

## **Determination of Knowledge, Attitude and Practice on Fomite Transmission Among Delivery Courier in Malaysia**

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### **Structured Abstract**

**Background:** The rise of the Covid-19 pandemic had caused people to pay extra care on their hygiene, including food delivery riders. Various precautionary measures were outlined by food delivery companies to ensure the wellbeing of their riders as well as their customers who use their service. However, after the pandemic era has ended, questions are raised whether these parties still observe these measures, especially the food riders when delivering food. Therefore, a questionnaire is constructed to investigate the food riders' attention on this matter.

**Methods:** There are four parts of this questionnaire, constructed using the *Google Form* platform. Part A involved demographic characteristics of respondents. Part B aims to identify riders' knowledge about foodborne diseases. Meanwhile, part C focuses on riders' attitude on their hygiene of food delivery bag and food security. Lastly for part D, it focuses on the riders' practice when handling parcel. The survey consists of Yes/No questions as well as Likert scale questions. The link to the questionnaire is then distributed for food riders to answer. After collecting 40 responses from riders, data analysis is carried out and several recommendation steps are outlined.

**Results:** Many food riders reveal that food delivery companies do not provide guidelines for proper management of food delivery. However, most of them are aware of the importance of food safety because they pay attention to the cleanliness and hygiene of food to be delivered. Despite their knowledge about the importance of personal hygiene like hand sanitation and the cleanliness of the food delivery bag, many of them are negligent to practice it. To combat this, delivery companies should provide proper guidelines on food delivery to ensure a safer and more hygienic delivery experience in Malaysia.

**Conclusion:** In conclusion, the results of this research could provide a pathway for a wider research across Malaysia to obtain a more reliable result. By gaining a wider response from food riders, it could potentially act as a wake-up call for delivery companies to provide clearer guidelines for a safer and systematic food delivery system in Malaysia.

**Keywords:** Food delivery riders, online food delivery (OFD), fomite transmission, food safety