



## Food safety, hygiene, sanitation, and occupational safety training for meatball production: a community service program at Bakso Arief Factory, Batu City

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### ABSTRACT

Local culinary products are part of the tourist experience in destination areas; therefore, food safety, hygiene, sanitation, and occupational safety must be strengthened to maintain product quality, service reliability, and consumer trust. This community service program aimed to improve the knowledge, awareness, and initial work practices of production workers at Bakso Arief Factory in Batu City. The program applied a participatory training model consisting of initial observation, partner problem identification, preparation of training media, lecture-dialogue, demonstration of six-step handwashing, equipment sanitation, personal protective equipment (PPE) use, and immediate monitoring. Participants were 20 production workers involved in grinding, mixing, boiling, cooling, storage, and packaging. Evaluation used a 20-item pre-test and post-test instrument covering personal hygiene, food contamination prevention, equipment sanitation, cold storage, PPE, and workplace hazard identification. The results showed that the average score increased from 50.25 to 84.75, representing a 68.66% improvement. The average normalized gain was 0.68, and the paired-sample t-test showed a significant difference between pre-test and post-test scores ( $t = 13.20$ ;  $p < 0.001$ ). The program also produced practical outputs, including a sanitation SOP, daily cleaning checklist, PPE poster, training leaflet, and worker compliance monitoring sheet. These outputs support the application of food safety and CHSE-oriented practices in a local culinary production unit. The program indicates that participatory hygiene and occupational safety training can strengthen culinary SMEs in tourism destinations by improving worker competence, product safety, and consumer confidence.

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## INTRODUCTION

Culinary products are not only consumed as daily food but also function as part of the tourism experience in destination areas. For a tourism city such as Batu, local food products

contribute to visitor satisfaction, destination image, and the economic value of culinary micro, small, and medium enterprises. Recent gastronomy-tourism studies explain that local dishes, culinary identity, memorable eating experiences, and sustainable food systems can become destination attractions when they are managed through quality, authenticity, cleanliness, and reliable service (Richards, 2021; Apak & Guerbuez, 2023; Liutikas, 2023; Dordai et al., 2026). Therefore, food safety in local culinary production is not only a technical issue in food processing but also part of the tourism value chain that shapes consumer trust, culinary experience, and the reputation of the destination.

The relevance of hygiene, sanitation, and occupational safety in culinary production is also consistent with the cleanliness, health, safety, and sustainability orientation in tourism services. In gastronomy tourism, local supply-chain readiness, service quality, food safety, and destination management are important components of sustainable culinary tourism development (Richards, 2021; Dordai et al., 2026; UN Tourism, 2025). In this context, strengthening hygiene and occupational safety at a local meatball factory can support culinary tourism indirectly by ensuring that local food products are processed in a clean, safe, and worker-friendly environment.

Meatball production requires special attention because the process uses raw meat ingredients and involves several stages that are vulnerable to contamination, including grinding, mixing, shaping, boiling, cooling, storage, and packaging. The Codex General Principles of Food Hygiene emphasize that food business operators should control hazards throughout the food chain through good hygiene practices and hazard-based control measures (Codex Alimentarius Commission, 2022). Food safety is also a public health concern because unsafe food creates health, productivity, and economic burdens, particularly when hygiene control and risk communication are weak (World Health Organization, 2026; WHO Indonesia, 2024). This is relevant because meat-based products are highly susceptible to microbial contamination if temperature control, personal hygiene, equipment sanitation, and separation between raw and cooked products are not consistently implemented.

Bakso Arief Factory in Batu City is a local meatball production partner that involves workers in several production stages. Based on the initial observation conducted by the community service team, several issues required improvement: inconsistent use of PPE, handwashing practices that did not fully follow the six-step standard, lack of scheduled equipment sanitation, and the need for better arrangement of raw materials and production equipment. These conditions may increase the risk of food contamination, workplace accidents,

and product quality inconsistency. For a culinary business located in a tourism destination, these risks are relevant not only to internal production but also to consumer confidence and the competitiveness of local culinary products.

Therefore, community service intervention is needed to strengthen the capacity of workers and management in applying hygiene, sanitation, and occupational safety principles. This program was designed as a participatory training activity that combines education, demonstration, practical media, and evaluation. Recent studies show that food-safety knowledge, attitude, training exposure, hygiene facilities, and supervision are associated with safer food-handling practices (Alemayehu et al., 2021; Tadele et al., 2022; Tamene et al., 2022; Gemedu et al., 2025). The objective of this community service activity is to improve workers' knowledge, awareness, and initial work practices related to hygiene, sanitation, and occupational safety in meatball production. The program is also expected to contribute to culinary product quality, consumer trust, and destination competitiveness in Batu City.

## **METHOD**

### ***Location, Time, and Partner Profile***

The community service activity was conducted at Bakso Arief Factory, Batu City, East Java, from January 25 to 27, 2025. The partner is a small-to-medium local culinary production unit focusing on meatball processing. The production flow observed in the partner's workplace includes raw material preparation, meat grinding, ingredient mixing, dough shaping, boiling, cooling, frozen or low-temperature storage, and packaging. The activity involved 20 production workers who directly handled the processing stages. Management was involved in providing access to the production area, confirming the main sanitation and safety problems, and discussing follow-up monitoring after the training.

### ***Training Design and Community Participation***

The activity used a participatory training approach. Workers and management were not positioned only as recipients of information but were involved in identifying daily production problems, discussing practical barriers, and agreeing on simple follow-up actions. This approach was used because food safety improvement depends not only on written rules but also on shared values, management commitment, communication, repeated safe practices, and measurable food safety culture in the workplace (U.S. Food and Drug Administration, 2022; FoodDrinkEurope, 2023; Pai et al., 2024). The training stages consisted of: (1) initial

observation and problem identification; (2) preparation of materials and practical media; (3) education and demonstration; (4) pre-test and post-test evaluation; and (5) follow-up discussion with management.

**Training Materials, Instruments, and Evaluation**

The training materials covered personal hygiene, prevention of cross-contamination, cleaning and sanitation of equipment, raw material and finished product separation, cold storage, safe use of sharp tools, prevention of slipping, safe handling of hot water or boiling equipment, and consistent use of PPE. The media used in the activity included presentation slides, an educational leaflet, PPE demonstration tools, a sanitation SOP draft, a daily cleaning checklist, and visual posters displayed in the production area.

Participants’ knowledge was measured using a 20-item pre-test and post-test instrument. Each correct answer was scored 5 points, so the total score ranged from 0 to 100. The indicators and examples of items are presented in Table 1. The instrument was developed based on food hygiene principles, tourism service readiness, occupational safety needs, and common food-handler knowledge, attitude, and practice indicators reported in recent studies (Alemayehu et al., 2021; Abegaz, 2022; Tamiru et al., 2022; Gemedu et al., 2025). The 20 items covered five indicators: personal hygiene, food contamination prevention, equipment and area sanitation, PPE use, and workplace hazard awareness. Score improvement was calculated using the percentage increase formula and normalized gain (N-gain) to show the magnitude of learning improvement. The use of pre-test and post-test evaluation was selected because immediate knowledge change is an important early indicator before longer-term behavior monitoring is conducted.

**Table 1.** Indicators of the Pre-test and Post-test Instrument

| No. | Indicator                       | Example of item focus  | Scoring       |
|-----|---------------------------------|--|---------------|
| 1   | Personal hygiene                | Six-step handwashing, clean clothing, and health condition of food handlers            | 5 points/item |
| 2   | Food contamination prevention   | Cross-contamination between raw meat, cooked meatballs, tools, and hands               | 5 points/item |
| 3   | Equipment and area sanitation   | Cleaning schedule, safe water use, and separation of clean and dirty equipment         | 5 points/item |
| 4   | Storage and temperature control | Low-temperature storage and product quality maintenance                                | 5 points/item |
| 5   | PPE and occupational safety     | Use of gloves, masks, aprons, head coverings, and prevention of cuts, slips, and burns | 5 points/item |

### *Program Outputs and Follow-up Plan*

To respond to the need for practical and sustainable outputs, the program produced several tools for partner use: a hygiene and sanitation SOP, a daily equipment-cleaning checklist, PPE posters, a brief training leaflet, and a compliance monitoring sheet. The production supervisor was designated by the partner as the person in charge of follow-up monitoring. These outputs were prepared to support a simple food safety climate in the workplace, because organizational routines, leadership reminders, communication, resource availability, and monitoring tools can influence worker compliance with food safety procedures (U.S. Food and Drug Administration, 2022; Food Drink Europe, 2023; Chen, 2026). The follow-up plan includes weekly monitoring by the supervisor and monthly discussion with the owner regarding sanitation compliance, PPE availability, and production area improvement.

## **RESULTS AND DISCUSSION**

### *Implementation of the Training Activity*

The activity was implemented through observation, educational sessions, demonstrations, installation of visual reminders, and partner discussion. Workers participated actively in the discussion because the materials were directly related to their daily work. The use of simple language, direct examples from the production area, and hands-on demonstration helped participants connect the training content with practical problems in the workplace.



*Figure 1. Hygiene, sanitation, and occupational safety training with workers at Bakso Arief Factory in Batu City.*

Figure 1 shows the opening and awareness-raising session with workers and the community service team. This session introduced the importance of hygiene, sanitation, and occupational safety as part of product quality and culinary service reliability in a tourism destination.



*Figure 2. Initial condition of the meatball production area before the training intervention.*

The initial observation in Figure 2 indicated that the production area still required improvement in equipment arrangement, sanitation scheduling, and clearer separation of clean and dirty working zones. These observations became the basis for preparing the training materials and practical outputs.



*Figure 3. Observation of the meatball production process during the hygiene and sanitation education session.*

Figure 3 illustrates direct observation of the production process, including handling of dough and other production materials. The observation was used to explain potential contamination points and the need for consistent personal hygiene, glove use, and equipment sanitation.



Figure 4. Low-temperature storage of meatball products to maintain product quality and safety.

The training also emphasized cold storage as an important control point for maintaining meatball quality. Workers were reminded that improper storage can accelerate microbial growth and reduce product shelf life.

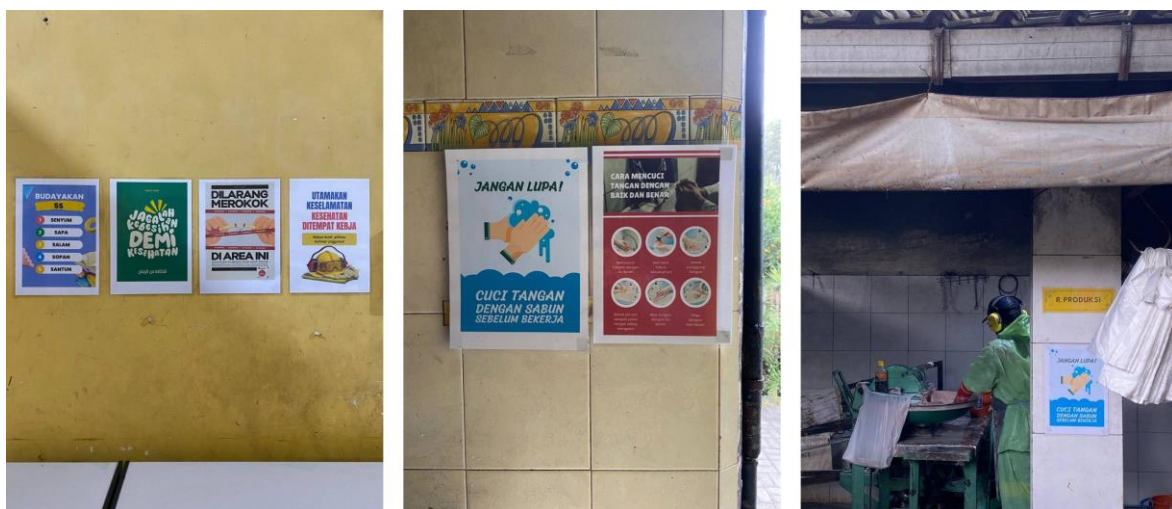


Figure 5. Workplace safety and hygiene posters displayed in the production area.

Visual reminders were displayed in strategic areas to strengthen daily compliance. The posters focused on PPE use, cleanliness, and safe work behavior so that workers could repeatedly see the key messages during production.



Figure 6. Discussion and evaluation with the partner after the educational session.

The activity concluded with discussion and evaluation with the partner. This session identified practical needs for future implementation, including routine PPE availability, sanitation scheduling, and internal monitoring by the production supervisor.

### ***Concrete Outputs of the Community Service Program***

In response to the reviewer's recommendation to strengthen practical outputs, this revised manuscript specifies the concrete products delivered to the partner. These outputs are important because training without operational tools may not be sustained after the community service team leaves the site.

**Table 2.** Practical Outputs Delivered to the Partner

| No. | Output                      | Function   | Use by Partner   |
|-----|-----------------------------|--|--|
| 1   | Hygiene and sanitation SOP  | Standardizes handwashing, equipment sanitation, and production area cleanliness        | Placed as internal guidance for workers and supervisor |
| 2   | Daily cleaning checklist    | Records cleaning of tables, containers, knives, boiling area, floors, and storage area | Completed daily and reviewed weekly by supervisor      |
| 3   | PPE poster                  | Reminds workers to use masks, gloves, aprons, and head coverings                       | Displayed in visible areas of the production room      |
| 4   | Training leaflet            | Summarizes hygiene, food safety, and occupational safety messages                      | Given to workers as a quick reference                  |
| 5   | Compliance monitoring sheet | Tracks PPE use, handwashing, and sanitation behavior                                   | Used during weekly internal monitoring                 |

**Improvement in Participants' Knowledge**

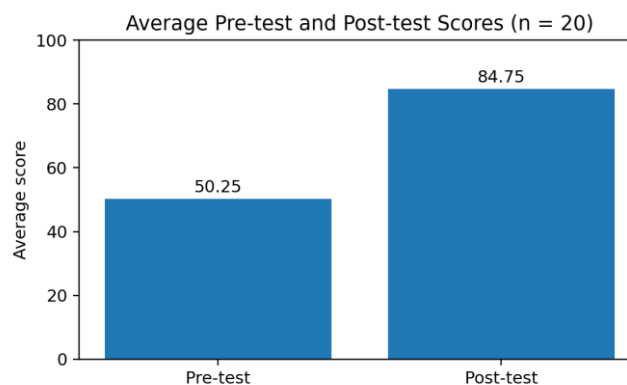
The pre-test and post-test scores showed a clear increase in participants' knowledge after the training. Table 3 presents the individual score changes, while Table 4 summarizes the average score, percentage increase, N-gain, and paired-sample t-test result.

**Table 3.** Pre-test and Post-test Results of Participants (n = 20)

| No. | Participant    | Pre-test Score | Post-test Score | Gain |
|-----|----------------|----------------|-----------------|------|
| 1   | Participant 1  | 50             | 80              | 30   |
| 2   | Participant 2  | 55             | 85              | 30   |
| 3   | Participant 3  | 45             | 80              | 35   |
| 4   | Participant 4  | 60             | 85              | 25   |
| 5   | Participant 5  | 40             | 75              | 35   |
| 6   | Participant 6  | 50             | 80              | 30   |
| 7   | Participant 7  | 55             | 80              | 25   |
| 8   | Participant 8  | 55             | 90              | 35   |
| 9   | Participant 9  | 40             | 90              | 50   |
| 10  | Participant 10 | 40             | 90              | 50   |
| 11  | Participant 11 | 45             | 80              | 35   |
| 12  | Participant 12 | 65             | 80              | 15   |
| 13  | Participant 13 | 60             | 80              | 20   |
| 14  | Participant 14 | 55             | 80              | 25   |
| 15  | Participant 15 | 55             | 75              | 20   |
| 16  | Participant 16 | 60             | 95              | 35   |
| 17  | Participant 17 | 50             | 95              | 45   |
| 18  | Participant 18 | 40             | 95              | 55   |
| 19  | Participant 19 | 45             | 100             | 55   |
| 20  | Participant 20 | 40             | 80              | 40   |

**Table 4.** Summary of Knowledge Improvement

| Parameter            | Result                              |
|----------------------|-------------------------------------|
| Pre-test average     | 50.25                               |
| Post-test average    | 84.75                               |
| Mean difference      | 34.50                               |
| Percentage increase  | 68.66%                              |
| Average N-gain       | 0.68 (moderate-to-high improvement) |
| Paired-sample t-test | t = 13.20; p < 0.001                |
| Cohen dz effect size | 2.95 (large effect)                 |



**Figure 7.** Diagram of the average pre-test and post-test score increase.

The average score increased from 50.25 to 84.75. The N-gain value of 0.68 indicates that the training achieved a moderate-to-high learning improvement. The paired-sample t-test also showed a statistically significant increase in knowledge ( $p < 0.001$ ), suggesting that the combination of lecture-dialogue, demonstration, visual media, and direct discussion was effective for improving short-term knowledge. This finding is consistent with recent evidence that food-safety training, adequate knowledge, positive attitudes, and access to facilities are associated with safer food-handling and sanitation practices (Tadele et al., 2022; Tamiru et al., 2022; Gemedra et al., 2025; Mekonnen Moges et al., 2025).

### ***Immediate Behavioral Changes and Practical Constraints***

In addition to the test scores, immediate observation after the training indicated several initial behavioral improvements. However, these changes should be interpreted as short-term indicators because long-term compliance requires repeated monitoring by the partner.

**Table 5.** Immediate Observation Before and After Training

| <b>Observed Aspect</b>          | <b>Before Training</b>   | <b>Immediate Condition After Training</b>   |
|---------------------------------|--|---|
| PPE use                         | PPE was available but not used consistently by all workers.                            | Workers practiced using masks, gloves, aprons, and head coverings during the demonstration and were reminded through posters. |
| Handwashing                     | Workers had not consistently followed the six-step handwashing sequence.               | Participants were able to demonstrate the six-step sequence during practice.  |
| Equipment sanitation            | Cleaning was performed, but no written schedule or checklist was used.                 | A daily sanitation checklist was introduced for tables, containers, knives, floors, boiling area, and storage area.           |
| Raw and cooked product handling | Separation between raw materials and finished products needed clearer reminders.       | Workers discussed contamination points and were instructed to separate raw and cooked product zones.                          |
| Workplace hazard awareness      | Risks from slippery floors, hot water, and sharp tools were not systematically listed. | Workers identified hazards and agreed to use safer movement patterns, dry-floor reminders, and PPE.                           |

### ***Relevance to Culinary Tourism, CHSE, and Destination Competitiveness***

The revised focus of this article positions hygiene, sanitation, and occupational safety not only as internal production requirements but also as components of culinary tourism quality. In a tourism destination, visitors evaluate food products through taste, cleanliness, perceived safety, service reliability, authenticity, and trust in the producer. Recent gastronomy tourism literature emphasizes that local food can strengthen destination image, regional development, and sustainable tourism when product quality and visitor experience are managed consistently

(Richards, 2021; Apak & Guerbuez, 2023; Liutikas, 2023; Dordai et al., 2026). Therefore, improvements in the production environment can indirectly contribute to a positive culinary experience and destination image.

The training outputs support tourism service readiness because they translate broad cleanliness, health, safety, and sustainability principles into daily work practices in a local culinary production unit. Cleanliness is addressed through handwashing and sanitation checklists; health is addressed through prevention of contamination and proper storage; safety is addressed through PPE use and hazard awareness; and environmental sustainability is supported through more orderly and controlled production practices. This linkage shows that community service in culinary production can contribute to destination readiness by strengthening the upstream quality of local culinary products. The integration of hygiene, food safety management, and worker protection is also aligned with recent food-safety culture guidance that emphasizes leadership commitment, employee engagement, clear communication, resources, and continuous improvement (FoodDrinkEurope, 2023; Pai et al., 2024; Chen, 2026).

From a food safety perspective, the observed issues in meatball processing are consistent with the principles of Good Hygiene Practices and HACCP. Critical points in this partner's production process include raw meat handling, contact surfaces, worker hands, boiling, cooling, and low-temperature storage. The SOP and checklist introduced in this program can become preliminary tools for gradual implementation of hygiene-based hazard control. In the long term, these tools can also support the development of food safety culture because food safety performance is shaped by formal systems, leadership commitment, communication, worker behavior, and repeated supervision (Codex Alimentarius Commission, 2022; U.S. Food and Drug Administration, 2022; FoodDrinkEurope, 2023).

From an occupational safety perspective, workers face practical risks such as cuts from knives or grinders, exposure to hot water during boiling, and slipping on wet floors. The use of PPE and hazard awareness posters can reduce unsafe behavior when combined with supervision. The discussion with management showed that the most realistic short-term improvements are providing sufficient PPE, keeping floors dry, placing sharp tools safely, and assigning a supervisor to remind workers. These actions are consistent with the preventive approach of occupational safety and health, which emphasizes hazard identification, risk control, worker participation, and continual improvement in safer and healthier working environments (International Labour Organization, 2023, 2024).

### ***Sustainability Plan***

The sustainability plan was developed with the partner to make the program more operational. The designated production supervisor acts as the internal PIC for collecting checklists, reminding workers, and reporting problems to management. The plan includes daily cleaning checklist completion, weekly internal sanitation review, monthly management evaluation, replenishment of PPE stock, and refresher training every three months. Before high-demand periods or holiday seasons, the partner is encouraged to conduct additional sanitation audits because production pressure may increase the risk of non-compliance. Continuous monitoring is important because recent evidence shows that training status, attitude, management commitment, inspection, and facility availability influence food safety and sanitation practices (Abegaz, 2022; Teferi et al., 2021; Gemedra et al., 2025; Mekonnen Moges et al., 2025). Future community service activities should add microbiological testing, longer observation, and product quality monitoring to measure practical impacts beyond knowledge improvement.

### **CONCLUSION**

The hygiene, sanitation, and occupational safety training at Bakso Arief Factory in Batu City improved workers' knowledge and strengthened practical awareness of food safety and safe work behavior. The average knowledge score increased from 50.25 to 84.75, with a 68.66% improvement, an average N-gain of 0.68, and a statistically significant post-test increase ( $p < 0.001$ ). The program also generated concrete outputs, including a sanitation SOP, daily cleaning checklist, PPE poster, training leaflet, and compliance monitoring sheet. These outputs make the program more relevant to culinary tourism because they support safer local food production, product quality, consumer confidence, and service readiness in a tourism destination. The main limitation of the activity is that behavior change was assessed only through immediate observation; therefore, long-term monitoring and microbiological product testing are recommended for future programs. Partner management is advised to ensure continuous PPE availability, conduct weekly internal monitoring, and repeat the training periodically to maintain a hygiene and safety culture in the workplace.

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