



AJMHR

Asian Journal of Medical and Health Research
Journal home page: www.ajmhr.com

Identification of the Pain or Discomfort Experienced During the Kitchen Related Activities in Restaurant

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ABSTRACT

Pain and discomfort are the most common factor to reduce worker's work efficiency while working in the restaurant or anywhere. Due to continuous work performance inside the restaurant kitchen the workers actually become mentally and physically tired. They suffer pain in various body parts such as upper and lower back, leg/feet pain, shoulder pain, pain in hands etc. to reduce these ailments the workers are required to take rest or some kind of medical treatment. Because of this reason specifically this area had been taken for research purpose to decrease the pain and discomfort experienced by the workers who are working inside the restaurant kitchen. For the present study 120 workers were selected from the four south Indian restaurants i.e. Sri Nidhi Sagar, Raaga the family restaurant, Tamarind and Inchara the family restaurant, Bangalore city, Karnataka State. Descriptive research design was used for the present study. Purposive sampling procedure was followed to select the sample and data was gathered by interview method.

Keywords: Backache, Discomfort, Restaurant Worker, Arthritis, Awkward posture.

AJMHR

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Received 07 July 2016, Accepted 15 July 2016

Please cite this article as: Khare *Tet al.*, Identification of the Pain or Discomfort Experienced During the Kitchen Related Activities in Restaurant. Asian Journal of Medical and Health Research 2016.

INTRODUCTION

Restaurant often specializes in certain types of food or presents a certain unifying and often entertaining theme. Kitchen in the restaurant is the place where the job of preparing and serving meals get done. The workers working in the restaurant must withstand the pressure, string of working for long hours, suffering from high blood pressure due to prolong standing posture, lifting heavy pots and kettles and working near hot ovens and grills. Occupational hazards include slips and falls, cuts and burns. As the result they suffer various kind of pain and discomfort in various part of the body. So, there is a need to take care of that kind of workers. There are some major risk factors include repetition, awkward posture, force exertion, static posture, mechanical contact stress, temperature and vibration because of these factors they suffer pain/ injuries/ disorders which is called musculoskeletal disorders.

The restaurant stand out from mother employments as having one of the highest workers injuries and health hazards rate. Restaurant comprises a very small percentage of the overall work force. Yet, the incidence rate of injuries, accidents and health hazards exceeds that of many other industries. The restaurant has the most injuries and hazards of any other industry sector. (Bureau of Labour Statistics, 2004)¹.

Restaurant is high accident prone industry. Accidents and injuries in the restaurants are about three times more than in manufacturing and construction industry. The most common accident in restaurant is the burning, slips, falls, pain and discomfort in the body parts of the workers. The general causes of approximate percentage of these accidents in restaurants are fall due to slippery surface (50 percent), burning (30 percent), and lifting equipment (10 percent). The restaurant has several special features which affect the safety and health of workers compared to those in regular manufacturing industry.(The Hindu, September 9, 2006)².

Knapic, wt al. (2006)²reported that common injuries associated with prolong standing posture while performing the different activities like preparation, cooking, serving, dish washing includes foot blister, stress on foot, back strain, metatarsalgia (foot pain), knee pain. Closed cell neoprene in soles and use of an acrylic or nylon sock, combined with a wool sock, reduces blister incidence. A few minute rests on a chair while performing continuous activity can reduce the incidence of injury.

Pain or discomfort are the most prevalent problem seen in the workers due to awkward posture, exertion of high force, repetitiveness of different activities. These affect the upper limb, neck, lower and upper back and shoulder region of the body and cause serious damage to the body part. That is why the need was felt to study on the topic entitled “**Identification**

of the Pain or Discomfort Experienced during the Kitchen Related Activities in Restaurant”.

The present research study was designed with the following objectives:

1. To find out the pain or discomfort experienced by the restaurant workers in the body part.

Limitation:

1. The study was limited to the male workers only.
2. The study was limited to the middle class restaurant of the Bangalore city only.

METHODOLOGY:

A research design is the arrangement of conditions for collection and analysis of the data in a manner that aims to combine relevance to a research purpose with economy in procedure. In this study descriptive research design was planned to identify the pain or discomfort experienced during the kitchen related activities in restaurants. To identify the pain or discomfort data table and worksheet were developed. For the selection of the study area, purposive sampling and for respondent's selection simple random sampling without replacement was selected. Four restaurants were purposively selected for the present study namely: Sri nidhi sagar, Raaga-The family restaurant, Tamarind and Inchara-the family restaurant from Bangalore city, Karnataka.

RESULTS AND DISCUSSION:

The restaurant workers experience so many works throughout the day such as preparation, cooking, serving, dishwashing etc. All these types of work have to be performed in a continuous standing posture which leads to pain and discomfort in various parts of the body. The table 1 exhibits that 15 percent of the workers were having the pain and discomfort in the shoulder while doing the activity. Whereas 12.5 percent were experiencing in the neck. Approximately 31 percent respondents were having a pain or discomfort at the lower back a lot. As the same 23 percent respondents were facing it in the legs and feet a lot. To some extent pain or discomfort was felt nearly 11 percent of the workers and 8 percent workers faced it in the elbow and forearm respectively. In short it was found that due to present job 27.5 percent worker's neck and shoulder got damaged due to pain or discomfort. 18 percent worker's elbow/forearm/wrist/ fingers, 31 percent worker's upper back/ lower back and 23 percent worker's leg/feet respectively.

Table 1: pain or discomfort in the body parts of the workers (N=120)

| Body Parts | Frequency (pain or discomfort) |
|----------------------------------|--------------------------------|
| In the neck | 15(12.5) |
| In the shoulder | 18(15) |
| In the elbow and forearm | 9 (7.5) |
| In the wrist and fingers | 13 (10.83) |
| In the lower back and upper back | 28 (23.33) |
| In the leg and feet | - |
| Any other, specify | - |

Value in parentheses shows percentage

It was found through the surveys that work capacity of the workers also determined by the pain or discomfort. Table 2 showed that not even a single workers were found the best, excellent, better, very good working ability. Only 4 percent were found good work ability and about 17 percent average. Approximately 38 percent workers were not having so good work ability to work. 29 percent workers were having the bad and about 12.5 percent were having the poor work ability to work.

Table 2: work ability of the workers (N=120)

| Work ability | Frequency |
|--------------------------|------------|
| Unable to work | - |
| Very poor | - |
| Poor | 15(12.5) |
| Bad | 35 (29.17) |
| Not so good | 45 (37.5) |
| Average | 20 (16.67) |
| Good | 5 (4.17) |
| Very good | - |
| Better | - |
| Excellent | - |
| Work ability at its best | - |

Value in parentheses shows percentage**CONCLUSION**

On the basis of the findings it can be concluded that If the worker continuous perform the activity without taking rest and the prolonged standing posture and continuous working hours resulted to the problems like arthritis, lower and upper back problem, headache, swelling on ankles, stiffness in leg and hand joints, numbness in body, reduced grip strength, limiting movement of fingers etc. Besides this there was a problem of slip, falls, repetitive body movement and adoption of awkward posture for performing especially preparation and dishwashing activity and also during cooking activity. Mainly lower back and leg/feet were the affected body parts while doing the work and their work ability was not so good.

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