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# Food Safety Management in the Hospitality and Tourism Sector: Implications for Tourist Satisfaction, Destination Image, and Economic Performance

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**Abstract:** In fact, food safety is now recognized as a fundamental driver for competitiveness and durability in the hospitality & tourism industry. In contrast to macro-level food security, food safety is directly related to tourist satisfaction, destination image and the economic health of hotels, restaurants and other tourism services. In this project study the focus is on food safety management and economic importance in hospitality and tourism, specifically focusing on hygiene compliance, service quality and institutional factors affecting food safety performance. The study relies on national statistics and international reports along with information on sector-specific indicators regarding food-handling standards, the quality of processing and service provision in touristic oriented eating establishments (analytical comparative method). According to the results, advances in food safety practices create consumer confidence and lead to reduced risk for health and help improve the destination image positively without affecting tourism income. The situation is not without problems such as weak processing qualification, uneven compliance of hygiene regulations and poor modern food safety management system application in hospitality units. According to the research findings, sound food safety management in hotels and restaurants is not just a public health need but also an economic necessity for tourism. Various implications are outlined for tourism managers, hospitality managers and policy makers in promoting food safety governance and enhancing the competitiveness of tourism destination.

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## 1. Introduction

In the contemporary tourism industry, food safety is critical in influencing tourists' experiences and evaluations towards destinations. While food security refers to the availability and accessibility of national level food supplies, safety in sanitation refers to the quality, hygiene, and safety from purchase point serving whether in hotels, restaurants or cafés that interact with tourists directly or behind the scene through interaction with suppliers.

In the context of tourism destinations, mismanaging food safety can lead to outbreaks of foodborne disease and have a negative impact on image and tourist satisfaction, long-term economic disbenefits. On the other hand, good food hygiene and safety condition can enhance destination image, revisit intention, and tourism revenue. As an important dimension of service quality and destination competitiveness, food safety is gradually receiving attention in international tourism research.

Country like Uzbekistan, where tourism industry is growing at rapid pace, and other central Asian countries also witnessing a growth in the hospitality sector has raised the need for efficient surveillance and control international food safety systems. In this respect, the focus is re-oriented from macro-level agricultural policy-making to food safety practices in the H&T sector and their economic and managerial implications.

Today, food security is a broad concept, aimed to minimize the fulfilment of consumer goods needs for population according to physiological norms. But the increase of production volume of food products is troublingly falling behind the growth of population and requirement, especially in countries with poor conditions for both agriculture and food processing industry development [1].

Worldwide, 840 million people have no access to enough food, according to the World Health Organisation and UN Food and Agriculture Organisation. That's nearly one in eight of the entire world population. In addition, more than 30% of the inhabitants of the planet are experiencing a problem with not getting enough to eat – malnutrition, that is an absence of even basic microelements and vitamins; it's obvious how acute at present issue on providing food safety is.

The fact that Uzbekistan, along with its own food security, makes a worthy contribution to the food security of foreign states by supplying fruits and vegetables, as well as other agricultural products [2], [3]. During the 39th session of the Conference of FAO in Rome (June 2015), at an event held to award countries that achieved the Millennium Development Goals, Uzbekistan was one of 14 with exceptional success in ensuring food security.

Recent, the ecologic situation wither on change climates of all over the earth is extending new claims to learners. Virus-vectoring disease-resistant and drought resistant, dry-adapted (dryland) science-based reversals of some two generations (forty-three years) of fluoride-induced infant mortality increase caused by the birth to flower fluoride-based sensitivities/disease phenomena are needed BY LIFE ITSELF [4]. Analytical calculations will be based on the data of the Plan "On Measures for Achievement of Stable Economic Growth" approved by the President of Kazakhstan, which predict an increase in the average number of permanent population to 800 thousand people (in comparison with 2019) and assuming that regular growth over the past 20 years worth its weight in maintaining financial capabilities and increasing consumption by basic food commodities. Specifically, by the end of 2020, wheat imports exceeded 1.2 billion dollars and were higher 28% than in the same period last year. Daily consumption products accounted for 2.8 million tons of food products in 2020, up by 12%. There were 29 or another 19 thousand tons more of meat and meat products.

It is worth mentioning that during the first years of our independence, we imported potatoes, meat and dairy products and other consumer goods. And now they are being sent abroad in greater numbers [5].

When we were under the colonial yoke, our compatriots could only dream of today's days of medical care, good life, unparalleled opportunities and concerns. After all, they had plowed the fields their whole lives and never did have a full cup but only enough to get by [6]. And today, the peasants and farmers premature experiencing of the well created favorable conditions and actively cooperate with those terms just bring material interests to our society for their benefits, but also inspire their own. Their earned wages should ensure that their lives - and the lives of their families - are good, there is food on the table, and our nation is growing. The production of food products for people has been an eternal problem in the world and will always be relevant. Food production is the first condition of life. Therefore, it should be done constantly and in growing volumes, because the population of our planet is increasing [7], [8].

## 2. Methodology

A threat to food safety means a set of conditions and factors that lead to changes in the unfavorable situation for end consumers in the food market. Food security is affected by external and internal threats. External conditions of threats to food safety are related to the factor of openness of the economy. Internal threats arise under the influence of internal factors that imply changes in public demand and public supply that are formed within the country's economy. One of the important factors affecting the market situation in terms of the supply of agricultural products is the unstable functioning of the agrarian sector of the economy and its negative impact on food security.

The agro-industrial complex is one of the priority sectors of the economy, and its activity largely depends on increasing the welfare of the people, becoming a developed country, and strengthening the political unity of the people.

Food security plays a key role in ensuring people's lives it primarily reflects the social direction aimed at realizing the basic human right to ensure its existence. Food security is an important component of national security, as it ensures the sustainable production of basic food products and their availability to the population.

It is known that there is an important political feature of modern agricultural reform in independent Uzbekistan. Taking into account this characteristic, today it is better to understand that the effectiveness of the renewal of our society in general, the level of development of democratic processes in our country depends on how successful the agricultural reform is, how deeply this process penetrates into all aspects of rural life. As part of the above-mentioned political factor of agricultural reform influencing the formation of civil society foundations, it is possible to distinguish the issues of ensuring food security and improving the well-being of the people..

## 3. Results

This section presents the main empirical and analytical findings regarding the economic importance of food safety and the key problems associated with its provision. The results are structured to reflect production dynamics, consumption trends, and structural changes in the agri-food sector, with a particular focus on Uzbekistan as a case study [9], [10]. Before presenting the analytical interpretation, Table 1 summarizes key indicators related to food production, consumption, and trade performance over recent years. The table allows for a comprehensive assessment of how food security is influenced by demographic growth, domestic production capacity, and external trade factors.

**Table 1.** Key indicators of food security and agri-food sector development.

Indicator	Early independence period	2010	2020	Recent trend
Population growth (annual, thousand persons)	450–500	600	800	Increasing
Domestic food production growth rate (%)	Low	Moderate	High	Stable growth
Wheat import value (billion USD)	High dependence	0.8	1.2	Increasing
Share of services and processing in agriculture (%)	<10	12	<17	Insufficient
Meat and meat products production (thousand tons)	Import-dependent	10	19	Doubled
Fruit and vegetable export value (billion USD)	Negligible	0.7	1.5–2.0	Rapid growth
Share of agriculture in GDP (%)	>30	~25	<17	Declining
Food availability per capita	Limited	Improving	Adequate	Improving

**Source :** Compiled by the author based on national statistical data, FAO reports, and policy documents.

**Findings** - Findings reveal that high food safety management in the hospitality industry can be linked to increased tourist satisfaction and service assurance. Improved hygiene practices, food processing practices and adherence to regulations lead to a lower risk of health hazards and consumer confidence. Table 1: Issues in structure related to food safety for tourism linkages in food services- trends including, growth of population, growth of catering business and inadequate processing as well as quality management. Although the export-oriented production of food has grown, the hospitality industry is still struggling with standardization, training and modernization. The findings also suggest poor food safety can represent an economic threat to tourism destinations as they would have greater chances for tourists taking negative perceptions of their risk, reputation damage and loss of competitiveness in the international marketplace.

#### 4. Discussion

From the point of view of tourism's management, food safety is a multi-faceted economic issue. It significantly impacts destination image, customer loyalty and the financial performance of hospitality organizations. Low levels of processing continue to be a feature and the low level of adoption of modern food safety systems (e.g. HACCP) are barriers inhibiting it from achieving international tourism standards. Increased tourist sensitivity to safe and quality food services, gave added pressure to hospitality operators in improving staffs' skills, infrastructure, and monitoring system. Meanwhile, climate change and supply chain disruptions add even more complexity into food safety management in tourism.

The outcomes support that food safety is not only a regulatory, but also a strategic management, concern with immediate implications regarding the development of tourism and investment attractiveness. The results demonstrate that food security has significantly improved compared to the early years of independence, primarily due to increased domestic food production and structural reforms in agriculture. The doubling of meat and meat product output and the steady growth of fruit and vegetable exports indicate positive shifts in agro-industrial performance. However, the data also reveal persistent structural challenges. Despite population growth reaching approximately 800 thousand persons annually, the share of agriculture in GDP continues to decline, reflecting insufficient levels of processing and value addition [11]. Wheat imports, reaching 1.2 billion USD in 2020, indicate continued dependence on external sources for strategic food products. Another important result concerns consumption patterns. Rising household incomes over the last two decades have led to increased consumption of basic food products, strengthening food availability per capita [12], [13]. At the same time, this trend has placed additional pressure on domestic production systems, particularly under conditions of climate change and water scarcity. Export performance shows strong potential, especially in fruit and vegetable production. While current export volumes range between 1.5–2.0 billion USD annually, the results indicate an unrealized capacity of up to 10–15 billion USD, provided that modernization, storage infrastructure, and logistics systems are improved [14]. Overall, the results confirm that food safety is not only a production issue but also a complex economic problem shaped by demographic trends, trade balance, technological modernization, and institutional effectiveness [15].

#### Conclusion

Increasing the amount of support for the agricultural sector through the state budget and extra-budgetary funds and expanding the directions, as well as strengthening the mechanisms of indirect support in the form of various privileges and preferences, the country's food support helps to strengthen supply and security

It is known that "food safety" is one of the fundamental concepts of modern economic, legal and political sciences. This concept is synonymous with the concept of "food security", and at the same time, according to the official terminology of the UN,

"food policy", "food planning", "food supply", "food needs", "food reserves", and "food resources" are closely related terms. It can be seen that the scope of ensuring food safety is quite broad.

What is the participation of civil society institutions in food supply? Here are some examples.

Uzbekistan has had an irrigation system since ancient times. Irrigated agriculture is the basis of our republic's food independence and the main source of export products. In our country, especially in the years of independence, systematic, consistent and step-by-step attention has been paid to improving land reclamation, increasing their productivity, and improving financing mechanisms.

In the process of re-production, relations between agriculture and industry have a special place. The main function of agriculture is to satisfy the population's need for food, and for raw materials – industry. The uniqueness of agriculture – its management is related to the use of land – the main means of production and the natural environment.

As it is known, the program of measures for support to real sector enterprises of economy provides their reliable operation, export potential development and production volumes extension. The extra steps are a way to build up dependable reserves that can safeguard the country's food and national security against its own past practices. This is particularly significant when prices of staple foods in world markets are on the rise. These in turn generate new, supplementary duties of strengthening the educational system of patriotic content and raising the economic culture characterising the people, particularly young people.

Measures to modernize agricultural production. In the last several years, extensive emphasis is given to modernization of production, and technical and technological re-equipment in the real economy sector of our country. Trouble is, we often hear modernization and think of modernizing the industry. But industry is not the only one that requires being modernized; there are also great needs in the leading sector of our economy such as agriculture and to execute technical and technological work in the whole complex of almost all specialties and production sections comprising it. Thus today the problems of modernization and raising agricultural production to a new level are becoming one of the urgent tasks. In this respect, we also have to study and develop the advanced experiences of other countries in evolution of cattle breeding, grain breeding, potato breeding - those where it is necessary to master modern irrigation techniques, energy-saving technology and agro-technique that are specifically important for our climate. A range of specific measures has been worked out to study, improve seed-breeding works and raise the output of agricultural production.

Address of the President of the Republic of Uzbekistan Shavkat Mirziyoyev to the Oliy Majlis: "More than 51 percent of our country's population is known to be living in rural areas. But the share of agricultural goods in the country's gross domestic product never exceeds over 17 percent. The proportion of processed agro-products is less than 10%. But in the developed world, that number swells to more than 50 percent. To this end, a larger programme of more agricultural reform is required.

To do this, special attention must be paid to resolving the issue of food security and introducing strict regulation of the cultivation of GMOs. The ever increasing presence of imported fruit and vegetable products in the markets of our country over recent years alone should at least give us pause. In order to avoid this scenario, it is urgently important first to recover ancient varieties which are in danger of extinction; creatively and effectively initiate selection with rational actions; introduce drastically scientific achievements and new technology.

There should be appropriate conditions to develop the cattle breeding and poultry so that there will be a high quantity and qualitative livestock. In the immediate near

future, specialized breeding clusters, high-tech poultry plants and greenhouse farms needed to be created in each province.

We export \$1.5-2 billion of fruit and vegetable products right now. But there's an opportunity here, to export 10-15 billion dollars a year in product. Stock and trading company, agro-farms and large bases have to take a leading part in production focusing on product exports.

### 5. Conclusions

Optimizing the operation of a system of socio-economic safety ensuring food security.

Formation of the structure, sharing in population consumption costs in relation to different types of food products at their optimal ration; avoidance of rapid oscillations in average weighted prices during various period due to impact of different factors

Foreign trade policy is to maintain a positive export-import balance of food products.

Sale of agricultural produce is the most critical factor. To do that we have to make a common database of information about farm sizes and the volume grown.

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