

Observation – Naturalistic

The goal of this observation

The goal of this observation is to see if people are listening to the covid advice that the government has given to restaurants regarding reservations.

Introduction

I work in a snack bar/restaurant and we get a lot of different types of customers. That is why I choose this as my observation because then I can see the different reactions that people have and how they handle situations.



A picture of where I work and observing the people

During the end of the second wave the government handled a reservation advice for covid. During this time we had to let the customers write in a mini report if they have a cold or have been in touch with covid. To this current day this is still in the works and we ask our customers to reserve before hand and ask them some questions regarding their health.

Collecting data

During this week(13 September – 17 September 2021) I observed the people that wanted to eat in our restaurant. A total of 14 family's wanted to eat in our restaurant part of the building and a total of two family's reserved beforehand and the rest wanted to reserve on the spot.

The two family's that reserved beforehand were co-operative with the questions we asked regarding their health. Some family's who reserved on the spot were not so co-operative with the questions we asked and they looked like they were annoyed that they still have to answer these questions since covid is going on for a long time now.

The questions we asked are:

1. Did you experience any of these complaints the last 24 hours, this includes coughing, a cold, a fever or shortness of breath?
2. Do you currently have a room mate which has these complaints as listed above?
3. Did you got covid during the last 7 days?
4. Do you have a room mate or family member who has got covid during the last 14 days and did you have contact with him/her?
5. Are you in quarantine because you have a family member who has got the virus?

coronavirus **Rijksoverheid**

Vul de volgende vragen in:

Had je een of meerdere van deze klachten in de afgelopen 24 uur?

☐ Ja ☐ Nee

Hoesten Neusverkoudheid Koorts vanaf 38 graden Benauwdheidsklachten

Heb je op dit moment een huisgenoot met koorts en/of benauwdheidsklachten?

☐ Ja ☐ Nee

Heb je het nieuwe coronavirus gehad en is dit de afgelopen 7 dagen vastgesteld (in een lab)?

☐ Ja ☐ Nee

Heb je een huisgenoot/gezinslid met het nieuwe coronavirus en heb je in de afgelopen 14 dagen contact met hem/haar gehad terwijl hij/zij nog klachten had?

☐ Ja ☐ Nee

Ben je in quarantaine omdat je direct contact hebt gehad met iemand waarbij het nieuwe coronavirus is vastgesteld?

☐ Ja ☐ Nee

Indien een van de vragen met ja beantwoord wordt, kunt u helaas niet toegelaten worden in deze horecagelegenheid.

Vul hieronder uw gegevens* in:

Naam: _____

Telefoonnummer: _____

Naar waarheid ingevuld op: _____ -20____

*Deze gegevens worden na 21 dagen vernietigd

Bijzondere maatregelen www.rijksoverheid.nl/bijzondere-maatregelen

A picture of the questions(in dutch)

When asking these questions I got the feeling that some family's are tired of hearing this at every restaurant and some people just walked on trough without reserving at all, when we went after them with our questions they got mad because some thought that covid is fake.

Results and conclusion

During this observation I learned that people have a lot of different opinions on a big topic like covid. A group of people were annoyed that we still have to ask these questions to them and they just want to quickly eat something and go again. While other people were quite relaxed and understanding that this is for our own safety to ask these questions.

During the questions I find that when we brought the food to the people who are not co-operative with the questions that they still felt rather annoyed with us that we even asked the questions to them. While people who were co-operative with us they still felt calm to me.

As my final conclusion and the answer on my question is that most people during my observation did not listen to the advice at all of reserving before coming and a small group did listen to the government and followed the advice that has been given.