

REPORT- LCDB7009

CRITICAL LITERATURE REVIEW FOR DOCTORAL RESEARCH

“BRIDGING THE KNOWLEDGE AND PUBLIC HEALTH PRACTICE GAP: THE CASE OF HEALTH AND SAFETY MANAGEMENT WITHIN HOSPITALITY INDUSTRY IN LONDON”

DOCTOR OF BUSINESS ADMINISTRATION

Submitted by SRUTHY LATHIKA REGHUNATHAN NAIR-2528080

Submitted to: Dr. EBAD BANISSI

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0.ABSTRACT

This study critically evaluates the current discrepancy between real practice and understanding of food safety in hospitality settings. The concept of a Critical Literature Review (CLR) is established in first part. It presents a methodical and analytical procedure intended to synthesise knowledge and mentioning the research gaps existing. Critical evaluation, theoretical integration, and transparent approach are prioritised over descriptive review.

To check the research is worth and find out the gap is real, 100 literature works analysed on the 2nd part. The results show a persistent paradox: where food handlers often show sufficient knowledge and training, but actual practices are still uneven. In addition to individual behavioural factors, company demands, workplace culture, and regulatory constraints significantly influence this problem

A crucial research gap the absence of an integrated, context-specific framework connecting behavioural, organizational, and system-level drivers of food safety practice is identified in last part by combining these observations. With implications for both scholarly research and policy design, the study makes a contribution by offering a more comprehensive knowledge of food safety conduct in hospitality settings.

KEY WORDS

Food safety, Knowledge–practice gap, Hospitality industry, Food handlers, Behavioural theory, Safety culture, Organisational context, Regulatory policy, Implementation gap, Public health

1.CRITICAL FOUNDATIONS OF THE LITERATURE REVIEW

1.1 INTRODUCTION

In London, the hotel sector plays as an important link between the supply of commercial services and public health obligations as well. The food industry, which employs more than 800,000 people and serves millions of consumers every day by working within a complex regulatory framework intended to reduce risks related to food safety, hygienic procedures, and allergen management (FSA 2022). With these existing precautions, there is still a continuous gap between operational settings and application of health and safety information.

This “knowledge–practice gap” represents a systemic problem formed by behavioural, organizational, and contextual dynamics rather than just a common noncompliance. The literature agrees that this gap exists, but there is a crucial uncertainty in the explanation of it. Eventhough employees are regularly trained and show awareness of safety precautions, empirical research constantly shows that this knowledge is not

consistently applied in practice (Green et al., 2020; Figueroa-Gómez et al., 2025). This gap contributes to foodborne illness, allergen exposure, and reputational risk in the industry, all of which have a major impact on public health.

Instead of just summarising earlier research, a CLR is a methodical and analytical analysis of current research that assesses theoretical presumptions, finds inconsistencies, and creates a cohesive research gap (Jesson and Lacey, 2006). The CLR serves as an essential phase in the research lifecycle for doctoral studies, when a wide subject is narrowed down into a theoretically sound and empirically supported research focus.

1.2 PURPOSE

A literature review must progress from description to evaluation, comparison, and synthesis at the DBA level. In the context of this study, this means looking at not just what is reported in the literature but also how it explains conduct and where it falls short.

Fragmentation is further illustrated by theoretical explanations. According to behavioural models like the Theory of Planned Behaviour, attitudes, norms, and perceived control all influence an individual's intention (Ajzen, 1991). Although this model offers a methodical explanation of decision-making, it requires a degree of rational control that is frequently lacking in high-pressure hospitality settings with interruptions, time limits, and conflicting demands.

On the contrary, the COM-B Model, incorporates contextual and environmental aspects by admitting that behaviour is influenced by capability, opportunity, and motivation (Michie et al., 2011). However, its use in hospitality environments is still restricted, and empirical research never operationalizes the model in a way that captures the complexity of the real world.

A significant drawback of this comparison is resulting minimal synthesis of behavioural and organizational viewpoints. Existing researches frequently separates environmental or cognitive explanations, which leads to incomplete explanations of behaviour. This chaos reduces the literature's capacity for explanation and restricts its usefulness.

From a view of theory, major portion of the literature takes a positive stand, emphasizing quantifiable knowledge and self-reported behaviour. This study, however, takes a more practical approach, acknowledging that conduct depends on context and might not be adequately represented by quantitative metrics alone.

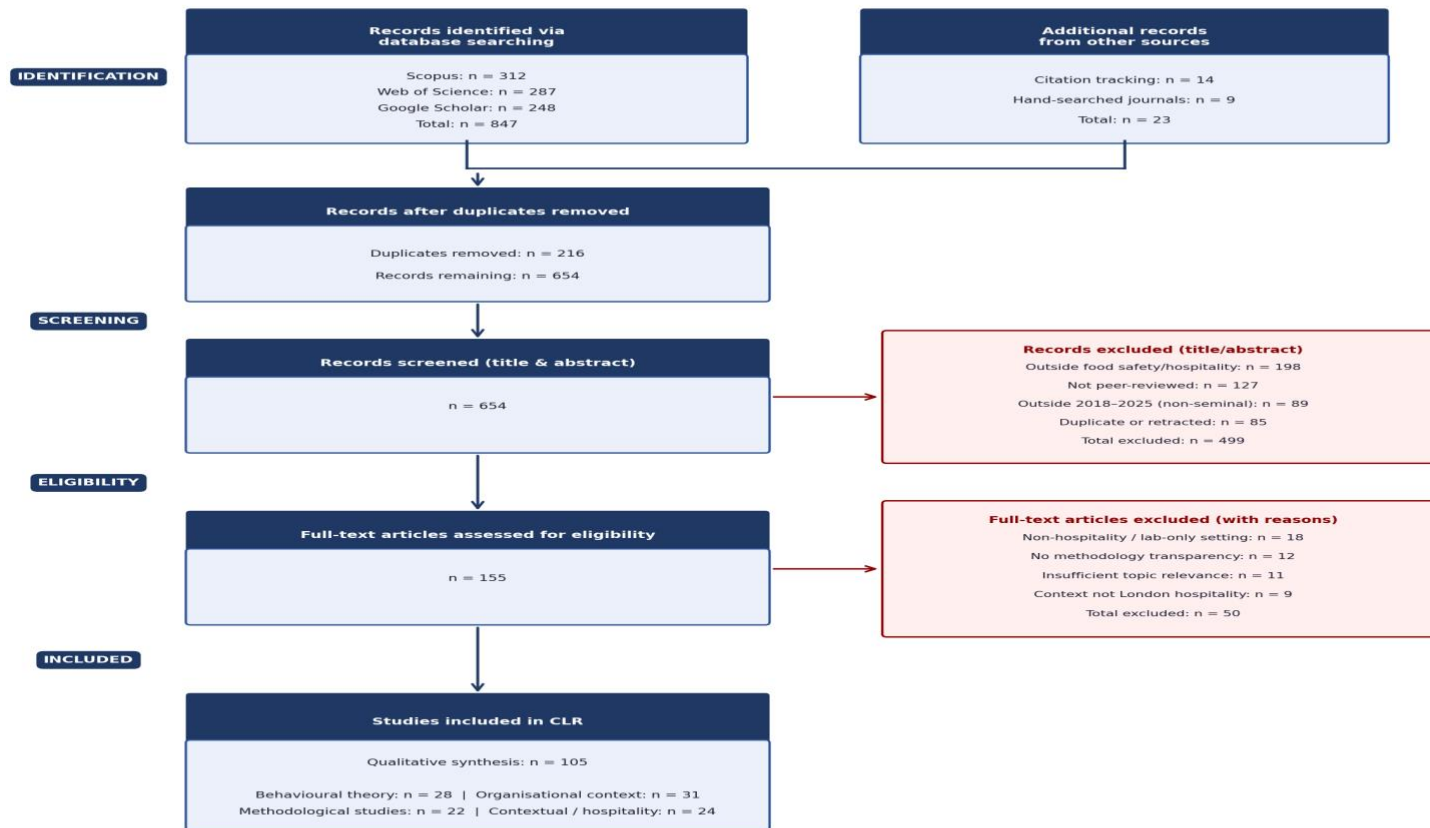
1.3 PROCESS

This review uses an organised methodology in line with PRISMA guidelines to guarantee rigour. Identification, screening, eligibility evaluation, exclusion, and inclusion of Current research are all steps in the process.

Key terms including “food safety compliance,” “knowledge–practice gap,” and “hospitality safety behaviour” were used to gather literature from major academic databases like Scopus, Web of Science, and Google . Recent works published between were given priority in the inclusion criteria to guarantee current relevance, eventhough foundational works were kept offering theoretical support. Studies that did not address organizational or behavioural aspects of safety or that were irrelevant to hospitality situations were eliminated. This methodical approach guarantees that the review process is methodologically sound and defensible by adhering to the CART principles of clarity, auditability, replicability, and transparency.

PRISMA Flow Diagram

Systematic Literature Search — Knowledge-Practice Gap in London's Hospitality Sector



Search Terms Used

"food safety compliance" · "knowledge-practice gap hospitality" · "allergen management food service"
"food handler behaviour" · "safety culture restaurant" · "behavioural compliance training"

Databases: Scopus · Web of Science · Google Scholar Date range: 2018–2025 (+ seminal works retained)

1.4 CONTENT

This review adopts an analytical view rather than descriptive approach by examining key dimensions that shape the knowledge–practice gap. First, theoretical perspectives are examined to understand how behaviour is conceptualised. Behavioural models emphasise cognitive processes, while organizational frameworks highlight structural and cultural influences. However, these perspectives are rarely integrated, limiting their explanatory capacity.

Secondly, knowledge, compliance, and behaviour are critically examined. A repeated assumption within the literature is that knowledge leads directly to action. However, this assumption is constantly challenged by empirical evidence which shows inconsistent behavioural outcomes.

Third, methodological strategies are evaluated. A key limitation in the literature is the dominance of self-reported data, which is especially prone to social desirability bias and may overestimate compliance. Observational studies, although fewer in number, consistently reveal lower levels of actual practice, suggesting that existing evidence may present an overly optimistic view of behavioural compliance.

Fourth, contextual factors are considered. Hospitality environments are characterised by high employee turnover, time pressure, and operational variability. These conditions significantly influence behaviour yet are often underexplored in existing research.

Finally, findings consistency is analysed by distinguishing between areas where the literature converges — such as the widespread recognition of a knowledge–practice gap — and areas where it diverges, particularly in explaining the causes of non-compliance. This highlights the fragmented nature of existing explanations.

1.5 RESULT

The body of research consistently shows that information by itself does not affect behaviour; rather, knowledge, organizational environment, and operational pressure combine to shape behaviour. To start with, knowledge-practice gap has been consistently shown in a number of research and situations. Then, conduct is greatly influenced by contextual and organizational factors. Also, inconsistent results are a result of methodological constraints. These patterns highlight significant correlations between variables, especially the function of environment in moderating the application of knowledge. They also propose underlying mechanisms that affect conduct, like corporate culture and operational pressure.

These revelations underscore the necessity of an integrated conceptual framework that encapsulates the interplay among individual, organizational, and environmental elements. This framework will serve as the foundation for the research's successful phase.

1.6 WRITING STYLE

This review's writing style demonstrates a critical and analytical mindset. The technique highlights convergence and divergence in the literature instead of depending on descriptive generalisations.

The literature agrees that there is a knowledge-practice divide, but it disagrees on how to explain it. Organisational frameworks place more emphasis on contextual restrictions than behavioural models do on individual cognition. There is a significant discrepancy between theoretical presumptions and empirical observations, indicating the inadequacy of current explanations.

Instead of what is already known, the review advances theory by taking this critical stance.

1.7 SUMMARY

The theoretical, empirical, and methodological foundations of the knowledge-practice gap in hospitality health and safety have all been rigorously reviewed in this area. The analysis shows that although the gap is generally acknowledged, current explanations are still weak and fragmented. The literature does not offer a comprehensive and cohesive explanation of the knowledge-practice gap in actual hospitality settings, despite the depth of current research. While organizational perspectives concentrate structural influences but frequently ignore behavioural mechanisms, behavioural models emphasise individual cognition while ignoring contextual restrictions. Partial explanations that fall short of explaining the complexity of practice are the outcome of this fragmentation.

An integrated, context-sensitive framework that connects organizational and behavioural viewpoints is therefore desperately needed. By refining the research subject into a theoretically and empirically grounded inquiry, the CLR permits novel doctoral contribution. This limitation is the main focus of the current work.

2: ANNOTATED BIBLIOGRAPHY

2.1 LIST OF LITERATURES REVIEWED

Theme 1: Behavioural and Theoretical Foundations

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
1	Ajzen(1991)	Behaviour is driven by intention.	Theory of Planned Behavior	Conceptual model	Attitudes, norms and perceived control shape action.	Powerful but weak on structural constraints.	Explains why knowledge may not translate into behaviour.
2	Michie et al.(2011)	Behaviour depends on capability, opportunity and motivation.	COM-B	Conceptual framework	Behaviour change requires intervention at multiple levels.	Strong integrative model but not hospitality-specific.	Supports a multilevel explanation of safety practice.
3	Bandura(1986)	Self-efficacy influences behavioural performance.	Social Cognitive Theory	Theoretical text	Confidence mediates whether people enact knowledge.	Underplays organizational conditions.	Explaining why some workers apply safety knowledge more consistently.
4	Allan(2018)	Fast thinking drives action under pressure.	Dual-process theory	Conceptual synthesis	Workers use shortcuts in high-pressure contexts.	Not sector-specific and not a safety study.	Relevant to hurried decision-making in kitchens.
5	Gollwitzer(1999)	Implementation intentions can improve behaviour.	Goal implementation theory	Experimental research	Specific action plans increase behavioural follow-through.	Less applicable in unstable service environments.	Shows the importance of operational cues and routines.
6	Deci and Ryan(2000)	Motivation shapes sustained action.	Self-Determination Theory	Conceptual/theoretical	Intrinsic and extrinsic motivation affect compliance.	Limited treatment of workplace systems.	Useful for understanding training motivation and engagement.
7	Nilsen(2015)	Implementation frameworks differ in focus and use.	Implementation science	Review	Implementation requires more than evidence dissemination.	Broad and healthcare-dominant.	Provides a map of translation frameworks for this study.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
8	Rogers(2003)	Innovations spread unevenly through social systems.	Diffusion of Innovations	Conceptual text	Adoption depends on networks, context and perceived benefit.	High level and not hospitality-specific.	Explains why safe practices diffuse unevenly across venues.
9	Weick et al.(2007)	Reliable organisations stay alert to failure.	High Reliability Organization theory	Conceptual/case-based	Mindfulness and preoccupation with failure sustain safety.	Developed outside hospitality.	Provides a contrast to pressured hospitality routines.
10	Reason(1997)	Human error is systemic, not individual.	Systems error theory	Conceptual model	Accidents arise from latent organizational conditions.	Conceptual rather than sector-based.	Supports structural explanation of practice failures.
11	Zohar(2000)	Safety climate influences safety behaviour.	Safety climate	Empirical	Perceived management priority affects compliance.	Industrial focus limits direct transferability.	Relevant for comparing safety climates across venues.
12	Griffin et al.(2006)	Leadership and climate affect safety outcomes.	Safety climate and motivation	Empirical/longitudinal	Climate predicts motivation, behaviour and accidents.	Not hospitality-specific.	Supports manager influence as a causal mechanism.
13	Clarke(2010)	Leadership is linked to safety performance.	Safety leadership	Meta-analysis	Leadership style shapes safety outcomes.	Aggregates across sectors.	Strengthens argument for supervisory mediation.
14	Christian et al. (2009)	Situational conditions shape safety behaviour.	Safety performance model	Meta-analysis	Contextual factors matter alongside individual differences.	Generalised across industries.	Supports a contextual account of the gap.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
15	Hofmann et al.(2003)	Workplace context can override training.	Safety climate/organizational behaviour	Empirical	Contextual conditions mediate safe action.	Limited hospitality application.	Useful for explaining why knowledge is not enough.
16	Burke et al.(2006)	Training outcomes vary by design and context.	Training transfer	Meta-analysis	Not all safety training produces behaviour change.	Broad synthesis rather than sector-specific evidence.	Supports critique of mandatory training assumptions.
17	Griffin and Neal(2000)	Knowledge and motivation are distinct influences.	Safety knowledge/motivation model	Empirical	Knowing what to do differs from wanting or being able to do it.	Limited contextual depth.	Clarifies the difference between learning and enactment.
18	Bavel et al.(2020)	Social norms shape compliance behaviour.	Social and behavioural science	Interdisciplinary review	Peer behaviour and norms affect action.	Pandemic context limits direct transfer.	Supports the role of peer norms in kitchens.
19	Lunn et al.(2020)	Behavioural insights can improve compliance.	Behavioural public policy	Policy review	Behaviour is affected by framing, cues and environment.	Not hospitality-specific.	Useful for designing later recommendations.
20	West et al.(2020)	Behaviour is environmentally situated.	Behaviour change systems thinking	Conceptual	Policy and environment shape action.	Broad in scope.	Reinforces a systems view of the knowledge–practice gap.

According to this, conduct is impacted by a variety of non-knowledge-related elements, such as self-efficacy, motivation, and intention (Ajzen, 1991; Bandura, 1986). However, the ability of these individual-level theories to explain behaviour in complicated work situations is limited. The importance of capability, opportunity, and motivation is emphasised by more integrative models like COM-B (Michie et al., 2011). Systems

perspectives and cognitive techniques differ significantly in that the latter place more emphasis on organizational settings, environmental influences, and social norms (Bavel et al., 2020; Clarke, 2010). In general, the literature is not applicable to hospitality settings, especially when there is operational stress.

Theme 2: Empirical Evidence on the Knowledge–Practice Gap

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
21	Figueroa-Gómez et al.(2025)	Foodservice staff may know requirements but still practise unsafely.	KAP/food safety behaviour	Cross-sectional survey	Knowledge and attitudes were stronger than practice indicators.	Good recent evidence but limited contextual observation.	Directly relevant to the study's central problem.
22	Aytulu et al.(2025)	Training can improve knowledge without changing outcomes.	Training effectiveness	Empirical intervention study	Allergy training improved knowledge more than practical outcomes.	Operational context remains underexplored.	Supports critique of knowledge-only interventions.
23	Clayton and Griffith(2002)	Self-reported food-handling practice is unreliable.	Behavioural bias	Survey study	Reported behaviour is likely to overstate actual compliance.	Self-report design cannot validate actual conduct.	Justifies direct observation in this study.
24	Green et al.(2020)	Food safety knowledge does not strongly predict behaviour.	Food-handler behaviour	Empirical study	Behavioural enactment remained inconsistent.	Contextual detail limited.	Reinforces weak knowledge-behaviour link.
25	Young et al.(2019)	Observed hygiene compliance is poor.	Observation of safe practice	Observational study	Real-world compliance was lower than expected.	Small or localised evidence base.	Supports practice-based investigation.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
26	Bou-Mitri et al.(2018)	Knowledge gaps persist among food handlers.	KAP	Survey	Food handlers showed variable knowledge and practice.	Self-report bias remains a limitation.	Provides comparator evidence.
27	Zanin et al.(2017)	Food-safety behaviour remains inconsistent.	Behavioural compliance	Empirical study	Inconsistency persisted across food-handling tasks.	Limited sector specificity.	Useful comparative evidence on inconsistency.
28	da Cunha et al.(2014)	Training alone is insufficient for safe practice.	Training transfer	Survey/evaluation	Behavioural gains were weaker than knowledge gains.	Older and not UK-focused.	Supports transfer problem.
29	Ko(2013)	Knowledge is weakly associated with hygienic practice.	Food-handler KAP	Quantitative study	Knowledge scores did not explain full behaviour variation.	Narrow sample.	Strengthens knowledge–practice gap argument.
30	Walker et al.(2003)	Small food businesses show uneven hygiene knowledge.	SME food safety	Survey	Knowledge gaps persisted despite regulation.	Older evidence.	Useful comparator for independent venues.
31	Todd et al.(2009)	Outbreaks are frequently linked to behaviour.	Outbreak causation	outbreak review	Unsafe practices remain central to foodborne incidents.	Retrospective and broad.	Connects behaviour directly to harm.
32	Redmond and Griffith(2003)	Human behaviour is central to food safety risk.	Behavioural food safety	Review	People are a critical control point in safety systems.	Review rather than primary data.	Strong theoretical support for this project.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
33	Seaman and Eves(2010)	Food hygiene training needs stronger behavioural models.	Training model	Conceptual/a pplied model	Training should be evaluated beyond knowledge tests.	Model needs more contemporary validation.	Useful evaluative structure.
34	McIntyre et al.(2013)	fail to consistently apply safe practices.	Food safety behaviour	Cross-sectional survey	Knowledge levels were moderate, but hygiene practices were inconsistent.	Self-report design may overestimate compliance; lacks real-time observation.	Reinforces the gap between knowledge and actual behaviour in food service settings.
35	Taha et al.(2020)	Training improves knowledge but	Training effectiveness	Empirical survey study	Knowledge increased following training, but compliance remained inconsistent.	Limited exploration of workplace context; relies on self-reported behaviour.	Supports critique that training alone is insufficient to change
36	Jevšnik et al.(2008)	Food-handler knowledge remains uneven.	KAP	Survey	Knowledge deficits persisted in food-service settings.	Older evidence and narrow scope.	Useful baseline comparator.
37	Martins et al.(2012)	Context affects whether safety knowledge is applied.	Contextual compliance	Empirical study	Behaviour is shaped by environmental conditions.	Moderate methodological depth.	Supports contextual analysis.
38	Al-Kandari et al.(2019)	Practices influence hygiene behaviour more than knowledge alone.	Behavioural food safety	Cross sectional study	Workers with similar knowledge displayed different levels of compliance.	Context-specific findings may limit generalisability.	Supports argument that behaviour is shaped by environment and norms.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
39	Baş et al.(2006)	Food safety knowledge does not consistently translate into practice.	KAP	Survey study	Significant gaps observed between knowledge and hygiene practices.	Older study; reliance on self-report limits validity.	Provides foundational evidence of the knowledge–practice gap.
40	Soon et al.(2012)	Food-safety training effectiveness remains inconsistent.	Training review	Review	Training studies show mixed behavioural outcomes.	Broad and not always hospitality-specific.	Useful synthesis for literature base.
41	Yiannas(2009)	Food safety culture matters more than rule memorisation.	Food safety culture	Conceptual/practice text	Culture predicts routine compliance.	Conceptual and practitioner-oriented.	Strengthens cultural explanation.
42	Griffith et al.(2010)	Food safety failures are behaviourally mediated.	Food safety culture/behaviour	Review	Behaviour and culture repeatedly explain failures.	Limited new data.	Strong synthesis for this study.
43	Powell et al.(2011)	Observed compliance remains weak under routine conditions.	Observation-based compliance	Observational study	Frontline practice lags behind expected standards.	Limited generalisability.	Supports practice-focused design.
44	Chapman et al.(2010)	Self-report and observed practice diverge.	Method bias	Empirical study	Declared compliance overstated real conduct.	Observation scope may be narrow.	Useful methodological justification.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
45	Howes et al.(1996)	Food safety compliance remains inconsistent despite training and knowledge	Behavioural compliance	Observational study	Observed practices frequently failed to meet safety standards.	Older study but strong observational design; limited modern applicability.	Provides early observational evidence supporting behaviour

There is a persistent disconnect between what is known about food safety and what is actually done, according to empirical research. Although training increases knowledge, behavioural compliance is not always the result (Aytulu et al., 2025; da Cunha et al., 2014). Methodological constraints are further highlighted by observational research, which demonstrates that real-world compliance is substantially lower than self-reported conduct (Clayton and Griffith, 2002). Evidence from outbreaks demonstrates that risky behaviours continue in spite of awareness (Todd et al., 2009). However, explanations differ, with some attributing the gap to contextual limitations and others to knowledge deficiencies, leaving the fundamental causes poorly understood.

Theme 3: Organisational and Contextual Influences

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
46	Guldenmund (2000)	Safety culture is central to compliance.	Safety culture	Review	Organisational culture shapes safety behaviour.	Conceptually rich but empirically diffuse.	Supports culture as a core explanatory construct.
47	Zohar(2010)	Climate and management signals influence safety.	Safety climate	Conceptual/empirical synthesis	Worker perceptions of management priorities shape practice.	Industrial bias.	Relevant for venue-level differences.
48	Cooper(2000)	Behaviour-based safety has value	Behaviour-based safety	Conceptual model	Behaviour can be reinforced through	Can underplay structural issues.	Useful but should be applied critically.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	evaluation Critical	Relevance to this study
		but depends on context.			systems and feedback.		
49	Dekker(2014)	Safety should be understood systemically.	Systems thinking	Conceptual	Failures reflect interacting organizational conditions.	Abstract and not hospitality-specific.	Supports systems interpretation of repeated lapses.
50	Vaughan(1996)	Deviance can become normalised in organisations.	Normalization of deviance	Case study	Unsafe practices can become routine and accepted.	Not food-service based.	Highly relevant to repeated shortcuts in hospitality.
51	Poulston(2008)	Pressure in hospitality encourages unsafe practices.	Hospitality work environment / behavioural response	Empirical qualitative study	High service pressure leads to shortcuts and inconsistent adherence to procedures.	Qualitative design limits generalisability and does not quantify behavioural impact.	Directly explains how operational pressure contributes to the knowledge–practice gap in hospitality settings.
52	Rasmussen(1997)	Work systems drift toward unsafe boundaries.	Drift to failure	Conceptual	Pressure and efficiency demands can gradually erode safety.	Conceptual rather than sectoral evidence.	Powerful explanation for service-pressure effects.
53	Lingard et al.(2017)	Work pressure reduces compliance.	Work pressure and safety	Empirical	High workload undermines safe practice.	Sector differs from hospitality but mechanism is transferable.	Supports service-pressure analysis.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	evaluation Critical	Relevance to this study
54	Yiannas(2009)	Safety knowledge determined by managers	Food safety culture / organizational systems	Conceptual / industry-based analysis	Food safety depends on leadership, culture, and system design rather than knowledge alone.	Lacks empirical data; largely conceptual and industry-focused; however, highly influential in applied food safety practice.	Directly supports the argument that organizational systems and culture mediate the knowledge–practice gap in hospitality environments.
55	Walters and Wadsworth(2016)	Regulatory gaps persist in practice.	Regulation and work	Review	Compliance depends on local organizational capacity.	Broad labour focus.	Supports legal-practice disconnect.
56	Zanin et al.(2023)	Food safety behaviour is influenced by psychological, social, and environmental factors beyond knowledge.	Theoretical Domains Framework (TDF)	Qualitative study (interviews)	Barriers to compliance	Strong behavioural insight; however, qualitative design limits generalisability.	Supporting the behavioural dimension of the gap.
57	Johns(2012)	Hospitality operations are shaped by time pressure and variability.	organizational behaviour	Conceptual and sector analysis	Operational intensity and unpredictability influence staff behaviour and performance.	Strong sector relevance, but lacks empirical testing of safety-specific behaviours.	Explains how operational constraints affect food safety behaviour in real settings.
58	Fine(1996)	Kitchen work is hierarchical and	Workplace culture/ethnography	Ethnography	Kitchen norms are informal,	Older but richly contextual.	Useful for understanding backstage hospitality dynamics.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	evaluation Critical	Relevance to this study
		culturally distinctive.			pressured and status-laden.		
59	Teng et al.(2023)	Safety climate influences behaviour through knowledge and hygiene habits	Safety climate / behavioural mediation	Empirical (SEM)	Behaviour is shaped indirectly through knowledge and habitual practices.	Strong analytical model; cross-sectional design limits causal certainty.	Demonstrates mechanism linking organizational context, knowledge, and behaviour.
60	McCallion et al.(2024)	Organisational interventions are required to improve food safety behaviour.	Food safety culture / organizational change	Rapid evidence assessment	Leadership engagement and cultural alignment improve compliance.	Review-based; lacks primary data but offers comprehensive synthesis.	Shows how organisations can influence behaviour, addressing the knowledge–practice gap.
61	Wood(2018)	Service pressure reduces compliance.	Service operations	Applied/sect or analysis	Commercial intensity competes with procedural consistency.	More applied than theoretical.	Directly relevant to hospitality operations.
62	Pai et al.(2024)	Leadership and organizational commitment shape food safety culture and behaviour.	Food safety culture / leadership	Systematic review	Strong leadership and commitment improve consistency of safe practices.	Review-based; limited empirical evidence but highly current.	Strengthens understanding of leadership's role In influencing behaviour in organisations
63	Naydenova and Veleva(2023)	SMEs face challenges in maintaining consistent food safety culture.	SME context	Conceptual analysis	Organisational limitations affect implementation of safe practices.	Limited empirical depth; focus on digital context may reduce relevance.	Highlights SME-specific constraints relevant to hospitality settings.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	evaluation Critical	Relevance to this study
64	De Boeck et al.(2017)	Observed food safety behaviour often deviates from required standards.	Behavioural observation	Observational study	Real-world practices frequently fail to meet regulatory expectations.	Strong ecological validity; however, findings may be context-specific	Supports the importance of observing real behaviour rather than relying on self-report.
65	Gibson et al.(2012)	Food handler behaviour is influenced by workplace conditions and habits.	Food safety behaviour	Empirical study	Behavioural compliance varied despite knowledge.	Strong behavioural focus, though limited to specific settings.	Supports behaviour–practice gap in real environments.
66	Powell et al.(2013)	Observed food safety practices often fall below expected standards.	Behavioural compliance	Observational study	Actual practice significantly lower than reported behaviour.	High ecological validity but context-specific.	Strengthens argument for observation-based research.
67	Clayton et al.(2002)	Behavioural barriers limit safe food handling despite knowledge	Behavioural constraints	Empirical study	Time pressure and habits affect compliance.	Strong behavioural insights, though limited contextual depth and lack of observational validation	Explains why knowledge is not enacted in food safety practice
68	Griffith et al.(2017)	Food safety culture is a key determinant of behaviour.	Food safety culture	Review	Organisational culture strongly influences everyday compliance.	Conceptually strong but lacks direct observational validation.	Explains why behaviour may not align with knowledge or training.

No.	Citation	Key argument	Theoretical lens	Methodology	Key findings	evaluation Critical	Relevance to this study
69	De Boeck et al.(2015)	Food safety climate significantly influences food handler behaviour.	organizational behaviour	Empirical study	Positive safety climate is associated with higher levels of compliance and safer practices.	Provides strong empirical evidence.	Strengthening explanation of the knowledge–practice gap.
70	Pratten(2003)	Chef retention and training remain difficult.	Workforce development	Empirical	Workforce undermines cumulative learning.	Older but sector-specific.	Useful for kitchen-specific analysis.

Highlights how important organizational elements are in influencing food safety behaviour. Workplace environments, leadership, and safety climate all affect how well knowledge is applied (Zohar, 2010; Teng et al., 2023). Shortcuts and uneven compliance are encouraged in hospitality settings due to operational demands such personnel turnover, workload, and time limits (Poulston, 2008; Johns, 2012). According to systems viewpoints, persistent deviations may eventually become the norm (Rasmussen, 1997). There are significant gaps in our knowledge of behaviour at the point of service, though, as there is little study specifically focused on the hospitality industry that looks at how these elements interact.

Theme 4: Public Health, Regulation and Knowledge Translation

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
71	Lunn and Lyons(2022)	Behavioural insights can improve public policy	Behavioural public policy / regulation	Conceptual / policy analysis	Require careful ethical consideration and context-specific implementation.	Not food safety-specific and lacks empirical sector data; however, provides important policy-level insight.	Supports the shift toward behaviour-focused regulation, highlighting challenges in implementing such approaches

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
72	Greenhalgh et al.(2004)	Implementation varies across service organisations.	Diffusion/implementa-tion	Systematic review	Adoption depends on social, contextual and organizational factors.	Older but foundational.	Explains uneven uptake of safe practice.
73	Damschroder et al.(2009)	Implementation succeeds when inner and outer contexts align.	CFIR	Conceptual framework	Multiple domains shape implementation outcomes.	Framework-heavy rather than sectoral.	Useful for structuring barriers and enablers.
74	Fixsen et al.(2005)	Implementation requires active drivers.	Implementation drivers	Synthesis	Competency, organisation and leadership systems are essential.	Not hospitality-specific.	Supports multilevel implementation analysis.
75	Proctor et al. (2011)	Implementation outcomes should be explicitly defined.	Implementation outcomes	Conceptual	Adoption, fidelity and sustainability are distinct outcomes.	Abstract but highly useful.	Clarifies what 'translation into practice' means.
76	Eccles and Mittman(2006)	Studies how evidence enters routine use.	Implementation science	Editorial/conceptual	Routine practice change is a field in its own right.	Field-defining rather than empirical.	Legitimises implementation lens for this project.
77	Kitson et al.(2008)	Implementation depends on evidence, context and facilitation.	PARIHS	Conceptual framework	Strong context and facilitation improve implementation.	Health-sector origin.	Practice change requires multiple interventions
78	Grimshaw et al.(2012)	Translation interventions	Knowledge translation	Review	No single intervention	Healthcare-dominant.	Supports caution about simple solutions.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
		have uneven effects.			reliably closes practice gaps.		
79	Kirk et al.(2002)	Behaviours are shaped by environmental and policy factors rather than individual knowledge	Public health / environmental determinants	Conceptual review	Behaviour is influenced by structural, environmental, and policy-level conditions	Not specific to food safety or hospitality and lacks empirical data	reinforcing the need to examine individual knowledge in addressing the knowledge–practice gap.
80	Green et al.(2005)	Food worker behaviour is influenced by organizational and environmental conditions rather than knowledge alone.	Food safety behaviour	Empirical study	Compliance varied depending on supervision, workload, and workplace practices.	strong behavioural insight, although findings are context-specific and may not generalise	Supports behaviour is shaped by workplace conditions, not just knowledge or training.
81	Bailey et al.(2018)	Allergen management failures are linked to human and communication errors.	Food safety systems / risk management	Empirical study	Staff knowledge does not always translate into safe allergen handling practices.	Highly relevant but often context-specific; broader replication needed.	Directly links knowledge–practice gap to real public health risk.
82	Lu and Wang(2024)	Aim to influence food safety behaviour through policy-	Behavioural public policy / nudge theory	Policy analysis	Public disclosure of hygiene ratings can improve	provides strong, context-relevant evidence of regulatory	Demonstrates how policy tools attempt to bridge the knowledge–practice gap, while highlighting

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
		driven and nudging mechanisms			compliance; however	influence in practice	limitations of compliance-based approaches in sustained behavioural change.
83	Grace(2023)	Foodborne disease remains a major preventable burden.	Public health burden	Policy/empirical review	Food safety failures produce large health and economic costs.	Macro-level and not hospitality-practice focused.	Strengthens urgency and impact case.
84	FSA(2022)	Foodborne illness remains economically and socially costly in the UK.	Public health surveillance and policy	Official report	UK burden remains substantial.	Policy report rather than theory.	Provides UK-level rationale for the study.
85	Redmond and Griffith(2003)	Human behaviour is central to food safety risk.	Behavioural food safety	Review	Unsafe behaviour is a key cause of contamination.	Older but foundational and widely cited.	Links behaviour directly to risk outcomes.
86	Ravel et al.(2009)	Foodborne outbreaks are frequently caused by unsafe practices.	Outbreak causation	Review	Human error is a major contributor.	Retrospective but comprehensive.	Connects behaviour to public health impact.
87	Aman et al.(2026)	food safety risks due to density and operational pressures.	Public health systems	Empirical study	High-density urban settings increase exposure to food safety risks and	Broad system-level focus; limited micro-level behavioural analysis.	Highlights how London's urban context intensifies the knowledge–practice gap.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
					complicate regulatory control.		
88	Grace et al.(2025)	Unsafe food handling contributes significant global disease burden	epidemiological perspective	Global review / analysis	Food safety failures are a major contributor to illness and mortality worldwide.	Global scope may reduce sector-specific detail; however, provides strong justification.	Reinforcing the importance of closing the knowledge–practice gap.
89	Manning and Soon(2013)	Food safety systems do not guarantee safe practice.	Risk management	Review	Formal systems often fail at the behavioural level.	Conceptual focus limits direct behavioural measurement.	Supports the gap between policy and practice.
90	Chapman et al.(2010)	Self-reported food safety behaviour is unreliable.	Behaviour vs observation	Empirical study	Observed behaviour differs significantly from reported behaviour.	Strong methodological contribution, though limited scope.	Supports need for observational methods.
91	Codex Alimentarius (2020)	Global hygiene principles define expected practice.	International food-hygiene standards	International code	Hygiene and HACCP expectations are internationally standardised.	Normative, not empirical.	Useful benchmark for required practice.
92	Pennington(2009)	Major outbreaks reveal systemic practice failure.	Public inquiry/system failure	Inquiry report	Knowledge and procedures fail without enactment and oversight.	Case-specific but powerful.	Shows consequences of practice failure.

N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
93	Nayak and Waterson(2017)	Food safety culture is difficult but important to assess.	Food safety culture assessment	Review	Cultural barriers remain under-measured.	Assessment challenge limits operational use.	Useful for culture measurement discussion.
94	White and Thompson(2022)	Post-pandemic labour shortages and regulatory pressures undermine food safety compliance.	Regulatory context	Empirical study	Staffing shortages reduce capacity to maintain food safety standards.	UK-specific, limited behavioural detail.	Provides real evidence of systemic pressures affecting food safety practice in the UK hospitality sector.
95	Powell et al.(2011)	Food safety failures are often linked to human behaviour rather than lack of systems.	Behavioural food safety	Review	Unsafe practices persist despite established regulatory frameworks.	Strong behavioural emphasis, though lacks primary observational data.	Reinforces the argument that behaviour is central to the knowledge–practice gap.
96	Gould et al(2013)	Foodborne illness outbreaks are frequently linked to unsafe food-handling practices.	behavioural risk	Epidemiological review	Improper handling and hygiene practices are major contributors to outbreaks.	Large-scale evidence strengthens reliability, though findings are primarily US-based.	Provides strong empirical support linking unsafe behaviour to real public health outcomes.
97	Smith(2024)	Metropolitan environments present regulatory and	Urban health policy	Empirical / policy analysis	High-density dining environments complicate	Limited direct behavioural focus; however,	Highlights challenges specific to urban settings such as London,

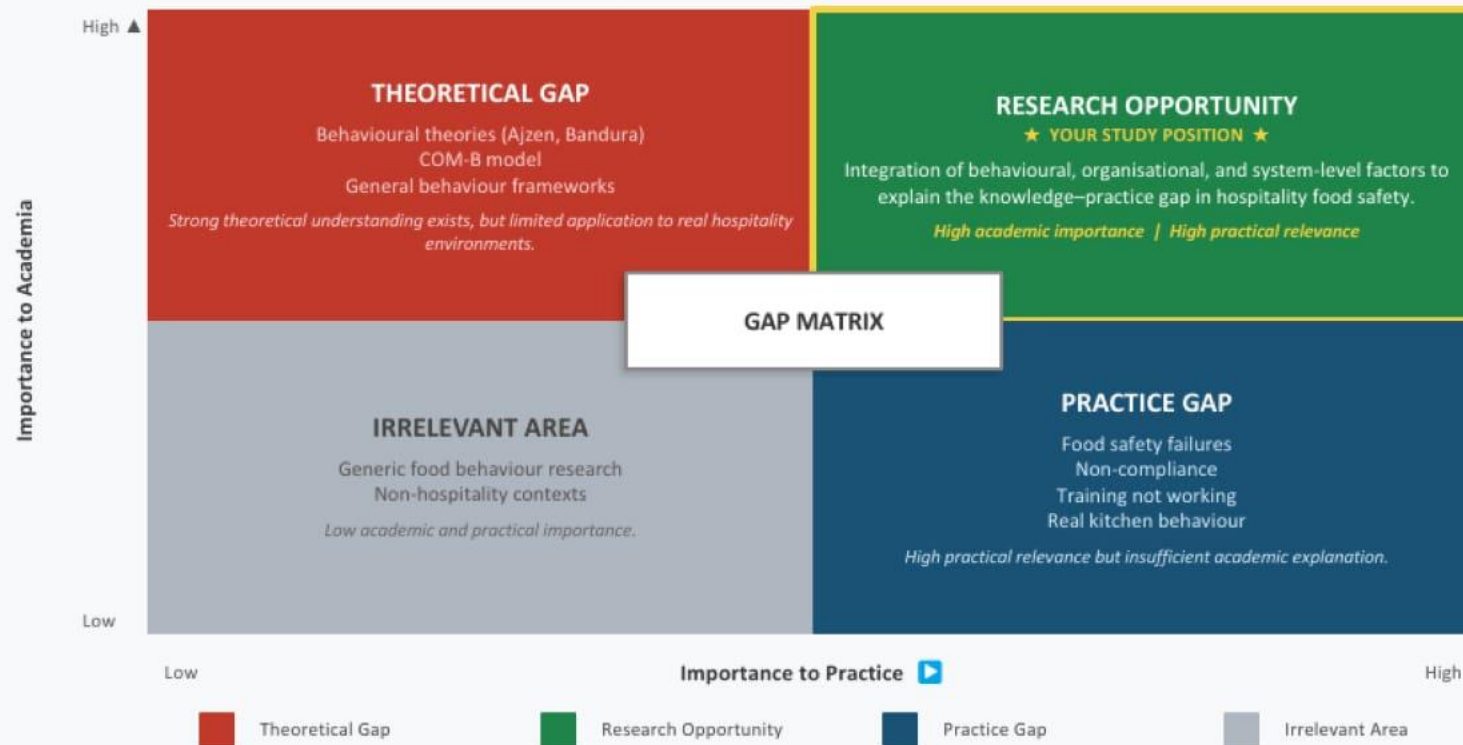
N o.	Citation	Key argument	Theoretical lens	Methodology	Key findings	Critical evaluation	Relevance to this study
		epidemiological challenges			monitoring and enforcement of food safety standards.	strong policy relevance.	supporting the contextual dimension of the study.
98	Brown(2025)	Traditional audit-based regulation is insufficient to behavioural change in public health contexts.	Behavioural public policy	Conceptual / policy analysis	Behavioural science approaches are more effective than compliance-based models.	Not sector-specific; lacks empirical workplace data	Supports- regulatory systems must move beyond compliance to influence behaviour.
99	Creswell and Plano Clark(2017)	Mixed methods are best suited to complex practice problems.	Pragmatist mixed methods	Methodology text	Combining data types improves explanation.	Methodological rather than substantive.	Supports this project's design.
100	Braun and Clarke(2021)	Thematic analysis offers rigorous qualitative synthesis.	Reflexive thematic analysis	Methodology text	Themes must be analytically constructed, not merely coded.	Method-focused.	Supports qualitative analysis of observed practice.

Unsafe food safety practices continue to exist despite established regulatory frameworks, indicating a disconnect between policy and execution (FSA, 2022; Grace et al., 2025). Conventional compliance-based strategies frequently fail to result in long-lasting behavioural change because they presume logical adherence (Brown, 2025). Although they may promote superficial adherence, policy mechanisms like hygiene grading systems may increase compliance (Lu and Wang, 2024). Particularly in high-stress hospitality settings where operational limitations compromise efficacy, implementation research reveals a gap between policy and practice (Aman et al., 2026). Overall, the research indicates that rather from being only the result of knowledge gaps, food safety failures are reflection of larger system-level constraints.

2.2 GAP MATRIX

Study cluster	Key Gap	Key insight
Behavioural theory	Limited integration with real-world hospitality conditions	Knowledge is only one determinant of practice
Empirical food-safety studies	Over-reliance on self-report methods	Observed practice is often lower than reported behaviour
Training evaluation	Weak focus on behavioural transfer	Knowledge gains do not ensure compliance gains do not ensure compliance
Organisational context	Limited hospitality-specific empirical studies	Workplace pressure and culture shape behaviour
Public health and regulation	Weak link between policy and frontline behaviour	Compliance frameworks fail to ensure practice.
Methodology	Limited use of mixed methods and observation	Complex behaviour requires triangulated approaches

Figure X: Gap Matrix – Food Safety Knowledge–Practice Gap in Hospitality



Demonstrate that there is a disconnection between the theoretical knowledge and practical implementation of food safety in hospitality environments. Despite the existence of thorough behavioural theories (theoretical gap) and evident real-world compliance issues (practice gap), there is little integration across these domains. This study takes use of this research opportunity by examining how behavioural, organisational, and system-level factors interact to effect food safety practices.

2.3 CONCLUSION

Literature shows that knowledge deficiencies alone cannot account for the knowledge-practice gap in food safety. Although behavioural theories emphasise the importance of capability, intention, and motivation, they fall short in explaining the intricate reality of hospitality settings. The gap

is supported by empirical data, which demonstrates that knowledge and training do not consistently translate into safe practice. There is little consensus regarding the relative significance of behavioural, organizational, and contextual elements, and explanations are still dispersed.

According to organizational study, workplace factors including leadership, operational pressures, and safety climate all have a significant impact on how people behave. These elements are especially important in hospitality contexts, where service demands, staff instability, and time constraints frequently compromise compliance. More broadly, legal and policy frameworks emphasise a gap between system design and frontline practice by defining expected norms but failing to guarantee consistent implementation.

While taking all these in to consideration, the literature shows a lack of comprehensive, context-specific knowledge about the interactions between conduct, organizational settings, and knowledge. This gap highlights a significant research opportunity and offers a solid basis for the current work, which aims to create a more comprehensive explanation of food safety conduct within hospitality contexts.

3: PRELIMINARY CRITICAL LITERATURE REVIEW

3.1 INTRODUCTION

While behavioural models concentrate on individual behaviours, organizational approaches highlight environment, culture, and systems. This gap leads to disjointed interpretations in empirical, organizational, and behavioral studies. Although there is a lack of theoretical integration, the literature generally provides substantial evidence of the knowledge-practice gap.

The current imbalance between health and safety knowledge and its application in London's hospitality industry is the focus of this study. This is crucial since hospitality venues are public areas where poor hygiene, temperature control, or allergen management can have a negative effect on people's health. Beyond operations, consequences include foodborne illness, exposure to allergens, fines from the government, and a decline of public confidence (FSA, 2022). The fast-paced, densely populated climate of London increases these hazards.

The issue is intensified by several factors: increasing commercial pressures for speed and service quality, workforce instability and high turnover, which weaken training and supervision; and demanded regulatory expectations following Natasha's Law. Despite stricter regulations and expanded training, evidence shows that knowledge still does not consistently translate into practice (e.g., Figueroa-Gómez; Aytulu), indicating deeper systemic issues.

In order to explain the knowledge-practice gap, this study attempts to synthesise theoretical and empirical insights. It aims to make important ideas more understandable, assess current viewpoints, spot contradictions, and incorporate patterns and procedures into a conceptual framework. By highlighting research gaps, issues, theoretical contributions, and management consequences, it goes beyond summarisation to establish an explanatory framework.

3.2 CONCEPTUAL FRAMING

The conceptual framing of this study is built around three interrelated constructs: health and safety knowledge, health and safety practice, and organisational context.

The term “health and safety knowledge” describes the formal knowledge that employees in the hospitality industry are expected to possess about food hygiene, allergen management, sanitation, temperature control, personal cleanliness, and reporting or documentation requirements. Training, induction, supervision, procedural guidance, and regulatory compliance methods are typically used to create knowledge. The fact that knowledge is frequently viewed as a solid and quantifiable input rather than as something that is evaluated, prioritised, and performed within working contexts, however, is a significant weakness in a large portion of the literature. The explanatory power of knowledge as an independent variable may be overstated as a result of this tendency.

The actual implementation of safe practices in real-world operating contexts is referred to as health and safety practice. Hand washing, temperature checks, food segregation, handling allergens, cleaning surfaces, reporting illnesses, and following workflow guidelines are examples of observable behaviours. Practice is not considered a straightforward behavioural objective in this study. Instead, it is regarded as situated activity that is influenced by workplace norms, pressure, timing, supervision, and the viability of compliance.

The social, institutional, and managerial factors that influence the enactment of knowledge are referred to as organizational context. Leadership, safety culture, safety climate, supervision, enough personnel, workflow design, tool or equipment availability, peer norms, and management priorities are all included in this. Therefore, context is an active predictor of whether information is put into practice rather than a passive background aspect.

It seems improbable that these constructs are directly related to one another. According to the literature evaluated for this study, the prevailing linear assumption—that knowledge leads to safe behavior—is overly simplistic. A more likely explanation is that knowledge affects practice through operational circumstances and organizational mediation, which can either increase or decrease enactment. This means that how, when, and under what organizational conditions knowledge becomes practice is the primary analytical interest of the current study rather than if knowledge matters.

This framing’s breadth is purposefully limited. It is not a universal standard of safe behaviour across all industries. It focuses on health and safety management in the hospitality industry in London, where public health risk, commercial pressure, and operational intensity interact in unique ways. This contextual specificity is crucial since a number of the drawbacks mentioned above are directly related to the application of theories or findings from other contexts to the hotel industry without making the necessary key adjustments.

3.3 THEMATIC LITERATURE REVIEW

(a) Conceptual Foundations

The knowledge-practice gap can be explained by behavioural, organizational, and implementation-oriented literatures, but none of them is adequate on its own.

According to the Theory of Planned Behaviour (Ajzen, 1991), behaviour is driven by intention, which is shaped by attitudes, subjective standards, and perceived behavioural control. This suggests that when workers in the hospitality industry value safety and sanitary procedures, feel social pressure to follow them, and think they can do so, they are more likely to do so. However, TPB presumes logical decision-making, which is sometimes impractical in hectic, demanding service settings when decisions are made reactively rather than consciously.

The COM-B model (Michie et al., 2011) offers a more comprehensive perspective, positing that capability, opportunity, and motivation shape behaviour. It recognises that even motivated individuals may refrain from taking action when opportunities are constrained by external factors such as staffing, time limitations, layout, or resource availability. So, it is very important for the hospitality business. Despite its value, COM-B is seldom fully operationalised in research that includes real service pressures or contextual diversity.

The second strand is about safety culture and climate (Guldenmund, 2000; Zohar, 2000; Neal & Griffin, 2006). These show how signals from the organization, peer norms, and the priorities of managers affect behaviour. The same rules in the hotel industry can lead to different results depending on whether safety is more important than speed or sales. This shows that compliance is based on both individual and organisational priorities.

Error theory and systems thinking offer an alternative perspective (Dekker, 2014). These methods look at how people's actions and the state of the system come together to cause failures. Under pressure, risky behaviours may gradually become normalised through continuous adaptation to constraints rather than ignorance.

No matter how they explain it, most literature agrees that information alone doesn't determine behaviour. Systems approaches focus on pressure and drift, organisational theories focus on culture, and behavioural theories focus on cognition. There exists a substantial theoretical deficiency due to the incomplete integration of these perspectives.

(b) Empirical Evidence

The existence of a knowledge-practice divide in the hospitality industry is frequently supported by empirical studies. Employees frequently show sufficient knowledge in surveys, interventions, observations, and evaluations, yet their behaviour is nonetheless inconsistent or subpar.

This pattern is supported by recent research. While Aytulu et al. (2025) discover that training enhances knowledge more readily than behaviour, Figueroa-Gómez et al. (2025) demonstrate that knowledge and attitudes seem to be stronger than actual practices. When taken as a whole, these results cast doubt on the notion that information-based interventions inevitably result in compliance, arguing instead that putting knowledge into practice is brittle and context-dependent.

Previous research reveals comparable disparities. Young et al. (2019) indicate that actual compliance is frequently lower than claimed, while Clayton and Griffith (2002) show discrepancies between self-reported and observed practices. This suggests that findings are influenced by both the research methodology and the subject matter.

The empirical literature's ability to consistently show the disparity is one of its main advantages. However, explanatory fragmentation is its primary flaw. Surveys determine attitudes and knowledge while observational studies shows inconsistent behaviour.

In terms of methodology, the field mostly uses self-reported and cross-sectional data, which are biased and have limited realism. Although they are rare, observational studies provide deeper insights, particularly in real-time hospitality settings. Because of this, the literature frequently depicts employees' statements rather than their actions when under duress.

The breadth of the gap is demonstrated by the range of study focus (e.g., cleanliness, training transfer, allergy management, workplace norms), but it also weakens cumulative understanding by fragmenting the field through different ideas and metrics.

Overall, the literature provides a clear answer to the question "Does the knowledge–practice gap exist?" but a less convincing response to the question "Why does it persist?" This gap warrants additional research.

(c) Contradictions

The discrepancy between behavioural outcome and training is a major contradiction found in the investigation. Although research continuously shows that training increases knowledge more consistently than behaviour, organisations still view training as the primary answer to health and safety issues (Burke et al., 2006; Aytulu et al., 2025). This implies that a lot of organisations might be addressing the incorrect issue. Informational treatments alone won't be enough if the true problem is not a lack of information but rather a lack of enactment.

Regulation and regular practice are at odds with each other in a second way. Expected standards are defined by regulations, but workplace compliance varies greatly, especially in smaller or resource-constrained contexts (Yapp and Fairman, 2006). This implies that while regulation is essential, it is insufficient. Expectations can be formalised, but everyday execution cannot be guaranteed. Legal requirements do not always translate into actual organizational norms.

Formal systems and informal work cultures present a third conflict. A large portion of the literature on food safety systems makes the assumption that safer behaviour results from procedural uniformity. However, studies that focus on culture show that practical improvisation, managerial shortcuts, and informal routines frequently take the place of formal procedure. Put differently, employees could adhere to the actual workplace norms instead of the organization's formal regulations. This is especially important in the hospitality industry, where peer reinforcement, social learning, and quick thinking under pressure are essential components of day-to-day work.

Theoretical order and empirical messiness provide a fourth contradiction. Models like COM-B and TPB are practical and logically sound. The data base in the hospitality industry, however, points to a more precarious reality where pressure, opportunity, intention, and cultural expectations are always interacting. This implies that the field might be under-integrated practically and over-ordered theoretically.

These inconsistencies are significant because they demonstrate more than just disagreement. They highlight the shortcomings of current explanations and demonstrate the need for a comprehensive framework.

(d) Contextual Variation

One of the most important ideas that came out of the evaluation is contextual diversity. The hospitality industry is different because work is immediate, customer-facing, and often unstable. Service peaks make things more urgent. There could be problems with how staff is assigned. The people on a team can change quickly. Work is often socially demanding and spatially limited. In these situations, putting knowledge into action becomes dependent instead of automatic.

According to the examined studies, peer standards, workforce instability, and operational pressure are particularly pertinent in the hotel industry. According to Poulston (2008), Baum (2015), Robinson et al. (2019), and sector-focused evaluations, the workforce structure and service tempo of the hospitality industry make it especially susceptible to deviating from formal standards. This implies that conclusions from environments such as hospitals, schools, or industries might not apply directly to London hospitality.

Geography is important as well. London's hospitality industry is characterised by a high level of commercial intensity, venue diversity, and client density. One of the literature's limitations is the comparatively small number of research that concentrate on urban hospitality ecosystems, which have significant levels of public exposure and operational variability. This contextual gap is significant because it implies that London is a theoretically valuable environment where the knowledge-practice gap may be particularly apparent, rather than just a convenient place for the current study.

3.4 SYNTHESIS OF FINDINGS

1. Patterns

The literature reveals three prominent trends. First, research continuously shows a discrepancy between workers' knowledge and their actions. Second, contextual and organizational elements seem to be more effective than knowledge alone in explaining actual behaviour. Third, compared to observational evidence, survey-based evidence typically paints a more positive picture.

2. Relationships

The relationships that are most crucial are:

- Practical knowledge: inadequate and erratic
- Knowledge-based training: comparatively powerful
- Practice-based training: weaker
- Leadership and safety culture: rather strong
- Operational pressure to comply: persistent and substantial

These connections imply that knowledge does not directly influence behaviour, but rather that it is mediated and controlled.

3. Mechanisms

Operational moderation and organizational mediation are the most likely strategies. Only when workplace procedures make compliance possible, relevant, and reinforced does knowledge influence conduct. Knowledge may be present but not put into practice in situations with inadequate workforce, uneven supervision, or high service demand. This explains why, despite formal training, there is still a knowledge-practice mismatch.

3.5 CONCEPTUAL FRAMEWORK

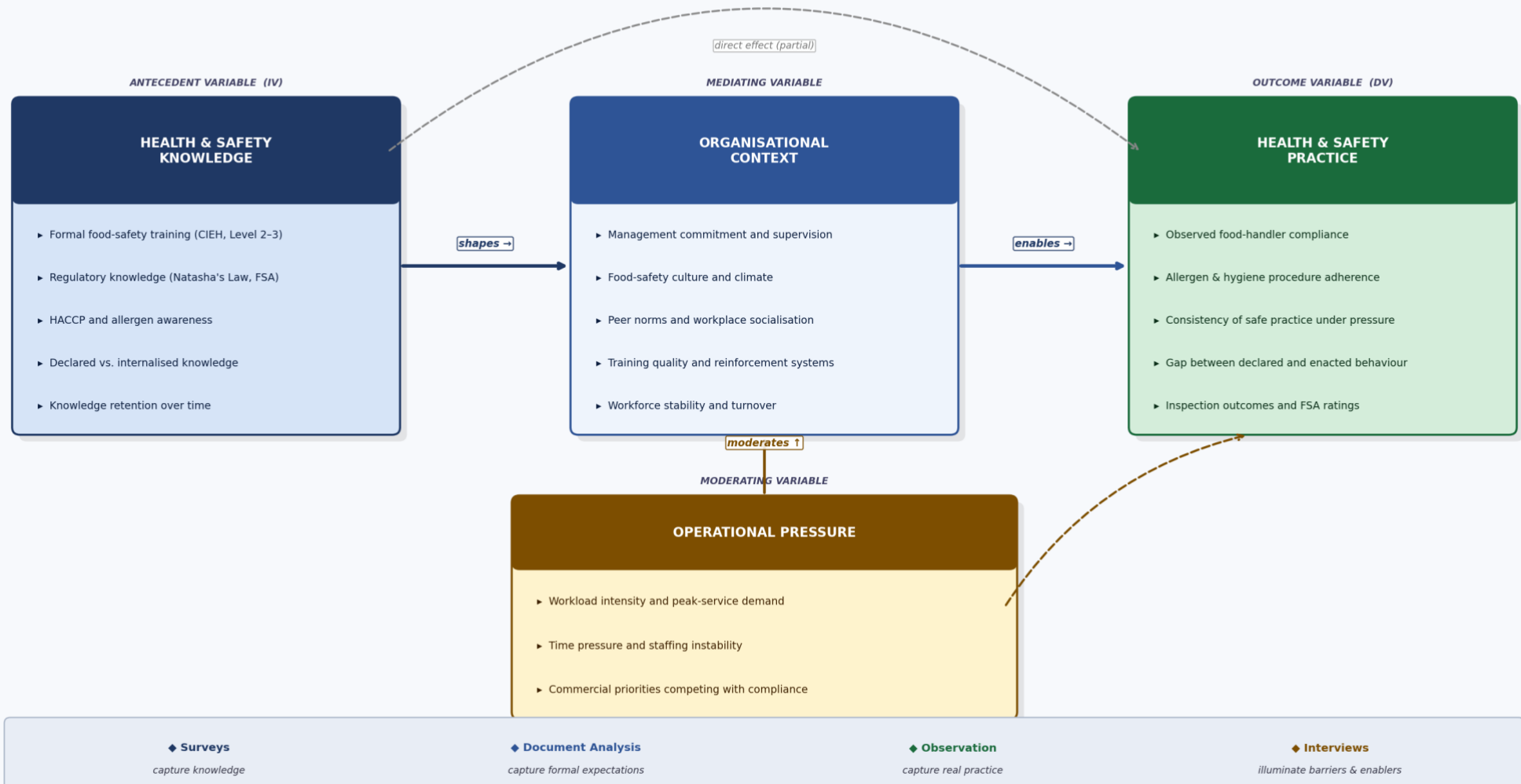
A framework with health and safety knowledge as the primary antecedent variable, health and safety practice as the result, organizational context as the mediator, and operational pressure as the moderator is supported by the literature examined above

This can be stated as:

- Organisational Context Health and Safety Practice Health and Safety Knowledge
- Operational pressure (workload, time constraints, and staffing volatility) is a moderator.

Conceptual Framework: Translation of Health and Safety Knowledge into Practice

in London's Hospitality Industry | DBA Critical Literature Review



Conceptual Framework for the Translation of Health and Safety Knowledge into Practice in London's Hospitality Industry

Because surveys may record knowledge, document analysis can record formal expectations, observations can record actual practice, and interviews can provide contextual barriers and enablers, this framework directly relates to your technique. As a result, it is both methodologically and theoretically consistent.

3.6 RESEARCH GAP

There are four significant gaps in the literature. First, there is a theoretical gap: no integrated model adequately integrates organizational, systems, and behavioural explanations of the link between knowledge and practice. Second, there is still a lack of observational and mixed-method research, particularly in the hotel industry. Third, London and similar urban hospitality settings are under-represented, creating a contextual vacuum. Fourth, there is a methodological flaw: self-reported confidence and knowledge are still frequently employed as stand-ins for real behaviour.

These gaps are important because they indicate that while the literature acknowledges the issue, it has not yet provided a sufficient explanation.

3.7 RESEARCH QUESTIONS

The following research questions are directly addressed by the literature:

1. How is the hospitality sector in London putting health and safety information into practice?
2. What organizational elements facilitate or hinder the application of knowledge?
3. How is this relationship moderated by operational challenges like workload, time constraints, and staff instability?
4. How much do observed practices and self-reported knowledge differ in various hospitality settings?
5. What recommendations based on research can assist close the knowledge-practice gap in the industry?

3.8 THEORETICAL CONTRIBUTIONS

By combining behavioural, organizational, and contextual explanations of compliance into a single context-sensitive model, the study makes a theoretical contribution. It refines the idea of practice as an organisationally mediated outcome rather of a solely individual behaviour, challenges the notion that knowledge is a sufficient driver of safe practice, and expands the application of implementation and behavioural models into hospitality settings.

3.9 MANAGERIAL IMPLICATIONS

There are obvious managerial ramifications. Organisations in the hospitality industry shouldn't view training as a panacea. Rather, they have to deal with the circumstances that lead to safe behaviour. This entails bolstering supervision, enhancing workflow design, guaranteeing sufficient

personnel and equipment, reiterating safety principles, and directly monitoring practice as opposed to depending just on self-report or certification. Failure to do so could result in operational instability, reputational injury, and harm to public health in addition to audit failures.

3.10 CONCLUSION

The knowledge-practice gap in hospitality health and safety is chronic, substantial, and not sufficiently explained by the literature currently in publication, according to this preliminary critical literature evaluation. The field diverges in its explanation but converges on the gap's existence. Systems perspectives highlight structural drift and pressure, organizational theories emphasise culture and leadership, and behavioural theories emphasise cognition and intention. These strands are rarely interwoven, though.

The most compelling conclusion is that safe practice cannot be produced by knowledge alone. Instead, knowledge, organizational environment, and operational pressure combine to shape practice. The issue raised in Part 1 and the evidence mapped in Part 2 are directly related to this realisation. Additionally, it offers the analytical and theoretical framework for the study's empirical phase. The current study is well-positioned to contribute both theoretically and practically to understanding how knowledge is put into practice in actual service situations because it focuses on London hospitality and uses a mixed-methods methodology.

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5 .Appendix : Literature Classification Table

n = 100 references, classified by theme, study type, context, key focus, and method. Arranged in alphabetical order by first author surname.

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
1	Ajzen (1991)	Theme 1	Theoretical	General	Behavioural intention	Conceptual
2	Al-Kandari et al. (2019)	Theme 2	Empirical	Restaurants	Knowledge and practices	Cross-sectional study
3	Allan (2018)	Theme 1	Secondary/theoretical	General	Dual-process thinking	Conceptual summary

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
4	Aman et al. (2026)	Theme 4	Empirical	Urban hospitality	Public health imperative	Empirical study
5	Aytulu et al. (2025)	Theme 2	Empirical	Food sectors	Allergy training effectiveness	Intervention study
6	Bailey et al. (2018)	Theme 4	Empirical	Food safety	Allergen management failures	Empirical study
7	Bandura (1986)	Theme 1	Theoretical	General	Self-efficacy	Conceptual
8	Baš et al. (2006)	Theme 2	Empirical	Food businesses	Hygiene KAP	Survey
9	Bavel et al. (2020)	Theme 1	Review	Public behaviour	Social norms	Interdisciplinary review
10	Bou-Mitri et al. (2018)	Theme 2	Empirical	Hospitals	KAP	Cross-sectional survey
11	Braun and Clarke (2021)	Theme 4	Methodological	Qualitative research	Thematic analysis	Methodology text
12	Brown (2025)	Theme 4	Conceptual/policy	Public health policy	Regulation and behavioural science	Policy analysis
13	Burke et al. (2006)	Theme 1	Review	Cross-sector	Safety training outcomes	Meta-analysis
14	Chapman et al. (2010)	Theme 2	Empirical	Food service	Practices and intervention	Observation/evaluation

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
15	Chapman et al. (2010)	Theme 4	Empirical	Food service	Practices and communication	Observation/evaluation
16	Christian et al. (2009)	Theme 1	Review	Cross-sector	Safety performance	Meta-analysis
17	Clarke (2010)	Theme 1	Review	Cross-sector	Safety leadership	Meta-analysis
18	Clayton and Griffith (2002)	Theme 2	Empirical	Food handlers	Beliefs vs self-report	Survey
19	Clayton et al. (2002)	Theme 3	Empirical	Food handlers	Beliefs and self-report	Survey
20	Codex Alimentarius Commission (2020)	Theme 4	Standard/guideline	Global	Hygiene principles	Normative code
21	Cooper (2000)	Theme 3	Theoretical	Organisations	Safety culture model	Conceptual
22	Creswell and Clark (2017)	Theme 4*	Methodological	Research design	Mixed methods	Methodology text
23	da Cunha et al. (2014)	Theme 2	Empirical	Schools	Training vs hygiene practice	Survey/evaluation
24	Damschroder et al. (2009)	Theme 4	Framework	Health services	Implementation framework	Conceptual
25	De Boeck et al. (2015)	Theme 3	Empirical/conference	Butcheries	Climate, FSMS, microbiology	Conference study

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
26	De Boeck et al. (2017)	Theme 3	Empirical	Dairy processing	Culture and behaviour	Case study/mixed
27	Deci and Ryan (2000)	Theme 1	Theoretical	General	Motivation	Conceptual
28	Dekker (2017)	Theme 3	Theoretical	Human error	Systems understanding	Conceptual
29	Eccles et al. (2012)	Theme 4	Editorial/conceptual	Implementation science	Scope and implementation	Commentary
30	Figueroa-Gómez et al. (2025)	Theme 2	Empirical	Food service	Allergy/celiac KAP	Cross-sectional survey
31	Fine (1996)	Theme 3	Ethnography	Kitchens	Workplace culture	Ethnography
32	Fixsen (2005)	Theme 4	Synthesis	Implementation	Drivers of implementation	Literature synthesis
33	Food Standards Agency (2024)	Theme 4	Report	UK	Foodborne disease burden	Secondary data/report
34	Gibson et al. (2012)	Theme 3	Empirical	UK SMEs	Knowledge and hygiene behaviour	Empirical study
35	Gollwitzer (1999)	Theme 1	Theoretical	General	Implementation intentions	Conceptual

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
36	Gould et al. (2013)	Theme 4	Empirical/review	Outbreaks	Illness outbreaks	Epidemiological review
37	Grace et al. (2025)	Theme 4	Review	Global	Mortality and public health	Global analysis
38	Grace (2023)	Theme 4	Review	Global public health	Foodborne disease burden	Annual review
39	Green et al. (2006)	Theme 4	Empirical	Food workers	Handwashing practices	Observation study
40	Green et al. (2020)	Theme 2	Empirical	Food workers	Practices and food safety	Empirical study
41	Greenhalgh et al. (2004)	Theme 4	Review	Service organisation	Diffusion and implementation	Systematic review
42	Griffin and Neal (2000)	Theme 1	Empirical	Workplace	Knowledge vs motivation	Quantitative
43	Griffith et al. (2010)	Theme 2	Review	Food industry	Food safety culture	Review
44	Griffith et al. (2017)	Theme 3	Review	Food industry	Food safety culture	Review
45	Grimshaw et al. (2012)	Theme 4	Review	Knowledge translation	Translation of findings	Review

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
46	Guldenmund (2000)	Theme 3	Review	Organisations	Safety culture	Review
47	Hofmann et al. (2003)	Theme 1	Empirical	Workplace	Climate as moderator	Quantitative
48	Howes et al. (1996)	Theme 2	Empirical	Food handlers	Certification and behaviour	Observational/evaluation
49	Jevšnik et al. (2008)	Theme 2	Empirical	Food handlers	Knowledge and practices	Survey
50	Johns (2012)	Theme 3	Conceptual/sector	Hospitality	Operational intensity	Sector analysis
51	Kirk et al. (2002)	Theme 4	Conceptual review	Public health nutrition	Environmental barriers	Review
52	Kitson et al. (2008)	Theme 4	Framework	Practice change	Practice framework	Conceptual
53	Ko (2013)	Theme 2	Empirical	Food handlers	Knowledge–practice relationship	Quantitative
54	Lingard et al. (2017)	Theme 3	Empirical	ICT projects	Time pressure and climate	Quantitative
55	Lu and Wang (2024)	Theme 4	Policy analysis	Hospitality	FHRS and behaviour	Policy analysis
56	Lunn et al. (2020)	Theme 1	Policy/review	Public policy	Behavioural insights	Policy review

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
57	Lunn and Lyons (2022)	Theme 4	Conceptual/policy	Health regulation	Behavioural policy ethics	Policy analysis
58	Manning and Soon (2013)	Theme 4	Review	Food systems	FSMS limitations	Review
59	Martins et al. (2012)	Theme 2	Empirical	Food handlers	Knowledge and context	Empirical study
60	McCallion et al. (2024)	Theme 3	Review	Food businesses	Culture interventions	Rapid evidence assessment
61	McIntyre et al. (2013)	Theme 2	Empirical	Food handlers	KAP and handwashing	Cross-sectional survey
62	Michie et al. (2011)	Theme 1	Theoretical	General	COM-B model	Conceptual
63	Nayak and Waterson (2022)	Theme 4	Conceptual	Food safety systems	STAMP and outbreaks	Systems analysis
64	Naydenova and Veleva (2023)	Theme 3	Conceptual	SMEs	Digital-age safety culture	Conceptual analysis
65	Neal and Griffin (2006)	Theme 1	Empirical	Workplace	Climate and motivation	Longitudinal
66	Nilsen (2015)	Theme 1	Review	General	Implementation theories	Narrative review

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
67	Pai et al. (2024)	Theme 3	Review	Food industry	Leadership and commitment	Systematic review
68	Pennington (2009)	Theme 4	Inquiry report	UK	E. coli systemic failure	Public inquiry
69	Poulston (2008)	Theme 3	Empirical	Hospitality	Workplace pressure	Qualitative
70	Powell et al. (2011)	Theme 2	Review	Food safety	Culture and illness reduction	Review
71	Powell et al. (2011)	Theme 4	Review	Food safety	Behavioural failure	Review
72	Powell et al. (2013)	Theme 3	Conceptual/applied	Food safety	Culture as gateway	Applied analysis
73	Pratten (2003)	Theme 3	Empirical	Hospitality	Chef retention	Empirical
74	Proctor et al. (2011)	Theme 4	Conceptual	Implementation science	Implementation outcomes	Conceptual
75	Rasmussen (1997)	Theme 3	Theoretical	Dynamic systems	Risk and drift	Conceptual
76	Ravel et al. (2009)	Theme 4	Empirical/review	Outbreak data	Illness attribution	Historical data analysis
77	Reason (1997)	Theme 1	Theoretical	Organisations	Systems error	Conceptual

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
78	Redmond and Griffith (2003)	Theme 2	Review	Food handling	Behavioural food safety	Review
79	Redmond and Griffith (2003)	Theme 4	Review	Food safety	Behaviour and risk	Review
80	Rogers (2003)	Theme 1	Theoretical	General	Diffusion of innovation	Conceptual
81	Seaman and Eves (2010)	Theme 2	Empirical/applied	UK service sector	Hygiene training role	Applied analysis
82	Smith (2024)	Theme 4	Policy/empirical	Metropolitan context	Regulation in dense dining zones	Policy analysis
83	Soon et al. (2012)	Theme 2	Review	Food safety training	Training effectiveness	Meta-analysis
84	Taha et al. (2020)	Theme 2	Empirical	Food service	Knowledge after training	Survey
85	Teng et al. (2023)	Theme 3	Empirical	Hospitality	Safety climate mechanism	SEM
86	Todd et al. (2009)	Theme 2	Review	Food outbreaks	Worker-linked transmission	Outbreak review

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
87	Vaughan (1996)	Theme 3	Case study	Aerospace	Normalisation of deviance	Case analysis
88	Walker et al. (2003)	Theme 2	Empirical	Food businesses	Hygiene knowledge	Survey
89	Walters and Wadsworth (2016)	Theme 3	Report/review	Small organisations	Regulation and context	Policy/sector analysis
90	Weick and Sutcliffe (2011)	Theme 1	Theoretical	High reliability	Organisational mindfulness	Conceptual/case-based
91	West et al. (2020)	Theme 1	Theoretical	General	Behaviour change systems	Conceptual
92	White and Thompson (2022)	Theme 4	Empirical	UK	Staffing shortages and safety	Empirical study
93	Wood (2018)	Theme 3	Applied/conceptual	Food and beverage	Operational management	Textbook/applied
94	Yiannas (2009)	Theme 2	Conceptual/applied	Food industry	Food safety culture	Book/conceptual
95	Yiannas (2009)	Theme 3	Conceptual/applied	Food industry	Culture and management systems	Book/conceptual

No.	Author(s), Year	Theme	Study Type	Context	Key Focus	Method
96	Young et al. (2019)	Theme 2	Review	Commercial establishments	Observed practices	Systematic review/meta-analysis
97	Zanin et al. (2017)	Theme 2	Review	Food handlers	KAP evidence base	Integrative review
98	Zanin et al. (2023)	Theme 3	Empirical	Food handlers	Why procedures not followed	Qualitative/TDF
99	Zohar (2000)	Theme 1	Empirical	Workplace	Safety climate	Quantitative
100	Zohar (2010)	Theme 3	Review/theoretical	Organisations	Safety climate	Conceptual synthesis