

**ANALYSIS OF FOOD MANAGEMENT PRACTICES AND SAFE
PROVISION IN UNCLASSIFIED RESTAURANTS IN NAIROBI CITY
COUNTY, KENYA**

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DECLARATION

I hereby declare that this Thesis is my own task and that it has not been presented by any other person for an award of Master of Science in Hospitality Management or any other award.

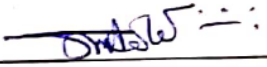
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ABSTRACT

Restaurants provide food to millions of people away from home. However, provision of safe food in most of unclassified restaurants particularly in Nairobi City County is a problem. The aim of this research was to establish how food safety practices influence safe food provision by unclassified restaurants in Nairobi City County. The specific objectives were to assess the influence of food handling practices on safe food provision by unclassified restaurants; to examine the role of food hygiene training on safe food provision by unclassified restaurants; to determine the effect of food legislation compliance on safe food provision by unclassified restaurants; to establish the role of management in ensuring that safety standards are achieved on safe food provision by unclassified restaurants and to determine the moderating influence of food safety standards on the relationship between food management practices and safe food provision in Nairobi City County. A mixed method research design was employed as the blue print to guide the study. The study population was 124 unclassified restaurants in Nairobi Central Business District. Questionnaires were used in data collection, in addition to an in-depth interview guide and observation checklist. Questionnaires were administered to supervisors, cooks and waiters while interview schedules were held with restaurants' managers. Quantitative data were analyzed through means, standard deviation, inferential models and presented in form of tables and figures. T-test was used to establish if there is a remarkable difference between unclassified restaurants that observe particular food safety management practices and those that do not. Chi square test as one of the inferential statistics was employed to determine association between food handling practices, food hygiene training, food legislation compliance and role of management in application of safe food provisions. Qualitative results were presented in a narrative form and triangulated with quantitative results. The study established that food handling practices on safe food provision by unclassified restaurants was statistically significant ($\chi=8.988$; p value of $.003<0.05$), food hygiene training and safe food provision by unclassified restaurants have a significant association ($\chi= 5.094$, p value of $.019<0.05$, food legislation compliance and safe food provision by unclassified restaurants have a significant association as supported ($\chi=4.544$; p value of $.025<0.05$) while the role of management and safe food provision by unclassified restaurants have a significant association ($\chi=11.107$, p value of $.001<0.05$). The study further found that safety standards moderates the relationship between food management practices and safe food provision by unclassified restaurants in Nairobi City County. From the study findings, the study concludes that food handling practices, food hygiene training, food legislation compliance and role of management impacts the safe food provision by unclassified restaurants. The study recommends for the need to periodically train restaurant workers on proper food handling practices. There is need for restaurant management to provide workers with sufficient clean dress code. In addition, there is need for close monitoring on how food is prepared and stored in the restaurant. The restaurant management needs to organize periodic training programs in form of short workshops, seminars and conferences with key stakeholders in the hospitality sector and food safety authorities. There is need for the management of unclassified restaurants to implement any existing food safety guidelines and procedures. There is need for restaurant management to work closely with restaurant employees with aim of enhancing safe food provisions in the hotel industry.