

Factors that influence the performance of the volunteers of the community dining room "San Francisco" of Izamal, Yucatan

Factores que influyen en el desempeño de las voluntarias del comedor comunitario “San Francisco” de Izamal, Yucatán

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Abstract

Objective: Analyze the factors that influence the performance of volunteers of the community dining room "San Francisco" of Izamal reinforce the methods and techniques that guarantee the hygiene and quality of food. Methodology: Based on the descriptive research, in the community dining hall of Izamal, "San Francisco" was collected and analyzed quantitative and qualitative data of the factors that influence the performance of the volunteers. Results: Based on the information collected, the following results were obtained: volunteers are women between 29 and 54 years old, every day they make tortillas by hand to complement the dishes, every day they clean the kitchen, dining room and bathrooms area, they serve food to the beneficiaries. Contribution: Optimal levels of food handling can be achieved only by performing simple actions such as periodic sensitization that will provide knowledge about the proper handling of food

Performance, Volunteers, Dining Rooms

Resumen

Objetivo: Analizar los factores que influyen en el desempeño de las voluntarias del comedor comunitarios “San Francisco” de Izamal refuercen los métodos y técnicas que garantizan la higiene y calidad de los alimentos. Metodología: Con base a la investigación descriptiva, en el comedor comunitario de Izamal, “San Francisco” se recolectó y analizó datos cuantitativos y cualitativos de los factores que influyen en el desempeño de las voluntarias. Resultados: Con base a la información recopilada se obtuvieron los siguientes resultados las voluntarias son mujeres entre 29 a 54 años de edad, y todas realizan actividades de producción, todos los días elaboran tortillas a mano para complementar los platillos, todos los días hacen limpieza al área de cocina, comedor y baños, sirven alimentos a los beneficiarios. Contribución: Se puede alcanzar niveles óptimos en la manipulación de alimentos únicamente realizando acciones sencillas como realizar sensibilizaciones periódicas que proporcionarán el conocimiento sobre la adecuada manipulación de alimentos.

Desempeño, Voluntarias, Comedores

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Introduction

Official Mexican Standard NOM-251-SSA1-2009, Hygiene Practices for the Process of Food, Beverages or Food Supplements indicates that all food and beverage establishments require training in good hygiene practices in food handling and proper handling of inputs at least once a year, to ensure food safety.

In the "National System for the Crusade against Hunger" a national social inclusion and welfare strategy is established that seeks to guarantee the food security and nutrition of the 7.01 million Mexicans living in conditions of extreme multidimensional poverty and who present lack of access to food.

Faced with this situation, the Ministry of Social Development (SEDESOL) adopts the role of being the institution that implements programs that address this lack, hence the "Comedores Comunitarios Program" emerged in 2009 in the state of Mexico.

Currently this program has presence in 21 states of the country and has 5,158 dining rooms that benefit the following population groups: Girls and boys from 0 to 11 years of age, adolescent students from 12 to 19 years, pregnant women and breastfeeding, people with a disability, people over 65 years of age, people in a situation of vulnerability (women who have been violated, people who do not have a job or sufficient income, among others, who lack access to food).

As part of the municipalities benefited with this program is Izamal that in November 2015 the first community dining room was inaugurated in the neighborhood of San Francisco, currently in this locality there are 4 dining halls "Yaxché", "Esperanza", "Emiliano Zapata" and San Francisco. The following research work was carried out in order to collect, analyze and link quantitative and qualitative data on the performance of the volunteers of the community dining room "San Francisco" located in Izamal, Yucatán providing necessary tools on safety and hygiene to optimize the handling of supplies in these feeding spaces.

Development of Sections and Sections of the Article with subsequent numbering

Methodology to be developed

Community Eaters will promote the practical application of traditional knowledge of people, recovering the knowledge and community to do with food, incorporating complementarity, through the provision of knowledge and technological expertise through training by different institutions of the three government orders or other public, private or international institutions. It is an agreement that is issued in the Guidelines of the Community Dining Program of SEDESOL, however it has not been fulfilled in the community dining room "San Francisco" which is in the municipality of Izamal, especially in the training part to the volunteers.

Based on the data collection instrument, it was found that 83% of the volunteers have been providing their services in the cafeteria since 2015 and express that they have only received training during that time on topics unrelated to health and safety measures. in food, and 17% of the total of volunteers have not received any training in a year of being in community kitchens.

Currently, the 12 volunteers carry out their activities in the community cafeteria with the knowledge, methods and empirical techniques that they have.

Justification

The volunteers carry out their activities from Monday to Friday from 8:00 a.m. to 3:00 p.m., the main actions they perform are the preparation of food and beverages, cleaning of the production area and dining area, food service, receipt of goods and collection of the recovery fee for the food offered.

It is important to raise awareness among volunteers on topics related to the importance of hygiene in the kitchen, safety in the work area, the different diseases transmitted by food (ETA), the procedure for the proper washing of hands, cleaning and disinfection of utensils, cleaning and disinfection of inputs, how to store food and pest prevention, because this will be reflected in the performance of your daily activities in the community dining room and not only there but also cause an effect of conscience to apply it in their homes.

Also the realization of this project will contribute to the dining room have volunteer staff that knows and applies the appropriate measures of safety and hygiene in the handling of food, ensuring the welfare of the beneficiaries who come to the community dining in Izamal.

Goals

Overall objective

Analyze the factors that influence the performance of the volunteers of the community dining room "San Francisco" of Izamal so that they apply in the preparation of foods that guarantee the hygiene and quality of the food

Strengthen the knowledge of the volunteers of the "San Francisco" dining room in Izamal, with safety and hygiene methods and techniques in food and beverages to help improve performance.

Specific objectives:

- Make a diagnosis to the staff of the "San Francisco" Community Hall related to the level of knowledge in the proper handling of food and manipulation of inputs through the instruments of information collection.
- Identify the main factors that influence performance through an analysis captured in the SWOT matrix
- Design the training plan based on the areas of opportunity detected in the diagnosis.
- Implement the training program in a period of two months, divided into two sessions, theoretical and practical training.
- Present a report on the results of the impact of the training to interested persons.

Investigation methodology

The following project presents a type of descriptive research that seeks to specify the properties, characteristics and profiles of people, groups, communities, processes, objects or any other phenomenon that is subject to an analysis. That is, they only intend to measure or collect information independently or jointly on the concepts or variables to which they refer, that is, their objective is not to indicate how these are related. (Hernández Sampieri, 2014)

Based on the descriptive research, in the community dining hall of Izamal, "San Francisco" was collected and analyzed quantitative and qualitative data of the factors that influence the performance of the volunteers.

Research design

The project covered two types of research the documentary that consisted of consulting safety and hygiene manuals, guidelines and regulations of the dining rooms, books on research methodology, among others. And the field research was conducted in the facilities of the community dining room "San Francisco" in the months of February to April 2018, before starting the investigation, the consent of the people related to the Food Spaces "San Francisco" was obtained, which will be described later.

Population and sample

A population is the set of all the cases that agree with a series of specifications (Lepkowski, 2008). The sample is a subgroup of the population of interest on which data will be collected, and which has to be defined and delimited in advance with precision, in addition to which it must be representative of the population. The researcher intends that the results found in the sample be generalized or extrapolated to the population (in the sense of external validity that was discussed when talking about experiments). The interest is that the sample is statistically representative. (Hernández Sampieri, 2014). The population of volunteers from the four community dining halls "Yaxché", "Esperanza", "Emiliano Zapata" and San Francisco "is made up of 44 women between 28 and 54 years old living in the city of Izamal.

The sample for this project was 12 volunteers belonging to the community dining room "San Francisco". Likewise, information was obtained from the president, the director of the canteens and the person in charge of the input warehouse of the Municipal DIF of Izamal. In total, 15 women were employed.

For the collection of information of the beneficiaries of the canteen, the simple random probabilistic sample type was used, since all the elements of the beneficiary population had the same possibility of being chosen, in this case the sample corresponds to 51 beneficiaries of different ages that went to the dining room to consume the food.

Techniques and Instruments of Data Collection

The techniques that were used in the development of the project were direct observation considering the following aspects:

- Kitchen infrastructure, and service area
- Hygiene in the production and service area
- Signs
- Clothing for kitchen staff
- Production process

A checklist was designed as an instrument that contained 5 categories and 13 subcategories. It was applied through direct observation of the facilities and the 12 volunteers of the canteen. A questionnaire was also applied. Another technique used was the surveys in the interview mode, a semi-structured interview guide was designed with the following categories: planning and preparation of meals, food provided in the dining room, applied to the head of the group of volunteers.

With the beneficiaries, a questionnaire was used with the categories: facilities, menu, staff treatment and suggestions. For the capture and coding of the responses of the instruments, the Excel 2013 program was used, the answers were tabulated to be presented in graphs and tables.

Results

n •The volunteers of the dining room.

Based on the information collected, the following results were obtained: volunteers are women between 29 and 54 years of age, in terms of level of studies, it indicates that 50% of the volunteers have secondary school studies, 25% studied until primary school and the remaining percentage (25%) does not have studies, they are married marital status, and they all carry out production activities, every day they make tortillas by hand to complement the dishes, every day they clean the kitchen, dining room and bathrooms, they serve food to the beneficiaries, the head of the group of volunteers manages the resource that is received by the collection of the food portions and is in charge of verifying the inputs that they receive from the State and Municipal DIF that consists of pastas, soybeans, tuna, beans, milk, oats, canned vegetables and wheat flour.

The volunteers of the dining room do not receive any salary, but a monthly pantry and their families are beneficiaries of the program. The group of volunteers works at ease because they are people who live in the same colony and this creates an environment of trust and teamwork.

The volunteers of the dining room are committed and aware of the importance of preparing food with hygiene for people in vulnerable situations. They are the ones who establish the portion that will be served to the beneficiaries, and when a person goes to the dining room and does not have to pay the amount of the food, they give the food, because they express that they understand the situation of the people.

SWOT analysis of the volunteer group and community dining facilities "San Francisco"

STRENGTHS:

The volunteers:

- They have initiative to work voluntarily
- They are organized to carry out activities.

Facilities:

- It has a delimited production area and service area
- It has electricity services, potable water

WEAKNESSES:

The volunteers:

- No knowledge of safety and hygiene measures in food.
- They do not wear the appropriate clothing for food preparation activities.

Community dining room:

- The menu offered is limited to the supplies that are received.
- There is no set (fixed) date for the dining room to receive food
- It has limited utensils.
- The dining room does not have a pest control program.

OPPORTUNITIES:

- Closeness with public institutions such as primary schools and the Multiple Care Center to increase the number of beneficiaries.
- Obtain some certification (clean point, distinctive H)

THREATS:

- The supply of inputs by the DIF, if not delivered on time, closes the dining room temporarily.
- Beneficiaries do not have the habit of consuming soy-based dishes.

Among the beneficiaries are children, young people and adults who come to the dining room to consume food, based on the applied instrument they expressed that the conditioning of the facilities are comfortable, spacious, bright, have windows, walls, bathrooms and clean floors.

The treatment provided by the volunteers of the dining room consists of the greeting, mention of the daily menu, collection of the portion and farewell, they are always smiling and

- The community dining room:

The Ministry of Social Development provides a menu to each dining room with 21 recipes.

Conclusions

The analysis of the performance of the collaborators of the community dining room "San Francisco" located in the city of Izamal, Yucatan, revealed low levels of performance due to several factors which are listed below:

- Lack of prior knowledge for food handling: collaborators have no previous theoretical knowledge for food handling, perform food production activities by empirical knowledge without even noticing the bad habits they perform at the time of production.
- The absence of training in the topic of food handling: the community canteen has been working for 3 years and during that time only a training has been carried out which was for the purpose of making dishes based on textured soy without making mention of some topic of food handling.
- Lack of equipment in the kitchen area: the dining room has few kitchen utensils which leads to unhygienic actions at the time of production; as an example, we can take the number of knives (1) and cutting tables (1) with which the dining room counts and that at the time of production influences factors such as cross contamination and a long production time.
- Lack of signage in the establishment: the signage serves as a guide for carrying out activities and in turn as reinforcement of knowledge, so it is necessary to have them in the establishment both in the area of food production and in the area of health

The performance of the collaborators in the dining room "San Francisco" can reach optimum levels in the manipulation of foods only carrying out simple actions as to realize periodic sensitizations that will provide the knowledge on the suitable manipulation of foods.

In the same way the dining room must have signage that will reinforce the knowledge of the sensitizations and finally the establishment must take necessary measures to obtain equipment that is of vital importance to perform the daily tasks of the production area in an appropriate manner.

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