



Evaluating The Application of Occupational Safety and Health Practices in Fayoum Hotels

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Abstract

The hospitality industry is like other industries based mainly on the human element, the development and tremendous technological progress from the industrial revolution to the current cyber-information revolution and innovative means of equipment and machinery in order to achieve well-being and save time, effort and money in various fields, but the negatives that have resulted from this development cannot be overlooked or denied, including the risks and accidents resulting from dealing with machinery and equipment, whether by wrong use or lack of knowledge. Lack of safety (Ahmed H,2016)

Thus, the main aim of this study is to Evaluating the application of occupational safety and health practices in Fayoum hotels by measuring the awareness of hotel managers, supervisors and employees regarding the importance of occupational safety and health, as well as to their differences in opinion according to demographic characteristics (age, gender, Employment status, certification, Years of experience, Marital Status, Carrier level).

The sample in this study included managers, supervisors, and employees who work in Fayoum hotels. A total number of 326 employees and 51 managers and supervisors were surveyed for this study. The collected data were analyzed using SPSS V 25 v 25 analysis software.

In addition to the findings that managers' and employees' perceptions and opinions vary by gender, age, and educational attainment for the majority of the variables, the research can draw the conclusion that this study identified shortcomings and challenges in the implementation of occupational health and safety standards in Fayoum hotels. Future research and certain restrictions are acknowledged.

Keywords: Occupational safety and health association, OSHA, injuries, hazards.

Introduction

The hotel industry is the main and vital industry in the hospitality sector. It is clear that the tourism process depends mainly on the hospitality, transportation sector, in addition to the fact that the vital role of tourism in general and the hospitality sector (Shaimaa A ,2015),

the hospitality industry is like other industries based mainly on the human element, the development and tremendous technological progress from the industrial revolution to the current cyber-information revolution and innovative means of equipment and machinery in order to achieve well-being and save time, effort and money in various fields, in other side the new technology is including risks and accidents caused by dealing with machinery and equipment. (Ahmed H, 2016)

The human element is the most important asset owned by any institution or facility at all and attention , the preservation of this element leads to increase the efficiency of the organization and improving its market position among its counterparts in addition to saving time or money and increasing professionalism ,this comes through the provision of an appropriate working environment following the rules of occupational safety and health association (OSHA),including training ,evaluation ,planning and continuous development to address problems (Mubashir A, 2017).

Numerous people are hurt in a variety of workplaces, and it is impossible to ignore the proportion of hotel employees who sustain injuries, particularly in the kitchen and housekeeping divisions. (Mubashir Ali, 2017).

The International Labor Organization (ILO) issued warning guidelines known as industrial security standards in response to employers' contempt for paying workers less for work-related injuries, which can result in limb loss and even death (Reese, 2017). The researcher would like to note that Egypt became a member of the ILO in early 1936. (ILO,2017)

These rules were disseminated in different work environments to provide a safer working environment through the International Labor Organization – world health organization Joint Committee in 1950, which led to the emergence of a new terminology known as occupational safety and health, which replaced industrial security rules (Reese, 2017).

The aim of finding and developing the terminology is to clarify the causes of the risks of work environments, with a focus on raising the efficiency of the worker, and raising awareness, and following the rules of occupational safety and health (Mubashir Ali, 2017).

Hence, maintaining and protecting the human element from the threats surrounding it in the working environment, as well as modifying the wrong behavior and practices, rests with the management of human resources and their equivalent according to the size of the establishment, on the other hand comes the role of governments, regulators and trade unions to control and emphasize the rights of workers not only material but also physical safety and mental health (gorny,2019)

Therefore, any negligence in the availability of such circumstances or practices is a direct threat to the elements of the production process in the form of material and human damage or losses (gorny,2019)

This prompted many countries to set their own standards to achieve the application of occupational safety and health rules, and to ensure that the duties of employees are fulfilled, and that employers are obliged to provide such appropriate conditions, insurance and compensation for employees (U.S Department of Labor 2013).

For all of the above, the idea of the emergency of the so-called Occupational Safety and Health Administration has crystallized in most enterprises, which is the subject of the study. (ILO,2017)

Although occupational safety and health rules have a vital role in preserving workers in the hotel sector, the researcher found, through the preliminary study of 7 hotels, that there is a clear deficiency in the application of these rules, the lack of a safe work environment in Fayoum Governorate hotels, and the presence of negligence on the part of the management of these hotels. In applying these rules, which prompted the researcher to examine this problem because it is fraught with risks.

So, the main aim of this research is to evaluate the application of occupational safety and health practices in Fayoum hotels.

Review of Literature

Occupational safety and health derived its importance from the statistics related to injuries and accidents resulting from the nature of work, as workers in Chinese restaurants are exposed annually to many injuries, represented by: 38.4% when carrying out food preparation operations, 20.8% during cooking operations, 15.7% during dishwashing operations, 13.2% during handling and storage operations, 5.6% inside dining halls, and 5.1% attributable to other factors (Jeong, 2015). While the economic losses from hotel fires amounted to about \$84 million during the period from 2016:2019, according to the indicators of the National Fire Fighting Association NFPA, and resulted in the injury of 120 workers, and the death of nine others as a result of the improper use of cooking equipment (Campbell, 2019). By contrast, the ICRC responds to approximately 70,000 commercial kitchen fires each year (T Orabi, 2019).

There are many differences between the concept of occupational accident, as the accident is defined as an unplanned event (Kemei and Nyerere, 2016). As for the Occupational Accident, it is more specific to the previous concept, as it was described as any danger that occurs in the work environment without prior warning (ILO, 2020). It may result in injury, disability, or otherwise, and is classified into: accidents that result in permanent disability, accidents that result in minor injuries that require medical treatment, accidents that result in chronic occupational disease, accidents that do not cause damage but exceed expected operating costs, and accidents that result in damage physical or human (Reese, 2017). Whereas, the occupational injury was described as the final result of the worker's exposure to any accident while he was doing his work or while going to or returning from it, without deviating from the normal course (McKinnon, 2014). In fact, the amount of damage resulting from it varies according to the nature of the work practiced by the worker (Ibrahim Abdel-Muttalib, 2018). The incidence of these risks in the work environment has been linked to several main causes (T Orabi, 2019).

Branches of Occupational Safety and Health

There are two main branches of occupational safety and health, each of which deals with how to take care of the worker's safety and health in his work environment, regardless of the type, size, or nature of the facility's activity, and they are:

Occupational Medicine Rooms (OM)

The field that studies preventive medicine in order to enhance the health level of the worker in his work environment, and deals with his safe and health condition before joining the job that the employee is applying for (Larsen et al., 2016). It specializes in diagnosing, recording and treating occupational diseases resulting from unsafe working conditions. It also focuses on studying the relationship between the worker's health and the extent of his psychological and physical abilities to work (Harrison and Dawson, 2016).

Occupational Hygiene and Occupational Health Care

The term "Hygiene" is derived from the name of the Greek Goddess of Health, "Hygeia", who cared about preserving the health of his subjects and protecting them from occupational diseases to which they were exposed (Chaudhari et al 2020). Occupational health care is described as a branch of occupational safety and health that studies harmful environmental factors arising in the work environment by anticipating, perceiving, risks, safety and health, identifying, evaluating and controlling it to preserve the health of the worker and society in general (Kumar et al 2019).

Consequences of neglecting occupational safety and health:

The lack of attention to occupational safety and health results in many consequences that may harm the safety and health of workers, including:

1. Increasing the death rate from diseases Emerging and Professionalism (Worldwide, Raghav 2017).
2. The occurrence of disorders in the musculoskeletal system as a result of repetitive physical movements and other causes in the work environment (Thomas, 2019).
3. Leading to low productivity rates and huge economic losses, in addition, most workers are exposed to many psychological problems (Wang et al., 2018).
4. Financial losses, represented by weak profits and an increase in the amount of compensation for injuries and deaths.(Worldwide, Raghav 2017).

in addition to the above consequences researcher assumed that the Consequences of occupational injuries and accidents in the work environment are divided into four main types:

- **personal consequences:** depression and a sense of self-denial. (Ibrahim A, 2018).
- **Environmental consequences:** damage to the biosphere and loss of recreational facilities adjacent to the facility. (Ibrahim A, 2018).
- **Economic consequences:** the occurrence of heavy losses, whether direct losses such as medical care and damage to used equipment, or indirect losses such as costs exceeding expected profits (Ibrahim A, 2018).
- **Other consequences:** loss of moral values and decline in the reputation of the establishment (Amal A, 2017). Moreover, the morale of the workers was lost (Ibrahim A, 2018). This Increased turnover of skilled workers and lower levels of productivity. (Fontana et al., 2019).

Occupational safety and health process

Despite the recent improvement in working conditions, the role of human behaviour is still a major obstacle to the implementation of preventive practices related to reducing the occurrence of occupational accidents and injuries, therefore a systematic framework for safety management in the work environment should be developed according to certain procedures of the Labour Organization (Fontana et al., 2019). which is:

Investigation of Accidents and Injuries

Investigation of the causes of occupational accidents and injuries is one of the important procedures that must be implemented in any facility (McKinnon, 2014). This investigation includes a short description of its consequences, the place of its occurrence and the causative factor (Magda N, 2015). Hence, there are several theories explaining their causes, which play a vital role in clarifying the effective means to address these risks, including: James Reason's Swiss cheese model, which were designed to address occupational accidents arising in hotel facilities, as it depends on the causes of accidents in the work environment due to Human or organizational error (Tarik A, 2017).

Compensation of Occupational Injuries:

Compensation for injuries sustained by workers depends on the type and severity of those injuries and the estimated compensatory cost (Dessler, 2014). Especially those working in hotel establishments (Chesser M, 2016). A study was conducted on the total occupational injuries of Turkish hotel workers during the year 2013, and it amounted to 191,389 injuries, resulting in 1,694 cases requiring financial or moral compensation as a result of their exposure to permanent disabilities (Unigram et al., 2017). Therefore, it is imperative that the injured workers receive the compensation due in the form of periodic payments or to their families when they are exposed to death (Dessler, 2017 & Wong and Chan, 2018)

Reporting and Recording of Accidents:

Occupational accidents are reported in hotel establishments, by recording them in a report of their own (Tarik A, 2017). It includes a set of questions related to the occurrence of such accidents, namely: Has this type of accident occurred before? Has the worker violated any preventive policies in his work environment? Did the worker use personal protective equipment correctly? (Reese, 2017). This is to reduce the period of investigation into the causes of these accidents and to put in place the necessary precautions to address them (Ibrahim A, 2018).

Provision of Personal Protective Equipment

Personal Protective Equipment (PPE) is one of the important measures to implement occupational safety (Magda N, 2015 and ILO, 2016). It was described as a set of tools specifically designed to provide full protection for workers (Ahmad H, 2016). Therefore, it should be kept in a safe place designated for it within hotel facilities (Tak, 2016). it is comfortable when used (Pek, 2017). These include: foot protection tools, head protection tools, hand protection tools, ear protection tools, and body protection clothing (Mubashir A, 2017).

Means of First Aid:

means of first aid is a set of emergency procedures to treat any injury that may arise in the work environment, which does not require calling a specialized doctor, but rather relies on a person trained in practicing methods of first aid for the injured, called the first aider, in order to save a life. The injured person, as much as possible, until a medical intervention or an ambulance is called, promote recovery from any injuries that are easy to deal with, record these cases and evaluate the place of their occurrence to ensure that he is safe before embarking on rescue (Ahmed H, 2016). This paramedic uses specialized tools to relieve the pain experienced by workers in hotel establishments (Tak, 2016). These tools are kept in a box known as the First Aid Box and include: sterile cotton rolls, triple bandages, safety pins, disposable rubber gloves, saline solutions, sterile gauze, scissors, medical tape, antiseptics for wounds and splints for fractures, and they are checked regularly. Periodically to ensure that they are usable (Pek, 2017).

Providing Guidance Signs:

The use of these signs helps convey some information to workers who cannot read printed instructions and indicate places near which no business is to be conducted (McKinnon, 2014). To be placed in places that are easy to see, to be two to two and a half meters above the surface of the earth, to be made of materials that are resistant to climatic fluctuations, and to be lit according to the prevailing emergency situation, and their forms are: escape signs, mandatory signs, warning signs and signs related to dealing with chemicals (Hughes and Ferrett, 2016). Therefore, workers in hotel establishments should be aware of their types and purpose (Tak, 2016).

Providing firefighting systems:

Fire is described as a direct contact between oxygen and a flammable element in the presence of a high temperature. When these elements combine together, it is called the ignition theory (Ahmed H 2016). Accordingly, the fires were classified into five types, represented in: Type A fires and involve the ignition of solid materials, Type B fires and involve the ignition of liquids, Type C fires and involve the ignition of gaseous materials, Type D fires and involve the ignition of metals and Type E fires are called Electrical wiring fires, The effective firefighting systems helps warn occupants of a fire and prompt the firefighting team to take immediate action (Lee and Kim, 2018)

Challenges Facing the Implementation of Occupational safety and Health Measures:

Although the Joint Commission of the International Labor Organization and the World Health Organization (ILO-WHO) has developed programs to promote occupational health, not only at the national level, but also at the global level, the real impact of this effort is unlikely due to these reasons,

- Insufficient funding to improve the health level of workers, which is seen by decision-makers as very expensive, especially for small and medium-sized establishments, is one of the most challenging challenges facing the application of occupational safety and health measures (Harrison and Dawson, 2016).
- The current technological development and changing cultures (Peckham et al., 2017).
- The failure to report safety or health risks immediately upon discovery and the lack of awareness of legislation related to improving the work environment by all those in charge of the production process, and the limited number of workers trained to deal with these risks (Soha, 2017).
- Non-compliance with the provision of training programs for their employees.
- The focus of occupational safety issues on senior management (28. Tak, 2016).
- Lack of personal protective equipment appropriates to the nature of the work.
- Decline the educational level of workers.
- The loss of the spirit of teamwork (Kemei and Nyerere, 2016).
- The lack of clarity in the roles of supervisors in monitoring the implementation of safe work rules Wang et al., 2018).
- Providing a sustainable work environment free from health and environmental risks (Kemei and Nyerere, 2016).

Methodology

Research tool

It's one of the most researcher's primary responsibilities include creating, checking, and editing a questionnaire. A researcher must be considered the factors variety when designing a questionnaire, including its length and its wording. In order to enhance reliability and minimize participant bias, (Kemei and Nyerere, 2016)..

So, the study targets the hotels' employees and asked managers, supervisors and employees to effectively participate in the questionnaires in order to be able to assess the reasons behind the gaps in the implementation of the occupational health and safety regulations in Fayoum hotels and highlight the implications of not having enforced in place health and safety regulations.

The managers and the employees' survey were made up of 33 questions, the first 7 of which measured personal information (Gender, Age, Marital Status, Education, Employment Status, Carer Level and Work Experience). the next 16 were prepared for the 4 Dimensions of occupational safety and health as follow:

- Functional dimension 4 questions.
- Organizational dimension 4 questions.
- Educational dimension 5 questions.
- Financial and legal dimension 3 questions.

To find out on the current situation of Obstacles to applying occupational safety and health the researcher used 7 questions to discuss the current situation of these obstacles.

Regarding the Procedures for applying occupational health and safety; 10 questions were set to recognize and know the statue of these procedures. The researcher used a Likert type scale for each of the items, with five response options ranging from "strongly agree = 5" to "strongly disagree = 1."

400 questionnaires were distributed to the managers, supervisors and employees of these hotels. 33 questionnaires were found to be invalid Only 367 questionnaires were valid, which represent 92 % that means it is an acceptable percentage to accept its data or analyzes. The results of the questionnaire would aid the hotels in identifying their strong points and weaknesses as well as the reasons behind any gaps in the implementation of occupational health and safety regulations in Fayoum hotels. The results of the questionnaire would also highlight the negative effects of such a situation on the ability to create a safe working environment.

Research population and sample

According to management of these hotels, the number of employees is 2130 nearly during the period of December 2022 to March 2023 according to (EHA, 2021) so, sample is taken from Fayoum hotels' managers, supervisors and employees are calculated according to the following formula:

N = Study Population= 2130

Z= 0.95 = 1.96

d = 0.05

p = 0.50

n = 325

$$n = \frac{N \times p(1-p)}{\left[\left[N - 1 \times (d^2 \div z^2) \right] + p(1-p) \right]}$$

The sample size formula revealed a number of 325 employees as a sample size.

In order to achieve the objectives of the research, 400 questionnaire forms were distributed. 367 forms were returned; while 33 were invalid. with the response rate was (92 %). Means, and standard deviation, in addition to Multiple Linear Regression were used. Therefore, reliability analysis was carried out to measure the results reliability of the questionnaire's statements. Statistical Package for Social Sciences version (SPSS v 25) software is used for Statistical analyses.

Findings

The demographic characteristics of the sample.

Table (1): The demographic characteristics of the study sample members.

| Demographic data | Category | Number | % | Demographic data | Category | Number | % |
|-------------------|-------------------------------------|--------|---------|---------------------|---------------------|--------|---------|
| Gender | Male | 268 | 73 % | Age group | Less than 30 | 112 | 30.51 % |
| | Female | 99 | 27 % | | 31 : 40 | 205 | 55.86% |
| Employment status | Temporary | 207 | 56.4 % | | 41 : 50 | 29 | 5.73 % |
| | Permanent | 160 | 43.6 % | | More than 50 | 21 | 7.90 % |
| Educational Level | Master Degree / PhD | 17 | 4.64 % | Years of experience | Less than 1 year | 93 | 25.34 % |
| | High | 100 | 27.26 % | | From 1: 4 years | 127 | 34.6 % |
| | Above Middle / Middle Certification | 151 | 41.1 % | | From 4: 8 years | 101 | 27.52 % |
| | Less than Middle Certification | 99 | 27 % | | More than 8 years | 46 | 12.54 % |
| Marital Status | Single | 97 | 26.44 % | Career level | Manager/ Supervisor | 51 | 13.89 % |
| | Married | 270 | 73.56 % | | Employee | 316 | 86.11 % |

Results of table (1) show that the Gender of participants of the study consists of 286 males and 99 females. the percentage of the selected sample Gender of participants amounted to 73 % males at a rate of 27 % females, among an adult This is not consistent with Elsler who reported that “the hospitality sector employs a high proportion of female workers” (Elsler,2015). Men represented the largest part of the labor force in Egypt (Abo El Ata et al., 2017). this explained by the face stating that culture division is an impeded factor in the middle east countries including Egypt) Johnson-Tate, D,2018).and this indicates the interest of the sample hotels in hiring males in the

food and beverage department more than housekeeping department because they bear the burdens of the arduous job that falls on them, and this is due to the reason he explained (Fontana et al., 2019). Females are the category most vulnerable to occupational accidents and injuries due to their preoccupation with daily life matters, other than the job tasks they are assigned to accomplish. most of females were older ages than males. (Elsler,2015).

While the results showed that some of the respondents hold a Master Degree or PhD which represents 4.46 % of the whole sample in other hand, we could notice that 27.26 % of the sample hold a high-level education. While the results showed that some of the respondents hold an intermediate qualification diploma 41.1%, which indicates that most of the employees in the departments have an intermediate average level of education, the last group of sample which was represented with 27 % Less than Middle Certification that is in agreement with the result which indicates that the lower the educational level of employees in hotel establishments, the rate of occupational accidents and injuries increased (Johnson-Tate, D,2018).

The results show that 30.51% of the respondents ranged between the ages less than or = 30 years and the other group ranged between the ages of 31 : 40 55.86 % of the respondents which indicates that the sample hotels depend on hiring young groups 86.37 % till 40 years, while workers whose ages are more than 41 : 50 years which represents 5.73 % and the last group which is more 50 years represents 7.9 % both of the last two groups represents the minority with 13.63 % of whole sample this group are considered the least vulnerable to occupational diseases (Johnson-Tate, D,2018).

An analysis that 56.4% of the respondents are from temporary employment, when the analysis indicates that 43.6% of the respondents are from permanent employment and this indicates that the greater the number of temporary employments, the greater the rate of their exposure to occupational hazards due to their lack of awareness of ways to address these risks.

Experience in the same hotel, the results showed that 25.34 % of the respondents are less Their job experience is less than 1 year, which exposes them to many injuries and accidents, and this was confirmed by the study (Jeong and Shin, 2016) that new chefs during their first year of employment are exposed to 30: 40 % of all such risks. (Jeong and Shin, 2016). Also, the results showed 34.6 % of employees their experience are from 1 year to 4 years, while 27.52 % of employees have experience more than 4: 8 years. The last group which is more than 8 years' experience is represented with 12.54 % This confirms the issue that the hospitality industry has frequent staff turnover because the staff are willing to try something different when the chance arises like better salary or better restaurant (Hartmann, J., & Konnerth, A.2019).

As the Literature review suggests the regulations importance because the knowledge lacking and the low-level awareness of high percentage of staff on safety at work, inadequate health and safety policies are major contributing factors to the occurrence of occupational related accidents, (ILO, 2002). This shows that knowledge or awareness and application of preventive measures leads to minimize accidents at work environments.

More over 26.44 % were single and 73.56 % were married, on other hand there were about 13.89 % managers or supervisors. While it was found that the percentage of workers in the sample was 86.11 % that is an appropriate percentage according to (Fontana et al., 2019).

Descriptive statistics analysis

Description of the occupational health and safety dimensions variable

Table (2): Descriptive statistics indicators for the occupational health and safety dimensions variable

| Items | Mean | SD |
|---|------|-------|
| Functional dimension | | |
| 1 - Checking and ensuring the safety of equipment and machinery in the work environment. | 2.44 | 1.19 |
| 2 - Team work prevails in the nature of work and in dealing with risks? | 1.9 | 0.788 |
| 3 - The work environment helps me complete all job tasks without obstacles object to it? | 1.4 | 0.61 |
| 4 - The work environment conditions are satisfied with me? | 2.00 | .842 |
| Organizational dimension | | |
| 1 - Everyone participates in reporting accidents and injuries? | 1.70 | 0.678 |
| 2 - Sometimes I volunteer to do additional tasks to implement occupational safety and health procedures in the workplace? | 1.79 | 0.774 |
| 3 - The administration follows a policy of financial incentives to encourage compliance with occupational safety and health rules? | 1.69 | 0.732 |
| 4 - Periodic meetings are held with the knowledge of the competent committee to ensure the safety and health of the work environment? | 1.53 | 0.727 |
| Educational dimension | | |
| 1 - Administration is morally and financially encouraged to increase and improve workers' awareness of the risks of the work environment? | 1.82 | 0.725 |
| 2 - There are flexible and advanced plans placed by the management and workers to confront accidents, crises and emergency? | 2.29 | 1.105 |
| 3 - There is a continuous update of the lines established to respond to crises and emergencies? | 2.01 | .985 |
| 4 - There are guidelines for the best practices known to do the work? | 2.15 | 1.003 |
| 5 - Is there a system for risk assessment in general? | 1.02 | 0.412 |
| Financial and legal dimension | | |

| | | |
|--|-------------|-------|
| 1 - Clarification of occupational safety and health policy and its presence in clear places visible to everyone? | 2.88 | 1.255 |
| 2 - The hotel bears the costs of implementing the occupational safety and health policy? | 0.70 | 0.238 |
| 3 - The presence of strict penalties for any neglect or causing any accident? | 3.16 | 1.354 |
| General average | 2.29 | |

The statistical analysis was made clear by analyzing the answers of managers and supervisors regarding the degree of their awareness of what occupational safety and health is, its dimensions, and the importance of its application in the work environment. It was found that about 73% of the category of managers and supervisors are highly aware of the importance of occupational safety and health and the extent of its significant direct impact on the safety and health of workers and on the process. Service and productivity as a whole, while the remaining percentage of this category, which amounts to 27%, were not as knowledgeable and aware of what occupational safety and health is, its dimensions, and the importance of its application in the work environment.

On the other hand, it was shown through statistical analysis of the workers' answers regarding the degree of awareness, understanding and familiarity with the dimensions of occupational safety and health and the extent of their impact on the safety and health of workers in the hotel sector and on the entire service process. It was found that about 31% of the total workers surveyed have knowledge to a degree ranging from acceptable to high. In this regard. While approximately 69% of the total workers surveyed have knowledge ranging from weak to moderate regarding the degree of awareness and understanding of the importance of the dimensions of occupational safety and health and the extent of their impact on the safety and health of workers in the hotel sector and on the service process. (Shankar et al., 2018).

A the results of Table (2), where the significance of the average values for the employment dimensions ranged between 0.70 and 3.16 with a standard deviation value that ranged between 0,238 and 1,354, which indicates the presence of a different levels descriptive analysis was conducted for the items in the occupational health and safety dimensions variable for managers or supervisors and employees in other side, as shown in of significance which was in favor for managers or supervisors that they have a good or high level of knowledge or knowing the importance of the above dimensions this percentage more than 75 % in the other hand the results were showed that the employees had different level between poor to acceptable level of knowledge or knowing the importance of the occupational safety and health dimensions this percentage was between 30 % to 37 % that has an impact of each of the quality of employment life, Employee satisfaction and the level of employee performance in the application of occupational health and safety procedures by employees in the hotel s Departments, while the significance of the average values for the organizational dimension was limited to 3.69, 3.73, with a standard deviation value that was limited to 1,145, 1,156. This indicates a high level of significance for senior management's focus on encouraging workers to adhere to safe work rules. The significance of the average values for the educational dimension ranged between 3.78 and 3.67, with a standard deviation value of between 1.142 and 1.171, which indicates that there is a high level of significance for senior management to provide the training program related to providing a work environment free from occupational injuries, in addition to the significance of the average values for the dimension. The

financial and legal ranges range between 3.67 and 3.82, with a standard deviation value between 1.142 and 1.166. This indicates a high degree of influence of policies, laws and financial support in implementing an effective occupational health and safety management system. Based on this, it was found that the value of the arithmetic means for the dimension as a whole reached 3.7, which indicates the similarity and closeness of the answers of the sample members. Therefore, it is necessary to pay attention to all legal, cultural and organizational aspects, with regard to achieving safe working conditions for workers while carrying out their work especially chefs in hotel establishments (Till, R et al,2018).

Variable description of occupational safety and health obstacle

Table (3): Descriptive statistics indicators for the occupational health and safety obstacles variable

| Items | Mean | SD |
|---|------|-------|
| 1 - The presence of technological lack of modern methods in dealing with the risks of the work environment? | 4.32 | 1.852 |
| 2 - There are no written or documented plans for safe work rules? | 2.25 | 0.912 |
| 3 - The administration is not interested in developing in the policy of occupational safety and health? | 3.28 | 1.428 |
| 4 - Employees are given advice to develop the work environment? | 4.12 | 1.833 |
| 5 - Control and maintenance operations lack the provision of protection for workers? | 4.20 | 1.825 |
| 6 - Consult and consider the demographic diversity in the meetings of the Occupational Safety and Health Committee? | 1.91 | 0.815 |
| 7 - Employees or workers bear the cost of protective equipment or medical examination for them? | 4.29 | 1.844 |

Using statistical analysis of the answers of managers and supervisors regarding the obstacles to the application of occupational safety and health that managers and supervisors face in the work environment and that stand in the way of its effective application, about 75% of the category of managers and supervisors have a high degree of knowledge of these obstacles and their causes, which stand in the way of implementing the rules of occupational safety and health. This has a negative impact, and its significant impact extends directly to the process as a whole and the provision of a safe work environment that provides the safety and health of workers, while approximately 25% do not have the desired amount of knowledge and expertise that must be available to the occupants of these administrative positions with familiarity and knowledge of the obstacles. Which prevents the application of occupational safety and health rules and their impact on the work environment, which has a negative impact on the safety and health of workers and the entire process. (Shankar et al., 2018).

By analyzing the workers' data and measuring their level of knowledge about the obstacles that prevent the application of occupational safety and health rules, their dimensions, the importance of applying them in the work environment, and its negative impact on the safety and health of the workers and the entire process, it was found that about 35% of the total workers surveyed have knowledge to a degree ranging from good to high about this. The matter. While about 65% of the total workers surveyed do not have a high degree of knowledge in this regard, as it became clear through statistical analysis that their level of knowledge ranges from weak to average with regard to the degree of awareness and knowledge of obstacles to occupational safety and health and the extent of their impact on not activating the application of safety and health practices. Professionalism, which in turn is clearly reflected in the lack of a safe work environment that threatens the security and safety of workers, which has a significant negative impact on the volume of production and the level of service provided. (Till, R et al,2018).

A descriptive analysis was conducted for the items of the occupational health and safety obstacles variable, as shown in the results of Table (3), where the significance of the average values for the items for these variables ranged between 1.191: 4.32, with a standard deviation value that ranged between 0.912 and 1.852, and this indicates the presence of a high level of significance. The responses of sample members regarding the negative impact of these obstacles on the implementation of an effective management system for occupational health and safety were very significant. On the other hand, reducing the incidence of occupational injuries and maintaining the health level of workers requires providing physical resources in the facility (Jeong and Shin, 2016). Senior management's awareness of modern technology means that are appropriate to the nature of the work. improving the work environment in order to make it more conducive to the application of generally accepted safety and health policies (Magda Nawar, 2019). In addition to the early detection of infectious diseases that workers are exposed to while carrying out their work (Ahmed Helmy, 2018). And providing awareness and educational means of the importance of health in the workplace (Ahmad et al., 2016 & Raghav, 2017). Most establishments, whether production or service, seek to create a safe work environment by achieving the objectives related to the application of the rules of safe and healthy work within them. we could Spotify there are many differences between the concept of occupational accident and occupational injury, as the accident is defined as an unplanned event (Kemei and Nyerere, 2016). As for the Occupational Accident, it is more specific to the previous concept, as it was described as any danger that occurs in the work environment without prior warning (ILO, 2020and Amal Al-Imam, 2021). It may result in injury, disability, or otherwise, and is classified into: accidents that result in permanent disability, accidents that result in minor injuries that require medical treatment, accidents that result in chronic occupational disease, accidents that do not cause damage but exceed expected operating costs, and accidents that result in damage physical or human (Reese, 2017). Whereas, the occupational injury was described as the final result of the worker's exposure to any accident while he was doing his work or while going to or returning from it, without deviating from the normal course (McKinnon, 2014).In fact, the amount of damage resulting from it varies according to the nature of the work practiced by the worker (Ibrahim Abdel-Muttalib, 2018).The incidence of these risks in the work environment has been linked to several main causes (T Orabi, 2019).

Description analysis of the procedures of applying occupational safety and health.

Table (4): Descriptive analysis of procedures for applying occupational safety and health practices.

| Items | Mean | SD |
|--|-------|-------|
| 1- All public health and personal hygiene practices are applied? | 3.125 | 1.362 |
| 2 - The presence of medical records for each worker with all medical details, including medical examinations, gams, infectious diseases, or injuries and accidents? | 1.42 | 0.733 |
| 3 - There is a health certificate for the senior administration proving that the work is not exposed to any chronic infectious diseases (the exclusion of the Corona virus)? | 4.058 | 1.851 |
| 4- The medical certificate is a basic document to join the work? | 4.041 | 1.629 |
| 5 - There is a health insurance for workers and pathogens paid? | 2.81 | 1.328 |
| 6 - There is a fair compensation system? | 2.601 | 1.050 |
| 7 - The presence of a periodic and comprehensive medical examination for the workers? | 1.27 | 0.663 |
| 8 - The presence and clarity of the guidelines for occupational safety and health in clear places in the Department of Internal Supervision and various hotel sectors? | 2.42 | 1.103 |
| 9- The presence of a clear and known scheme for everyone with an emergency plan and exits? | 1.32 | 0.644 |
| 10 - There is a medical paramedic and trained to deal with emergency cases, injuries and crises? | .402 | 0.192 |

Analyzing the answers of managers and supervisors regarding the extent of commitment to applying occupational safety and health rules in the work environment, it became clear that about 75 % of the category of managers and supervisors have a high degree of commitment to applying occupational safety and health rules, and this has a positive impact that extends directly to the process as a whole and avoids The occurrence of work injuries or accidents and the provision of a safe work environment that provides the safety and health of workers, while approximately 26 % did not have the required level of commitment that must be met by managers and supervisors and the impact of this on the work team as a whole and on the work environment and its negative impact on the safety and health of workers and the service process. (Till, R et al,2018).

It turned out that approximately 29 % of the employees surveyed have a degree ranging between good and high in their commitment to applying occupational safety and health rules and their knowledge of the importance of their commitment to applying those rules and the impact of this on avoiding exposure to injuries or diseases resulting from work, while about 71 % of the total number of employees surveyed do not have the degree of commitment required by the occupants of these jobs. This is what became clear through statistical analysis of their answers that their level of commitment ranges between weak and average with regard to the degree of their commitment to applying occupational safety and health rules and the extent of this's impact on the high rate of work injuries and the lack of a safe work environment. It threatens the security and safety of workers, as well as their lives, which reflects negatively on job satisfaction and the worker's loyalty to his organization, which represents a threat to the sector as a whole (Cherono, 2020).

A descriptive analysis was conducted for the items of the occupational safety and health application procedures variable, as shown in the results of Table (4), where the significance of the average values for the items for this variable ranged between 3,27:3.43 with a standard deviation value that ranged between 1,423:1.462, meaning that there was a level of significance between medium and high, and this indicates the presence of relative variation. Show the opinions of the sample members in their responses to the items of this variable, in addition to what human resources managers stated that they do not have qualified workers to work in the hotel sector at this time. On the other hand, the item had the least significant mean values, which states: I follow all personal hygiene practices. This is due to what (Gupta et al, 2017) explained that there is a noticeable decline in the level of interest in personal hygiene among food handlers, so attention should be paid by applying it to prevent exposure to diseases resulting from handling materials in their various forms, The importance of effective implementation of laws and regulations related to occupational health and safety, and other preventive measures emerged in the need for a sound approach to provide a safe work environment (Magda N, 2015, Muhammad I, 2016). Although most of the current legislation in this regard depends on large enterprises, without focusing on small and medium enterprises (Kha et al 2018). However, there is an urgent need to focus more on complying with legislative regulations regarding the application of effective occupational health and safety practices in all establishments, regardless of their size and nature of activity, especially in hotel establishments (Amal A, 2017). Although most managers (73.4%) stated that they ensure safety environment work by employees or workers training, high percent of working staff disagree that the hotel has training policy (48.4%). Besides, (60.7%) of working staff stated that their work place provides them with occupational health and safety manuals or brochures. The Work Injury has in some way a Benefit Act as states that an employer shall provide and maintain such a good training program for the safety of both his employees and clients (Cherono, 2020) stated that training may be has high costed it expensive, but it has a positive impact which could presents the best effective outcome.

Despite this, awareness of policies and preventive measures were found to be mainly from acquired from learning institutions rather than these trainings.

The Hypothesis Testing Study hypotheses

Based upon the research objectives, several hypotheses were formulated. These consisted of the following:

- There is a statistically significant relationship between providing a safe work environment and applying occupational safety and health rules.

- There are statistically significant differences between the cognitive level of managers and supervisors on the one hand and the rest of the workers on the other hand.
- There is a statistically significant relationship between the challenges and obstacles that prevent the application of occupational safety and health rules and the application of occupational safety and health rules in Fayoum hotels.

Analysis of the adopted linear regression model

Table (5): Results of testing the multiple regression model on the impact of occupational health and safety dimensions and obstacles on occupational health and safety implementation procedures

| Dependent variable | Evaluation of the first linear regression model | | | | | | | | |
|---|--|------------|---------|---|------------------------------|---------|--|------------------------------------|------------------|
| | Procedures for implementing occupational health and safety | | | | | | | Values for choosing linear duality | |
| Independent variable | β value | Sign value | T-value | Corrected coefficient of determination R ² | coefficient of determination | F value | Significance value of the variables combined | Inflation factor | Endurance factor |
| Dimensions | 0.481 | 0.000 | 11.761 | 0.423 | 0.427 | 139.14 | 0.000 | 1.089 | 0.913 |
| Obstacles | -.315 | 0.000 | -7.652 | | | | | 1.089 | 0.913 |
| When the level of significance is <0.01 | | | | | | | | | |

The extent of the linear relationship between the independent variables as a condition for using the multiple regression models was verified through the value of the variance inflation factor (**VIF**). If it exceeds 5 and the value of the endurance work decreases from 0.20, this indicates the presence of double linearity(**Multicollinearity**) and is considered a problem in conducting the analysis of the multiple regression model.(Sarstedt and Mooi,2019) Accordingly, the value of **VIF** = 1.089 for both independent variables was less than 5, and the value of Tolerance =.913 that is, greater than 0.20, which indicates that there is no linear duality between the dimensions and obstacles of occupational health and safety as independent variables. Therefore, the validity of the study’s hypotheses was tested using Analysis of the first linear regression model, as shown in the results of Table (5). its results indicate that the multiple linear regression model proved significant at 0.000 the level of significance being less than0.01, as it reached the **F value** = 139.14, which indicates that there is a very high explanatory power for this model. Clarifying the extent of the influence of the dimensions and obstacles of occupational health and safety as independent variables. In the application of occupational health procedures by employees in the hotels departments as a dependent variable. The corrected coefficient of determination (**R²**) also reached 0.423, and this indicates that the combined dimensions and obstacles were able to explain 42.3 % of the changes occurring in the application of these procedures, and the rest is attributed to other

factors, including random error, which indicates the presence of acceptable predictive ability for the effect of the independent variables on the dependent variable. (Kha et al 2018).

Based on this, it was found that there is a positive linear relationship between the dimensions of occupational health and safety as an independent variable and the procedures for implementing occupational health and safety as a dependent variable, according to the values of the regression model ($\beta = 0.481$; $T = 11.761$; $0.01 > \text{sig}$). This means that whenever attention to the dimensions of occupational health and safety increases by one unit, this will lead workers to implement those procedures by an amount of 4.81 It indicates that there is a statistically significant direct relationship between the dimensions of occupational health and safety as an independent variable and the procedures for implementing occupational health and safety as a dependent variable, which proves the validity of the first and the second hypothesis (H1)(H2). (Kha et al 2018).

In the meantime, it was found that there is a negative relationship between occupational health and safety obstacles and occupational health and safety implementation procedures according to the values of the regression model ($\beta = -0.315$; $T = -7.652$; $0.01 > \text{sig}$). and therefore, whenever it is possible to control occupational health and safety obstacles and reduce them by one unit, it will inevitably lead to changing the concept of occupational health and safety among these workers through Educating them on the literacy of applying its procedures by 3.22,

Whenever these obstacles increase by one unit, this will lead to an increase in their exposure to occupational diseases by 3.22%. This indicates that there is a statistically significant inverse relationship between occupational health and safety obstacles as an independent variable. And the procedures for implementing occupational health and safety as a dependent variable, which proves the validity of study hypotheses, and therefore most of Disturbed human behaviors help increase the incidence of these diseases. 2 Therefore, these behaviors must be improved because they play a prominent role in reducing exposure to safety or health risks in hotel facilities (Syamtingrum et al. 2018).

The most important results and observations

Results

By analyzing the data collected through the questionnaire, analyzing the stability and credibility of the questionnaire, and proving the hypotheses of the thesis, which revealed the following:

The results of the study

- 1 - There is a strong, positive relationship between providing a safe work environment and applying occupational safety and health rules.
- 2 - There are statistically significant differences in the extent of awareness of the application of occupational safety and health rules for the benefit of managers and supervisors among workers.
- 3 - There is a negative inverse relationship between the challenges and obstacles that prevent the application of occupational safety and health rules and the application of occupational safety and health rules in Fayoum hotels.
- 4 - The results showed a decline in the level of awareness of workers in various hotel departments.
- 5 - The results showed that most hotels lack the application of a unified global system such as (ISO 45001), which leads to a high rate of occupational diseases and injuries.
- 6 - The results showed that some of the hotels studied contain written regulations regarding occupational safety and health rules, but they are not fully implemented in practice.
- 7 - The application of occupational safety and health requirements faces a number of difficulties, including:

- ✓ Centralizing decision-making to managers and supervisors only to address negative working conditions.
- ✓ Lack of funding for training initiatives on the importance of occupational health and safety,
- ✓ Neglecting the regular meeting of the Occupational Safety and Health Committee.
- ✓ Lack of management for changing and modifying negative practices.
- ✓ Lack of empowering workers and taking their opinions into account.
- ✓ The results showed a low rate of reporting accidents or injuries.
- ✓ Limited and lack of funding for training on the importance of applying occupational safety and health rules.

8 - The study showed that there are positive, statistically significant differences in adherence to occupational safety and health rules in favor of temporary workers compared to those in the category of permanent workers.

9- The majority of workers are young people with average education, which increases the rate of occupational injuries.

Recommendations

Based on the results emerging from the study, the researcher makes some recommendations for future development and enhancement of occupational health and safety practices in the workplace, including:

Firstly. Recommendations for government agencies responsible for hotel work

Ministry of Tourism - Chamber of Hotel Association - Regulatory bodies for tourist establishments and

- 1 - The necessity of preparing clear, applicable specifications and standards for occupational safety and health that are unified for all hotels.
- 2 - Activating the supervisory role of the regulatory authorities.
- 3 - Stiffening penalties and punishments for violating establishments.
- 4 - Issuing clear rules and standards for appointing managers and supervisors in hotels.

secondly. Recommendations for hotel establishments and employers

- 1 - Planning and implementing a training program centered on the value of occupational safety and health within training programs related to continuous improvement of working conditions. Implementing work-related safety and health regulations in accordance with ISO 4500 and benefiting from technological development in this regard.
- 2 - Applying the principle of delegation, strengthening the role of labor and participation, and allowing freedom of expression for anything related to ensuring a safe workplace.
- 3 - Allocate a special item in the facility's annual budget to improve the conditions of the work environment and health services for employees and set periodic schedules for maintenance of machines and equipment used in the hotel's various work departments.

Third. Recommendations for educational, research institutions, training centers and auditing companies

- 1 - Adding a course on occupational safety and health in all colleges and institutes of tourism and hotels for students seeking to obtain academic degrees at various levels (bachelor's, master's, and doctorate).
- 2 - Conduct periodic medical examinations on all employees and students to ensure that they are not in poor health, infected with an infectious disease, or using drugs.

3 - Providing training courses by individuals with professional competence in the field of occupational health and safety.

Future studies

- 1- The use of artificial intelligence in occupational safety and health applications in hotel establishments.
- 2- Evaluating the application of occupational safety and health practices in Marsa Alam hotels.
- 3- The impact of the spread of epidemics and pandemics on the hospitality industry.

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تقييم تطبيق ممارسات السلامة والصحة المهنية في فنادق الفيوم

المستخلص

إن صناعة الضيافة كغيرها من الصناعات تعتمد بشكل أساسي على العنصر البشري، والتطور والتقدم التكنولوجي الهائل من الثورة الصناعية إلى ثورة المعلومات السببرانية الحالية والوسائل المبتكرة من المعدات والآلات بهدف تحقيق الرفاهية وتوفير الوقت والجهد والمال في مختلف المجالات، إلا أن السلبيات التي نتجت عن هذا التطور لا يمكن إغفالها أو إنكارها، ومنها المخاطر والحوادث الناتجة عن التعامل مع الآلات والمعدات سواء بالاستخدام الخاطئ أو عدم المعرفة. نقص السلامة (أحمد ح، 2016) وبالتالي فإن الهدف الرئيسي من هذه الدراسة هو تقييم تطبيق ممارسات السلامة والصحة المهنية في فنادق الفيوم من خلال قياس مدى وعي مديري الفنادق والمشرفين والعاملين بأهمية السلامة والصحة المهنية، وكذلك اختلاف آرائهم وفقاً للخصائص الديموغرافية (العمر، الجنس، الحالة الوظيفية، الشهادة، سنوات الخبرة، الحالة الاجتماعية، المستوى الوظيفي). شملت عينة الدراسة المديرين والمشرفين والموظفين العاملين في فنادق الفيوم. تم استطلاع آراء إجمالي عدد 326 موظفاً و51 مديراً ومشرفاً لهذه الدراسة. وتم تحليل البيانات المجمعّة باستخدام برنامج التحليل SPSS V 25 v 25 . بالإضافة إلى النتائج التي توصلت إليها الدراسة والتي تفيد بأن تصورات وآراء المديرين والموظفين تختلف حسب العمر والمستوى التعليمي لمعظم المتغيرات، يمكن للبحث أن يستنتج أن هذه الدراسة حددت أوجه القصور والتحديات في تنفيذ معايير الصحة والسلامة المهنية في فنادق الفيوم. مع الاعتراف بالبحوث المستقبلية وبعض القيود.

الكلمات الدالة : جمعية السلامة والصحة المهنية، إدارة السلامة والصحة المهنية، الإصابات، المخاطر