

Health And Wellness Salus Per Aquam (SPA) Program Toward Public Safety

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Abstract — This study determined the sanitation and infection prevention practices of the spa owners and massage therapist in Tacloban City. It assessed their practices, safety precautions, proper storage, waste disposal and customer service. Descriptive Method of research and survey questionnaire were used in the research. This study used questionnaire as the instrument in gathering the data. Respondents were the spa owners, therapist and customers. It shows that majority of the therapist are new and young enough in handling business and customers. The results indicate that women still dominate in the spa industry. It shows that spa is potential to the single who were jobless. Majority of the respondents were able to finish secondary and has zero (0) to two (2) years experienced that means they were new and needs more knowledge on their chosen field as massage therapist. They acquired skills and knowledge in wellness through observations and experiences only. Most of them does not have proper education. Their practices on hygienic and health activities towards sanitation and health has been perceived as seldom. The above-mentioned hygienic activities are vital in infection control and the spread of contagious disease. The findings indicate that majority of the respondents needs to have proper training in the process in sanitation, proper storage, safety precautions and waste disposal. The findings indicate that in order for them meet the requirements of sanitation as prescribed by the Sanitation Code of the Philippines, they need to have seminars and trainings. Their best practices is a great help for keeping the patron's loyalty towards them. It helps to maintain cleanliness and proper sanitation for the welfare of everybody for public safety.

Keywords — *Public Administration, Spa Industry, Sanitation, Sterilization, Customer Service, Descriptive Method, Tacloban City*

I. Introduction

Spa is a wellness business. A place that promotes wellness through a provision of therapeutic and other professional services aimed at renewing the body, mind and spirit. A place for a relaxation where people go. It is a form of manual therapy that includes holding, moving, and applying pressure to the muscles, tendons and ligaments. It helps reduce stress. Lessen pain and muscle tightness. Increase relaxation. Improve the work of the immune system (Mayo Clinic, 2023). Massage parlor is a business that remains in profit all year. It is true that nowadays men and women are going to massage parlor to boost their wellness and relaxation. You will feel less stress after getting a spa service.

Around the Globe, wellness has emerged as a dominant lifestyle value, driving interest in fitness, healthy eating, self-care, mindfulness, stress reduction, wellness vacation, healthy aging, complementary medicine holistic health and other wellness practices. The wellness industry offer

numerous crosscutting impacts and opportunities for, development and growth of the countries, regions and communities around the world.

A spa provides a range of services for health management and body relaxation such as massages, body scrubs, steam baths, facials, waxing and nail care. Massage has been used to help reduce stress and tensions in people's daily lives. Massage techniques put pressure on specific parts of the body to achieve maximum muscle relaxation and pain relief. Massage uses a variety of styles to relieve muscle cramps, reduce pain and help reduce anxiety. It affects various parts of the body like the nervous system, the muscles, blood circulation, skin, respiratory system. The primary goal of body scrub is exfoliating by removing dead, dry surface skin cells and promote a smoother and more even skin texture. Steam baths open your pores and cleanses skin. It can help loosen any dirt and debris build up, which can help remove the appearance of your skin. Lowers blood pressure. The heat in a steam room can dilate, or enlarge, your blood vessels. A facial is a family of skin care treatments for the face, including steam, exfoliation, extraction, creams and lotions, facial masks and peels. Waxing reduces hair growth and it is great for those who are tired of the hassle of shaving several times per week. Nail Care is the maintenance of the fingernails and toenails as it important for health. Good nail care can prevent fungus infections of the nail, painful ingrown and infections of the skin in the hands and feet.

All nation still having problem on the spread of infectious diseases. A lot of prevention and intervention practices has been adopted to control the spread that causes death to people around the globe. Today, everyone must take appropriate actions and be responsible in preventing the infectious disease such as HIV, Hepatitis Tuberculosis, and the most recent Covid-19.

Department of Health in the Philippines plays an important role in helping Filipinos to have healthy lives. Poor environmental sanitation is still observed. The above-mentioned organization wanted to make sure that the communicable diseases do not become a major threat in the Philippines. The Department of Health promotes their Sanitation Program called "Primary Care 101" that promotes people health and community's environmental health. In lieu of the program, the local health department maintain the compliance of Presidential Decree 856 or the Sanitation Code of the Philippines in every business whether it is small or big.

Cleanliness is what we look for in choosing the spa . The inside and outside facilities must be clean. It is the responsibility of the owner and staff working in the spa to keep things clean and sanitize. A thorough cleaning of equipment helps to prevent the spread of infectious disease. It reduced the number of diseases causing microorganism on the surface of the equipment and materials for public safety. The "Therapist" should apply proper techniques in giving their services to the clients. He or she must flexible, healthy, and has proper skills in dealing clients.

OBJECTIVES OF THE STUDY

This study will focus on the sanitation and infection prevention practices of the Spa owner as well as the Therapist in Tacloban City. An infection that affects one client will also affect the

staff of the spa who used the same tools. Without knowledge of proper sanitation, any infections or diseases in the blood maybe transmitted.

STATEMENT OF THE PROBLEM

Statement of the Problem

This dissertation assessed the cleanliness and sanitation practices of the SPA Industry in Tacloban City during Academic Year 2022-2023 as a basis for making a Health and Safety Program.

Specifically, the study answered the following inquiries that were taken into consideration as a basis for research.

1. What is the profile of the;
 - 1.1. SPA establishment as to:
 - 1.1.1 number of years in the industry,
 - 1.1.2 financial status
 - 1.1.2.1 amount of capital invested
 - 1.1.2.2 estimated monthly income
 - 1.1.2.3 estimated monthly expenses
 - 1.1.3 manpower
 - 1.1.4 physical facilities,
 - 1.1.5 equipment available,
 - 1.1.6 implements available?
 - 1.2 Services Offered:
 - 1.2.1 body scrub
 - 1.2.3 steam bath
 - 1.2.3 facials
 - 1.2.4 waxing
 - 1.2.5 nail (pedicure and manicure)

1.2.6 massage?

1.3 therapist as to:

1.3.1 age, gender, civil status,

1.3.2 educational attainment,

1.3.3 years of experienced,

1.3.4 relevant trainings attended?

2. To what extent were their commitment in service quality by;

2.1 therapist and owners in terms of;

2.1.1 reliability,

2.1.2 assurance,

2.1.3 tangibility,

2.1.4 empathy, and

2.1.5 responsiveness?

2.2 clients in terms of;

2.2.1 value of money,

2.2.2 promptness of service,

2.2.3 satisfaction of services availed,

2.2.4 wellness amenities,

2.2.5 professionalism of service personnel (therapist)?

3. As to what extent are the hygienic practices in Spa along;

3.1 sanitation and sterilization process,

3.2 proper storage,

3.3 safety precautions,

3.4 waste disposal?

4. What are the challenges and opportunities of the spa owner and therapists?

5. Based on the findings, what public awareness program can be developed?

II. Methodology

Research Design

The research used descriptive method in conducting the study with the use of questionnaires, interviews, statistical treatment, and analyzed data that will be gather from the responses to the question that will be ask in the survey instrument.

Flow of the Study

The inputs of the study provided the knowledge, the habits, sanitation and infection prevention practices of the spa owners and massage therapists. The researcher knew and discovered the skills and knowledge of the respondents in terms of sanitation process and practices on which knowledge became their habits. The process needed was the processing of data from the questionnaire that was provided in the study, the analysis to find out using the statistical tools and the possible interpretation of the study. The output of the study will be the propose public awareness program for intervention for effective and efficient infection prevention of Spa in Tacloban City. The researcher used of system approach model for the study. Such model attempted to build or mold the inputs to a course in a way that the process will be done to maximize quality of the output.

POPULATION AND SAMPLE OF THE STUDY

Respondents

The respondents of the study were the thirty (30) registered spa owners and ninety (90) massage therapist for a total of one hundred twenty (120) respondents.

Table 1
Distribution of Respondents

Respondents	N	n	Percentage (%)
Spa Owners	30	27	90
Massage Therapist	90	90	100
Total	120	117	97.5

INSTRUMENTATION

This study used questionnaire as the instrument in gathering the data. The instrument composed of three parts. The first part contained the profile of the respondents as to the status of the massage parlor industry in Tacloban City. Specific inquiries was ask to the respondents such status of massage parlor in terms of amount of capital invested, average monthly income, average monthly expenses, manpower, physical facilities, and services offered. It covered important areas

as to the profile of the massage therapist such as age, gender, civil status, educational attainment, years of experience and sources of training.

The second part assessed practices of the spa in cleanliness and sanitation practices towards public safety. Lastly, last part assessed best practices of the owners and therapist of the spa.

Procedures of Data Gathering

The researcher individually asked permission directly to the owner of the spa and therapists as the primary respondents of the study. The researcher explained to the owner the purpose of the study and encouraged to answer each item sincerely. Researcher collected the questionnaire immediately after the respondents was done.

Treatment of Data

The data was subjected to analysis using descriptive statistics such as frequency counts, percentage, verbal rating, weighted average and standard deviation.

The **Simple Percentage**. Used to present profile of the respondents.

The **Weighted Mean**. Used to determine the location of the variable in the indicated range.

The **Ranking**. Used by the owners/therapists on the problems and practices that has been analyzed using simple comparison of rank.

Scoring Procedure

A 4-Point Likert Scale is a one-dimensional scale used to collect the attitudes and opinions of the respondents. It uses an ordinal scale for better understanding in views and perspectives of the respondents. It has different variants to help better communication.

A Four-point Likert Scale was used to describe the results of the hygienic practices such as sanitation and sterilization, proper storage, safety precautions and waste disposal.

WEIGHT	RANGE	VERBAL RATING	VERBAL DESCRIPTION
4	3.26-4.00	Always	Techniques is used at all times
3	2.51-3.25	Often	Techniques is used most of the times
2	1.76-2.50	Sometimes	Techniques is rarely used
1	1.00-1.75	Never	Techniques is not used

HYPOTHESIS OF THE STUDY

Statement of Hypothesis

Hygienic practices has influence on public safety and customer satisfaction.

CONCLUSION AND RECOMMENDATION

SUMMARY

The research was conducted to assess the health and sanitation practices of Spa Industry in Tacloban City, Leyte in terms of their profile, years of existing, financial status, manpower, physical facilities, availability of tools and equipment, practices as to the health and sanitation, service commitment, customer satisfaction, hygienic practices and challenges and opportunities for the calendar year 2022-2023. The study was conducted also to develop a health and wellness program for the Spa owners, massage therapist and customers at Tacloban City, Leyte.

The study used the descriptive method of research involving the twenty-seven (27) out of thirty (30) registered Spa in Tacloban City. It used survey questionnaires that was composed of four (4) parts such as profile of the spa establishment and therapist, practices of the Spa as to the health and sanitation, commitment in service quality towards clients, customer satisfaction, and challenges and opportunities of both spa owners and therapist. Short orientation was conducted prior to the distribution of survey questionnaire in order to inform the respondents why they need to answer the survey questionnaire with correct and appropriate data. On the other hand, the study used frequency, percentage, and weighted mean as the statistical tools. The data were presented in table forms. Analysis and interpretation also were presented.

III. Findings

It shows that majority of the therapist are new and young enough in handling business and customers. They can work and serve more customer for a long hour. Working with your hands all day can burnout physically from overworking your body. The results indicate that women still dominate in the spa industry. It shows that spa is potential to the single who were jobless. The engagement of women in this field has made it popular and largely women dominated as one of the top priorities in this industry is to cater to the beauty needs of the female clients and many female clients prefer service by female staff. Majority of the respondents were able to finish secondary and has zero (0) to two (2) years experienced that means they were new and needs more knowledge on their chosen field as massage therapist. They acquired skills and knowledge in wellness through observations and experiences only. Being new to this environment is not a problem rather it is a venue to learn and improve. Everything could be learned. Wendell Berry once said, *“the acquisition of knowledge always involves the revelation of ignorance-almost is the revelation of ignorance. Our knowledge of the world instructs us first of all that the world is greater than our knowledge of it.”* Learning is the acquisition of new knowledge and skills through experience. As long as you have intuitive sense of what it means to learn. It is a fundamental part of what it means to be human.

Their practices on hygienic and health activities towards sanitation and health has been perceived as **seldom**. The above-mentioned hygienic activities are vital in infection control and the spread of contagious disease. The findings indicate that majority of the respondents were not able to perform the proper process in sanitation, proper storage, safety precautions and waste disposal. They need to improve their hygiene habits and practices through education and proper trainings. Practicing safe sanitation and cleaning is critical in preventing the spread of diseases. Cleaning and disinfecting surfaces, especially hard, non-porous surfaces, as needed with appropriate products such as chlorine, alcohol, Lysol helps to reduce the number of germs on surfaces and decreases risk of infection. John Wesley once said, “Cleanliness *is next to Godliness*”. Unclean life is ungodliness. The time to clean our city of any dirt begins with individual action for collective clean communities. If everybody acts collectively, the city shall be clean.

IV. Conclusion

After a thorough analysis of the findings the following conclusion were drawn:

The financial status, manpower, physical facilities and amenities, implements availability and services offered were met by the spa industry in Tacloban City even they were new to the industry. They were committed in providing service quality towards their clients in terms of reliability, assurance, tangibles, empathy and responsiveness. Majority of the customer were satisfied with the following factors such as the value and worth of their money, promptness of service, satisfaction of services availed, wellness amenities and most importantly on the professionalism showed by the therapist. Their best practices is a great help for keeping the patron’s loyalty towards them. It helps to maintain cleanliness and proper sanitation for the welfare of everybody for public safety.

However, most of the spa owners and therapist does not have formal training in wellness and most specially in dealing with sanitation and hygienic practices. They acquired skills and knowledge in spa through observations and experiences only. Spa owners and massage therapist does not have comprehensive knowledge in sanitation and sterilization, safety precaution, proper storage and proper waste disposal that can lead to promote health and wellness.

V. Recommendations

Based on the findings, the spa owners and therapist must have proper trainings in health and wellness specifically in dealing with sanitation. The researcher must coordinate with the Local Executive of Tacloban City for the proposed Health and Wellness Program.

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