

AMIGOS

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## **Research Plan**

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## **1. Background of the problem**

We found out that students from AkiraChix , which is a girls' only Tech School that offers young ladies hands-on technical training in market-relevant technology, entrepreneurship and life skills to close the gender gap in the technology field, face a challenge in terms of meal service. This is in such a way that the students end up queueing for close to 30 minutes before being served their meals and yet they are close to 100. This ends up taking up most of their time which they would have put into developing their skills .

## **2. Design Challenge**

How might we improve queue management during mealtimes in order to save AkiraChix student's time .

### **3. Research Objectives**

Our research objectives aim to effectively reduce the amount of time students spend on the queue as follows:

- To find ways of reducing the amount of time AkiraChix students spend queuing in line for food.

Purpose: Rather than asking the students to wait in a physical line where they end up feeling as if their time is being wasted from just queuing for food, we aim at giving them control over their waiting. Through their handheld devices, students can get to know when they are required to go and serve in line or take themselves out of the line and schedule a later time to queue up.

- To find ways in which meal serving is done at AkiraChix

Purpose: Through this, we shall be able to identify ways in which other alternatives like multiple serving points where students will be distributed to different serving points can reduce the time taken to queue on one serving point.

- To identify the number of kitchen staff assigned to serve student meals at AkiraChix

Purpose: By having this information, we will be able to identify where the delay in meal service is currently being experienced. Having more kitchen staff employed will speed up the process of serving meals. If more kitchen staff are assigned, the workload will be distributed making the queue move faster hence saving the AkiraChix student's time.

#### **4.Research Methodology**

Our research will be conducted mainly through use of primary resources. Primary research will be conducted through engaging the AkiraChix Campus Students together with the AkiraChix Kitchen Staff for information related to meal service and their thoughts on the time it takes to get served, as well as the current meal service method being used.

Information gathered will include both quantitative and qualitative data. Quantitative data will be used to give us information on the students' opinions towards the current meal serving system. This will be carried out through use of Google generated questionnaires. Qualitative data will be used to compare aspects of the students and the kitchen staff, including meal service time and trends. We will observe the behaviours and conversations they have and have this information in the form of video recordings and images. Interviews shall also be carried out on the participants during the research to obtain qualitative data.

## **5. Research participants**

Our research participants will be some of the AkiraChix Students and kitchen staff.

Criteria followed:

Random selection will be used to select the two students from the three classes at the AkiraChix campus. This will enable us to get different feedback, hence avoiding any bias.

For the kitchen staff, we shall seek feedback from the chef, as he is the one who oversees all the kitchen activities.

## **6. Logistics**

- **Equipment Needed:**

- Laptops - For creating and generating questionnaires

- For inputting the data collected.

- Mobile phone/Camera - For recording the responses from the AkiraChix Students

- For taking photographs

- Notebook and pen -For jotting down the information being gathered from the research and interviews being conducted. They shall also be used in case any unforeseen circumstances such as the laptop crashing.

- **Our research will be located at the AkiraChix main campus in Karen, Nairobi.**

- **Research set-up :** We aim at setting up our research in one of the secluded rooms on the campus, in order to make the interviewees comfortable, free and not to feel like they're being watched.

## **7. Research Script**

Hello, we are [Mercy, Pamera and Wuanita] and we'll be taking you through an interview today.

[Mercy]I'd like to start by thanking you for making the time to speak with us. Your feedback is valuable and will be used to help us get insight on how to find ways of improving meal service at your school. We'll try and keep this as short as possible.

With your permission, we would like to record this interview. The recording will be helpful in our research as I won't need to take down many notes, as well as for reference purposes, rest assured it won't be shared with anyone except those with a need-to-know.

During this interview session, we shall ask you a few questions around how meals are served at your school. Please be aware that there are no wrong answers. The reason we are conducting this interview is in order to understand your views on how meals are being served.

Do you have any questions for us?

Thank you for your feedback and time.

### **7.1 Pilot Study**

For the pilot study which will happen at the AkiraChix campus, we shall carefully check and test all the equipment that will be in use during the actual research interviews. We shall

ensure the rooms in which the research will be conducted will have adequate light and will be conducive for the people filling out the questionnaires.

## **8. Timeline**

First Week :

- Conduct a background research on the problem and identify specific aims of the project
- Create research questions for interviews
- Set up the interviews

Second Week:

- Set up the actual interview times for each interviewee
- Interview the AkiraChix students and chef

Third Week:

- Interview analysis
- Create a draft of the interview results and the background research information

Fourth Week:

- Write a proposal draft and a summary showing the findings of the research.



## **9. Analysis and Synthesis**

The records from the interviews and questionnaires will allow an accurate analysis of participants' comments and discussion. The data collected will be analysed using thematic analysis; which is a method used to analyse qualitative data . We shall use this method to analyse the texts and interview transcripts. We shall also closely examine and identify common themes ,topics, ideas and patterns that come up repeatedly.