 with a standard deviation of 0.57. This signified that hygiene requirements are always observe.

Out of the three indicators, food hygiene practices had the highest mean of 4.80, while personal hygiene practices had the lowest mean of 4.57. They scored very high in terms of description. Additionally, the category means standard deviation of 0.57 showed that the coffee shop employees in terms of hygiene requirements both personal and food hygiene practices were always observed.

These findings were supported by Abdul, et al., (2019) these results highlighted how important it was to uphold good personal hygiene standards in settings where food is handled, such as coffee shops, in order to guarantee food safety and avoid contamination. These authors supported a comprehensive strategy for raising hygiene standards in the food service sector by concentrating on variables that affected employees' sense of hygiene (SQ) and highlighting SQ's mediating function in encouraging hygiene practices. Additionally, Park, et al., (2019) stated that the research highlighted how adequate training for food handlers including temporary employees resulted in a high standard of sanitation in public food service establishments, guaranteeing the community's access to wholesome food. Furthermore, in order to ensure food safety in coffee specialty franchises authors emphasized the significance of sanitation standard operating procedures (SSOPs).

Table 8. Summary on the Level of Hygiene Requirements

Indicators	SD	Mean	Descriptive Equivalent
1. personal hygiene practices	0.68	4.57	Very High
2. food hygiene practices	0.45	4.80	Very High
Overall	0.57	4.69	Very High

Significance of the relationship between the Food safety desirability response and hygiene requirements towards coffee shop employees.

Table 9 showed the relationship between food safety desirability response and hygiene requirements of coffee shop employees. The study found a significant relationship between food safety desirability response towards hygiene requirements of coffee shop employees, as indicated by the correlation between the two variables (r-value 0.483, $p < .000$). Which was less than 0.05 that signified the rejection of the null hypothesis. It indicated that there was a strong correlation between coffee shop employees' hygiene requirements and food safety desirability response.

On the other hand, the study discovered a significant correlation (r-value 0.483, $p < .000$) between coffee shop employees' hygiene requirements and food safety desirability response. Which was less than 0.05 this proved that the null hypothesis was rejected. It revealed a strong relationship between food safety desirability response towards hygiene requirements of coffee shop employees.

Table 9. Significance of the Relationship Between Food Safety Desirability Response and Hygiene Requirements

Variables Correlated	r	p-value	Decision on Ho	Decision on Relationship
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<i>food desirability and requirements</i>	<i>safety response and hygiene</i>	0.483	0.000	Rejected	Significant
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These inferences were corroborated by Takashi, Chiba (2022) that in order to guarantee food safety from production to consumption there must be relationship between hygiene regulations and the food safety desirability. Reducing the prevalence of foodborne illnesses required strict adherence to cleanliness regulations that was observed by the coffee shop employees. Additionally, Piartrini (2021) stated that maintaining good hygiene standards, such as ensuring that the coffee was produced at a high temperature that significantly reduced the amount of microorganisms and improved food safety at coffee shops. Rahmah (2021) cited that to protect the health of both staff and customers, coffee shop employees adhered to strict standards for food safety and hygiene. Research had indicated that providing counseling sessions to employees increased their awareness of food safety greatly enhanced their comprehension of appropriate food handling procedures

SUMMARY, CONCLUSION, AND RECOMMENDATION

This chapter contained conclusions, recommendations for potential implementation, and a summary of the study's findings.

SUMMARY OF FINDINGS

The following were the study's main conclusions:

1. For the level of the food safety desirability response, image management had the highest mean of 4.33, with a standard deviation of 0.73 and a descriptive equivalent of very high. Next was denial of negatives, with mean of 4.14 and standard deviation of 0.90 and had obtained the descriptive equivalent of high. Furthermore, it had an overall mean of 4.26 with an overall standard deviation of 0.79 and with a descriptive equivalent of very high.
2. For the level of hygiene requirements, food hygiene practices obtained the highest mean of 4.80 with a standard deviation of 0.45 and a descriptive equivalent of very high. Followed by personal hygiene practices with the mean of 4.57 and the standard deviations of 0.68, and had obtained the descriptive equivalent of very high. Furthermore, it had an overall mean of 4.69 with an overall standard deviation of 0.57 and with a descriptive equivalent of very high.
3. The relationship between food safety desirability response and hygiene requirements towards coffee shop employees showed a positive correlation with a p.value of 0.000 which was lower than the level of significance 0.05. The results indicate the rejection of the null hypothesis.

CONCLUSIONS

In light of the study's conclusions, the following claims were made:

The level of food safety desirability response was very high. The results of this study revealed that the food safety desirability response towards coffee shop employees is always observed.

1. The level of Hygiene requirements, personal hygiene and food hygiene were always observed among coffee shop employees. Employees at coffee shop who prepared and served food and beverages had its proper hygiene and follow the hygiene requirements.

2. The result of the study revealed that there was significant relationship between food safety desirability response and hygiene requirements. The study findings indicated that the relationship between food safety desirability response and hygiene requirements of coffee shop employees were found significant. The result also showed that although food safety and hygiene requirements are connected in coffee shop employees but still it gave a bigger impact in the sales of the establishments most especially to the customers. These results showed how important hygiene requirements was, in handling and serving food. Additionally, these results revealed that all coffee shop employees in the Municipality of Santo Tomas were observing proper hygiene.

RECOMMENDATIONS

Based on the findings and conclusions of the study, the following recommendations were offered:

1. Coffee Shop owners were encouraged to conduct surveys with employees to understand challenges in maintaining cleanliness. Researchers suggest enhancing hygiene standards by implementing regular training sessions, providing cleaning supplies, and enforcing strict policies to improve food safety and hygiene in coffee shops, addressing the low level of cleanliness observed among some owners.

2. Coffee shop employees were suggested to lead seminars on food safety and handling procedures to improve hygiene levels, particularly in personal hygiene practices. Evaluations are needed to assess the effectiveness of current training and protocols, providing employees with knowledge on proper food handling and hygiene practices.

3. Customers were encourage to take note of the food safety and hygiene standards follow at the coffee shop. Low personal hygiene practices were observed among employees. Proper sanitation and adherence to hygiene protocols are crucial for customer safety.

4. Future researchers explore the relationship between food safety perceptions of coffee shop employees. This paper shared online and in libraries. Qualitative methods like focus groups enhance quantitative data, leading to a better understanding of the topic.

Option 1:

Author(s) hereby declare that NO generative AI technologies such as Large Language Models (ChatGPT, COPILOT, etc) and text-to-image generators have been used during writing or editing of manuscripts.

Option 2:

Author(s) hereby declare that generative AI technologies such as Large Language Models, etc have been used during writing or editing of manuscripts. This explanation will include the name, version, model, and source of the generative AI technology and as well as all input prompts provided to the generative AI technology. Details of the AI usage are given below:

- 1.
- 2.
- 3.

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