

# THE IMPORTANCE OF CLEANLINESS AND HYGIENE IN THE KITCHEN AT TREE TOP RESTAURANT LABUAN BAJO

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## Abstract

*This study examines how hygiene and sanitation practices shape food quality and guest satisfaction at a tourism-driven restaurant in Labuan Bajo, Indonesia. Using a qualitative descriptive design, we triangulated sources and methods through structured observations of kitchen and dining areas, in-depth interviews with food handlers and guests, and review of internal checklists and records. Data were processed with analytical cycle of reduction, display, and conclusion verification. Results indicate strong awareness yet uneven adherence to personal hygiene protocols (handwashing, clean uniforms, hair restraint) and routine equipment sanitation (scrape-soak-wash-rinse-sanitize-dry). Inconsistencies during ingredient sorting, final plating checks, and environmental control produced vulnerabilities, including sporadic contamination events. Environmental sanitation gaps centered on pest ingress routes and suboptimal waste segregation and storage. Recommendations include codifying HACCP-aligned Sanitation Standard Operating Procedures, competency-based periodic retraining, intensified supervisory observations with rapid corrective actions, and scheduled audits with KPI dashboards. Strategically, robust hygiene-sanitation systems protect public health, reinforce customer trust, and stabilize revenue while mitigating legal exposure and reputational risk. The study contributes operational evidence that hygiene and sanitation are not merely technical requirements but essential governance levers for service quality and competitiveness in foodservice operations within tourism ecosystems. Future work should quantify outcomes with longitudinal monitoring.*

**Keywords:** Cleanliness, Hygiene, Kitchen

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## 1. Introduction

The hospitality industry is a quickly growing part of tourism that relies heavily on customers' trust in the quality of service, including food and drink. Not only do hotel restaurants serve food, but they also affect the property's overall image and reputation. Tree Top Restaurant Labuan Bajo, which is part of Eco Tree O'tel and is in a popular tourist region in the country, is getting more and more requests for food quality, cleanliness, and safety. It is very important to employ hygiene and cleanliness when making food. Their finding bugs or strange things in their food shows that cleanliness and sanitation rules aren't strict enough, which makes them less happy and less trusting. This has a big impact on the business's reputation and could lead to big money losses and less loyal customers (Arityas & Faozen, 2024).

In addition, poor cleanliness standards in food preparation can pose substantial health risks to customers, such as foodborne illnesses and more serious public health situations (Ferdianyah & Octavy, 2024; Nurlena et al., 2024). These kinds of things show how important it is to strictly follow food safety rules, such as how to get ingredients, how to store them, how to train staff, and how to keep equipment in good shape (Arityas & Faozen, 2024) (Ale et al.,



2023). To keep the food and drink sector competitive, it is important to manage hygiene and sanitation standards well so that negative effects are kept to a minimum and safe, high-quality culinary experiences are always available (Arityas & Faozen, 2024). This shows how important it is to have a complete plan for cleanliness and sanitation that includes both preventive steps and continuing monitoring to safeguard public health and keep the restaurant's good name (Ferdianyah & Octavy, 2024) (Sari, 2016). The food and beverage industry, which is known for making value-added products and being an important part of daily life, puts procedures that protect consumers and respect industry standards first (Hidayah et al., 2021). To ensure the safety and quality of their products for customers, the food industry must follow strict processing protocols and food safety management systems for choosing, processing, packing, and distributing raw materials (Anita & Pratomo, 2021).

A sustainable culinary paradigm requires stringent hygiene, as lax standards might result in foodborne illnesses and health crises. So, it is important to follow all food safety rules, including keeping track of ingredients and receipts, storing food properly, training staff, cleaning and maintaining equipment, and more. Good hygiene and sanitation management lowers risks, keeps quality high, and protects reputation. The whole value chain needs to use a holistic strategy that includes prevention, regular monitoring, audits, and ongoing improvement. The food and beverage sector must follow precise process procedures and an independently validated food safety management system from start to finish: choosing raw materials, processing them, packaging them, and getting them to customers. Food safety is intrinsically linked to consumer confidence and, consequently, to the economic viability of food establishments, necessitating strict compliance with hygienic protocols at every stage of food handling (Anita & Pratomo, 2021). Stringent food safety laws are essential for preventing contagious diseases, enhancing product quality, fostering customer confidence, and facilitating market access (Lee et al., 2023). Inadequate sanitation and hygiene practices at food establishments, such as restaurants, significantly elevate the risk of foodborne illnesses, including diarrheal diseases and other infectious conditions (Harifu et al., 2025). Such deficiencies can result in considerable economic repercussions, including healthcare costs and reduced productivity due to widespread foodborne illness outbreaks (Castro et al., 2024). Food safety is strongly related to how much people trust a restaurant and, in the long run, how well a restaurant can stay in business. This is why it is so important to follow hygiene rules at every step of food handling. Strong rules help stop the spread of infectious diseases, make products better, build trust, and make it easier for people to enter the market. On the other hand, poor sanitation and hygiene, especially in places like restaurants, greatly raise the risk of foodborne illnesses, including diarrhea and other infections.

This weakness has big effects on the economy, such as higher healthcare costs, decreased productivity, operational problems, and even damage to the company's brand. So, a strong food safety management system is a strategic need for the industry to stay competitive and strong in the long run. Food processing is made up of many parts that work together, such as food handlers, processing facilities, equipment, and processing methods. Food handlers have a key role in preparing, processing, storing, and serving food. Because of this, their knowledge and attitudes about cleanliness and hygiene have a big effect on the quality of the food. The kitchen needs to meet physical standards, such as having floors and walls that are easy to clean, good ventilation, good lighting, and a good way to get rid of trash. The materials used to make the equipment must be safe, easy to clean, rust-proof, and stored in a clean, dry place. This means making sure that all equipment, from cooking instruments to prep surfaces, meets strict hygiene design standards. This stops the building of residues and the growth of microbes (Pakdel et al., 2023). Additionally, the cleaning and sanitation of these facilities must follow certain rules to keep microbes under control. This is because the processing plant's unique microbial ecology shows what raw ingredients and preservatives it uses (Pakdel et al., 2023). This understanding of the environment is necessary to come up with specific sanitation plans that lower the risk of contamination



based on the type of product and how it needs to be used (Pakdel et al., 2023).

This tailored sanitation method is particularly vital in open food processing environments, where food products are subjected to prolonged air exposure, increasing the likelihood of airborne microbial contamination (Pakdel et al., 2023). To keep airborne particles and bacteria from building up on food goods, these kinds of places need strict air quality management methods, such as advanced air filtration systems and the best airflow direction (Pakdel et al., 2023). Food processing is a system that includes handlers, processing spaces, equipment, and methods. The ultimate quality depends on the handlers' attitudes and knowledge of hygiene. Kitchens need to have floors and walls that are easy to clean, good ventilation, good lighting, and good waste management. They also need to have equipment built from safe, anti-corrosive materials, be easy to clean, and have dry storage. Hygienic design stops germs from growing and leaving behind dirt, while certain cleaning and sanitizing methods keep germs in check. Knowing how the plant's microbes interact with each other helps you make tailored sanitation plans based on the raw materials, products, and procedures you use. In open spaces, air quality control with advanced filtration and the best flow direction lowers the amount of particles that settle on food and the amount of airborne contamination. Because of this, the quality and safety of food are kept up.

## 2. Method

The investigation of the influence of cleanliness and sanitation on food processing at Tree Top Restaurant Labuan Bajo utilizes a qualitative descriptive approach. This study aims to clarify the execution of hygiene and sanitation standards and their effect on the quality of food offered to guests. The data used comes from both primary and secondary sources. Direct observation in the kitchen and restaurant settings, fieldwork methods, and in-depth interviews with informants, such as the F&B Captain, Head Cook, two cooking helpers, and two customers who had used the restaurant's services, were used to get primary data. Secondary data was collected from documents, books, journals, and other relevant publications pertaining to the research topic. The data gathering methods utilized included participant observation, extensive internet interviews, literature review, and documentation analysis. The analysis employed the Miles and Huberman methodology, which consists of three fundamental stages: data reduction, data presentation, and the formulation and verification of conclusions.

Data validity was assured by the triangulation of sources and methods, namely by juxtaposing information from several informants and validating conclusions through diverse data collection methodologies. This strict way of checking data makes sure that the results are reliable and trustworthy, which is a good starting point for further study and ideas (Azwardi, 2018). The research employs both qualitative and quantitative data to comprehensively assess hygiene and sanitation practices (Ferdianyah & Octavy, 2024). Qualitative data include verbal expressions, symbols, or images, exemplified by customer satisfaction surveys, while quantitative data consists of numerical quantities, such as income or stock prices (Arityas & Faozen, 2024). This combination of different types of data makes it easier to provide a full analysis by combining detailed descriptive information with measurable empirical facts to give a full picture of the problem (Yusuf, 2014). The analytical framework, grounded in Miles and Huberman's methodology, systematically examines this complex material through reduction, presentation, and inference, enabling a coherent comprehension of nuanced qualitative information (Santoso & Sugiri, 2022).

## 3. Results and Discussion

### Implementation of Hygiene at Tree Top Restaurant

The study's results show that Tree Top Restaurant's personal hygiene standards have mainly been followed, especially when it comes to wearing clean work clothes, aprons, and shoes. Food handlers usually know how important it is to keep their personal hygiene up,



such as washing their hands before and after handling food, keeping their nails short and clean, not wearing nail polish, and tying back their hair so it doesn't get in the way of their work. To avoid kitchen accidents, there is a focus on wearing the right and safe work clothes. Because these steps are done on a frequent basis and in a thorough way, they need to be monitored and reinforced all the time to avoid gaps that could put food safety at risk. The results show that Tree Top Restaurant mostly meets personal hygiene standards, as seen in their clean uniforms, aprons, and shoes. Food handlers know important things to do, such as washing their hands before and after handling food, keeping their nails short and unpolished, and tying back their hair to avoid contamination and getting in the way of their work. Focusing on appropriate, safe clothing also lowers the risks of working in a kitchen. However, to keep food safety, we need to keep reinforcing it in a systematic way. This means doing regular audits, refresher training, behavioral observations, and giving corrective feedback to close compliance gaps. Putting these steps into a written sanitation program and performance indicators will make them a part of the system, lower residual risk, and strengthen consumer protection.

Even while people know the basics of personal hygiene and mostly follow them, they still don't employ them consistently. Some staff may not be careful enough or follow hygiene rules, which could lead to food contamination. Guests who find bugs or other foreign objects in their food have been complaining about it for a long time, which shows that hygiene oversight and enforcement are not yet ideal at all stages of food preparation. These differences show that there needs to be more supervision and continual training programs to make sure that everyone follows the same hygiene rules at all times (Arityas & Faozen, 2024). Moreover, ongoing education regarding the substantial repercussions of hygiene failures, coupled with regular evaluations and feedback mechanisms, could improve the food safety culture inside the firm (Prevolšek et al., 2021). Despite awareness of personal hygiene and partial adherence, frequent breaches undermine risk control. When guests complain about bugs or alien items, it means that vigilance, oversight, and enforcement are not working well at all stages of production. To fill in these gaps, businesses should make HACCP-aligned SSOPs, competency-based training, and regular supervisory observations part of their normal operations. They should also use checklists and take fast corrective action. Regular audits, feedback loops, and incident root-cause analysis, along with ongoing education about the effects of poor hygiene, can help people remember what they learn. Leaders need to define key performance indicators (KPIs), align incentives, and clean up resources. To make sure everyone follows the rules and improves the food-safety culture, there needs to be a regular schedule of monitoring, verification, and reinforcement.

### **Implementation of Sanitation and Food Processing**

Tree Top Restaurant has worked hard to keep its kitchen and equipment clean in terms of environmental sanitation. It is important to make sure that people have access to clean water because it is used to wash meals, tools, and to keep the workplace clean. The steps in the equipment cleaning process are scraping (getting rid of food scraps), flushing (soaking), washing (using detergent), rinsing (cleaning), sanitizing (disinfecting), and drying (towel drying). After being cleaned, the equipment is kept in a clean place where it can't get dirty again. Regularly cleaning areas where food is stored and prepared helps stop the growth of harmful bacteria. To keep these sanitation methods working and to avoid any gaps that could put food safety at risk, they need to be constantly checked and certified.

Waste and refuse management is done by using sealed, waterproof containers to throw away trash. However, there are still practical problems, especially when it comes to dealing with pests like insects and rodents that sometimes get into the kitchen. These bugs not only make things less comfortable, but they also make it more likely that you may get food poisoning. Reports of guests finding caterpillars or bugs in food, like pancakes and veggie dishes, show this is true. These events show how important it is to improve pest



control methods and environmental sanitation oversight. Improved waste management practices, including proper waste disposal and storage, are crucial for minimizing insect infestations and safeguarding food safety (Pakdel et al., 2023) (Arityas & Faozen, 2024). Also, using strategies like regular pest treatment and eliminating possible access points can greatly reduce the number of pests in areas where food is prepared. Using sealed, waterproof containers and removing them on time is the first line of defense against vectors. However, practical gaps allow insects and rodents to get in from time to time, which increases the risk of foodborne illness. When guests say they found caterpillars or bugs in pancakes or vegetables, it means that environmental cleanliness and regulatory oversight aren't working. A strong, HACCP-compliant plan should include better waste separation and storage, strict cleaning schedules, and an Integrated Pest Management program that focuses on exclusion (closing entry sites), habitat reduction, regular monitoring, and targeted actions. Execution must be guided by standardized SSOPs that have been checked through audits and incident trend analysis. These steps work together to lower the number of pests, keep products safe, and make people more sure that food is safe.

To solve these problems, we need to put in place a whole impact measuring system that is financially viable, technically feasible, socially acceptable, and environmentally friendly for solid waste management (Surya et al., 2020). The efficacy and efficiency of current waste management systems have generated great outcomes; nonetheless, continual enhancement is necessary to sustain these standards and to ensure that procedures remain applicable and responsive to future issues (Hasianny et al., 2023). Continuous evaluations are crucial for identifying new difficulties and adapting management strategies to provide optimal environmental stewardship and operational efficiency (Hasianny et al., 2023). Additionally, a thorough understanding of the socio-cultural context is crucial for formulating waste management solutions that are effective and aligned with community values and practices. To solve these problems, solid waste management needs a complete impact measurement system that is financially viable, technically possible, socially acceptable, and environmentally sound. The current programs are working well, but they need to keep getting better to keep up with emerging problems and keep standards high. Regular evaluations help find new problems, make technological changes, and keep the best environmental governance possible. Moreover, a comprehensive comprehension of the socio-cultural environment is essential for the development of efficient waste management systems that are congruent with community beliefs and behaviors, hence enhancing legitimacy, compliance, and long-term operational resilience.

This method makes sure that it can be changed and has a lasting effect. Management and staff should know the basic rules of food processing, which include choosing fresh ingredients, storing them according to their qualities (for example, using chillers and freezers), and using the right cooking methods. Still, there are key parts of the processing chain that aren't being managed well enough. These parts include getting ingredients, storing them, preparing them, cooking them, and serving them. The main problems are that the materials aren't separated well enough to be clean, bugs could get on vegetables or other fresh produce, and there isn't a last inspection before serving food to guests

These flaws show how important it is to put stricter quality control measures in place at every step of food handling, notably more thorough visual inspections and sensory tests before the final presentation of dishes. Also, teaching farmers the best ways to farm could help keep raw materials from getting contaminated too soon, which would make the food healthier and more efficient all the way through the supply chain (Agastya & Ariyani, 2023). This proactive approach at the beginning not only makes food safer, but it also makes the latter processing steps easier, which improves the overall integrity of the supply chain (Andespa et al., 2024). Setting up strict quality assurance measures, such as regular audits and real-time monitoring, throughout the food manufacturing chain can lower risks even further and make customers feel more confident (Ukwuru, 2018). This proactive strategy,



which emphasizes upstream quality control and continual supervision, has a synergistic effect that improves the whole food safety framework.

### **The Role of Hygiene and Sanitation on Food Quality and Guest Satisfaction**

The research findings confirm that hygiene and sanitation are vital in the food processing activities at Tree Top Restaurant Labuan Bajo. Food workers may keep food quality, which includes cleanliness, safety, and appropriateness, by following good personal hygiene and keeping the kitchen clean. This makes for a better dining experience and helps keep customers coming back. Conversely, shortcomings in these critical categories can lead to consumer dissatisfaction and a decrease in revenue, highlighting the inherent link between stringent hygiene standards and long-term company viability in the hospitality sector (Anita & Pratomo, 2021). This shows that food handlers need to keep getting training and supervision, and that the kitchen needs to be checked regularly for cleanliness, in order to keep the business's good name and make sure that food safety rules are always followed (Eiman et al., 2021).

These precautions include washing hands regularly, using the right personal protective equipment, and strictly following standard operating procedures for preparing and storing food (Ferdianyah & Octavy, 2024) (Eiman et al., 2021). Also, using advanced packaging solutions is important for keeping the integrity of the product and lowering the risk of contamination, especially for ready-to-eat foods that are prone to microbial growth. The results show that Tree Top Restaurant's processing procedures are based on good cleanliness and sanitation. When food handlers keep their own hygiene, follow standard operating procedures, and keep the kitchen clean, the cleanliness, safety, and fitness for consumption of the food are all preserved. This leads to good dining experiences and repeat customers. On the other hand, breaches hurt satisfaction and sales, which shows how important hygiene is for the long-term success of a corporation. To keep up good work, you need to keep training, checking your skills, and being watched over, along with inspections and corrections. HACCP-based controls should include basic safety measures like washing hands often, using the right PPE, and being disciplined about how you prepare and store food.

Finally, improved packaging is very important for ready-to-eat foods because it keeps them from getting contaminated and growing microbes after they are made. On the other hand, being careless about cleanliness and sanitation, like not washing and sorting food properly or not keeping bugs out of the kitchen, can have a big effect on how guests feel. Insects or odd things in food make people less happy and hurt the business's reputation. Because of this, hygiene and sanitation are not only important for technical reasons, but also for strategic ones, in order to keep service quality high, customer trust high, and the company competitive in Labuan Bajo's highly competitive tourism industry. Also, the quality and safety of the food have a big impact on how happy customers are, which in turn has a direct effect on income. This makes hygiene and sanitation important for the hotel industry to grow and be stable (Anita & Pratomo, 2021). This emphasizes that strict adherence to health minister regulations, such as the necessity for sanitation hygiene feasibility certificates for restaurants, is not merely a matter of compliance but also an essential operational requirement for sustained success and public trust (Anggraini et al., 2020). Additionally, inadequate hygiene and sanitation practices pose significant legal risks, including potential litigation and punitive penalties, which can severely impact a restaurant's financial stability and public reputation (Simon, 2023).

Small mistakes in hygiene, such as not washing and sorting properly or not controlling pests well enough, can quickly change how guests feel, lower their happiness, and hurt your reputation. So, in places like Labuan Bajo that are popular with tourists, hygiene and sanitation are important tools for protecting service quality, consumer trust, and competitive



positioning. Because client pleasure depends on the quality and safety of the food, income is directly affected by how well the business follows the rules. This makes hygiene a key part of economic resilience. It is not only a formality to follow the health ministry's rules, including getting a sanitation-hygiene feasibility certification. It is an operational necessity. Weak controls also make the establishment more vulnerable to legal action, from lawsuits to fines, which might hurt its finances and long-term public trust.

#### 4. Conclusions

Investigations at Tree Top Restaurant Labuan Bajo show that hygiene and sanitation rules have been put in place. These include wearing clean work clothes, keeping the kitchen very clean, and following basic equipment washing steps. However, there are still problems with the consistency and attention to detail of the staff when it comes to food processing, notably during the preparation stage and the last check before serving. Guests have complained about bugs or foreign objects in their food, which shows that these problems exist.

These numbers show that cleanliness and sanitation are important for keeping food quality high and guests happy. To improve this situation, more monitoring, regular training for food workers, and better pest control and kitchen environmental management are all needed. Tree Top Restaurant will be able to keep customers' trust and improve Eco Tree O'tel's reputation as a provider of good hotel and eating services in the Labuan Bajo tourism area if they do a better job of keeping things clean and sanitary.

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