

# A Heuristic Outlook on the Occupational Accidents of Food & Beverage Staff in Hotels

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- «M.G. (30), the employee of the 5-star hotel in Antalya's ... district, lost his life by being caught in the electric current while discharging the water accumulated in the basement of the facility. M.G. was the father of two children.»

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GÜNCEL ARŞİV TURİZM RAPORLARI

**Antalya'da 5 yıldızlı bir otel çalışanı daha 'iş kazası' kurbanı**



# Purpose

- to provide insight to the industry employees, establishments, relevant management and audit mechanism and researchers for better understanding the increasing\* number of occupational accidents.

\* 17.457 occupational accidents in **accommodation (4%)**

25.969 occupational accidents in **F&B service activities (6%)** –  
**no.1**

# The study aims..

- ..to find out the underlying reasons of the occupational accidents in the hospitality industry.
  - Types of accidents
  - Types of injuries
  - Reasons of accidents
  - Result of accidents
  - OSH Trainings
  - Prevention of accidents

# Method

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- Qualitative approach
- Purposeful sampling
- Telephone interviews with 10 F&B service workers who had occupational accidents.
- Within 15 days in 2019
- Content analysis

# Findings

- **Descriptive**

- 10 participants
- 12 occupational accidents

Participants	Gender	Age	Education	Experience (years)
K1	Female	22	University	5
K2	Male	25	University	3
K3	Male	25	High School	6
K4	Male	25	University	2
K5	Male	25	University	5
K6	Male	19	High School	3
K7	Male	24	University	4
K8	Female	23	University	< 1
K9	Female	28	University	9
K10	Male	26	University	2.5

# Findings

## Occupational accidents

..

4 different categories and sub-codes under the “occupational accidents (OA)” theme.

- **Types of accidents**
- **Types of injuries**
- **Reasons of accidents**
- **Result of accidents**

Type of occupational accident	f	Type of injury	f	Reason of the occupational accident	f	Result of the occupational accident	f
<b>Acute trauma</b>	18	Arm	5	<b>Unsafe condition</b>	23	<b>Continued working</b>	4
<i>falling /collapsing</i>	8	Leg	5	<i>organization related</i>	12	<b>Leave/medical report</b>	8
<i>cut</i>	5	Spine	2	<i>workplace related</i>	9	<i>same day</i>	2
<i>burn</i>	3	Head	1	<i>due to (dangerous) nature of the job</i>	4	<i>3 days</i>	4
<i>collision / electric shocks</i>	2			<b>Unsafe behavior</b>	12	<i>4 days</i>	1
<b>MSD</b>	2			<i>unintentional fault</i>	6	<i>20 days</i>	1
<i>trauma /sprain</i>	2			<i>negligence</i>	3		
				<i>carelessness</i>	3		

# Occupational accidents ..

Type of occupational accident	f
Acute trauma	18
<i>falling /collapsing</i>	8
<i>cut</i>	5
<i>burn</i>	3
<i>collision / electric shocks</i>	2
<b>MSD</b>	2
<i>strain /sprain</i>	2

“...I slipped while I worked background... I slipped because it was wet, and I also bumped into the cabinets and fell quite badly. I had injuries in my hip and leg, and I had some bruises. (K1, female, 22, falling due to slippery floors, continued working)

Type of injury	f
Arm	5
Leg	5
Spine	2
Head	1

Result of the occupational accident	f
<b>Continued working</b>	4
<b>Leave/medical report</b>	8
<i>same day</i>	2
<i>3 days</i>	4
<i>4 days</i>	1
<i>20 days</i>	1

### Non-fatal Accidents at work

- Occupational accidents that result in at least *four calendar days* of absence from work – serious accidents

### Fatal Accidents at work

- ... that lead to the death of the victim within one year.



Reason of the occupational accident	f
<b>Unsafe condition</b>	<b>23</b>
<i>organization related</i>	12
<i>workplace related</i>	9
<i>due to (dangerous) nature of the job</i>	4
<b>Unsafe behavior</b>	<b>12</b>
<i>unintentional fault</i>	6
<i>negligence</i>	3
<i>carelessness</i>	3



## Unsafe condition\Organization related occupational accidents

“It was busy as usual. There was a Kenan Doğulu concert. We collected all the sodas from the warehouse that day. They were so cold you could not even hold them properly. You need to open it with a spoon instead of a bottle opener and of course it bursts because of the temperature. I cut my hand because I was too close.”

*(K3, male, 25, busy workload, continued working)*

“We used to carry umbrellas to the café when it is hot in summer. This required 2 people because they are very heavy. We had difficulty carrying them every day. I tried to do it myself one day as we were understaffed. It was windy, Marmaris is windy towards the end of summer, and the umbrella collapsed on top of me all of a sudden. I fell flat on my back.” *(K10, male, 26, understaffed workplace, same day leave)*

“Right before festive holiday, check-in and check-outs were very busy, I was trying to catch up. Our bellboy was having trouble too. They wanted help. I tried to help by lifting suitcases from the cars. Just as I was next to the customer, I lifted it and hurt my back. I froze, it was so heavy that I hurt my back.” *(K2, male, 25, non-duty tasks, continued working)*

Unsafe condition	23
organization related	12
workplace related	9
due to (dangerous) nature of the job	4

- heavy workload (8)
- being understaffed (2)
- giving non-duty tasks (2)

<b>Unsafe condition</b>	<b>23</b>
<i>organization related</i>	12
<i>workplace related</i>	9
<i>due to (dangerous) nature of the job</i>	4

### Unsafe condition\workplace-related occupational accidents

“-The minibars were old, the same minibars had been used for many years. It was very difficult to open them.” (K2, male, 25, not renewing old furniture, 3-day leave)

“... the bar was small as I said, that’s why. It wouldn’t have happened if our workspace was larger.” (K8, female, 23, faulty design of workplaces, same day leave)

“... there was no warning sign, there wouldn’t have been such an accident if there was a sign, we kept rushing through that area, so it wasn’t noticed” (K1, female, 22, lack of warning signs, continued working)

- not renewing old furniture (2)
- unhealthy lodging conditions (2)
- faulty design of workplaces (1)
- lack of warning signs (1)
- not providing protective equipment (1)

<b>Unsafe condition</b>	<b>23</b>
<i>organization related</i>	12
<i>workplace related</i>	9
<i>due to (dangerous) nature of the job</i>	4

- working on night shifts (1)
- working with heavy materials (1)
- working with sharp/piercing tools (1)
- working with hot/boiling service carts (1)

### Unsafe condition\due to (dangerous) nature of the job

“I had cut my hand. I can never look at blood, I faint. I cut my hand while cutting a lemon, I felt bad and dizzy. I fainted. We don’t have many customers during night shifts. There is no supervisor to audit, there is only a night shift manager. He found me after several hours. Of course, the blood flow had stopped by that time, there wasn’t much blood anyway.” (K5, male, 25, working on night shifts, continued working)

“... I don’t think it is possible to condone carrying (heavy) umbrellas to other locations every day at a 5-star hotel” (K10, male, 26, working with heavy materials, same day leave)

<b>Unsafe behavior</b>	<b>12</b>
<i>unintentional fault</i>	6
<i>negligence</i>	3
<i>carelessness</i>	3

**Unsafe behavior** was  
adopted from Esin (2007)

### **unsafe behavior\unintentional fault**

**rushing (5) & carrying excessive/heavy materials (1)**

“To finish the work as soon as possible, I thought I could do it on my own. I feel I should criticize myself in this situation. (K10, male, 26, rushing, same day leave)

“Because we were very busy those hours. As I rushed...” (K8, female, 23, rushing, same day leave)

## unsafe behavior\ negligence

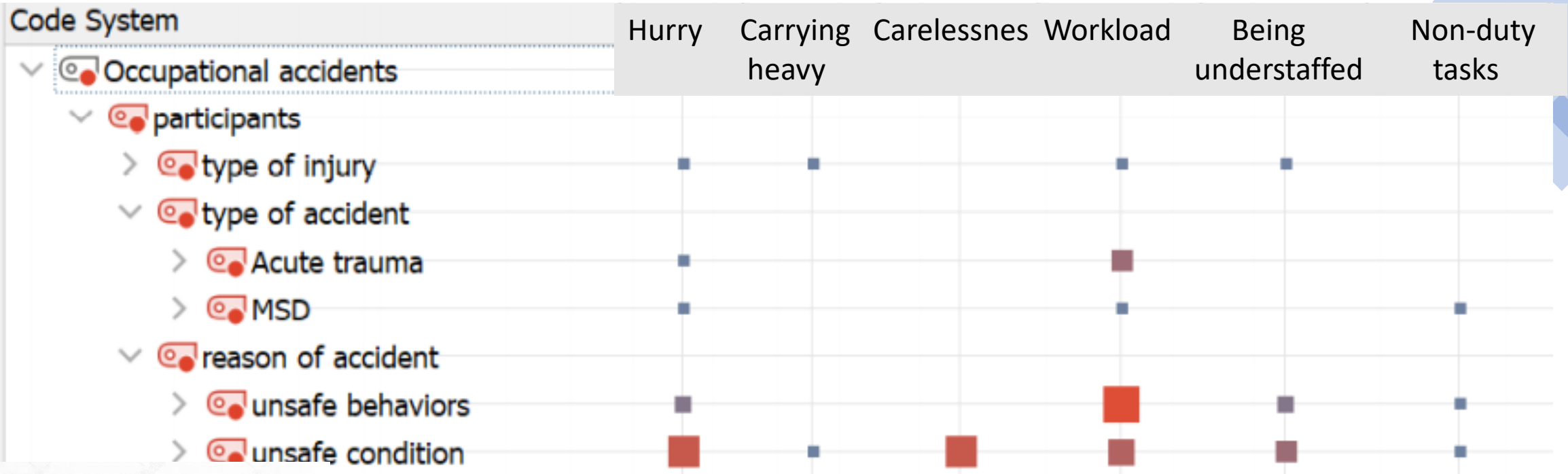
trying to perform the task alone (1), use of inappropriate tools/equipment (1) and inappropriate behavior (1)

<b>Unsafe behavior</b>	<b>12</b>
<i>unintentional fault</i>	6
<i>negligence</i>	3
<i>carelessness</i>	3

“It was entirely due to the carelessness of my colleague. We hadn’t started work; we were in the break rooms. He had a soda bottle in his hand, he kept throwing and catching it. He was sitting and I was standing in front of him. He threw it at me. It all happened in a second. He said “catch” but it fell until I could catch it. Of course, it exploded because he had been shaking it and the glass cut my eye lid. Just a centimeter above my eye. I could have been blinded because of this.” (K5, male, 25, inappropriate behavior, 4-day medical report)

“I think this occupational accident happened because of my carelessness.” (K4, male, 25, carelessness, continued working)

“Our bar was very small. The area where we keep the tea kettle is problematic. It was obviously my mistake; I didn’t pay attention. I could have touched it when brewing the tea when we were busy, and it fell.” (K8, female, 23, carelessness, same day leave)



**“Can I add just one more project to your workload?”**

Reason of the occupational accident	f
Unsafe condition	23
organization related	12
workplace related	9
due to (dangerous) nature of the job	4
Unsafe behavior	12
unintentional fault	6
negligence	3
carelessness	3

1: Code Relations Matrix

# Findings

2 different categories and sub-codes under the “OSH” theme.

- **Training**
- **Prevention**
- Did you have any occupational training?
- How do you think that OSH trainings should be?
- How can OAs be prevented?

<b>OSH trainings</b>	<b>f</b>	<b>OSH trainings should be</b>	<b>f</b>
<b>Adequate</b>	<b>1</b>	On-the-job/hands-on	6
<b>Inadequate</b>	<b>7</b>	Detailed	3
<i>short</i>	2	Given by a department employee	2
<i>theoretical information</i>	1	Long term	2
<i>lacking detail</i>	1	Reward system	2
<i>superficial</i>	1	Recurrent	1
<i>not department-specific</i>	1	Control system	1
<i>work fatigue</i>	1	Visual	1
<i>obligatory participation</i>	1	Awareness raising	1
<i>non-participation due to lack of staff</i>	1		
<i>giving advice</i>	1		



### adequate OSH training

“It was an adequate training, in our other workplaces, the training they give generally takes 5 minutes, so I think even those 2 hours were actually quite enough.” (K7, male, 24, adequate OSH training, 3-day medical report)

### inadequate OSH training

“They said try not to die, and don’t do anything outside of your own task.” (K4, male, 25, giving advice, continued working)

“...they could have given examples, shown visuals, given us some actual cases. Trainings were generally based on written forms; they could include more detail.” (K1, female, 22, superficial/theoretical/short, continued working)



# Trainings should be..

<b>OSH trainings should be</b>	<b>f</b>
On-the-job/hands-on	6
Detailed	3
Given by a department employee	2
Long term	2
Reward system	2
Recurrent	1
Control system	1
Visual	1
Awareness raising	1

“Of course, it would be better if the trainers came to my bar and explained to us both, then go to housekeeping and show them in rooms, I mean explaining to us in our own fields: not gathering us in a conference room and speaking for 3 hours.” (K5, male, 25, *On-the-job/hands-on, 4-day medical report*)

“I think it should be like this: trainings and giving these trainings at the beginning are crucial, it is important to inform personnel on the job and not just with a 30–35-minute training when they start. Rather, to check in on them in the field and give them information in regular intervals and check whether or not they have fully comprehended the information, to check how accurate they perform their tasks through their managers or maybe through a reward system, to see the level of occupational health application in F&B department, which personnel complied, and which manager gives importance to their application could be assessed through a reward system or a compliment.” (K10, male, 26, *hands-on/recurrent/reward/control, same day leave*)

# Preventing Occupational Accidents

<b>Can Occupational Accidents be Prevented?</b>			
	<b>f</b>		<b>f</b>
Yes	8	No	2
<b>How can Occupational Accidents be Prevented?</b>			
<b>Safe Environment</b>	<b>14</b>	<b>Safe behavior</b>	<b>5</b>
<i>Workplace related</i>	9	<i>Not rushing</i>	1
floors being dried	3	<i>Being more careful</i>	1
renewal of old materials/furniture	2	<i>Higher awareness</i>	1
using modern tools/equipment	1	<i>Coming to work after adequate sleep</i>	1
bigger workspaces	1	<i>Following rules</i>	1
placing wet floor signs	1		
providing protective gear	1		
<i>Organization related</i>	5		
giving non-duty tasks	2		
solving problems related to being understaffed	2		
reducing heavy workloads	1		
<i>Related to the (dangerous) nature of work</i>	0		

“This accident couldn’t have been prevented, because it was an individual accident. It happened because of a person... Other accidents can be prevented as long as occupational health trainings are fully received in detail. But these types of small accidents and carelessness are all down to one person.” (K4, male, 25, could not be prevented, continued working)

“This could be done by increasing awareness among personnel. For him it was a joke, a one-minute thing, but accidents happen without warning.” (K5, male, 25, safe behavior, 4-day report)

# Conclusion

participants..

- mostly encounter **acute trauma** caused by falling,
- mostly injure their **arms and legs** which they frequently have to use,
- **two thirds** of occupational accidents are due to the **unsafe conditions** caused by the organization, workplace and the (dangerous) nature of the job; **heavy workload** is particularly associated with types of accidents and injuries with unsafe behaviors of employees being in the first place,
- one third of the employees **continued working** despite their accident so the situation was not put into record; those who went on leave or received medical reports mostly encountered **light accidents**,
- the majority of participants think their OSH **trainings** were inadequate and superficial and they should receive an applied OSH training with more detail,
- most of their accidents **could be prevented**,
- although they own up to their own mistakes, they emphasized that three fourth of their occupational accidents can be prevented by ensuring **a safe environment** in terms of workplace and organization





# Recommendations

- First, employees are mostly injured by **slipping** and **falling** or by collapsing hot service carts. Necessary **trainings** and inspections must be in place for the **floors** to remain dry.
- **Rushing** comes first for occupational accidents resulting from employees and **heavy workload** comes first for occupational accidents resulting from the environment.
- “**slow but safe**”

# Recommendations

- **Secondly, workplaces** must not only be rid of employee and/or organization related risks but also from environmental risks: these include renewing old furniture and equipment, carrying out maintenance works, providing protective equipment and gear, using warning and informing signs in due times and places, taking measures that will **increase the morale and motivation** and thus decrease carelessness of employees.



" My recommendation is to GET THE HELL OUT OF HERE ! "

# Recommendations

- **Thirdly**, risks related to the **dangerous nature of works** must be better understood and **trainings must be on-the-job** and planned **periodically** starting from the riskiest fields and an effective inspection mechanism must be put into place.
- **Lastly**, employees who have occupational accidents must be given time off to **rest** and get better and human resources must plan a **training** related to the occupational accident upon their return.



"You didn't say 'excellent choice' when I ordered! What did I do wrong?"

Thank you...

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