

QUALITY MANAGEMENT OF CANTEEN AND THE VENDORS IN ATATE, PALAYAN CITY, NUEVA ECIJA: PROBLEMS AND RECOMMENDATIONS

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ABSTRACT

The purpose of this study was to determine and assess the quality management of the canteens in Barangay Atate, Palayan City, Nueva Ecija. The researchers observed that there were some canteen staff, near the NEUST Atate Campus, who are not practicing the proper sanitation practices such as not wearing hairnets, gloves, apron and not removing jewelries when serving food. Also, researchers noticed that they have no proper placement of their food display in which the other food was prone to contamination. Researcher also observed that some of the health clearances of canteen staff are expired or not updated. Descriptive Method was used in the representation of data that were gathered and in order to describe frequencies, averages and other statistical computations. The Survey (questionnaire) was used to gather necessary data. It was distributed to the canteen owners in Brgy. Atate. The researcher used purposive sampling to come up with the total of 6 respondents. Result shows that there are two types of problems were the following. First for the Internal Problems was lack of supplies of raw materials, since Palayan City is not highly urbanized, therefore, some of the resources were hard to find in the area. Secondly was the External Problem encountered during the rainy season. The decrease of sales was evident. The business is still operational despite of the fact of the absence of close monitoring procedures. Sanitation will be perceived through implementation of trainings and seminars that will help educate the business owner.

Key words: *Quality Management, Canteen, Problems, Sanitation, Hygiene*

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INTRODUCTION

Proper hygiene in connection to food preparation and handling is a requirement for canteen operators or concessionaires in a university. Additionally, proper hygiene and safe drinking water are necessary to ensure the customers' health and safety while eating. Sanitation is critical for maintaining healthy health. The absence of these critical components may contribute to the spread of certain diseases. Foodborne disease is a prevalent, yet preventable, cause of sickness on a global scale. As a result, it is vital for researchers to take action, with a particular emphasis on limiting disease spread inside the food business.

Sanitation in the food industry refers to the process of adequately treating food-contact surfaces with a process that is effective at destroying vegetative cells of microorganisms of public health significance and significantly reducing the number of other undesirable microorganisms, but without affecting the food or its consumer safety (Muyanja et.al, 2011). The Canteen is classified as part of the food sector. A canteen is a vending machine that sells food and beverages on the premises of an institution such as a camp, college, or military post (Vocabulary.Com, 2021). The canteen is a critical partner of the school since it provides nutrition to the kids.

Inadequate personal hygiene and environmental sanitation largely led to food contamination, which resulted in food-borne diseases (Rane, 2011). Due to their poverty and lack of education, vendors lack a basic grasp of food hygiene (Mukherjee et al. 2018). Food Poisoning is a Foodborne sickness, more usually called food poisoning, that occurs as a result of consuming contaminated, damaged, or poisoned food. Nausea, vomiting, and diarrhea are the most frequent symptoms of food poisoning (Healthline, 2005). While food contamination is unavoidable, millions of people rely on it for nourishment and economic survival. Canteens are considered to be more informal than the majority of food vendors. They are often tiny in size and operate out of private residences, street pavements, or informal arrangements. Food vendors' improper handling and disrespect for hygienic procedures may allow dangerous bacteria to come into touch with food, live, and proliferate in sufficient numbers to cause sickness in the consumer. The majority of vendors are uneducated and inexperienced in food hygiene.

A food handler is anyone who interacts with food, regardless of whether he makes or serves it. Food handlers are the primary source of microorganisms transferred to food through

their skin, nose, and bowel, as well as through contaminated food cooked and served by them. Food handlers may passively transmit viruses from a contaminated source, such as raw chicken to a food such as cold cooked beef that will be consumed without further heating. They may, however, become sources of organisms during gastrointestinal sickness or during and after convalescence, when they no longer exhibit symptoms. During the acute stages of gastroenteritis, vast numbers of organisms are expelled and are likely to spread widely; clearly, food handlers who are symptomatic should be excluded from work. Personal cleanliness, as well as food handling techniques, are necessary for preventing pathogen transmission from food handling staff to consumers (Takalkar et.al, 2011).

In a span of seven years, over 70,000 Filipino children have died of diarrhea. It was conducted in collaboration with the Department of Health and the United Nations Children's Emergency Fund (UNICEF). This figure places diarrhea as the fourth leading cause of death in children under the age of five and the third leading cause of illness in children, with an estimated 10,000 deaths each year. Meanwhile, health experts indicated that the Philippines ranked second in terms of diarrhea incidents among the 13 countries included in the census. Additionally, food poisoning can occur as a result of consuming food that has been contaminated with bacteria, viruses, chemicals, or toxic metals such as lead or cadmium. However, the majority of food poisoning is caused by bacteria. It is critical to note that all food poisoning diseases are prevented using the same food handling methods. Hand washing with soap and drying them with a paper towel or a clean cloth is the most effective technique to prevent the spread of harmful bacteria.

The researchers are from the State Campus of Nueva Ecija University of Science and Technology. This campus is a satellite campus of the New England University of Science and Technology. All NEUST main campus curricula, administration, policies, and procedures were supplied at the satellite campus; this campus was established to serve the needs of Palayan, Laur, Bongabon, and other adjacent municipalities and cities.

The researchers saw certain canteen personnel at the NEUST Atate Campus not following proper sanitary measures, such as not wearing hairnets, gloves, or an apron, or not removing jewelries before serving food.

Additionally, the researchers observed that they lacked adequate arrangement of their food display, which exposed the other items to contamination. Food is exposed to insects and

soiled surfaces, creating the possibility of cross contamination. Additionally, researchers discovered that several of the canteen staff's health clearances were expired or were not kept current.

Faculty and staff at NEUST Atate, students, and other Customers consumed food from these canteens, and as such, they should be informed of the health status of food handlers in order to prevent food borne infections. Several studies have been undertaken in the past that examined the hygienic practices of food handlers and the eating environment. As such, this study aims to evaluate the personal cleanliness of food handlers and their sanitation procedures in several canteens around the NEUST Atate Campus, as well as their understanding of food borne diseases and food hygiene.

OBJECTIVES OF THE STUDY

This study aims to determine the Quality Management of Canteen and the Vendors in Atate, Palayan City, Nueva Ecija. Specifically, it answers the following questions:

1. How may the profile of the vendors be described in terms of:
 - 1.1 Age;
 - 1.2 Gender;
 - 1.3 Status; and
 - 1.4 Educational Attainment

2. How may the profile of the business/canteen be described in terms of:
 - 2.1.1 Types of the Vendor;
 - 2.1.2 Years of Existence;
 - 2.1.3 Average daily income; and
 - 2.1.4 No. of Helpers

3. How may the Quality Management of canteen vendors be described in terms of:
 - 3.1 Product
 - 3.2 Sanitation
 - 3.3 Waste Management

3.4 Legal Compliance

4. What are the common problems encountered by the canteen vendors?

REVIEW OF RELATED LITERATURE

Hygiene and Sanitation

When assessing public health conditions, one factor that receives considerable attention is the environment. One setting that must be evaluated is the educational environment, which contains children and adolescents who will form the future generation of the country. As a result, it is necessary to encourage and improve general health. Sari (2013) states that one way to promote health in the school setting is to keep the canteen clean. Health is jeopardized by unsanitary conditions. Lack of sanitization in the environment may result in a rise in the occurrence of numerous sorts of diseases. To avoid contracting numerous infections, it is critical to maintain a clean atmosphere, particularly the canteen, which functions as a food processing facility at each university. Cleaning and maintaining the cleanliness of the canteen environment is regarded a public health endeavor in this context since it protects it from numerous risk factors that can pollute the cafeteria environment.

According to Masyudi et.al. (2014), food is commonly sold in public spaces. School canteens are those located within a school and whose quality, cleanliness, and sanitation are supervised or administered by the school. Almost every school has a canteen where students can purchase food. To prevent sickness transmission to pupils, the canteen must adhere to basic sanitation standards. Additionally, Erna (2012) states that a canteen in poor physical condition that sells raw or uncooked processed food and has substandard food processing and presentation can result in health problems and negatively impact a child's growth, cognitive development, nutritional status, and academic achievement.

As noted by Nugroho and Yudhastuti (2014), the university's canteen is critical in meeting the nutritional needs of its students and faculty on campus. In general, the selection of dishes available in canteens is highly diverse, with pricing that are both affordable and convenient. According to Nadiawati (2013), hygiene is the study of health. Individuals, food,

and beverages all have a strong connection to hygiene, as it is a necessary condition for achieving a healthy state of health.

Policy on Food and Products

According to Ardzejewska et al. (2013), the absence of food policies or recommendations reinforces the importance of preparing healthy food for students' intake by emphasizing the beneficial effects of healthy food and intervention. The Department of Education issued a Policy and Guidelines on Healthy Food and Beverage Choices in Schools with the goal of promoting good eating habits among kids and ensuring that all schools have access to healthy, nutritious, and inexpensive food options. At the school canteen, there should be a shift away from unhealthy fat consumption; the canteen should not sell meals and beverages that are high in fat, sugar, or sodium. This would help by increasing the availability of foods high in unsaturated fats while limiting the availability of those high in saturated and trans fats.

According to Neumark-Sztainer et al.(2005), school food rules have been proven to restrict access to high-fat and high-sugar foods while also lowering the frequency with which these items are purchased at school and adolescent body mass index . Similarly, the Nutritional Guidelines for Filipinos (2012) advise Filipinos to consume more fruits and vegetables while consuming less fat, sugar, and salt. The nutritional content of foods and beverages sold in school canteens is unknown.

Management of Food Waste

Falasconi et al. (2015) define waste as any product that is removed from the food chain yet retains nutritional value and meets safety norms. According to Adams et al. (2005), Smith and Cunningham-Sabo (2014), school canteens are a large source of food waste (and an excellent opportunity to reduce food waste footprint) (Wilkie, 2015). Food waste in school canteens may be minimized if students and staff were trained on waste-generating behaviors (Wilkie, 2015). Additionally, Cohen et al. (2013) claimed that another motivation to reduce food waste in schools is the potential savings for both schools and families, as kids who

consume more food at school are less likely to spend money on alternative items outside of the canteen. Additionally, Buzby & Guthrie (2002); Wilkie (2015) noted that techniques such as correct meal scheduling, quantity sizes, student involvement, and incentives have been investigated to help reduce food waste from school lunches.

MATERIALS AND METHODS

Research Design

This study employed the descriptive approach of research. This is the most appropriate way for determining and describing the canteen vendors' quality management methods.

Frequencies, averages, and other statistical computations are performed using the description. Often, prior to doing descriptive study, the ideal strategy is to conduct a survey investigation. Quantitative research is frequently descriptive in nature, and researchers may then examine why the observations exist and the ramifications of the findings.

Study Locale

This research was conducted in Brgy. Atate, Palayan City, Nueva Ecija, where the canteens are located. Atate is a barangay in the city of Palayan, in the province of Nueva Ecija.

Participant Selection

The study used Total Enumeration for the sampling procedure. Total population sampling is a sort of purposive sampling in which the entire population of interest is studied. It is most feasible when the entire population is controllable, like when a well-defined segment of a larger population is involved. In practice, entire population sampling is used when the target group is small and defined by a singular and distinct attribute.

Data Collection

The research instruments used survey method, focus group discussion, and interview. The distribution of questionnaire was administered personally by the researchers. The questionnaire was created using the acquired data and was reviewed by the researcher's mentors. The researchers conducted a dry run of the questionnaire to ensure its reliability and validity. The reliability coefficient of the instrument, which is calculated and monitored to maintain internal consistency. By submitting the created research instrument for expert review and assessment, the instrument's validity is proven. The instrument's reliability coefficient was examined and determined to be .920, indicating that the instrument has a high level of internal consistency. The questionnaire was also validated by experts with weighted mean of 4.60 signifying a "very good" interpretation.

Data Analysis

The data collected from the locale were encoded, tallied, and analyzed. Statistical tools such as Percentage, Frequency Distribution, and Weighted Mean, were used in analyzing the data gathered.

RESULTS AND DISCUSSION

1. PROFILE OF THE RESPONDENTS

Table 1. Distribution of Respondents According to Age

Age	Frequency	%
15-25 years old	0	0%
26-35 years old	2	29%
36-45 years old	4	57%
46 and above years old	1	14%

TOTAL	7	100%
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Table 1 shows that the majority of respondents (57 percent) have average age ranging from 36-45 years old. The majority of respondents were more capable of running a business as a result of their maturity, particularly with regards to money management. It also indicates that business performance improves with business age, for example, as a result of learning experience.

As Smith, Cronje, Brevis, and Vrba (2007) explain, businesses of varying ages may exhibit a variety of organizational and environmental factors, which may have an effect on performance. It constitute to the saying that “experience is the best teacher”.

Table 2. Distribution of Respondents According to Gender

Gender	Frequency	%
Male	1	14%
Female	6	86%
TOTAL	7	100%

Table 2 depicts the gender distribution of the respondents. Female vendors have the highest percentage (83%) and male vendors have the lowest (17%). According to the results, the vast majority of those surveyed were women, and as most of them claimed, women are better at selling than men because men, according to them, are in charge of the business's physical aspects such as lifting or any required job requiring strength.

According to Aaron McEwan, HR advisory leader at Gartner (2018), women are working harder than men and now appear to be the driving force behind corporate performance

Table 3. Distribution of Respondents According to Status

Status	Frequency	%
Single	0	0%

Married	7	100%
Total	7	100%

The results in Table 3 indicate that the vast majority of respondents (100%) had an average marital status. This type of average implies that they were individuals who had families and children and required additional cash to sustain them. The majority of respondents indicated that they were married and required additional income to support their family's financial status. They were unable to attend college owing to financial constraints and hence chose to work hard by creating a canteen, according to the comments.

Along with motherhood, education, poverty or economic hardship, marriage, the expansion of single parent homes, and global economic restructuring all contribute to the assessment of rural young adult legal system behavioral health and social development outcomes, according to Fenton et al. (2021).

Table 4. Distribution of Respondents According to Educational Attainment

Educational Attainment	Frequency	%
No formal education	0	0%
Elementary	0	0%
High School	5	71%
College	2	29%
TOTAL	7	100%

Table 4 shows the distribution of the educational attainment of the respondents. The highest percentage of educational attainment of the respondents is high school with the percentage of 71%, and College graduate with 29%. According to the findings, the highest percentage of canteen vendors have completed high school because, according to the respondents, they were not given the opportunity to attend college due to financial constraints, so they decided to work hard by opening a canteen.

2. PROFILE OF THE BUSINESS

Table 5. Distribution of Respondents According to Types of Vendor

Types of Vendor	Frequency	%
Stationary	7	100%
Non-stationary	0	0%
Total	7	100%

According to the findings, all of the canteen vendors in Atate Palayan City are either stationary or permanently residing in the area. The majority of respondents were already stationary because their business was near a highway. Using stationery, according to Mark Kennan (2021), makes your company appear more professional and credible. Your purchase of stationery demonstrates your long-term commitment to the company. Furthermore, while professional stationery may appear to be a minor detail, taking the time to do the minor details correctly helps your customers trust that you will do the major details correctly.

Table 6. Distribution of Respondents According to Years of Existence

Years of Existence	Frequency	%
0-5 years	1	14%
6-10 years	4	58%
11-15 years	1	14%
16-20 years	1	14%
Total	7	100%

Table 6 depicts the distribution of respondents based on the number of years it has been in operation in Atate, Palayan City. The existence years of six to ten years received the highest percentage, which is 58%. Other vendors received the same percentage of 16-17 percent after 0-5 years, 11-15 years, and 16-20 years of canteen operation. Because of the large market, some of the canteens relocated to Atate, Palayan City. Atate, Palayan City has a diverse market

that includes students, office workers, jeepney and tricycle drivers, and commuters, which is why the majority of them have congregated in one location. Only the age of firms, according to Ismail, Rose, Abdullah, and Uli (2010), is a significant moderator in the relationship between competitive advantage and performance, and this relationship is stronger for older firms.

Table 7. Distribution of Respondents According to Average Daily Income

Daily Income	Frequency	%
100-500 pesos	0	0%
500-1000 pesos	0	0%
1000-2000 pesos	5	71%
2000 above	2	29%
Total	7	100%

According to the findings, 71% of respondents earned between 1,000 and 2,000 pesos each day. This range of daily revenues is influenced by the firm's client base; the larger the client base, the higher the revenue. Due to a consumer shortage, respondents said that their businesses gain a daily profit of this magnitude. The majority of respondents believe that regardless of the size of your organization, you will be unable to achieve the increased revenue you desire if your firm does not appeal to any customer need. It concludes that a business's revenue is contingent upon the quality of its product and the manner in which it is presented.

Table 8. Distribution of Respondents According to Number of Helpers

Helpers	Frequency	%
One	1	14%
Two	5	72%
Three	0	0%
Four	1	14%
Total	7	100%

Two assistants had the highest proportion (72%), followed by one and four helpers (16-17 percent). According to the findings, the majority of respondents indicated that two workers were required to provide customer service needs such as dish washing and meal assistance. Maxwell, John C. (2018) A strong client-vendor relationship can have an effect on another type of relationship: the one between your customers/end users and your business. Customers will value doing business with you if you can consistently provide goods and services on schedule and without flaws. This can increase customer loyalty and trust, as they will believe their money is being spent wisely.

3. QUALITY, SAFETY AND SANITARY PRACTICES OF CANTEEN VENDORS

3.1 Quality

Table 8. Distribution of Respondents According to Types of Food Vended

Types of Food	Frequency	%	Frequency	%
	YES		NO	
Vegetable Viands	7	100%	0	0%
Chicken Viands	7	100%	0	0%
Pork Viands	7	100%	0	0%
Beef Viands	2	29%	5	71%
Pansit Noodles	7	100%	0	0%

The data indicated that canteen sellers could not rely on a particular type of meal due to the frequency with which their consumers visited. According to respondents, being adaptable or providing more options to clients is critical for increasing revenue. If they serve only one sort of cuisine, their devoted clients will begin to seek out other canteens.

According to Frick (2018), when it comes to meal choices, the most important factors are personal preferences such as taste and health. Food literacy was low, and many consumers seemed indifferent about nutrition. Additionally, familiarity was revealed to be a significant factor in food selection. The accessibility and convenience of resources had a considerable impact on the situation.

Table 9. Distribution of Respondents According to Supplies of the Product

Answer choices	Frequency	%
Public Market	6	86%
Other wholesaler/retailer	1	14%
Total	7	100%

The vendor's product distribution is depicted in Table 9. The public market, more precisely the Cabanatuan Sangitan Market, has the largest ratio of 86 percent, while other wholesalers/retailers have the lowest rate of 14%. The public market has gained the bulk of the percentage over other wholesalers/retailers because canteen vendors sell perishable products and it is dangerous to purchase wholesale materials required for the business because certain agents do not offer consignment.

Gamble (2019) asserts that the public market was more than a place to purchase peaches and eggs. It functioned as a focal point of civic identity, a badge of civic authority, a symbol of municipal authority, and a commercial exchange hub.

Table 10. Distribution of Respondents According to Food Preparation

Answer Choices	Frequency	%
On site	7	100%
At home	0	0%
Total	7	100%

All of the vendors prepare the food on-site. This means that on-site meal preparation is strongly advised to maintain the food's freshness. Numerous respondents voiced concern

regarding the vendor's comfort level on-site, as well as the fact that if supplies are scarce and food is produced in the business's home, it may be difficult for the firm to maintain operations.

In accordance with the on-site result, Dakora Sheetz (2020) indicated that food preparation refers to the steps required to assure the safety of the food we consume or to enhance its flavor. For the purposes of this paper, we will limit our concept of food preparation to assuring the safety of food prepared by a growing canteen.

Table 11. Distribution of Respondents According to Food stored/displayed

Answer Choices	Frequency	%
In the Glass Stall	4	57%
In a table	2	29%
In sealed warmer	1	14%
Total	7	100%

According to the findings above, 57% of canteens exhibited / stored their food in a glass stall, with the remaining 29% storing / exhibiting exclusively on the table. 14% of vendors utilize a sealed warmer. The table demonstrates that they have an obligation as a vendor to maintain the cleanliness of their items. Vendors prefer to exhibit their goods openly in glass stalls, believing that this attracts more consumers and preserves the food from dirt and insects. Additionally, respondents claimed that failing to secure their products cost them business.

Dimond, N., and Kendall, P. (2012) Proper food storage helps maintain the nutritional value and quality of the items you purchase while also maximizing your food budget by preventing spoiling. Additionally, appropriate food storage can help reduce foodborne diseases caused by pathogenic germs.

Table 12. Distribution of Respondents According to Separation of Partially Cooked and Cooked Food Products

Answer Choices	Frequency	%
Yes	7	100%
No	0	0%
Total	7	100%

According to the findings, if the food products are partially cooked and cooked products are kept separate, the majority of respondents (100%) said yes. All of the respondents stated that they separate partially cooked food from cooked food. This table separates raw, partially cooked, and cooked food products to prevent spoilage and contamination. It also assists customers and vendors in organizing and categorizing their products.

According to Dapremont (2015), refining separation techniques and the tools associated with them enable us to test the quality of the finished product with increasing accuracy and precision.

Table 13. Distribution of Respondents According to Handling of Leftovers

Answer Choices	Frequency	%
Give it as a free to the customers	0	0%
Kept it to a cooler or refrigerator	2	29%
Reheat and sell it again	4	57%
No left overs	1	14%
Total	7	100%

According to the table above, the majority of respondents handle leftovers on an average of 57% of the total of 100%. This is the percentage of handling that is left over. When an eatery sells food, it is inescapable to consume leftovers every day. Often, they store the remainder of these goods in the refrigerator to prevent spoilage and then furnish them the following day to maximize their use and avoid losses. 57 percent of respondents report that they handle leftovers as part of their everyday sales.

Haraminac (2014) notes that it is critical to understand when leftover food is safe to consume and when it is not. Follow these easy rules for safe leftover use that will protect you and your family from food poisoning.

3.2 Sanitation

3.2.1 Facilities

Table 14. Sanitation of Facilities

Questions	Average Weighted Means	Verbal Description
(i) Is vending stall protected from sun, dust and wind?	3.67	Agree
(ii) Are animals or insects evident around the vending stall?	3.83	Agree
(iii) Is the vending stall maintained in a clean condition?	3.33	Neither Agree
(iv) Is there access to potable water at the canteen?	4.17	Agree
(v) Is adequate hand washing facilities available?	3.67	Agree
(vi) Is environment inside the canteen clean far from rubbish, waste, toilet facilities and open drains?	3.17	Neither Agree

Total Weighted Mean	3.64	Agree
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The number of responders who have committed to adhere to sanitary regulations in their facilities is listed in Table 14. The fact that portable water is available at the canteen has the highest weighted mean (4.17), indicating that the majority of vendors agreed, whereas the fact that the environment inside the canteen is clean and free of trash, waste toilet facilities, and open drains has the lowest weighted mean (3.17), indicating that neither of the vendors agreed. According to the researcher's survey and observations, practically every question has the verbal descriptor "agree." This means that the majority of vendors maintain a clean facility at all times and provide access to potable water and a hand washing space. The majority of respondents claimed that having great and appealing facilities draws more clients due to their cleanliness.

As Sanchez (2017) states, good cleanliness in relation to food preparation and handling is a need for canteen operators or concessionaires. Additionally, proper hygiene and safe drinking water are necessary to ensure the customers' health and safety while eating. Sanitation is critical for maintaining healthy health.

3.2.2 Vendors' Personal Hygiene

According to the findings, the majority of respondents handled the food with their bare hands, with a weighted mean of 4.83, followed by removing dirt or dust with an apron, dirty cloths, or bare hands, with a weighted mean of 4.67. Despite the fact that the vendor does not handle the food after smoking, it has the lowest weighted mean of 1.33 and a verbal description of "Strongly disagree." According to the findings of the study and the researcher's observations, some of the vendors maintain personal hygiene while providing food. In this case, it implies that not all Canteen vendors are knowledgeable about proper food handling and sanitation techniques. A small number of respondents stated that keeping their business clean is the first thing they do to be appreciated by their customers.

Maintaining hygiene practices reduces the spread of illness and the risk of medical conditions caused by a lack of self-care. It also boosts self-esteem and has a positive impact on

personal relationships. Continue reading to learn about hygiene practices that can benefit your overall health and wellness.

Table 15. Vendor's Personal Hygiene

Questions	Average Weighted Means	Verbal Description
i) Does the vendor wash their hands in clean water each time before the handling preparation and serving of food?	4	Agree
	3.33	Neither Agree
(ii) Are the vendor clothes clean and presentable?	3.17	Neither Agree
(iii) Does the vendor use an apron?	4.83	Strongly Agree
(iv) Does the vendor handle food using; - Bare hands - Gloves - Thongs - Fork/Spoon - Ladle/Funnel	2	Disagree
	4.33	Strongly Agree
	5	Strongly Agree
	3.17	Neither Agree
<i>Continuation of Table 15. Vendor's Personal Hygiene</i>		
(v) Does the operator have clean short nails?	3.5	Agree
	2.5	Neither Agree

(vi)Is the hair of the operator covered when handling, preparation and serving of food?	2.83	Neither Agree
(vii)Does the operator coughing, sneezing while serving of food?	4.67	Strongly Agree
(viii) Is dirt or dust removed by means of an apron, dirty cloths, or bare hands?	3.83	Agree
(ix) Is dirt or dust removed by blowing?	1.33	Strongly Disagree
(x) Does vendor smoke during the handling/preparation of food?		
Total Weighted Mean	3.44	Agree

3.2.3 Cleanliness of Utensils

Table 16. Cleanliness of Utensils

Questions	Average Weighted Means	Verbal Description
Are utensils properly cleaned/washed?	3.5	Agree
Are utensils are covered?	1.33	Strongly Disagree
	3.67	Agree

Are utensils cleaned adequately every time after use?		
Total Weighted Mean	2.83	Neither Agree

The findings revealed that the majority of respondents agreed that utensils were cleaned adequately every time after use, with the highest weighted mean of 3.67. The majority of respondents indicated that their utensils are not covered, with the lowest average weighted mean of 1.33 and a verbal description of "strongly Disagree." It demonstrates that many vendors were concerned about the cleanliness of their utensils because they were selling food, and it is critical that the utensils and equipment they use are properly cleaned. It has an average weighted mean of 2.83 and a verbal interpretation of "Neither Agree."

Clean worktops and chopping boards are crucial because they come into contact with the food you will be consuming. Bacteria can spread to food if surfaces are not cleaned correctly. Always thoroughly clean worktops after handling raw meat, poultry, vegetables, or raw eggs.

3. Waste Management

Table 17. Distribution of Respondents According to Garbage bags generated Per Day

Answer Choices	Frequency	%
1 bag	0	0%
2 bags	2	29%
3 bags	4	57%
4 bags or more	1	14%
Total	7	100%

The distribution of respondents' daily rubbish generation is shown in Table 17. This illustrates that garbage bag merchants generate three bags every day as a result of the amount of waste they generate and the fact that some customers discard their rubbish in the vendors' garbage bags. According to the survey results and observations of the researcher, canteen sellers generate three bags every day due to the high volume of consumers they serve. According to respondents, they generated that many bags as a result of their business's popularity and closeness to schools.

According to an article titled "Environmental Protection Agency (2016)," inappropriate disposal of used plastic bags has been related to long-term ecological and natural resource degradation. Plastic garbage degrades slowly in soil and contributes to air, water, and soil pollution. Due to resource usage, plastic bags that wind up in landfills impose a major environmental cost.

Table 18. Distribution of Respondents According to Separation of Garbage

Answer Choices	Frequency	%
Yes	2	29%
No	5	71%
Total	7	100%

The table summarizes the respondents' responses about garbage separation. The majority (71%) of vendors do not segregate their rubbish into biodegradable and non-biodegradable materials due to the time required to do so. Only 29% of households segregate their trash.

It explains why we recommend trash segregation in an essay titled "Why Should I Segregate My Waste Properly? (2016)"; legal duties, financial savings, and preservation of human health and the environment. As a business, you should make it as simple as possible for your employees to properly dispose of waste. This may include labeling, ensuring sufficient accessible containers, and emphasizing the importance of segregation.

Table 19. Distribution of Respondents According to Waste Bin

Answer Choices	Frequency	%
Yes	2	29%
No	5	71%
Total	7	100

According to their comments, Table 19 illustrates the variation in respondents that own a composting bin. According to the poll, 29% of respondents stated that they possessed a garbage container, while 71% stated that they did not. According to the majority of respondents, they did not have waste containers because they believed it was more important to teach consumers to keep their trash with them while also teaching proper etiquette.

It explains in an article titled "The Importance of Waste Cans & Rubbish Cans (2010)" that every business generates trash and garbage that require frequent attention to ensure cleanliness, safety, and health in the workplace or at home. Proper equipment is critical for trash management, as it is for all other aspects of efficient corporate operations.

3.4 Legal Compliance

Table 20. Distribution of Respondents According to Legal Compliance

	Yes		No	
	Frequency	%	Frequency	%
Business Permit	7	100%	0	0%
Mayor's Permit	7	100%	0	0%
Sanitary Permit	7	100%	0	0%
Barangay Ticket	0	0%	0	0%

According to the table above, the majority of respondents possess an average of 100 business permits. This is a certain percentage of the Business Permit. Often, a firm must obtain a business permit in order to operate legally. 100% of respondents agree that a business permit is required when opening a store.

According to the majority of respondents, if they do not obtain any needed business permits, their business may close. According to an article titled "Why You Need a Business License," a firm license is a government certificate that validates the safety of a business. Which licenses you require is determined by the type of business you operate and the location in which you operate.

4. PROBLEMS ENCOUNTERED BY CANTEEN FOOD VENDORS

Table 21. Internal Problems encountered by the Canteen Vendors

Problems Encountered	Average Weighted Means	Verbal Description
4.1 Internal Problems		
Injury or any unexpected accident while vending food	1.83	Rarely
Sickness	1.83	Rarely
Lack of supplies for their products	2	Rarely
Harassment or any demand for bribes	1.67	Never
Evictions from selling places, arrest and confiscation of goods by authorities	1.5	Never
Total Weighted Mean	1.77	Never

According to Table 21, the majority of canteen vendors rated the problems they encountered when selling meals. According to the study and observations, the most common internal issue is a supply shortfall. Despite the fact that certain sellers have been subjected to

harassment as a result of the canteen's placement, harassment will be quickly put an end due to the big crowds surrounding the canteens. Each vendor had a few small issues (weighted mean of 1.77) but they were not significant. It has a spoken translation of the word "Never."

According to Kursunluoglu (2010), client administrations are intangible or significant value-creating activities that are associated with products or services implicitly or explicitly in order to achieve client expectations and subsequently earn consumer loyalty and devotion. Vendors should provide exceptional client administrations to enable them to match client expectations.

As seen in Table 22, the majority of canteen sellers rated the difficulty of selling food as moderate. According to the poll and observations, the most common external challenge, with a weighted mean of 4.17, is a decline in sales during the wet season. Each canteen vendor faced a unique set of external challenges. There is a canteen that has encountered relatively few external issues due to its cooperative nature. All potential issues that they may encounter will be dealt expeditiously, as they have a large number of people who can provide solutions.

Table 22. External Problems encountered by the Canteen Vendors

Problems Encountered	Average Weighted Means	Verbal Description
Decrease in sales during rainy season.	4.17	Often
Difficulty in finding secure places to sell.	2.83	Sometimes
Lack of services and infrastructure such as water , electricity and waste removal.	2.67	Sometimes
High Competition	3.5	Often
Non-payment of customers	2.33	Rarely

According to Michael (2008), competitive rivalry will be high in industries where it is expensive to exit, so companies will fight to stay in (exit barriers); where market growth rates are low (growth for a particular company is only possible at the expense of a competitor); and where high strategic stakes are invested in capital equipment, research, or marketing, and capacity can only be increased through lar. In this instance, businesses would take the necessary steps to retain their canteen's competitiveness. A highly competitive corporate environment generates competition in pricing, profitability, and performance among industry participants.

CONCLUSION AND RECOMMENDATION

Based on the information gathered during the conversations, it can be determined that the Canteens in Brgy. Atate in Palayan City do not adhere to a standard practice of Quality Management Services in their operations. In this light, the following recommendations are made in light of the study's findings:

A training session can be conducted for vendors and owners of canteens to familiarize them with the standards and norms that should be followed by a canteen. Due to the fact that this project was a collaborative effort between students and teachers, it may be considered for the College's extension program. The quantitative findings of this study can be used to develop a training program for the study's recipients.

In support of the Sangguniang Barangay, the local government unit should beef up surveillance of canteens in Brgy. Atate and neighboring barangays. These officials shall develop policies governing the Standard operating procedures of food establishments in the City. This is to protect the health and welfare of city residents and other stakeholders.

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