Sri Lanka Institute of Information Technology



PROJECT REPORT

SLIIT students' Attitudes and preferences

regarding fast-food

English for Academic Purposes - IT1080

B.Sc. (Hons) in Information Technology

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Group Number: MLB_04.01_04

	Student ID	Student Name	Email	Contact Number
1	IT22316486	HEWAGAMA A D	IT22316486@my.sliit.lk	0761252976
2	IT22336590	SIRIWARDANA B J A	IT22336590@my.sliit.lk	0775920586
3	IT22887108	KUMARAGE N D	IT22887108@my.sliit.lk	0769963908
4	IT22338334	SHEHARA I G D S	IT22338334@my.sliit.lk	0775265486
5	IT22326904	ALWIS D A C	IT22326904@my.sliit.lk	0754538287

EAP coordinator is Ms. Jayathri Kalinga

Terms of reference

This report is submitted in order to complete the group project of the 1st year 2nd semester module IT1080 which is English for Academic Purposes of Faculty of Computing, Sri-Lanka Institute of Information Technology (SLIIT) under the topic of **SLIIT students' attitudes and preferences regarding fast-food.**

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Attitudes and preferences regarding fast-food



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1. Introduction

a. Background

Fast-food is a type of food that is design to be prepared and served quickly. It is typically inexpensive and easy to obtain, making it a popular choice for people who are short on time or money. The origin of fast-food can be traced back to the early 20th century. These establishments served simple, quick meals that could be eaten on the go, such as burghers, fries and milkshake. The first fast-food chain, White castle, was founded in 1921 in Wichita, Kansas. White castles small, square hamburgers, which came to be known as sliders, were an instant hit and paved the way for other fast-food chains to follow. Fast-food chains like Mc Donald's and Burgher King expanded rapidly, offering standardized menus and quick service to customers across the country. Today, fast-food is a global phenomenon, with chains like KFC, Subway and Pizza Hut operating in countries around the world. Despite concerns about the health and environmental impacts of fast-food, it remains a convenience and affordable option for many people.

b. Significant

Significant impact of many aspects of modern life are it is design to be quick and easy to obtain. Fast-food chains offer standardized menus and food preparation methods, ensuring consistency and predictability for customers. The fast-food industry provides jobs for millions of people worldwide. Fast-food chains contribute to local economics through taxes, job creations and the purchase of goods and services from suppliers. Fast-food is often high in calories, fats and sodium, which can contribute to obesity and many health problems. The production and distribution of fast-food can have negative environmental impacts such as greenhouse gas emissions and the use of plastic packaging.

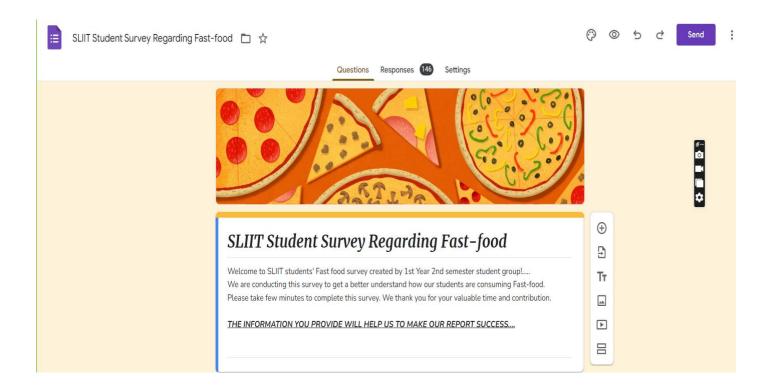
c. Objectives

Fast-food establishments aim to generate profits by offering affordable, convenience food options to customers. Fast-food chains strive to provide consistent, high quality food and services to meet the needs and expectations of their customers. It works to build grand recognition and customer loyalty through marketing, advising and promotions. Many fast-food chains aim to expand their operations and increase their market share by opening new locations and entering new markets.



2Methodology

A Quantitative methodology was used based on survey which was created online by using a common google form. This study was conducted by questionnaire and to collect information about SLIIT graduates' attitudes and preferences regarding fast-food. The questionnaire enabled us to collect information by selecting single and multiple choices or open-ended responses with additional comments. Survey was voluntary and anonymous. The Survey Covered four hundred and fifteen students randomly selected, consisting one hundred and forty-six graduating students from each of the five faculties within the university. The survey was distributed online by using email and WhatsApp.



3.Abstract

The history part explores the beginnings and development of fast food, tracing its origins to ancient civilization and examining its explosive growth during the 20th century with the emergence of franchises and the standardization of fast-food chains. Fast food businesses successfully entice customers with targeted advertising campaigns, limited-time special offers, meal customization options, loyalty programs, and partnerships with well-known brands or influencers.

This section, which focuses on physical locations, includes strategies for attracting people to fast-food outlets, including improving visual appeal, offering great customer service, participating in local marketing campaigns, expanding web presence, conducting events and workshops, and collaborating with other companies.

On the other hand, it explores the reasons people choose to eat fast food by looking at issues like affordability, time constraints, time constants, marketing influences, flavor cravings, and social considerations like peer pressure or cultural norms.

Fast food offers convenience, prompt service, a wide range of options, and reasonable prices, which are all discussed in the benefits section.

The negatives portion, on the other hand, discusses issues with nutritional quality, high calorie intake's potential health hazards, environmental impact, and the effects on social economy. Fast food frequently contains items such processed meats, refined carbohydrates, added sugars, artificial additives, and unhealthful information. The primary training ingredient procurement and maintaining ingredient quality are also covered. Consuming fast food might increase the chance of developing some malignancies, heart disease, diabetes, high blood pressure, digestive problems, and nutrient deficiencies. It highlights the value of moderation and a healthy diet.



4.Discussion and Data Analysis

4.a) Strategies for attracting customers to fast foods

Ways to get people to eat fast food like pizza. Pizza can draw people in a variety of ways. The first is that pizza should be fatty due to the cheese and the rich toppings. Pizza should be complex overall, and the sauce should be sweet. Pizza has a wide diversity, and each kind has its own distinct flavors and tastes. Some examples include margherita pizza, chicken sausage pizza, veg extravaganza, peppy paneer, chicken fiesta pizza, etc. These are the main techniques used to draw customers to pizza. High quality ingredients are the first tactic to get people to buy burgers. It places a focus on the usage of premium, fresh ingredients in your burgers. They use special ingredients, such as beef that is produced locally.

Customers are drawn to submarines because of the menu diversity, which includes a large selection of sandwiches with a variety of fillings, including various kinds of meats, cheese, vegetables, and condiments. By offering vegetarian, vegan, and gluten-free alternatives, it accommodates a variety of tastes and dietary needs. Insist on using high-quality, fresh ingredients like freshly made bread, regionally grown fruit, and deli meats. Submarines also come in a huge variety.

The delectable flavor is the main component. It is frequently spiced with a variety of herbs and spices, soy sauce, garlic, and onions. It is simple to create if you have some leftover rice and different ingredients like vegetables, pork, or shrimp. The primary factor is the mouthwatering flavor. Various spices, soy sauce, garlic, and onions are frequently used to season it. With some leftover rice and different additions like veggies, pork, or shrimp, it is simple to make.

Short meals are favored as a quick and practical snack. From savory samosas and spring rolls to sweet pastries and finger foods, short meals come in a wide variety of flavors, textures, and sorts. There are snack varieties that people crave more than others, such as crunchy, spicy, sweet, or savory nibbles. A mouth-watering flavor is produced by mixing numerous ingredients, including seasoned meats, fresh veggies, cheese salsa, and topping. Based on the survey, ninety-nine out of a total of one hundred forty-six responders named pizza as their favorite fast-food item. It is 68.8%. Burgers are less popular than pizza, at 45.11%, according to 65 replies.

51 replies contain fried rice. The percentage is 35.4%. There were seven respondents, or forty-nine percent, who said they liked tacos the least.

4. What is your most favourity Fast-food item 7.

4.b) Strategies to attract customers to fast food outlets

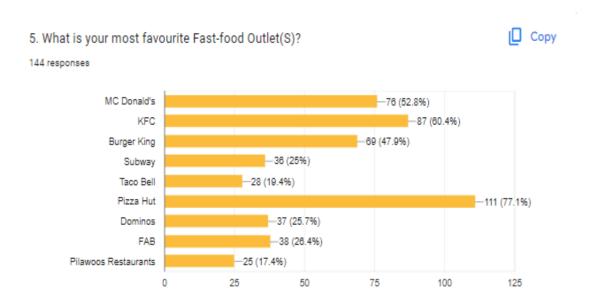
Targeted Marketing: recognizes the target market and creates advertising strategies that speak to them. They utilize platforms like social media, email marketing, and online adverts to advertise your store's services and contact potential clients.

Eye-Catching Visual Merchandising: Design a welcoming and eye-catching storefront to draw customers in. Use eye-catching lighting, window displays, and signage to highlight your products and draw customers inside.

Special Offers and specials: To entice visitors to visit the store, offer special discounts, transient specials, or loyalty programs. Make sure the offers are appealing and clearly conveyed because people are frequently lured to discounts and savings.

Most of the students prefer to go to pizza hut. It is approximately 77.1%. Eighty-seven students prefer to go to KFC. It is nearly 60.4%. seventy-six students prefer to go to MC Donalds.it is 52.8%.

Sixty-nine students prefer to go to Burger King, it is 47.9%. thirty-eight students prefer to go to FAB, thirty-seven students like Dominos, thirty-six students like subway, and the less number of students like to go to Pilawoos Restaurants, it is approximately 17.4%.



4.c) Reasons why people eat fast-foods

The Survey conducted in SLIIT found that the main reasons for eating fast food were the taste and comfort. Promotions and low cost.

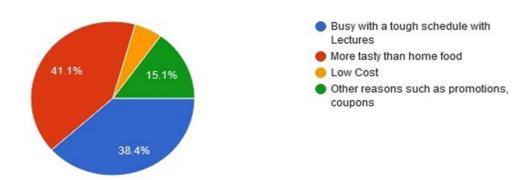
Specially, 41.1% of students reported that they consider fast food tastier than home-cooked meals. When we further analyzed this result, we found that fast food chains normally use a combination of salt, sugar and fat to create their meals. Another main factor is chefs can create a difference in the taste of food compared to home cooks due to their knowledge of authentic cooking methods and precise execution of steps. The implication is that the food cooked by a chef is likely to taste better than the same meal at home.

38.4% of students reported that they choose to eat fast food because they have a busy schedule with lectures and other studies. When we analyzed this result, we found that most of the fast-food outlets are located close to university premises.

Another main fact is the areas around the university are temporarily settled by most of students who are residents of areas outside Colombo. For those reasons, an increase in the tendency of students to go to restaurants can be seen. Due to busy academic schedules and extracurricular activities of university students, temporary residence students do not have time to cook their own meals and have resorted to fast food.

Additionally, 15.1% of students reported that they eat fast food due to promotions and coupons. This finding highlights the influence of marketing strategies on consumers' food choices. Fast food outlets often offer various promotions and deals to attract customers, which can be a compelling factor for students on a tight budget. As an examples: seasonal offers (New Year, Christmas), happy hour offers, credit/debit card offers, special weekend vibes and online order promotions. It is easier to bring students to their outlets with these types of marketing tactics.

Finally, 5.4% of students stated that they choose fast food because it is cheaper than other options. Many fast-food restaurants are in busy areas and therefore can see their products sold at lower prices due to increased customer volume and profits. According to the above information, taste and business stand out as the most popular reasons for students to resort to fast food. A considerable number of students prefer it due to the sales tactics of fast-food outlets, coupons etc. Due to the cost, the number of referrals showed very low.



4.d) Advantages and Disadvantages of fast-food

In this modern world, people are having a fast and tough life pattern. As we know, food is an essential factor for survival. Therefore, nowadays fast food has taken a great place in peoples day today life. Fast-foods are the food items that are pleasing to the taste buds more than regular food which contains more salt, sugar with no nutritional value. With reference to our questions of the survey regarding fast-food, SLIIT students have various advantages, as well as disadvantages from fast-food.

Advantages

Fast-foods are becoming an increasingly important part of peoples' diets with their busy lifestyles. By considering survey responses received from SLIIT students, there are some advantages that they gained through fast foods. One is having the good taste than regular foods. It can have a good taste because of adding various preservatives and flavorings to it. Nowadays people think more about the taste, but not the health. Another advantage is that fast food consumption saves peoples' time, money, and energy. Many fast-food restaurants provide food in few minutes; therefore, it is a good option for people with busy lifestyles and SLIIT students who are busy with tough lectures. and Fast foods are cheap in price than regular foods.

Disadvantages

As motioned above advantages, when considering our fast-food survey, most of the responses are the disadvantages that they are gaining from fast food consumption. Some responses say that fast foods are unhealthy to the lives, because of unhealthy ingredients usage for foods. Preparing those fast foods uses varies chemicals, preservatives which are harmful to health and some of the responses say that fast foods are unhealthy because they contain more fat, sugar, salt which are harmful for human lives. Therefore, it can be taken as another disadvantage. By consuming these fast foods, which are unhealthy, diseases can occur such as diabetes, cholesterol, blood pressure etc..... Therefore, it is the main disadvantage of fast foods which has been as per the responses for some responders as per our survey. Finally, some responses say that fast foods are unhealthy because their nutritional value is low. Therefore, it is a disadvantage of fast food because it does not help to maintain good health and hygiene.





4.e) Fast-Food related social media

Social media refers to websites and apps that allow people to connect and share information with each other. Examples of such social media platforms include Instagram, Facebook, and TikTok.

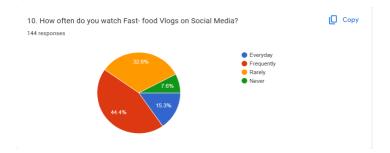
In Sri Lanka, people enjoy many fast-food chains, such as McDonald's, KFC, and Pizza Hut. These chains have social media pages sharing information about new menu items, promotions, and events. For example, KFC Sri Lanka has an Instagram page where they share pictures of their food and run giveaways to engage their followers. Additionally, there are also local Sri Lankan fast food chains that use social media to promote their business. For example, Burger King is a popular fast-food chain in Sri Lanka that has its own Facebook page. They use this page to share pictures of their food and updates on their business, such as new locations opening up.

Social media has also changed the way people order food. Many fast-food chains now have their own mobile apps that allow customers to order food online and pick it up in-store. This means that people can order food from their favorite fast-food chains without having to wait in line. Fast- food-related social media in Sri Lanka is all about using platforms like Instagram and Facebook to promote fast food chains, share information about new menu items and promotions, and make it easier for customers to order food.

On social media platforms, people might share pictures of their favorite kottu roti or paratha dishes, or they might post videos of themselves trying new fast-food items at different restaurants. They might also share reviews of different fast-food places, recommending their favorites or warning others about places they did not like.

For example, on Instagram, a user might post a picture of their delicious kottu roti with the caption "My favorite Sri Lankan - street food! #kottu #foodie #srilanka."[1] On TikTok, a user might make a video of themselves trying a new paratha dish at a local restaurant and sharing their thoughts on the taste and quality of the food. Social media can be a great way for young people to connect with others who share their love of fast- food and discover new places to try out. Some examples of Sri Lankan fast food influencers on social media include "Colombo Street Food" on Instagram, which showcases a variety of street food vendors and their dishes, and "Lankan Foodie" on Facebook, which shares recipes and reviews of Sri Lankan cuisine. These accounts provide inspiration and information for foodies and aspiring food bloggers.

However, based on the responses that SLIIT students provided, it seems that a significant portion of the population is interested in watching fast-food vlogs. 44.4% of respondents stated that they watch them frequently, while 15.3% watch them every day. This suggests that there is a large audience for this type of content on social media. On the other hand, 32.6% of respondents said they rarely watch fast-food vlogs, and only 7.6% said they never watch them. This indicates that while there is a significant audience, it may not be everyone's cup of tea. Overall, the responses suggest that fast-food vlogs are a popular form of content on social media, but not universally enjoyed by everyone.



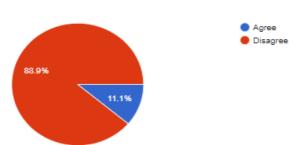
4.f) Most common ingredients in fast food

There are common ingredients in fast food. The most common preservative is citric acid. Fish and meat have been preserved with salt for ages. It helps to stop the development of bacterial cells, which dry up and lose water in salty surroundings. Several fruits contain the organic acid citric acid. Especially limes, lemons and grapefruits. The most common flavor enhancer is monosodium grumantite flavor enhancer is utilized to some extent by all fast-food outlets. Monosodium glutamate itself has no distinctive flavor. Monosodium glutamate is a kind of glutamate, an organic molecule found in many living things, and is the sodium salt of the amino acid glutamic acid. The most common oil is soybean oil. To extract soybean oil, soybeans are crushed and combined with solvents. A common ingredient in fast food that is used for frying and is also important for making margarine, pastries, cookies, crackers, soups, and no non day creamers. The most common color additive is caramel color. Food must look attractive if it is to taste good contains color additives to preserve a food's natural color, to enhance color or to provide color where it is lacking. Virtually every fast-food menu item has at least one artificial color hidden somewhere in the list of ingredients. Common additives include yellow no.6 and red no.40. The most common flavor is salt to enhance the flavor of their cuisine.in addition to being a key component of bread, ham, bacon, sausages, and cheese, it is used in conjunction with pepper to season hamburgers. The are numerous ways to sweeten beverages, baked item, and condiments at fast food establishments. until food scientists started to create sugar replacement, sucrose, or sugar, ruled as the standard sweeter.

Based on this survey, it appears that the main reason of why fast-food is not healthy is because of their ingredients. Based on the survey responses 88.9% students disagree for the healthiness of the fast foods and 11.1% of students agree for the healthiness of the fast food.

11. Do you think that Fast-food is healthy?

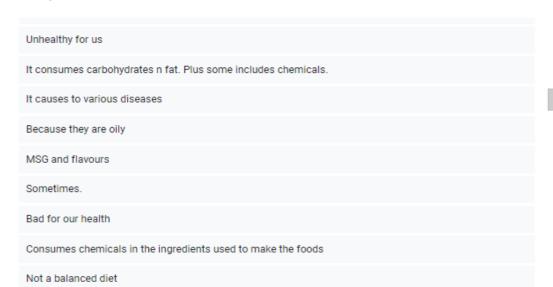
144 responses



Сору

12. What is the reason for that?

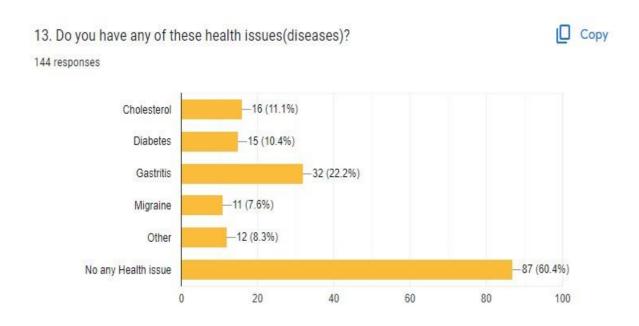
135 responses



4.g) Side effects of fast foods on your body?

Unhealthy fats including trans and saturated fats are frequently found in fast food. These fats may enhance the formation of stomach acid, which will aggravate and swell the lining of the stomach. This may make gastritis symptoms worse and delay recovery. Typically, fast food has a lot of processed carbohydrates, bad fats, and added sugars. These may induce a sharp rise in blood sugar levels, increasing the need for insulin and perhaps making diabetes management more difficult. Fast food eating on a regular basis can lead to obesity and weight increase, which are risk factors for acquiring type 2 diabetes or making pre-existing diabetes worse. Unhealthy fats, particularly trans and saturated fats, are frequently found in fast food. An undesirable cholesterol profile might result from these lipids as they can raise LDL (bad) cholesterol levels while lowering HDL (good) cholesterol levels. The development or advancement of excessive cholesterol levels and the risk of cardiovascular illnesses can both be influenced by a high diet of fast food. Fast food servings are frequently greater than advised serving sizes, which causes overeating. Excessive calorie consumption can result in weight gain, insulin resistance, and high cholesterol.

According to the survey responses, there are eighty-seven students have no health issues because most of the students in age between 19-25. It is approximately 60.4%. thirty-two have gastritis, it is 22.2%. sixteen students have cholesterol. It is about 11.1%. fifteen students have diabetes. It is about 10.4%. less number of students have migraine. It is approximately 7.6%.



5.conclusion

5.a) Findings

According to the survey responses most of the female Responses were higher than male responses at approximately 54.1%. male responses are 45.9%. There are so many students between the 19-25 age limit who have responded to the survey. Highest no of students like to consume fast-food one or two times, least no of students like to consume fast-food ten times or more.

Most preferred way to buy fast-food for dining in the least preferred way is online delivery. Most affordable price range is between Rs.2000 – Rs.3000

Fast foods made tastier than homemade food is the most common reason that students consume fast-foods. Other reasons such as promotion, and coupons at approximately 15.1%. students select busy with a tough lecture schedule as a reason at approximately 38.4%. Based on this survey responses, students watch fast-food related food vlogs in social media it is approximately 44.4%. 32.6% of students rarely watch fast-food vlogs on social media. 88.9% percent of students disagree for fast-food is healthy. 11.1% of students agree for the fast-food is healthy. The common reason which must be considered is that unhealthiness occurs mainly due to the ingredients.

5.b) Recommendations

- Based on the survey responses highly recommended that fast food which students like to consume is pizza.
- Highly recommended restaurant which students like to go is Pizza Hut.
- Highly recommended way which prefer to buy fast-food is dine in.

6.References

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7.Appendixes

