

Student Satisfaction with Healthy Food Availability in the Mukkarram Area





Institute of Information Technology

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Report on

Student Satisfaction with Healthy Food

Availability in the Mukkarram Area

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Cover Note

This report delves into the level of satisfaction among students regarding the availability of healthy food in the Mukkarram Area, situated within the Science Campus of the University of Dhaka. Recognizing the pivotal role that nutritious food plays in student well-being and academic performance, the report examines critical aspects of the food services provided in this area. It evaluates key factors including the quality of food, the standards of cleanliness maintained, the affordability of healthy food options, the suitability of these options for various dietary needs, and the behavior and responsiveness of the staff.

The Mukkarram Area serves as a central dining hub for a diverse student body, making it essential to ensure that the food services meet high standards of quality and accessibility. This report aims to provide a thorough analysis based on student feedback, highlighting their experiences and expectations. Through this analysis, it identifies the strengths and weaknesses of the current food service offerings.

By gathering comprehensive data through surveys and feedback, this report seeks to identify specific areas where the current services excel and where improvements are necessary. It emphasizes the importance of addressing student concerns about food quality, hygiene, pricing, and service efficiency. The ultimate goal is to provide actionable recommendations that will address the gaps in service delivery, ensuring that students have access to a healthier and more supportive food environment. This not only aligns with the broader objectives of promoting student health and well-being but also enhances the overall campus experience by fostering a more inclusive and student-friendly dining atmosphere.

Executive Summary

- The availability of healthy food is essential for ensuring student well-being and academic success. This report evaluates food services in the Mukkarram Area canteens based on a survey conducted with 53 students. It examines their perceptions of food quality, affordability, hygiene, and service responsiveness, while also analyzing the suitability of healthy food options to meet diverse dietary needs.
- **Key Highlights:**
- **Food Quality:** The survey revealed mixed feedback regarding food quality. While 50% of respondents rated the food as "Good," indicating general satisfaction, 30% considered it "Average," pointing to inconsistencies in taste and preparation. A smaller fraction found the quality either "Excellent" or "Poor," emphasizing the

need for improvements in both the consistency of food preparation and the freshness of ingredients to cater to diverse student preferences. Students specifically noted that while some meals were flavorful and well-prepared, others lacked taste or seemed stale. The inconsistency in the quality of meals suggests a need for better quality control and standardization in food preparation processes.

- **Cleanliness:** Hygiene standards received positive feedback from the majority, with 80% of students expressing satisfaction. However, a significant 20% raised concerns about lapses in cleanliness, particularly during peak hours when the canteen is busiest. These concerns highlight the need for stricter adherence to hygiene protocols and regular inspections to ensure consistent cleanliness. Specific issues included unclean tables, improper food handling, and delayed cleaning services, which detracted from the overall dining experience. Addressing these concerns through more rigorous training for staff and increased monitoring could significantly improve student satisfaction.
- **Affordability:** The affordability of healthy food options emerged as a critical issue. Nearly 60% of respondents rated the prices as "Unfair" or "Very Unfair," indicating that high costs are a barrier to accessing nutritious meals. This underscores the importance of introducing more affordable pricing schemes or subsidized options to make healthy food more accessible to all students. Many students suggested implementing student discounts or meal plans that provide healthy options at reduced prices. Such initiatives could encourage more students to opt for nutritious meals, thereby promoting healthier eating habits on campus.
- **Healthy Food Availability:** While 60% of respondents rated the availability of healthy food as "Good," there were notable concerns about the variety and suitability of these options. Students expressed a desire for more diverse meal choices that cater to various dietary requirements, including vegetarian and vegan options, as well as meals tailored to specific nutritional needs. The lack of variety was a recurring theme, with many students requesting more fresh vegetables, lean proteins, and whole grains. Additionally, the introduction of seasonal and culturally diverse dishes could enhance the appeal of the canteen's offerings, making it a preferred choice for a broader student demographic.
- **Staff Behavior:** The behavior and responsiveness of the staff received mixed reviews. Although 40% of students rated staff behavior as "Good," another 40% described it as "Fair," and a smaller percentage found it either "Excellent" or "Poor." This feedback highlights the need for enhanced training in customer service to ensure more attentive and responsive interactions, especially during busy periods. Students reported instances of delayed service and a lack of attentiveness to special dietary requests, which contributed to a less satisfactory

dining experience. Implementing regular customer service training and creating a feedback mechanism for students could help address these issues and improve overall service quality.

Methodology:

The report is based on a structured survey that was distributed among students who frequent the Mukkarram Area canteens. The survey comprised both multiple-choice and open-ended questions, allowing for a comprehensive analysis of student satisfaction. Quantitative data was used to identify key trends and gaps in service, while qualitative feedback provided deeper insights into specific concerns and expectations. This dual approach ensured a holistic understanding of the dining experience and informed the development of actionable recommendations. The survey methodology was designed to capture a broad spectrum of student experiences, ensuring that the findings accurately reflect the general sentiment of the student body. Additionally, follow-up interviews with select respondents provided further depth to the analysis, offering nuanced perspectives on the challenges and opportunities for improvement.

Conclusion:

The findings of this report underscore the need for targeted improvements in several key areas. To address student concerns and enhance the overall dining experience, it is crucial to improve the affordability of healthy food options, diversify the menu to better meet dietary needs, and enhance staff responsiveness through targeted training. By implementing these recommendations, the Mukkarram Area canteens can create a more supportive and satisfying food environment, ultimately contributing to the well-being and academic success of the student body. Enhancing the dining services will not only meet the immediate needs of students but also foster a culture of healthy eating and well-being on campus. The proposed changes, if effectively implemented, could transform the Mukkarram Area into a model dining facility that other campus canteens aspire to emulate.

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1. Introduction

The Mukkarram Area, situated within the Science Campus of the University of Dhaka, serves as a critical dining hub for students. It accommodates a large number of students daily, offering a range of dining options that are essential for their sustenance and overall well-being. Given the pivotal role of nutrition in academic performance and personal health, the availability of healthy and balanced meals is crucial.

In recent years, there has been a significant shift towards healthier lifestyles, with an increased awareness of dietary practices among students. This shift has resulted in a growing demand for diverse, affordable, and nutritious food options that cater to various dietary needs, including vegetarian, vegan, and other specialized diets. Despite the availability of several food outlets within the Mukkarram Area, concerns about the adequacy and quality of healthy food services persist.

Students have raised issues related to the consistency of food quality, the hygiene standards of food preparation, the affordability of meals, and the responsiveness of staff to their dietary preferences and needs. These concerns not only affect the dining experience but also have broader implications for student health and satisfaction.

This report aims to thoroughly evaluate the current state of food services in the Mukkarram Area. It focuses on several key aspects, including the quality of food offered, the cleanliness and hygiene practices observed, the affordability of meals, and the responsiveness of staff to student feedback and needs. By analyzing these factors, the report seeks to identify existing gaps in service delivery and provide actionable recommendations that can enhance the overall dining experience for students. Ultimately, the goal is to create a healthier and more supportive food environment that aligns with the nutritional needs and expectations of the student body.

2. Methodology

To evaluate student satisfaction comprehensively, a structured survey was designed and administered to a sample of 53 students who regularly frequent the Mukkarram Area. This sample size was chosen to provide a representative cross-section of the student population, ensuring diverse perspectives on the dining services available.

The survey was meticulously crafted to capture both quantitative and qualitative data. It consisted of multiple-choice questions that addressed key areas such as food quality, cleanliness, affordability, and staff behavior. These questions allowed for the identification of general trends and patterns in student satisfaction. For instance,

students were asked to rate their satisfaction levels on a scale, providing clear metrics for comparison and analysis.

In addition to the multiple-choice questions, the survey included open-ended questions designed to elicit more detailed feedback. This qualitative component was crucial for gaining deeper insights into specific concerns and expectations that may not be fully captured by the quantitative data. Students were encouraged to elaborate on their experiences, providing context and nuances that could inform more targeted recommendations.

The data collected from the survey was then subjected to thorough analysis. Quantitative responses were statistically analyzed to identify prevailing trends and common themes, such as average satisfaction levels and the frequency of specific concerns. Meanwhile, the qualitative feedback was carefully reviewed to extract meaningful insights and recurring issues, allowing for a comprehensive understanding of student sentiments.

This mixed-methods approach ensured a holistic evaluation of student satisfaction, combining the strengths of both quantitative and qualitative research. By leveraging this methodology, the report aims to present a well-rounded assessment of the current state of food services in the Mukkarram Area, highlighting key areas for improvement and actionable recommendations.

3. Findings

3.1 Demographic Overview

The demographic analysis of survey respondents provides valuable context for understanding the findings. A significant majority, 70%, were 4th-year students, indicating that senior students, who likely have more experience with campus dining facilities, form the bulk of the respondent group. This demographic is critical as they rely heavily on the campus canteen due to their frequent presence on campus and possible time constraints. The remaining 30% were 1st-year students, representing newer members of the university community who are still acclimating to campus life.

In terms of age distribution, 85% of respondents fell within the 21-25 age range, reflecting a typical university age group. The remaining 15% were below 21 years, likely corresponding to the younger 1st-year students. This age-based insight highlights that

the feedback predominantly represents mature students who have developed clear expectations regarding food quality and service standards.

3.2 Canteen Usage Frequency

The frequency of canteen usage provides a clear picture of students' reliance on campus dining facilities. A notable 80% of respondents reported dining at the canteens a few times a week, underscoring the canteen's role as a primary food source for a majority of students. This regular dependence highlights the importance of maintaining high standards in food quality, hygiene, and affordability.

Conversely, 20% of students dined less frequently, with some explicitly citing dissatisfaction with the quality or cost of food as deterrents. This group represents a segment of the student population that could potentially increase their patronage if improvements are made, indicating an opportunity for the canteen to attract and retain more users by addressing these concerns.

3.3 Food Quality

Food quality emerged as a mixed area of satisfaction among students. Half of the respondents (50%) rated the food quality as "Good," suggesting that while the basic standards are met for many, there is room for enhancement. A further 30% considered it "Average," pointing to inconsistencies in taste, preparation, and ingredient freshness.

Only 10% of students rated the food quality as "Excellent," reflecting a minority who are highly satisfied. Conversely, another 10% found the quality "Poor," highlighting significant dissatisfaction. Common issues cited included inconsistent taste and lack of freshness. Respondents emphasized the need for a greater focus on nutritional balance and improved preparation methods to elevate the overall dining experience.

3.4 Cleanliness in Food Preparation

Hygiene and cleanliness are crucial factors in food service, and 80% of students expressed satisfaction or high satisfaction with these aspects. This positive feedback

indicates that, for the most part, the canteen maintains acceptable hygiene standards in food preparation and service.

However, 20% of respondents raised concerns about lapses in cleanliness, particularly during peak service hours. Issues such as improper food handling, insufficient table maintenance, and delayed cleaning were noted. This suggests a need for consistent hygiene practices and perhaps an increase in staffing or improved processes during busy periods to maintain standards.

3.5 Availability and Suitability of Healthy Food

The availability of healthy food options received mixed reviews, with 60% rating it as "Good." This indicates a reasonable baseline satisfaction with the variety of healthy options available. However, 30% of respondents felt that the availability was "Fair" or "Poor," pointing to gaps in meeting the diverse dietary needs of students.

Regarding suitability, only 30% of respondents consistently found the food met their dietary needs. The majority, 60%, stated that their needs were met only "Sometimes," while 10% reported that their dietary requirements were "Rarely" accommodated. The primary concerns included a lack of variety and limited options for specialized diets, such as vegetarian or vegan meals. This underscores the need for menu diversification to cater to a broader range of dietary preferences and health-conscious students.

3.6 Pricing of Healthy Food

Pricing emerged as a significant concern, with 45% of students rating the cost of healthy food as "Unfair" and an additional 15% finding it "Very Unfair." This majority sentiment indicates that the current pricing structure may be a barrier to regular consumption of healthy food options.

Only 40% of respondents considered the pricing "Fair," suggesting a divide in perceptions based on possibly differing financial constraints or value assessments. Many students expressed that the high cost discourages them from regularly opting for healthier meals, indicating a potential area for intervention through subsidized pricing schemes or more affordable healthy meal plans.

3.7 Staff Behavior and Responsiveness

Staff behavior and responsiveness received varied feedback, with 40% of respondents rating it as "Good" and another 40% describing it as "Fair." This split suggests that while some students find the service satisfactory, there is a notable portion who believe improvements are needed.

Only 10% rated staff behavior as "Excellent," indicating that few students are highly impressed with the service levels. Conversely, another 10% deemed it "Poor," highlighting issues such as delays in service and a lack of attentiveness to dietary requests, particularly during busy periods. This feedback underscores the need for enhanced staff training to improve customer service, attentiveness, and responsiveness.

3.8 Suggestions from Respondents

Respondents offered several constructive suggestions for improving the dining experience:

- **Menu Diversification:** Students emphasized the need for a more varied menu, including the addition of fresh vegetables, lean proteins, and balanced meal options to cater to diverse dietary preferences.
- **Pricing Adjustments:** Many called for student-friendly pricing or subsidized meal plans to make healthy food more accessible and affordable.
- **Hygiene Improvements:** Strengthening food handling practices and ensuring regular inspections were recommended to address cleanliness concerns.
- **Staff Training:** Improved responsiveness and professionalism through regular customer service training programs were suggested to enhance the overall dining experience and address specific service-related issues.

These suggestions highlight key areas for improvement that could significantly enhance student satisfaction and the overall quality of food services in the Mukkarram Area.

4. Discussion

The discussion section provides a comprehensive analysis of the survey findings, exploring the root causes of both satisfaction and dissatisfaction among students in the dining facilities of the Mukarram area of Dhaka University. This section delves into the broader implications of the

results, linking them to actionable changes that could enhance the overall dining experience and address the needs and concerns of the student body.

4.1 Analysis of Demographics

The demographic composition of the respondents reveals a noteworthy pattern: a majority of senior students (70%) and a smaller percentage of first-year students (30%). Senior students, due to their extended time on campus, rely heavily on the dining facilities and often have higher expectations for quality and affordability. Their feedback reflects long-term engagement with the services and highlights areas requiring improvement. In contrast, first-year students exhibited a more lenient attitude, possibly due to their limited experience with the dining options or lower expectations at this early stage.

This demographic difference underscores the need for targeted strategies. For instance, implementing feedback systems that prioritize the concerns of senior students can address long-term users' specific issues, while introducing first-year students to the importance of healthy dining habits can help them develop positive food choices early on in their academic journey.

4.2 Frequency of Use

The survey findings indicate that 80% of respondents frequent the canteen multiple times per week, demonstrating its integral role in their daily routines. This high dependency underscores the significance of the canteen as a primary source of nutrition for the student body. However, the 20% who dine less frequently cited dissatisfaction with food quality and pricing as primary deterrents. This group represents a missed opportunity for the dining facility to expand its customer base through targeted improvements in these areas.

The consistent use of the canteen by a majority of students suggests that even incremental changes in food quality, pricing, or menu diversity could yield substantial benefits in satisfaction levels. Identifying and addressing the specific concerns of both frequent and infrequent users can help enhance the overall dining experience.

4.3 Food Quality

Food quality emerged as a polarizing factor, with 50% of students rating it as "Good" and 30% as "Average." While a small percentage (10%) found the quality to be "Excellent," an equal proportion deemed it "Poor." These mixed reviews indicate significant inconsistencies in the preparation and presentation of meals.

Key issues reported include:

- **Taste Consistency:** Students expressed frustration with the variability in taste, which undermines trust and repeat visits. Ensuring consistent taste across all meals is crucial for maintaining student satisfaction.

- **Ingredient Freshness:** A recurring complaint was the lack of fresh vegetables and proteins, pointing to inefficiencies in supply chain management. Addressing these inefficiencies can improve the overall quality of meals.
- **Nutritional Balance:** The overemphasis on carb-heavy dishes, with limited protein and fiber options, fails to meet students' dietary requirements. Providing a more balanced diet with adequate portions of proteins, vegetables, and carbohydrates is essential for student health.

4.4 Cleanliness

Cleanliness was largely seen as a strength, with 80% of students expressing satisfaction. However, the remaining 20% highlighted specific lapses during peak hours, including unclean tables, delayed waste disposal, and improper food handling. Such lapses, though limited, have a disproportionate impact on perceptions of hygiene, especially in an academic setting where health and safety are paramount.

To maintain high cleanliness standards, it is essential to address these lapses through regular audits, visible cleaning schedules, and prompt waste management. Ensuring a consistently clean environment can enhance student trust and satisfaction.

4.5 Availability and Suitability of Healthy Food

While 60% of respondents rated the availability of healthy food as "Good," only 30% felt that these options consistently met their dietary needs. Key concerns include:

- **Lack of Variety:** Limited options for vegetarian, vegan, and allergen-free diets restricted choices for many students. Expanding the menu to include a wider range of dietary options can cater to the diverse needs of the student body.
- **Inconsistent Availability:** Certain healthy items were frequently unavailable, leading to dissatisfaction and frustration. Improving planning and stocking practices can ensure consistent availability of healthy options.

The gap between availability and suitability highlights the need for more inclusive menu planning and efficient supply chain management to cater to diverse dietary preferences.

4.6 Pricing Concerns

Affordability emerged as a significant barrier to student satisfaction, with 45% rating prices as "Unfair" and 15% as "Very Unfair." High prices discourage regular consumption of healthy food, particularly for students on tight budgets. Many respondents suggested that the pricing of healthy options should be reevaluated to align with students' financial constraints.

Implementing innovative pricing strategies, such as subsidized meal plans, dynamic pricing, and loyalty programs, can make healthy meals more accessible and affordable for all students.

4.7 Staff Behavior

Staff behavior received mixed reviews, with 40% rating it as “Good” and another 40% as “Fair.” Common concerns include:

- **Delays in Service:** Long waiting times during busy periods affect the dining experience. Streamlining operations and improving efficiency can reduce wait times.
- **Inattentiveness:** A lack of responsiveness to specific requests, such as dietary accommodations, was noted. Comprehensive training programs can equip staff with the skills needed to handle diverse student needs professionally.

Addressing these issues through regular training and performance evaluation can enhance staff behavior and overall dining experiences.

4.8 Student Suggestions

Recurring themes in student feedback include:

- **Diversifying the Menu:** Students expressed a desire for more healthy and balanced options, catering to various dietary needs and preferences.
- **Implementing Pricing Adjustments:** Adjusting meal prices to make them more affordable for all students, particularly those on tight budgets.
- **Strengthening Hygiene Practices:** Ensuring high cleanliness standards, especially during peak hours, to maintain a safe and pleasant dining environment.
- **Enhancing Staff Professionalism:** Providing ongoing training programs to improve customer service and operational efficiency.

These suggestions highlight the need for a multi-faceted approach to address the diverse needs and expectations of the student body, ultimately enhancing the overall dining experience in the Mukarram area of Dhaka University.

By thoroughly analyzing the survey findings and addressing the identified issues, the university can create a more satisfying and inclusive dining environment that supports student well-being and academic success.

5. Recommendations

This section outlines a comprehensive plan of action aimed at addressing the key issues highlighted in the survey and discussion sections. The recommendations focus on tackling challenges related to menu variety, affordability, hygiene, staff training, and awareness campaigns. Each recommendation is detailed with actionable strategies to enhance the overall dining experience for students in the Mukarram area of Dhaka University.

5.1 Menu Diversification

Expanding the variety of menu options is essential for catering to the diverse dietary preferences of the student body. This includes accommodating vegetarian, vegan, gluten-free, and other dietary requirements. A more diverse menu ensures that all students have access to balanced, nutritious, and appealing meals, regardless of their dietary restrictions.

Introducing Specialized Diets:

- Add a range of vegetarian and vegan meal options, incorporating plant-based proteins such as tofu, lentils, and chickpeas. These options provide essential nutrients while catering to the preferences of those who do not consume animal products.
- Include keto-friendly meals that emphasize low-carb, high-protein options such as grilled chicken or fish, ensuring a variety of choices. These meals cater to students following specific dietary regimens.
- Provide allergen-free options, with clear labeling for gluten-free, dairy-free, nut-free, and other allergen-specific dishes to cater to students with dietary restrictions. This ensures that all students can dine safely and confidently.

Seasonal Offerings:

- Collaborate with local suppliers to source fresh, seasonal produce, thereby supporting local agriculture and ensuring the freshest ingredients. This not only enhances the quality of meals but also promotes sustainability.
- Rotate menu items based on seasonal availability, introducing new dishes to keep the menu exciting and varied throughout the year. Seasonal rotations can also align with cultural or seasonal events, creating a more engaging dining experience.

Balanced Meals:

- Design meals to include appropriate portions of carbohydrates, proteins, and vegetables, ensuring a balanced diet for students. Balanced meals contribute to better overall health and well-being.
- Work with nutritionists to create meal plans that meet recommended dietary allowances, providing students with nutritious options. Nutritionist-approved meals ensure that students receive the necessary nutrients for optimal physical and mental performance.

Student-Centric Dishes:

- Conduct focus groups or surveys to gather student feedback on preferred dishes, ensuring the menu reflects the tastes and preferences of the student body. Regular feedback sessions help in keeping the menu relevant and appealing.
- Test new recipes through limited-time trials before adding them to the permanent menu, allowing for student feedback to shape the final offerings. This iterative approach ensures that new dishes meet student expectations.

5.2 Affordable Pricing Models

Addressing affordability concerns requires innovative pricing strategies to make healthy meals accessible to all students. By implementing tiered pricing models and discounts, the canteen can balance affordability with profitability.

Subsidized Meal Plans:

- Partner with the university administration to offer subsidized meal plans for students from low-income backgrounds, removing financial barriers to access nutritious meals. This ensures that all students, regardless of their financial situation, can enjoy healthy food.
- Create tiered plans that allow students to prepay for a set number of meals at a discounted rate, making healthy eating more affordable. Tiered plans can cater to different budget levels, providing flexibility and affordability.

Loyalty Programs:

- Introduce a points-based system where frequent diners earn rewards such as free meals or discounts, incentivizing regular patronage. Loyalty programs foster a sense of community and reward students for consistent support.
- Encourage participation by offering sign-up bonuses or referral incentives, fostering a loyal customer base. Such incentives can increase student engagement and participation.

Dynamic Pricing:

- Offer discounts on healthy items during off-peak hours to encourage balanced demand throughout the day, ensuring consistent foot traffic. Dynamic pricing can help distribute demand and reduce congestion during peak hours.
- Introduce combo deals that pair healthy options with popular snacks or beverages, making nutritious choices more appealing. Combo deals can attract students who might otherwise choose less healthy options.

Price Transparency:

- Display the cost breakdown of meals, emphasizing the value provided by fresh, high-quality ingredients. Transparent pricing helps students understand the value of their meals and builds trust in the dining services.

- Regularly review and adjust pricing to reflect changes in ingredient costs and student feedback, maintaining a fair pricing structure. Regular adjustments ensure that pricing remains competitive and aligns with student needs.

5.3 Hygiene Improvements

Maintaining high cleanliness standards is critical for fostering trust and ensuring the safety of diners. Hygiene practices should be prioritized through regular audits, modern cleaning equipment, and visible protocols.

Regular Audits:

- Conduct daily inspections of food preparation and serving areas to ensure compliance with health standards. Regular audits can identify potential issues before they become larger problems.
- Assign dedicated hygiene officers to oversee adherence to cleanliness protocols, providing consistent oversight. Dedicated officers can ensure that hygiene standards are maintained consistently.

Automated Systems:

- Invest in modern cleaning equipment, such as industrial dishwashers and sanitizers, to streamline sanitation processes. Automated systems can enhance efficiency and reliability.
- Utilize air purifiers and temperature-controlled storage to maintain food safety and freshness. Advanced equipment can improve food safety and enhance the dining environment.

Visible Schedules:

- Display cleaning schedules prominently in dining areas to reassure students of ongoing sanitation efforts. Visible schedules can build student confidence in the cleanliness of the facilities.
- Post updates on completed inspections and planned improvements, maintaining transparency in hygiene practices. Transparency helps students see that their concerns are being addressed.

5.4 Staff Training and Development

Improving staff behavior and efficiency requires a sustained focus on training and performance evaluation. Staff should be equipped to handle diverse student needs while maintaining a high standard of professionalism.

Monthly Workshops:

- Organize regular training sessions on customer service, time management, and dietary sensitivity to enhance staff skills. Monthly workshops ensure that training is a continuous process.
- Include role-playing exercises to prepare staff for common challenges such as handling complaints, ensuring they are well-prepared. Role-playing can provide practical experience in dealing with real-life situations.

Feedback Integration:

- Establish a system for students to provide anonymous feedback on staff performance, allowing for continuous improvement. Anonymous feedback can provide honest insights into staff performance.
- Use this feedback to identify areas for development and tailor training programs accordingly, ensuring staff are responsive to student needs. Tailored training can address specific issues identified by students.

Performance Incentives:

- Introduce bonuses or recognition programs for staff who consistently receive positive feedback, fostering a culture of excellence. Incentives can motivate staff to maintain high performance levels.
- Create a peer mentoring program to encourage knowledge-sharing and support among employees, enhancing overall performance. Peer mentoring can promote teamwork and continuous learning.

5.5 Awareness Campaigns

Educating students about the benefits of healthy eating can drive demand for nutritious options. Awareness campaigns should be engaging, informative, and accessible to all students.

Interactive Events:

- Host cooking demonstrations that teach students how to prepare simple, healthy meals, making nutritious cooking more approachable. Interactive events can make learning about nutrition fun and engaging.
- Organize workshops on nutrition, featuring guest speakers or health professionals, to provide valuable information on healthy eating habits. Workshops can offer practical advice and insights from experts.

Digital Campaigns:

- Share tips, recipes, and updates on healthy options through social media and the university website, reaching a broad audience. Digital campaigns can connect with students through their preferred platforms.
- Create an app or digital platform where students can view the menu, place orders, and track their dietary intake, providing convenient access to information and services. A

digital platform can enhance the dining experience by making it more accessible and user-friendly.

Collaborative Initiatives:

- Partner with student organizations to co-host events that promote healthy living, fostering a sense of community. Collaborative initiatives can amplify the reach and impact of awareness campaigns.
- Offer incentives such as discounts or free samples to encourage participation in these initiatives, making them more appealing. Incentives can increase student engagement and participation.

By implementing these recommendations, the University can significantly enhance the dining experience for students in the Mukarram area. These actions not only address current challenges but also lay the groundwork for a healthier, more inclusive, and student-centered dining environment. The comprehensive approach outlined in these recommendations ensures that the diverse needs and preferences of the student body are met, ultimately contributing to their well-being and academic success.

6. Summary

The summary section is a consolidation of key insights derived from the report. It aims to present a cohesive narrative of the findings, challenges, and potential solutions that emerged from the survey conducted among students in the Mukarram area of Dhaka University. By synthesizing the collected data, this section seeks to provide a comprehensive understanding of student satisfaction levels and their implications.

6.1 Summary of Findings

The survey results illuminate a complex interplay of factors influencing the dining experience of students in the Mukarram area. The findings reveal both the strengths and areas that warrant improvement, underscoring the significant role of dining services in shaping student well-being and satisfaction.

Strengths:

One of the standout strengths is the high level of cleanliness maintained in food preparation and serving areas. An impressive 80% of respondents expressed satisfaction with the hygiene

standards, appreciating the visible efforts to uphold these standards, especially during non-peak hours. This has cultivated a sense of trust among students regarding the cleanliness of the dining facilities.

Another notable strength is the accessibility of dining facilities. With 80% of students frequenting the canteen multiple times per week, it is evident that these facilities are integral to campus life. The convenience of on-campus dining not only eliminates the need for off-campus alternatives but also saves valuable time for students.

Areas of Improvement:

Despite the positive feedback on cleanliness and accessibility, there are several areas identified for improvement. A significant concern is the variety and suitability of the menu. While 60% of students rated the availability of healthy food as “Good,” only 30% felt their dietary needs were consistently met. The limited options for vegetarians, vegans, and those with food allergies were frequently cited, indicating a need for more inclusive menu offerings.

Affordability also emerged as a critical issue, with nearly 60% of students rating the pricing as “Unfair” or “Very Unfair.” The high costs pose a barrier to accessing nutritious meals, especially for students from low-income backgrounds who are disproportionately affected by the lack of subsidized meal plans.

Additionally, food quality received mixed reviews. Inconsistencies in taste and ingredient freshness contributed to varied satisfaction levels, with 30% rating quality as “Average” and 10% as “Poor.” Students emphasized the importance of consistent preparation methods and the use of fresh produce to enhance the dining experience.

Staff behavior is another area highlighted for improvement. While 40% of students rated staff behavior as “Good,” another 40% considered it merely “Fair.” Delays in service and inattentiveness during peak hours negatively impacted the overall dining experience, suggesting a need for better staff training and efficiency.

6.2 Summary of Challenges

The report identifies several systemic challenges that need targeted interventions to enhance student satisfaction. These challenges include balancing quality and affordability, addressing diverse dietary needs, enhancing staff efficiency, and improving communication.

Balancing quality and affordability involves ensuring high-quality meals at affordable prices without compromising nutritional value. This is critical for making nutritious meals accessible to all students, particularly those from low-income backgrounds.

Addressing diverse dietary needs requires expanding menu options to accommodate a wide range of preferences and restrictions. This includes providing more options for vegetarians, vegans, and individuals with food allergies.

Enhancing staff efficiency is essential for improving service delivery and responsiveness. Investing in training programs can help staff become more attentive and efficient, especially during peak hours.

Improving communication involves establishing feedback mechanisms to engage students in the decision-making process. This will ensure that student voices are heard and their concerns are addressed promptly.

6.3 Summary of Opportunities

Despite the challenges, there are significant opportunities for improvement that can be leveraged to enhance the dining experience for students. By integrating student feedback and adopting innovative strategies, the university can foster a culture of health and wellness through improved dining options.

Strengthening the relationship between students and campus services can lead to a more positive dining experience. This can be achieved by positioning the Mukarram canteen as a model for other university dining facilities, demonstrating the institution's commitment to providing high-quality dining services.

In summary, the insights from the survey highlight the importance of prioritizing cleanliness, accessibility, and affordability in dining services. By addressing the identified areas of improvement and leveraging opportunities for innovation, the university can significantly enhance student satisfaction and well-being.

7. Conclusion

The conclusion synthesizes the insights and recommendations presented throughout the report, underscoring the critical need to address the identified gaps to enhance student satisfaction. This section also highlights the broader implications of these changes for the university community, emphasizing the pivotal role of healthy food availability in fostering student well-being.

7.1 Restating the Importance of Healthy Food Availability

Healthy food availability is not merely a convenience but a fundamental necessity for fostering student well-being and academic success. The Mukarram area canteen plays an indispensable

role in ensuring that students have access to nutritious, affordable, and diverse meals that support their physical and mental health. Addressing the challenges outlined in this report is crucial for creating a dining environment that aligns with the university's commitment to student welfare.

Ensuring the availability of healthy food options significantly impacts students' overall health, energy levels, and academic performance. Nutritious meals contribute to better concentration, increased productivity, and a more balanced lifestyle. By prioritizing the availability of healthy food, the university demonstrates its dedication to creating a supportive and holistic environment for its students.

7.2 Impact of Proposed Changes

Implementing the recommended changes will have far-reaching benefits for all stakeholders involved, including students, staff, and the university as a whole.

For Students:

- Improved access to affordable, nutritious meals will enhance overall health and energy levels, enabling students to perform better academically. A well-balanced diet is essential for cognitive function, memory retention, and physical stamina.
- Diverse menu options will cater to varied dietary preferences, fostering an inclusive dining environment. Providing options for vegetarians, vegans, gluten-free, and other dietary needs ensures that all students can find meals that meet their dietary restrictions and preferences.

For Staff:

- Comprehensive training programs will equip staff with the skills needed to deliver exceptional service, improving their job satisfaction and performance. Training on customer service, dietary sensitivity, and time management will empower staff to handle diverse student needs efficiently.
- Clear protocols and incentives will streamline operations, reducing stress during peak hours. With established guidelines and reward systems, staff will be motivated to maintain high standards of service and cleanliness, even during busy times.

For the University:

- Enhanced dining services will strengthen the university's reputation as a student-centered institution. By prioritizing student satisfaction and well-being, the university builds a positive image that can attract prospective students and their families.
- Positive student experiences will contribute to higher retention and enrollment rates. Satisfied students are more likely to continue their education at the university and recommend it to others, leading to increased enrollment and a vibrant campus community.

7.3 Broader Implications

Beyond the immediate benefits, the proposed changes reflect the university's commitment to creating a supportive campus environment. By prioritizing health, inclusivity, and sustainability, the institution sets a precedent for other universities to follow.

Promoting healthy eating habits and providing nutritious meals contribute to a culture of well-being that extends beyond the dining facilities. When students have access to healthy food, they are more likely to adopt healthy lifestyles, which can lead to long-term benefits such as reduced healthcare costs and improved community health.

Additionally, fostering an inclusive dining environment where diverse dietary needs are met promotes a sense of belonging among students. It reinforces the university's commitment to diversity and inclusion, making it a welcoming place for all students regardless of their background or dietary preferences.

8. Supplementary Materials

The supplementary materials provide additional resources and data that underpin the findings and recommendations of the report. These materials offer transparency, enhance the rigor of the report, and serve as a reference for future initiatives and improvements in the Mukarram area of Dhaka University.

8.1 Appendix

The appendix contains detailed resources that support the report's insights and recommendations, providing a comprehensive understanding of the survey methodology and data.

Survey Questionnaire:

- A meticulously crafted list of questions, categorized by topic, was used to gather data on various aspects of the dining experience. These topics include food quality, pricing, hygiene, and staff behavior.
- Example questions include:
 - How often do you dine at the Mukarram canteen?
 - What are your primary concerns regarding food quality?
 - How satisfied are you with the current variety of menu options?
 - Do you find the pricing of meals fair and affordable?
 - How would you rate the cleanliness of the dining facilities?

Survey Data:

- The responses for quantitative questions have been systematically tabulated, providing a clear numerical representation of student feedback on key metrics such as satisfaction levels with food quality, pricing fairness, and hygiene standards.
- Summaries of qualitative feedback are categorized by theme, including prevailing concerns about pricing, suggestions for menu improvements, and comments on hygiene practices. This categorization helps in identifying recurrent themes and specific areas of concern.

Graphs and Charts:

- Visual aids such as pie charts illustrate satisfaction levels for key metrics, presenting a visual summary of student responses. These charts provide an at-a-glance understanding of the data distribution.
- Line graphs track changes in student feedback over time, offering insights into trends and areas of progress or decline. By examining these trends, the university can better understand how interventions impact student satisfaction and areas that require ongoing attention.

8.2 Summary of Open-Ended Responses

Open-ended responses provide rich qualitative insights into student experiences and concerns. These responses have been carefully categorized to highlight common themes and issues.

Hygiene Concerns:

- Many students expressed concerns about the cleanliness of the dining facilities, particularly during peak hours. Sample quotes include:
 - “The tables are often dirty during peak hours, which makes dining uncomfortable.”
 - “Sometimes, the trash bins are overflowing, which affects the dining atmosphere.”

Menu Suggestions:

- There is a strong desire for more diverse and inclusive menu options. Sample quotes include:
 - “I would love to see more vegetarian options, especially salads and grilled vegetables.”
 - “It would be great to have more variety in vegan meals and allergen-free options.”

Pricing Complaints:

- Affordability is a significant concern for many students. Sample quotes include:
 - “Healthy meals are too expensive for students like me who are on a tight budget.”

- “The pricing of meals needs to be more student-friendly, especially for those from low-income backgrounds.”

8.3 Additional Recommendations

In addition to the main recommendations, further collaborative initiatives and future survey plans are outlined to ensure continuous improvement.

Collaborative Initiatives:

- **Partner with local farms:** Establish partnerships with local farms to source fresh, affordable produce. This initiative supports local agriculture and ensures a steady supply of fresh ingredients for the canteen.
- **Collaborate with student organizations:** Work closely with student groups to co-create and test new menu options. This collaboration ensures that the menu reflects the preferences and dietary needs of the student body.

Future Surveys:

- Conduct biannual surveys to track progress and gather new feedback. Regular surveys enable the university to monitor changes in student satisfaction and identify emerging concerns or areas for improvement. These surveys should include both quantitative and qualitative questions to capture a comprehensive picture of student dining experiences.

8.4 References

The report is supported by a range of references that provide context and evidence for the findings and recommendations.

University Policies:

- **Dining service standards and guidelines:** Review existing university policies related to dining services, ensuring they align with the recommendations for hygiene, menu diversity, and affordability.

External Studies:

- **Research on the impact of healthy eating on academic performance:** Cite studies that highlight the correlation between nutrition and academic success, emphasizing the importance of providing healthy food options to support student well-being.

Industry Standards:

- **Best practices for university dining facilities:** Reference recognized industry standards and best practices for running university dining facilities. These standards can

guide the implementation of the recommendations to ensure high-quality service and student satisfaction.

8.5 Detailed Action Plan

The detailed action plan outlines specific short-term and long-term goals to address the identified challenges and enhance the dining experience.

Short-Term Goals:

- **Improve hygiene practices:** Address immediate feedback on cleanliness by increasing the frequency of cleaning schedules and ensuring hygiene protocols are visibly followed.
- **Introduce limited-time menu items:** Test new recipes and menu items through limited-time offers to gauge student interest and gather feedback. This approach allows for iterative improvements based on student preferences.

Long-Term Goals:

- **Establish a sustainable supply chain:** Develop partnerships with local suppliers and farms to create a sustainable supply chain for fresh produce, ensuring a consistent and affordable supply of healthy ingredients.
- **Implement a comprehensive pricing review:** Conduct a thorough review of meal pricing to ensure affordability while maintaining quality. This review should consider student feedback and market conditions to establish fair pricing models.

By implementing these supplementary materials, the university can maintain transparency, support ongoing improvements, and ensure the dining services meet the needs and expectations of the student body. These materials serve as a foundation for future initiatives, paving the way for a healthier, more inclusive, and supportive dining environment.

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