

74 - GOOD PRACTICE OF MANIPULATION, HYGIENE AND CONSERVATION: ONE ANALYSIS ABOUT THE KNOWLEDGE OF MANIPULATORS COMPANY FOOD OF CITY OF MONTES CLAROS – MG

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INTRODUCTION

The main objective of Food and Nutrition Unities (FNU) had been to offer equilibrate alimentation from point of view hygienic and sanitary, contributing for the well being of diners. However, it is known that exist a big number of etiologic agents of food poisoning that is danger to health of same.

Aware of the importance of alimentation for the health of worker and to risk time him, the firms must use the more modern techniques of security for they do not expose their commensal to food problems that can to including cost their own lives, because the biggest challenge of collective meals is to maintain the quality and the security if aliments (GOÉS et al. 2001).

The quality is a multidimensional characteristic of food, being a combination of microbiologic, nutritional and sensorial attributes. Its control in all process phases of sustenance is to ensure the quality, promoting the consumer health (BOBENG & DAVID, 1977).

Cummings (1992) says that the FNUs who adopt those programs of Good Practice of Fabrication (GPF) are capable to analyze and assess the food preparation during process since the raw material to the finished product. Controlling the temperature under which the food is maintained and the spent time during prepare and distribution of it, one can obtain a quality improvement and a risk minimization of outbreak of food origin.

Good Practice of Fabrication are a set of principles, rules and procedures governing a correct aliment handling, covering since raw material to the final product; procedure norms to get a determined standard of identity and quality of a product and/or of service in food area, in which efficacy and effectiveness must be evaluated through of inspection and/or investigation (SILVAJUNIOR, 1995).

Many benefits are generated with these programs like: the product formation of better quality and higher security, the decrease of reclamations by consumers and improved work environment, being this more clean and safe, with employees doing their jobs with better motivation and productivity (MELO et al. 2007).

In food service, the hygienic and sanitary quality of manipulated aliments is an increasing preoccupation between the manipulators who cherish by health. To get better the quality and security in food production, the “Ministério da Saúde” published a resolution RDC 216 of September 15, 2004 (STANGARLIN et al. 2008), having like objective to establish the procedures of Good Practice of Food Services with the finality to guarantee the hygienic and sanitary conditions of prepared aliments (NASCIMENTO & BARBOSA, 2007). The GBFs are mandatory by Brazilian legislation for all industries and establishments (SEIXAS et al. 2008).

The good practice training of manipulation is a prerequisite for to reach the safety of food, just that, frequently, the aliment contamination is associated to knowledge miss or manipulators negligence. (LANGE et al. 2008).

The necessity of periodic training of workers who manipulate the feed during all process steps do exist, because only through the efficacy and permanently programs of training, information and awareness of manipulators that is able to produce and offer, to consumption, safe and innocuous aliments with nutritional property who satisfy a consumer more and more exigent (GOÉS et al. 2001).

The capacity of aliment manipulators through training means contribute not only for the advance of hygienic and sanitary quality, but, especially, for the betterment techniques and used process.

OBJECTIVE

To verify the knowledge level of employees of companies supplying food in the city of Montes Claros – MG about the good practice of manipulation, hygiene and conservation.

METHODOLOGY

With basis in proposed objective in this study, was realized a descriptive research of quantitative character that makes use of questionnaires for the information collect of a specific sample.

This research had as target the employees of four Food and Nutrition Unities of city of “Montes Claros – MG” who work with aliment manipulation. The sample was composed by 15 manipulators of food (cooks and assisters of kitchen) from female kind.

The data collect was realized by author postgraduate student in month of august, 2007. This collect occurred during two days in companies and before of realization of lectures those had as objective to train and to awake the manipulators of food about relevancy of good practice of manipulation, hygiene and conservation.

Was utilized a structured questionnaire containing, in first part, questions elaborated by author related to scholarity grade, function executed in kitchen, time of work in area and how many trainings the person ever participated. In second part, also elaborated by author, were listed 11 questions those covered topics related to knowledge about good practice of manipulation, hygiene and conservation in service of alimentation, where the manipulator signed a desired option (true or false).

Were included in research the cooks and assisters of kitchen who made themselves in local in research days, being disregarded those did not answer the research.

Was realized a descriptive statistic (percentages), using the Statistical Package for the Social Science – SPSS 16.00 for Windows.

The results will be representative only for companies cited and localized in city of “Montes Claros – MG”, not owing to be spread in general way.

RESULTS AND DISCUSSION

The results obtained were presented in table form for better discussion and analysis.

In table 1, it is observed that the food manipulators of “Montes Claros – MG” are all from female sex, being that 40% exert cook job and 60% kitchen assistant. The maximum grade of study that they obtained was high school complete or incomplete, representing 40%. Complete basic education was composed by 33.33%, but incomplete was composed by 26.67%.

In relation to time to work like cooks and assistants of cook, 53.34% do work less than 4 years ago, 20% do work from 4 to 8 years ago, 13.33% from 8 to 12 years ago and 13.33% do work more than 12 years ago. With this result, it is verified that more than half of evaluated did present little experience in relation to time of service like manipulator.

The table 1 still presents the quantity of specific training received to actuate in kitchens, showing that 53.34% affirmed have received from 1 to 2 trainings as employees and 43.66% as least 3 to 4 trainings.

TABLE 01 General presentation of data in percentage

Data	Percentage
Sex	
Female	100%
Cook function	
Cook	40%
Kitchen assistant	60%
Scholarity	
1st to 4th grade	26.67%
5th to 8th grade	33.33%
1st to 3rd year high school	40%
Time of work in area	
1 month to 4 years	53.34%
From more than 4 years to 8 years	20%
From more than 8 years to 12 years	13.33%
More than 12 years	13.33%
How many training just did participate	
1 or 2	53.34%
3 or 4	43.66%

It is observed in table 2 that the manipulators who had scholarity from 1st to 3rd year high school (complete or incomplete) did make correctly 72.72% of proposed questions. However, those had scholarity from 1st to 4th grade presented only 45.45% hits. These numbers are related with the great difficult of interpretation and understanding of questions in currently reading and the little information about the knowledge of good practice of manipulation, hygiene and conservation. Was perceived that the higher the level of scholarity, higher the knowledge grade and, so, the number of hits.

The contamination of collective food is related mainly to knowledge deficiency of manipulators under consequence of their low level of scholarity.

About this subject, Silva et al. (2003) suggest when scheduling training, should take into account the fact of a bigger part of people who work in food manipulation have a low scholarity, determining difficulties to read and write. By this, the chosen methodology should considerate those maximum factors.

TABLE 02 – Relation between the scholarity grade and the percentage of hits

Scholarity grade	Percentage of hits
1st to 4th grade	45.45%
5th to 8th grade	60%
1st to 3rd year high school	72.72%

Due respect to relation between the profession time and quantity of hits, it is observed in table 03 that the higher the time of experience in area, lower the level of knowledge (until 4 years was 65.9% of hits and more than 12 years was 45.45% of hits).

TABLE 03 – Relation between time of exercise in profession and percentage of hits

Time of exercise in profession	Percentage of hits
1 month to 4 years	65.9%
From 4 years and 1 month to 8 years	54.54%
From 8 years and 1 month to 12 years	68.18%
More than 12 years	45.45%

About table 4, what presents the quantity of training realized during all the time of experience, it is observed that from 8 years of work of manipulator, the number of specific trainings about good practice of manipulation did not increase, which makes contradictory the data, just that the capacity in services in aliment area must be continuous, proportioning, to the manipulators, renovation of technique, practical and necessary knowledge for the job executed. As well as talks the Resolution RDC No 216, from September 15, 2004, item 4.6.7, what has The Technical Rules of Good Practice for Food Services, the manipulators of food must be supervised and capable periodically in personal hygiene, in hygienic manipulation of aliments and in diseases transmitted by food. The capacity must be proved by documentation.

The training of manipulators of aliments has been pointed like more efficacy and economic environment to overcome inadequacies related to manipulators like poor habits of personal hygiene, deficiencies in handwashing or the fact of to be carriers of pathogenic microorganisms (SOUZA et al. 2004).

It can be said that only through efficacies and permanent training programs, information and awareness of manipulators that is able to produce and to offer the consume of safe and innocuous aliments with nutritional properties that satisfy a consumer once more time exigent and informed. Beyond that, is not possible to realize changes without that have the consciousness of manipulators, followed by a periodic valuation of work and of its communication with the employee (VENTURI

et al. 2004).

TABLE 04 – Relation between the time of exercise in profession and the quantity average of training realized

Time of exercise in profession	Quantity average of training
From 1 month to 4 years	1.37
From 4 years and 1 month to 8 years	2.66
From 8 years and 1 month to 12 years	3.5
More than 12 years	3

Only 4 of 11 proposed questions were answered correctly by more than 80% of employees and 4 questions just were answered correctly by less 40% of manipulators. That low margin of hits indicates that the inexistency of professional ruleset in this area and lack of training centers is big. This market of food services do come mobilizing manpower once more disqualified, may eventually lead a health problem in their diners, since the low rate of knowledge about the good practice of manipulation is extremely related to emergence of infections and intoxications of food in aliment services.

But in the general medium of hits, is verified that the proposed questions were responded by correct form by more of 60% of employees, demonstrating a medium level of general knowledge about good practice of manipulation, hygiene and conservation. For to get better the level of knowledge of manipulators of feed, does exist program like the APPCC that uses different strategies of proved efficiency, which propose the application of specific recreational activities for this public. Is recommended use this feature, because it can achieve manipulators with different levels of scholarship, illiterates or no, varied knowledge about good practice of manipulation, hygiene and conservation.

Percentage of hits of questions according with general average was in 61.20% of total hits.

CONCLUSIONS

Through this work, it is concluded that the manipulators of food from the four Food and Nutrition Unities evaluated have medium knowledge about good practice of manipulation, hygiene and conservation. However, it is verified a low number of specific training in relation to time in years of experience like manipulator.

It is known that these professionals need to have minimally basic knowledge for to execute their jobs efficiently with responsible and security. Of this way, the training of human resources, especially for the manipulators of food, is one of the strategies to get better the food quality. So, the importance of training is to give technique and practical knowledge to the manipulator to enable him and take him to development of skills and activities of specific job of food area.

It can said too that only through efficacy and permanent training program, information and consciousness of manipulators which is able to produce and to offer safe and innocuous aliments with nutritional properties that satisfy the exigent and informed consumer.

Beyond this, is not possible to realize changes without that have a awareness of manipulators, followed of a periodic valuation of work and his employee communication.

So, should be highlighted the importance of professionals of nutrition in training for to educate, to train, to follow and to assess periodically the employees and, in this way, to certificate that the implantation of that tool be fulfilled according with current legislation.

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GOOD PRACTICE OF MANIPULATION, HYGIENE AND CONSERVATION: ONE ANALYSIS ABOUT THE KNOWLEDGE OF MANIPULATORS COMPANY FOOD OF CITY OF MONTES CLAROS – MG

ABSTRACT

Objective: the objective of this study was to assess the knowledge level of employees of Unities of Alimentation and Nutrition situated in city of Montes Claros – MG about good practice of manipulation, hygiene and conservation. Methodology: descriptive research with quantitative character. Sample composed by 15 manipulators of feed – cooks and assisters of kitchen – from female sex. How instrument, was used a structured questionnaire with 5 general questions and 11 specifics. The data were through of descriptive statistic (percentage). The results evidenced that 60% of sample is composed by kitchen assists and 40% by cooks, in which 26.65% attended the 1st to 4th grade, 33.3% the 5th to 8th grade and 40% the 1st to 3rd year high school (complete or incomplete). The most (53.34%) did work about 1 month to 4 years and 53.34% of manipulators did participate just 1 to 2 training. As for education, those who had scholarship from 1st to 3rd year high school did agree 72.72% of proposed questions. However, those with scholarship from 1st to 4th grade presented 45.45% success. The employees who had higher time of profession (more to 12 years) did present lower number of success. In 4 questions, the rate of success was equal or inferior to 40%, 3 questions obtained 60 to 66.66% and 4 questions with 80 to 86.66% of success. Conclusion: It is concluded that the evaluated have a medium level of knowledge about good practice of manipulation, hygiene and conservation. Due to reduced number training participation in relation to time of experience in area, must be marked the importance of capacity and awareness of manipulators like strategy to get better the quality and security of offered food. So, the professional participation of nutrition is of fundamental importance to train, to follow and to assess the employees, completing in this way the current legislation.

KEYWORDS: knowledge level analysis, good practice of manipulation, hygiene and conservation.

BONNES PRATIQUES DE MANIPULATION, D'ENTREPOSAGE ET HYGIENE: UNE ANALYSE DE LA CONNAISSANCE DES MANIPULATEURS D'ALIMENTS DES AFFAIRES MONTES CLAROS - MG

RÉSUMÉ

Le but de cette étude était d'évaluer le niveau de connaissance des employés des unités de l'alimentation et la nutrition situé dans la ville de Montes Claros - pratiques de fabrication MG sur le bien, d'hygiène et de conservation. Méthodologie: descriptif, caractère quantitatif. Échantillon, composé de 15 manipulateurs d'aliments - les cuisiniers et les aides de cuisine - féminine. Comme un instrument, un questionnaire a été structuré avec cinq questions générales et 11 spécifiques. Les données ont été par des statistiques descriptives (en pourcentage). Les résultats ont montré que 60% de l'échantillon se compose d'aides de cuisine et 40% des cuisiniers, dont 26,65% ont étudié du 1er au 4 e année, 33,33% de 5e à 8e année et 40% des 1 ° à 3 ans (complète ou incomplète) de l'école secondaire. La majorité (53,34%) travaille dans le domaine de 1 mois à 4 ans et 53,34% des manipulateurs d'aliments a participé à seulement 1 à 2 formations. Quant à ceux avec une éducation à la 3e année touché 72,72% des questions proposées, cependant, ceux de l'enseignement du 1er au 4 e année ont montré 45,45% de précision. Les employés qui avaient une plus grande durée de l'emploi (plus de 12 ans) avaient des scores plus faibles. 4 numéros dans le taux de succès a été inférieure ou égale à 40%, trois questions avaient de 60 à 66,66% et 4 questions avec 80 à 86,66% de précision. Il a été conclu que les sujets ont un niveau moyen de connaissances sur les bonnes pratiques de manutention, de nettoyage et d'entretien. Étant donné le petit nombre de participation à la formation par rapport à la longueur de l'expérience dans le domaine doit être mis en évidence l'importance de la formation et la sensibilisation des manipulateurs d'aliments comme une stratégie visant à améliorer la qualité et la sécurité des aliments offerts. Par conséquent, la contribution des professionnels de la nutrition est essentielle pour former, suivre et évaluer les employés, répondant ainsi à la loi.

MOTS-CLES: connaissances, bonnes pratiques de fabrication, d'hygiène et de conservation.

BUENAS PRÁCTICAS DE MANIPULACIÓN, HIGIENE Y CONSERVACIÓN: UN ANÁLISIS ACERCA DE LOS CONOCIMIENTOS DE LOS MANIPULADORES DE ALIMENTOS DE EMPRESA DE LA CIUDAD DE MONTES CLAROS – MG

RESUMEN

Este estudio se realizó con el objetivo de evaluar el nivel de conocimiento de los trabajadores de las unidades de alimentación y nutrición ubicadas en la ciudad de Montes Claros-MG sobre las buenas prácticas de manipulación, higiene y conservación. Metodología: Investigación descriptiva de carácter cuantitativo. Muestra compuesta por 15 manipuladores de alimentos – cocineras y ayudantes de cocina – de sexo femenino. El instrumento utilizado fue una encuesta estructurada en 5 cuestiones generales y 11 específicas. Los datos hallados fueron analizados por medio de estadística descriptiva (porcentajes). Los resultados evidenciaron que el 60% de la muestra es compuesta de ayudantes de cocina y el 40% por cocineras. Siendo que el 26,65% de éstas cursaron la educación primaria, el 33,33% enseñanza secundaria y 40% de la educación secundaria post-obligatoria (completa o incompleta). La mayoría de los manipuladores (el 53,34%) trabajaron en el área por un período de 1 mes hacia 4 años y el 53,34% participó sólo de 1 hasta 2 entrenamientos. Con relación a la escolaridad sólo aquellos que poseen enseñanza media contestaron correctamente el 72,72 % de las cuestiones propuestas. Sin embargo, aquellos que tenían escolaridad baja presentaron el 45,45% de aciertos. Los manipuladores con más años de trabajo (más de 12 años) contestaron correctamente con menor frecuencia. En 4 preguntas, el índice de aciertos fue igual o inferior al 40 %. Además en 3 preguntas se obtuvieron el 60 al 66,66% de respuestas correctas. Pero el universo de 4 cuestiones se alcanzó niveles de aciertos el 80% al 86,66%. Se concluyó que los evaluados poseen nivel medio de conocimiento sobre buenas prácticas de manipulación, higiene y conservación. Debido al reducido número de participación en entrenamientos en relación al tiempo de experiencia en el área, debe ser destacado la importancia de la capacitación y concienciación de los manipuladores como estrategia para mejorar la calidad y seguridad del preparo de los alimentos ofrecidos. Por lo tanto, la participación de los profesionales de nutrición es de fundamental importancia para entrenar, acompañar y evaluar los manipuladores, cumpliendo así la legislación laboral.

PALABRAS-LLAVE: nivel de conocimiento, buenas prácticas de manipulación, higiene y conservación. BOAS

PRÁTICAS DE MANIPULAÇÃO, HIGIENE E CONSERVAÇÃO: UMA ANÁLISE SOBRE OS CONHECIMENTOS DOS MANIPULADORES DE ALIMENTOS DE EMPRESAS DA CIDADE DE MONTES CLAROS - MG

RESUMO

O objetivo deste estudo foi avaliar o nível de conhecimento de funcionários de Unidades de Alimentação e Nutrição situadas na cidade de Montes Claros – MG acerca de boas práticas de manipulação, higiene e conservação. Metodologia: Pesquisa descritiva, de caráter quantitativo. Amostra composta por 15 manipuladores de alimentos – cozinheiras e auxiliares de cozinha – do sexo feminino. Como instrumento, foi utilizado um questionário estruturado com 5 questões gerais e 11 específicas. Os dados foram através de estatística descritiva (porcentagens). Os resultados evidenciaram que 60% da amostra é composta por auxiliares de cozinha e 40% por cozinheiras, das quais 26.65% cursaram de 1ª a 4ª série, 33,33% de 5ª a 8ª série e 40% do 1º

a 3º ano (completo ou incompleto) do ensino médio. A maioria (53,34%) trabalharam na área de 1 mês a 4 anos e 53,34% dos manipuladores participaram de apenas 1 a 2 treinamentos. Quanto a escolaridade aqueles que possuíam 1º ao 3º ano acertaram 72,72% das questões propostas, entretanto aqueles com escolaridade de 1ª a 4ª série apresentaram 45,45% de acerto. Os funcionários que tinham maior tempo de profissão (mais de 12 anos) apresentaram menor número de acertos. Em 4 questões o índice de acertos foi igual ou inferior a 40%, 3 questões obtiveram 60 a 66,66% e 4 questões com 80 a 86,66% de acertos. Concluiu-se que os avaliados possuem nível médio de conhecimento sobre boas práticas de manipulação, higiene e conservação. Devido ao reduzido número de participação em treinamentos em relação ao tempo de experiência na área, deve ser destacado a importância da capacitação e conscientização dos manipuladores como estratégia para melhorar a qualidade e segurança dos alimentos oferecidos. Portanto, a participação dos profissionais de nutrição é de fundamental importância para treinar, acompanhar e avaliar os funcionários, cumprindo assim a legislação vigente.

PALAVRAS-CHAVE: análise do nível de conhecimento, boas práticas de manipulação, higiene e conservação.