

# Catering Facility - Really Improved the Performance of the Employees: A Critical Review

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## ABSTRACT

**Background:** Urbanisations and Industrialisations have led to a greater standard of living with improved financial freedom and better accessibility of resources. Studies are linking productivity of employees to their nutritional status. Food offers results as high as gain in salary, promotions, bonuses etc. Hence, an added perk of providing employees with free / subsidized meals or complementary food services can enhance their outcomes we are carrying out this study with the aim to compare dietary intake, lifestyle pattern and quality of life among employees availing / not availing complementary meal at workplace.

**Keywords:** Dietary intake, Quality of life, Working Culture, Productivity

## INTRODUCTION

Complementary food by the employers means providing meals to the employees at workplace. Foods provided to the employees are free of cost which results as high as gain in salary, promotions and mental satisfaction. <sup>(1)</sup> Providing such facility to the employees is profitable because by availing such facilities employee works more efficiently and productivity also increases.

## IMPORTANCE OF MEAL FACILITY

Employees suffer shortage of time in morning especially female employees as they have to prepare food in the morning for their families, fulfilling their other needs. <sup>(3)</sup> Companies where these such facilities are available they are paying a great contribution for their employees which helps them in improving the personal grooming as they can get enough time in the morning so many of them utilize their morning hours in doing workouts which is

very essential which helps in leading a happy and stress free life. <sup>(4)</sup>

Morning hours are very important for the employees and providing them with meal facility at workplace as it is provided with zero cost and have variety of foods which are being served to the employees. Food items contains food from different groups (cereals, fats, proteins, minerals and vitamins etc). Cereals, pulses, milk products are required in high amount by the body. <sup>(2)</sup>

On the other side where such meal facilities are not available employees are facing many problems like mental stress additionally employees are not able to bring variety of food items as they don't have enough time to prepare in the morning, as it is very crucial hours for the working employees they face many hustles because they have to take care for their family members this would minus their personal time in which they can do yoga or any other physical exercise which is every important for every individual. <sup>(12,13)</sup> Also they are not getting enough sleep which might increase

mental stress and the body would not get enough amount of energy to do the work. (14)

This review study mainly aims to focus on various disciplines of employees' satisfaction in job.

## **FOOD CONSUMPTION AND EMPLOYEES PRODUCTIVITY**

Provision of meal vouchers (MV) in workplaces increases the employment rate and social relations with each other. Companies are tying contracts with the food-outlets so that their employees get good quality of meal. The productivity of the employees as observed increased with overall satisfaction. The study established that meal vouchers help in health promotion of employees by providing easy access to eateries that accept the vouchers and offer healthy and affordable meals. (5)

This paper deals with meals served to worker at office and it effects the work efficiency of the employees it basically contains questionnaires related to efficiency, joy and honesty toward the work. As discussed in fig1(a) this procedure was decided to find-out that for what purpose food perk planned. keeping in mind following parameters: a)loyalty and happiness b)employees attraction and retention c)motivation and engagement d)employees health. A joyful, active and extra involvement work force was observed much more beneficial which helps in increasing the firms activity. (1)

It was observed that increased employment of women and through which the productivity of workplace as food they are availing food by the employer, food provision facility at the workplace plays a positive impacts through which employees work with all efforts and zeal. (6)

To have a proper meal frequency is very important in everybody's life is very important different distribution of food intaking is done i.e. early breakfast, breakfast, mid-morning, lunch, after lunch, dinner. Cultural aspects, availability of food and its quantity also deals with the food

intake. Somehow new habits of intaking up of food also depends on an individual. Epicurean factor relates with the taste of the person which also depends on the food intake. (7)

Meal is very important in our daily lives. Meal should consist of variety of nutrients which are essential for the body to function well. (21) Holm discusses about the timings of intaking up of food at proper intervals with proper amount. Consumption of meal also depends upon the cultural factors, having meal together will have less risk. (22) Food helps to 'communicate' with each other. Nowadays young generation of the family impacts on purchasing power on food they guide their elders about the healthy eating pattern, share their information about what to buy.

Lazlo describes the working regulations that how food helps in how to spend a happy life at working place by not only providing food to them provide healthy and nutritious food to the employees so that they become more social at workplace which helps them to interact more among themselves and can collaborate-maximum. Along with having food together at same place it increases the working environment of the place. (20) Christopher has discussed in book about non communicable diseases at workplace are very common. Working institution is a place where the workers spend most of the hours and work so for them good nutrition is very important if work institution provides this meal facility to their workers it will help them for the good progress of the workplace. Giving such facility to the employees will increase the production of work, growth of the institution and power of the employer. Food is the most essential element it decreases the absentees, sickness at the workplace. (19)

## **EMPLOYEES QUALITY OF WORKLIFE**

Workplaces uses different schemes for the workers so that their quality of life should be improved by this productivity at the workplace will be at greater level along

with that absenteeism should be less. If the employers offer good services to the employees automatically the employees feel safe and secured with their jobs and hence their quality of life will be enhanced due to less mental stress. <sup>(9)</sup>

According to this research survey was done in ‘Seamless Corporate Accounts’ on meal in the organization was observed that providing meal facility are giving useful approach on the work members this helps in increasing the work-productivity, employees potential around 1200 employees who work as a health professionals, property dealing, IT industries and etc. Meal facility increases the job satisfaction. Employees feel appreciated, loyalty among the work members increases. <sup>(18)</sup>

Panagiotis enquires the effect of stress in jobs of nurses working in hospitals. Amount of work is also responsible for work stress. For every individual job satisfaction is very important and it is very important factor to live a peaceful and satisfactory life. Various factors like work-pressure, arguments with the colleague members, relations with work members. <sup>(14)</sup>

Environment of the workplace also affects the quality of life and they tries to engage their employees which aims to create a positivity towards the work. <sup>(16)</sup>

Irregular timings of consuming food affects the metabolic status of the person

which leads to many health problems such as gastrointestinal problem, heart diseases, weight disorders managements(overweight, underweight). Type of working hours plays an important role in maintaining the health of the employees. <sup>(8)</sup> Breakfast is termed as the king of the meal so proper amount of nutrients in breakfast should be there as per the requirement of the body. <sup>(10)</sup> Carbohydrate gives maximum amount of energy which helps the workers in performing their daily tasks. Various studies are relating the effect of quality of breakfast which is directly related to their performances. <sup>(11)</sup> It was observed that if intake level of fats in breakfast be kept less than the person’s mood tend to have positive attitude which is very essential for any employee at the workplace to work positively.

## METHODOLOGY

A variety of different databases were searched to find research papers for the study. Terms pertaining to the study were used to conduct the research. Those papers then were reviewed to draw results and conclusions.

## RESULTS

Complementary food shows an association with the performances of the working employees.

Results are tabulated in table1:

**Table 1. Citation methods and results of selects works on effects of meal facility and productivity**

Citation	Population	Method and Result
Priyanka Bhatia (2018)	Working employees	Structured questionnaires were formulated Keeping employees happy by providing meal facility it improves health, encourage attendance and increase work efficiency
Christina Fjellstrom (2004)	employees	Questionnaires were made Food helps in creating a social group, people communicate while having their meal
Trivellas et al. (2013)	Working nurses	Structured questionnaires were distributed among 300 nurses Job stress increases the health risk and hence performance of the hospital.
Peter R Mills (2005)	employees	HWB assessment was done (r = - 0.4)
Rajnish Ahuja (2016)	employees	Meal vouchers helps the employees in increases productivity and overall satisfaction.

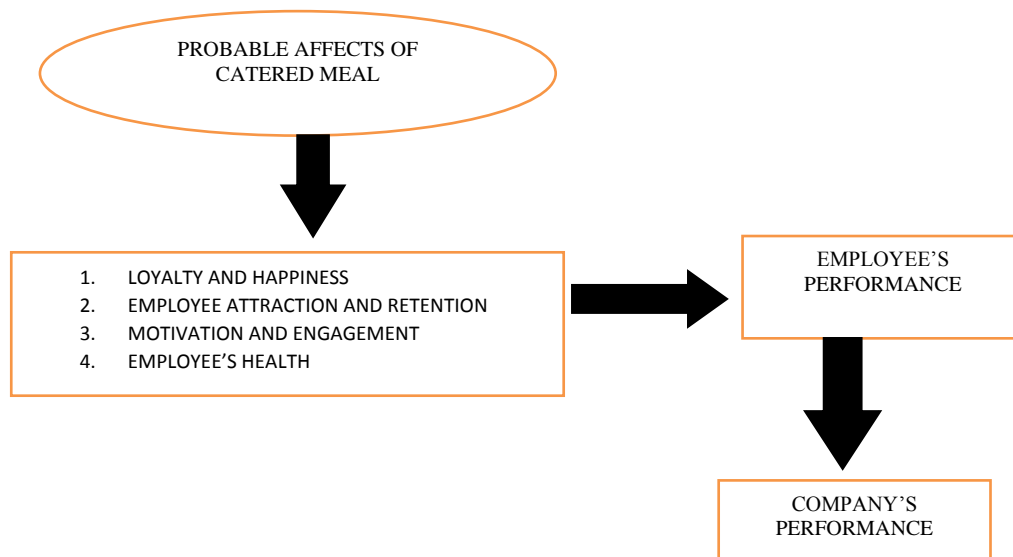


Figure1.(a) The Framework of the Study(1)

## DISCUSSION

Relationship between the complementary food which is available at the workplace to the employees by the employers and where no such facilities are not available their working atmosphere is suffering from many issues most importantly they are mentally stressed, physically inactive as they don't have personal time for themselves. In this study it was observed that food offered to employee at the organization it affects the working performance of the workplace. <sup>(1)</sup> Where such meal facilities are not available they hamper the lifestyle pattern, employees dietary intake and quality of life. In any firms where such facilities are provided act as a best facility as it attracts the employees.

Firms which are providing such facilities to the employees it was observed that employees are not suffering from mental stress and their efficiency of work increases and they work happily at the work institution as nowadays jobs are becoming so stressful for every individual this causes lots of tension if an organization offers this kind of facility it will be beneficial to the employees. "International Labour Organization" observed this as the finest policy with this employees intaking healthy food which was prepared under the

observation at the organization and hence it decreases the necessity of cafeteria foods. <sup>(1)</sup>

Some organizations are helping their employees by setting up program so that for the workers it will be easy to work for the organization. <sup>(9)</sup> This helps improving the quality of working-life, reduces the stress level due to which the growth of the company increases along with that if the employees get some psychic and communal help by the head it will definitely help the working-staff in their jobs and will handle any obstacle by their own. Good working environment helps the employees to be regular in the office hence it lowers the truancy.

Food is the social element in the management apart from that it adds and increases the institution value. It influences the nature of the person towards their work and the outcome is always positive. <sup>(17)</sup> Basically it helps in creating bond with one another which automatically creates healthy environment. Diet should be rich in all the essential nutrients whether it is fat but fat intake is also essential for the further absorption of fat soluble vitamins similarly all other nutrients are helpful for the body, intake of specific nutrient in moderation as per the guidelines by WHO. Different dietary assessing tools are helpful in assessing the health status of the perform

which is very important so that by this person will be aware about their body conditions, various tests are also available for the assessment like clinical test which are done in laboratories. Sunanda observes women consuming home and canteen food <sup>(10)</sup> it was also observed that who are getting high scale they are intaking more quantity as compared to less salaried women. So here income also governs food intake and thereby health status also the person gets affected.

GHQ was formulated through which their health status, job satisfaction was analysed among 3000 employees t-test was applied to formulate the data and it was observed that there is no significance difference them. SF-36 was also constructed and results are least reflected with HWB. HWB are clearly created for assessing the work culture, health status for the corporate employees, it makes the analysis process easy. <sup>(9)</sup>

#### Abbreviations Used:

GHQ- General Health Questionnaire <sup>(9)</sup>

HWB – Health and Well- being <sup>(23)</sup>

SF-36- Short Form 36 questionnaire <sup>(9)</sup>

MV- Meal Voucher

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How to cite this article: Sharma P, Singh P. Catering facility - really improved the performance of the employees: a critical review. *Int J Health Sci Res.* 2020; 10(9):174-179.

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