

A Survey Report on
Student's Satisfaction towards Campus Canteen



Submitted to

Research Management Cell (RMC-Sukuna)

Sukuna Multiple Campus

Sundarharaincha-12, Morang, Nepal



Submitted by

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To
The RMC Head
Research Management Cell
Sukuna Multiple Campus
Sundarharaincha, Morang

Dear Sir,

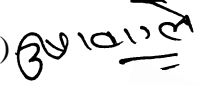
I have been working on a survey based on the notice and decision of the Research Management Cell (RMC Sukuna) on “**Student Satisfaction towards Canteen**” of this campus under my leadership. We have developed a survey report along with findings and recommendations. The hard copy has been submitted to the Cell. We believe the recommendation made through this report will help promote a healthy eating environment in the canteen. As the report has been submitted, we request the approval of this survey with the appropriate consideration.

Survey Team

1. Basudev Dahal (Survey Team Leader)



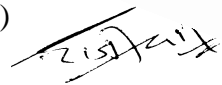
2. Ushakiran Wagle (Survey Team Member)



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Sukuna Multiple Campus

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2080 Mangsir 23 BS



त्रिभुवन विश्वविद्यालयद्वारा सम्बन्धनप्राप्त
AFFILIATED TO TRIBHUVAN UNIVERSITY

सुकुना बहुमुखी क्याम्पस SUKUNA MULTIPLE CAMPUS

सुन्दरहरैँचा नगरपालिका, मोरङ, कोशी प्रदेश, नेपाल
SUNDARHARAINCHA MUNICIPALITY, MORANG, KOSHI PROVINCE, NEPAL

स्था: २०८८ (ESTD. 1992)

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Accredited by University Grants Commission (UGC) Nepal (2015)

चलानी नम्बर:
(Ref No.):

Subject: Approval of the Survey Report

As per the permission and approval of RMC-Sukuna, **Mr. Basudev Dahal**, the faculty of this campus and his team have done a survey and submitted a report on "Student Satisfaction towards Canteen" within the given time period. The presented report is contemporary for the campus and the result of the report will be helpful to improve the canteen. This report is approved by this cell.

Evaluation and Approval committee

1. Ganesh Prasad Dahal

RMC Head

Research Management Cell

2. Mohan Kumar Tumbahang PhD

RMC Member

Research Management Cell

3. Deepak Prasad Neupane PhD

RMC Member

Research Management Cell



Date: 2080 Mangsir 26 BS

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Background

Sukuna Multiple Campus has recently built a canteen building in support of Koshi Province government. The canteen serves cooked meals as per students, and campus staff's needs. This has ensured their access to nutritious and balanced meals. It has also been established as a place for a relaxed informal interaction building a sense of community in the campus. However, without exploration of students' opinions on the services provided by the campus canteen, it will be difficult to ensure its efficiency. The proposed survey is expected to illuminate the students perceptions on the services they are getting from the campus canteen.

We have conducted a survey to gather valuable feedback from students regarding their experiences and preferences related to the campus canteen. The aim of this survey was to assess the overall satisfaction levels, identify areas for improvement, and understand the specific needs and expectations of the student body in relation to the canteen services.

Rationale of the Study

Sukuna Multiple campus is one of the leading campuses in the eastern part of Nepal with a large number of students enrolled to various programs available for study. Therefore, the campus offers a canteen to provide varieties of meals for snacks to students. Canteens have a significant role in maintaining reputation of educational institutions. Czarniecka-Skubina et al. (2019) point out that the role of canteen is as important in maintaining students' health as the teaching learning environment is important in shaping their learning.

The rationale for conducting this survey can be justified with a number of reasons. Without a survey, the state of the food available in the canteen remains unclear. Canteen service is not only related to students' satisfaction, but it is highly responsible for maintaining



its consumers' health. As Wenjing (2019) indicated, surveys are very important for canteen proprietors not only to know how students perceive their foods and services but also to bring required improvement. Moreover, we believe that this survey will be very useful for making informed decisions on taste, cost, availability and quality of food on the one hand and ways of behaving to students who take services from the canteen.



Objectives of the Study

This survey was conducted to find out the views of students on canteen service.

Particularly, the survey had the following objectives.

- to assess student satisfaction with the current offerings and services provided by the campus canteen.
- to investigate students' preference on food items
- to identify areas for improvement based on suggestions gathered from students on how to enhance the canteen experience.

Methods

The study used the survey research design to collect and analyze information from the participants. The participants involved in the survey were 70 students from various programs in bachelor's degree. Among them, 16 (45.71%) were male and 19 (54.29%) were female. They were from BBA, BBS, BICTE, B Ed and B Sc. programs. The criteria for selection of the participants were based on the quota determined as per student number in each program. The program-wise representation of the participants is presented in Table 1.



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Table1*Program-Wise Representation of Participants*

Program	Frequency	Percentage
BBA	8	22.86
BBS	8	22.86
BICTE	8	22.86
B. Ed	10	28.57
B.SC.	1	2.86
Total	35	100

The table shows the largest representation of the participants from the programs in Faculty of Education, occupying more than 50 per cent of the participants. Similarly, more than 45 per cent of the participants were from the Faculty of Management. The table shows no participant from the Faculty of Humanities and Social Sciences and only one participant from the Faculty of Science. This is because of the fact that students from these faculties do not use the campus canteen quite often.

The main tool for the collection of data was a questionnaire consisting of 25 questions. Among them, four questions were open ended.

Before the collection of data , the campus announced the call for mini research and survey. Data collection process began after the survey team's proposal for conducting survey was accepted. The team collaboratively collected data by distributing the questionnaire to students in their classrooms. The participants' confidentiality was ensured during and after data collection.



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Data analysis process and Results

For the entry and analysis of the collected data, KoboToolbox was used. As generated by the software, data were presented in tables and pie charts followed by brief interpretations. The main results have been presented in the following sections.

Frequency of Canteen Use

In order to know the frequency of students' visit of the campus canteen, the participants were asked How often they visited it. They were asked to choose from four options: Frequently, Sometimes, Rarely and Not at all. The participants' responses have been summarized in table 2.

Table2

Students' Frequency of Visit of the Campus Canteen

The table shows nearly half of the participants visiting the canteen sometimes and nearly

Frequency of Canteen Visit	Number of responses	Percentage
Sometimes	16	45.71
Frequently	14	40
Rarely	4	11.43
Not at all	1	2.86
Total	35	100

equal number of students visiting the canteen frequently. This shows the tendency of a large number of students visiting canteen.



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Students' Choice for Snacks

The study attempted to obtain information regarding students' preferences for snacks in the canteen. They were asked to select the most preferred to least preferred meal among ten varieties. Their preferences have been presented in table 3.

Table3

Students' Most Preferred Snacks

Item	Frequency	Percentage
Samosa	19	54.29
Nimki-Chat	9	25.71
Chana-Chiura	2	5.71
Dahi-Chiura	1	2.86
Chatpate	1	2.86
Momo	1	2.86
Egg-Chana	1	2.86
Chow Mein	1	2.86
Total	35	100

The table shows that more than half of the participants preferred 'Samosa' as their most favorite snacks, followed by about one fourth of the participants preferring 'Nimki-chat'. It is interesting to notice that the food items that are generally labelled as junk food are preferred by relatively smaller number of students. This shows the students' awareness of the potential harms caused by junk food in their health.

Students' Responses on Available Food Items

In order to obtain information about students' satisfaction on available food items in the canteen, the participants were asked to choose a level of their satisfaction from five options ranging from 'fully satisfied' to 'very dissatisfied'. The options chosen by the participants are summarized in table 4.

Table 4

Students' Satisfaction on Available Food Items

Satisfaction Level	Frequency	Percentage
Satisfied	17	48.57
Not satisfied	8	22.86
Neutral	5	14.29
Fully satisfied	3	8.57
Very dissatisfied	2	5.71
Total	35	100

The table shows higher proportion of satisfied students over dissatisfied students on the quality of food items. It specifically shows that nearly half of the participants were satisfied on the quality of food items. The proportion of the students with dissatisfaction on quality of food items is low, representing about one third of the participants' number.

In order to see the how students are satisfied with the hygiene of the food items, the participants in the survey were asked to indicate their confidence level. They expressed four levels of confidence on the hygienic status the food items as presented in table 5.



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Table 5*Students' Confidence on the Hygienic Status of the Food Items*

Confidence Levels	Frequency	Percentage
I have some doubts	14	40
Weakly confident	10	28.57
Confident	9	25.71
Fully confident	2	5.71
Total	35	100

The table shows that students are doubtful on the hygienic status of the available food items in the canteen, as more than three fourth of the participants did not have confidence on the hygienic quality of the items. This clearly calls for immediate attention towards maintaining hygiene of the food items.

The participants were also asked to provide their opinions on the price of food items in the canteen. They had a choice of four options to evaluate the price of the items. Their choices are summarized in table 6.

Table 6*Students' Responses on Prices of Food Items*

Students' Opinions	Frequency	Percentage
Reasonable	28	80
Expensive	4	11.43
Too expensive	2	5.71
Cheap	1	2.86
Total	35	100

The table clearly shows students' high level of satisfaction on the price of the food items in the canteen as most of them said that the price is reasonable. It is even surprising to notice that one of the participants believed the price of the food items is cheaper than their expectation.

Students' Responses on Quality of the Staff

The study also attempted to explore how students assessed the professional quality of the canteen staff. Therefore, they were asked to provide their responses on qualification, professional quality, expertise, behavior and speed of service.

In order to obtain information on the students' views on the professional qualification of the canteen proprietors and staff, the participants were asked to choose from a range of four options as presented in table 7.

Table 7

Qualification of the Canteen Proprietors and Staff



Participants' Responses	Frequency	Percentag
I don't have information.	21	60
Some are qualified some are not	8	22.86
They are not qualified	3	8.57
They are qualified	3	8.57
Total	35	100

The information presented in the table does not show familiarity of majority of the students on the canteen staff's professional qualification. Among the participants who expressed their familiarity, most participants seemed doubtful on the canteen staff's

professional qualification. This shows that the students who use canteen service need to be convinced on the qualification of people who work in the canteen.

In order to obtain information on the students' familiarity with the canteen staff's professional service, the participants were provided some options to choose. The responses obtained from the participants are presented in table 8

Table 8

Canteen Staff's Professionalism

Students' Responses	Frequency	Percentag
They are professional and non-professionals	23	65.71
They are professionals	9	25.71
They are non-professionals	3	8.57
Total	35	100

Most of participants believed that some of the canteen staff are professional and some are not. About one fourth of the participants were convinced that the canteen staff are providing professional service. Very few participants seemed doubtful on the professional service of the staff.

The participants were also asked to indicate the extent to which the canteen staff possess expertise in their service. The received responses have been presented in table 9.



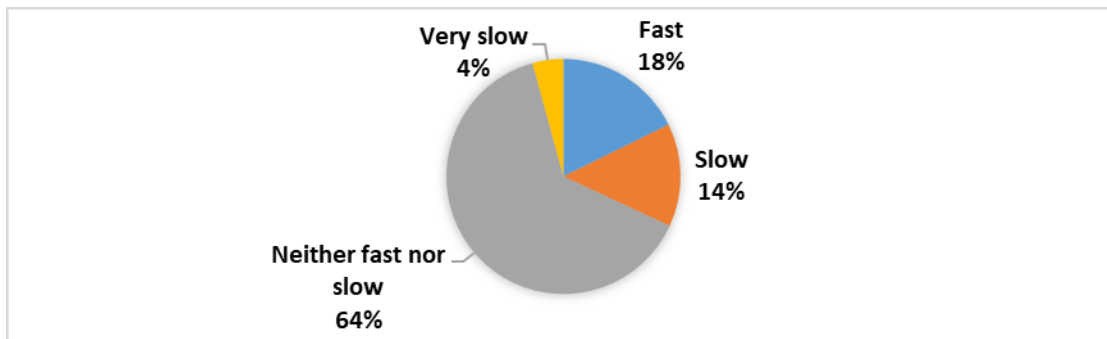
Table 9*Canteen Staff's Training and Expertise*

Students' Responses	Frequency	Percentag
They are untrained but experienced in such work	16	45.71
Some of them are trained and others are untrained	14	40
They are trained	3	8.57
They are neither trained nor experienced	2	5.71
Total	35	100

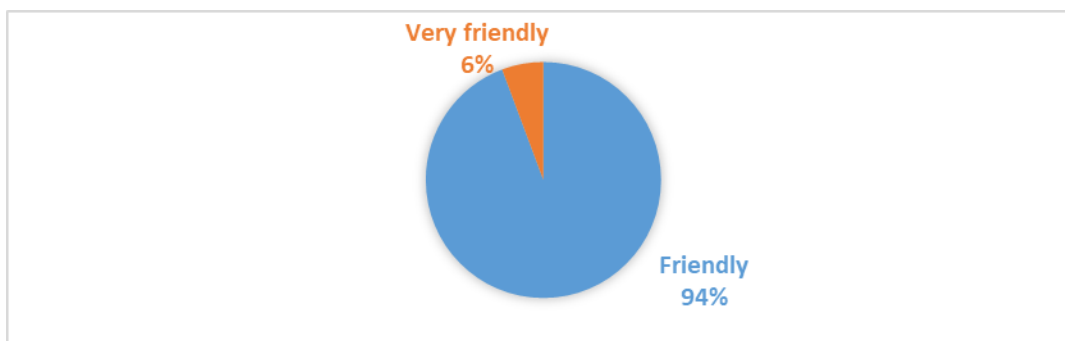
The responses show that nearly half of the participants did not believe in the training received by the canteen staff but in the professional experience. Similarly, nearly equal proportion of the participants believed in some staff's training and did believe in other staff's training. This shows that the canteen service provider needs to ensure that the staff of the canteen hare professionally trained as per students' expectation and needs.

In order to know about the speed of service provided by campus canteen, the participants were asked to choose among four options: 'Fast', 'slow', 'neither fast nor slow' and 'very slow'. The options selected by the participants have been presented in Figure 1.



Figure 1*Speed of Canteen**Service*

The study also attempted to collect information on the students opinion on the Canteen staff's friendliness. The participants were provides with four options to choose: very 'friendly', 'friendly', 'unfriendly' and 'rude'. The participants' responses have been summarized in figure 2 below.

Figure 2*Canteen Staff's Friendliness*

Although the participants had four options, they did not choose any option related to the canteen staff's unfriendly and rude behavior. This indicates that the students were largely impressed with the behavior of the canteen staff.

Table 10 presents a summary of the participants' evaluation of the service provided by the canteen staff out of 100 points.

Table 10

Evaluation of Service Provided by the Canteen Staff

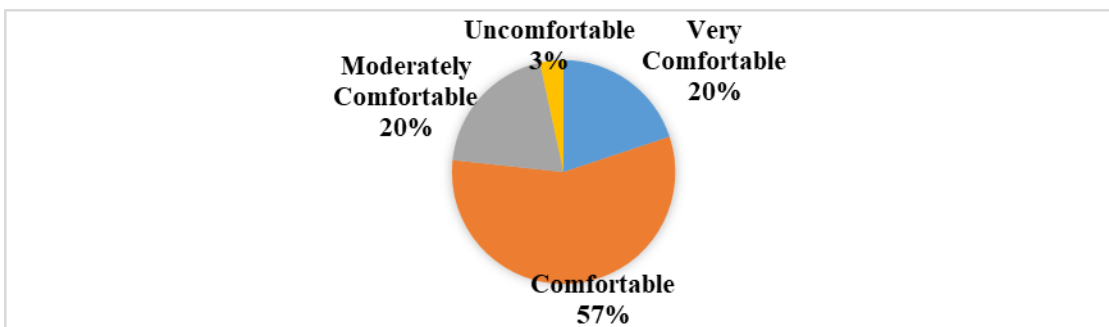
Mean	Median	Mode	Standard deviation
64.09	70.00	70.00	20.01

The table shows that out of 100, the average score of the service of the canteen staff provided by participants is 64.09. Similarly, the median value is 70, which means that out of 35 participants, 17 participants provided scores below 70 and 17 participants provided scores above 70 to the canteen on neatness. Similarly the calculation of most frequent values shows that 70 is the mode. It indicates that, 70 was the score provided by largest number of participants. The value of SD is 20.01. It means that the score provided by each participant was different from the mean score by 20.01. It indicates a surprising variation in scores provided by the participants.

Sitting Space and Furniture

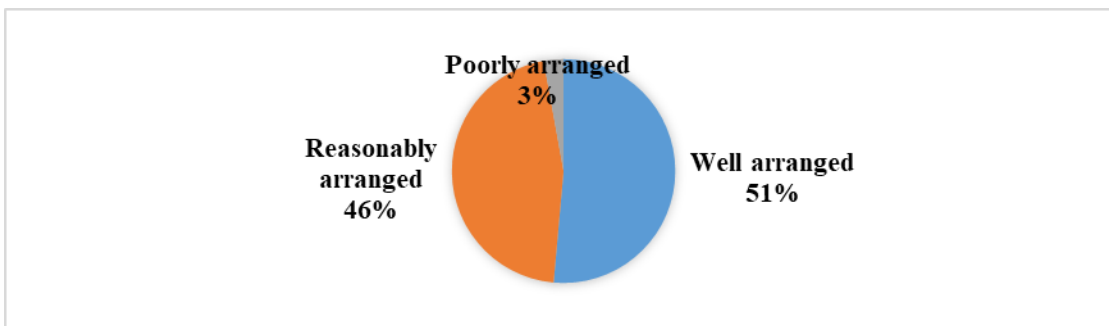
The study also attempted to collect information related to sitting arrangement and furniture in the canteen. The participants were first asked state the extent to which the furniture and sitting space are comfortable. The responses obtained from the participants have been presented in figure 3 below.



Figure 3*Sitting Comfortability of the Canteen*

The figure shows satisfaction of more than three fourth of the participants (those who selected 'comfortable' and 'very comfortable' options) on the sitting comfortability of furniture in the canteen. The number of participants who found uncomfortable sitting arrangement is insignificant. Students' responses on the sitting comfortability clearly shows that no immediate changes are required in the sitting arrangement in canteen.

The study has also collected the participants' responses on the arrangement of furniture in the canteen. Their responses have been presented in the figure 4 below.

Figure 4*Furniture Arrangement*

The figure shows a high level of participants' satisfaction on arrangement of furniture in canteen as more than half of them believed that furniture has been properly arranged, and

nearly equal number believed the arrangement of furniture is at satisfying level. These responses indicate that the arrangement of furniture needs no modification at present.

Cleanliness and Quality of Food Items

The study collected students' responses on cleanliness of the sitting space and quality of available food items including drinking water. The participants involved in the study were asked to choose options in order to obtain their responses on the quality of these aspects.

In order to collect information on the students' opinion on neatness of the sitting space in the canteen, four options were provided to choose for. The participants' choices have been presented in table 11.

Table 11

Cleanliness of the Sitting Space

Defining Qualities	Frequency	Percentage
Clean	28	80
Dirty	4	11.43
Very dirty	2	5.71
Very neat and clean	1	2.86
Total	35	100

The participants' responses on the neatness of the sitting space shows a high level of student satisfaction. Yet, about 17 per cent of the participants expressed dissatisfaction on this aspect. This suggests that there are some issues to be addressed on neatness of the canteen. The study also attempted to measure students' awareness of the condition of drinking water available in the canteen. In order to measure their awareness, they were

provided with four options to choose. The choices made by the participants have been presented in table 12 below.



Table 12

Quality of Drinking Water

Drinking Water Quality	Frequency	Percentag
Unfiltered	12	34.29
I have not cared much about it	11	31.43
Filtered	8	22.86
Pumped by the tube well and directly served	3	8.57
Total	35	100

Variation in the students' responses shows that they are not fully aware of the quality of drinking water served in the canteen. While about one third of the participants believed that the drinking water is unfiltered, nearly equal number of participants expressed unawareness. This indicates that a large number of students are doubtful on the quality of drinking water. This suggests the need to supply purified drinking water to students.

The participants were also asked to assess the quality and freshness of the food items served in the canteen. Their responses are presented in table 13 below.

Table 13

Freshness of Food Items

Freshness of Food Items	Frequency	Percentag
I have some doubts	19	54.29
Items are doubtlessly fresh	8	22.86
I have reservation	7	20

Freshness of Food Items	Frequency	Percentag
They are not fresh	1	2.86
Total	35	100

The table mainly shows that majority of the participants were doubtful on the freshness of the food items served in the canteen. The number of participants convinced with the freshness of the food items seems very small. It indicates that food quality needs to be seriously reviewed to address students' concern.

The participants were also asked to evaluate the quality of the the neatness and cleanliness of the food items in the canteen. They were asked to provide scores to the food quality in out of 100 points. The results are presented in table 14.

Table 14

Scores on Neatness and Cleanness of Food Items

Mean	Median	Mode	Standard Deviation
60.60	60.00	50.00	23.82

The table shows that out of 100, the average score of the canteen on neatness and cleanness provided by participants is 60.60. Similarly, the median value is 60.60, which means that out of 35 participants, 17 participants provided scores below 60 and 17 participants provided scores above 60 to the canteen on neatness. Similarly the calculation of most frequent values shows that 50 is the mode. It indicates that, 50 was the score provided by largest number of participants. The value of SD is 23.82. It means that the score provided by each participant was different from the mean score by 23.82. It indicates a surprising variation in scores provided by the participants.



The participants were asked to provide scores to the overall quality of the canteen out of 100. The scores provided by the participants are summarized in table 15.

Table 15

Scores on Overall Food Quality

Mean	Median	Mode	Standard deviation
54.86	50.00	40.00	22.50

Students' evaluation of the overall quality of food out of 100 shows that the average score is 54.86. Likewise, the median value is 50, which means that out of 35 participants, 17 participants provided scores below 50 and 17 participants provided scores above 50 to the overall quality of the food items served in the canteen. The calculation of most frequent values shows that 40 is the mode, indicating that, 40 was the score provided by largest number of participants. Similarly, SD value is 22.50. It means that the score provided by each participant was different from the mean score by 22.50, indicating a surprising variation in scores.

Opening and Closing Time of the Canteen

The participants were asked to provide their opinions on the closing and opening times of the canteen. Their responses on the opening time have been summarized in table 16.

Table 16

Responses on Canteen Opening Time

Responses	Frequency	Percentag
Suitable to me	28	80.00
Perfectly suitable me	6	17.14
Completely unsuitable	1	2.86

Responses	Frequency	Percentage
Total	35	100

Since the canteen usually opens at the opening time of the campus, almost all of the participants expressed satisfaction on the opening time.

The responses on the canteen closing time are presented in table 17.

Table 17

Responses on Canteen Closing Time

Responses	Frequency	Percentage
Suitable	27	77.14
Perfectly suitable	6	17.14
Unsuitable	2	5.71
Total	35	100

As the table shows participants responses on canteen opening time are replicated in their responses on the canteen closing time.

Overall Quality of the Canteen

In order to assess the overall quality of the canteen, the participants were asked to provide score to the canteen out of 100. The most common scores provided by the participants are presented in table 18 below.

Table 18

Scores on the Overall Quality of the Canteen



Mean	Median	Mode	Standard deviation
64.11	60.00	50.00	16.32

Students' evaluation of the overall quality of the canteen out of 100 shows that the average score is 64.11. In the same way, the median value is 60, which means that out of 35 participants, 17 participants provided scores below 60 and 17 participants provided scores above 60 to the overall quality of the canteen. The calculation of most frequent values shows that 50 is the mode, indicating that, 50 was the score provided by largest number of participants. Similarly, SD value is 16.32. It means that the score provided by each participant was different from the mean score by 16.32. This shows a big dispersion of scores from the mean score.

The participants were asked to specify the stronger aspects of the canteen. The obtained responses have been presented in table 19.

Table 19

Stronger Aspects of the Canteen

Stronger Aspects	Frequency	Percentag
Pricing and payment system	8	22.86
Sitting space and arrangement	8	22.86
Staff's friendly behavior	5	14.29
Neatness	4	11.43
Service	3	8.57
Quality and hygienic food	2	5.71
Water supply	1	2.86
Availability of preferred food	1	2.86
food quantity	1	2.86
Canteen management	1	2.86

Stronger Aspects	Frequency	Percentag
Total responses	34	

The table shows that some of the commonly noticed strong aspects of the canteen are related to pricing and payment system, sitting space and arrangement, and behavior of the canteen staff. This indicates that the canteen need not be worried about the quality of these aspects.

Under the overall evaluation of the canteen, the participants were also asked to specify the weaker aspects of the canteen. The obtained responses have been presented in table 20.

Table 20

Weaker Aspects of the Canteen



Weaker Aspects	Frequency	Percentag
Food quality, hygiene and cleanliness of dishes	15	42.86
Taste of food items	8	22.86
Slow service	9	25.71
Crowd and not enough sitting space	7	20.00
Quality of drinking water	4	11.43
Non-veg items not available	1	2.86
High price	1	2.86
Total responses	45	

The table shows that the most commonly indicated problems in the canteen as indicated by students are related to quality and hygiene of the food, taste of food items, speed

of service and manage of crowd. These are the areas that the canteen proprietor needs to consider for future improvement in its quality.

The participants not only indicated a number of weaker aspects of the canteen, but they also provided a number of suggestions for improvement. Major suggestions received from the participants are presented in table 21.

Table 21

Participants' Suggestions to the Canteen Proprietor

Suggestions	Frequency	Percentag
Improve the quality and hygiene of food items	10	28.57
The dishes should be clean	5	14.29
Increase the number of staff	3	8.57
Pay attention to taste of food items	4	11.43
Provide clean water	2	5.71
Expand the area to receive food	2	5.71
Pay attention to systematic distribution of food	2	5.71
Bring variations in food items everyday	1	2.86
Total responses	29	

The participants also provided a number of suggestions to the campus administration for the improvement of the quality of items and service of the canteen. Their suggestions are summarized in table 22



Table 22*Participants' Suggestions to the Campus Administration*

Suggestions	Frequency	Percentag
Expand sitting area	7	20.00
Inspect regularly	6	17.14
Maintain rules and regulations	2	5.71
Change the canteen tender	2	5.71
Provide break for having snacks	1	2.86
suggest canteen to add more items and change the	1	2.86
Order them to cook more tasty items	1	2.86
Total responses	20	

The table shows that major suggestions for the campus administration to improve the quality of canteen are expanding the sitting space, maintaining regular inspection, changing the tender for canteen proprietor, and maintaining proper rules and regulations.

Survey Team's Suggestions For Improvement in Canteen Experience

Based on the findings obtained from the analysis of information, we have come up with a number of suggestions.

- i. Most of the students seem aware to the potential harms caused by junk food in their health as they did not prefer such items. Therefore, serving items such as Chatpate, Chow Mein, and Momo should not be prioritized. As Samosa and Nimki Chat are the most preferred items, availability of these items are highly expected in the canteen

- ii. Overall, students seem satisfied with the available food items, but some students are not convinced. Therefore, some measures need to be adopted to improve the quality.
- iii. As a large number of students are not satisfied with the food hygiene and freshness, immediate attention is required to maintain these qualities.
- iv. While most of the students seemed satisfied with the cleanliness of the sitting space, they are not convinced with the cleanliness of the plates and spoons. This area need improvement.
- v. Students are also not convinced with the professional qualification and quality of the canteen staff. Therefore, professionally qualified staff should be employed in the canteen service.
- vi. The dissatisfaction of the students on speed of service on canteen suggests the need to add more canteen staff and accelerate the service speed.
- vii. Although pricing, sitting comfortability and canteen staff's behavior are some of the strong areas in students' perceptions, there are some areas which require immediate correction. They include quality of food items, particularly hygiene and freshness, food taste, management of student crowd and cleanliness of dishes.

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- Wenjing, H. (2019). An Empirical Study on University Canteen Satisfaction Survey-A Case Study of Jiangsu University. *Int. J. Sci. Eng. Sci*, 3(11), 54-58.



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