**CHAPTER ll**

**PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA**

This chapter focuses on the presentation, analysis and interpretation of data. The following are the answers of the survey conducted to the students of CTU Tabogon Extension Campus.

**RESULTS PERCENTAGE FROM THE RESEARCH RESPONDENTS**

N=286

**Table 1**

**Importance of School Canteen**

The majority of students consider the School Canteen as a significant aspect of their student life, with 70.8% expressing that it is crucial for providing meals and services. Additionally, 47.7% value having a comfortable place to eat, while 51.9% emphasize the importance of convenience and accessibility. A notable portion of students, 30.2%, views the School Canteen as a factor that aids in time management. Moreover, 25.6% of students appreciate the canteen for providing nutritious food. Although a smaller percentage, 2.1% of students mentioned other reasons contributing to the importance of the School Canteen. Overall, the data suggests that the School Canteen holds a significant role in the student community, catering to various needs and preferences.

|  |  |  |
| --- | --- | --- |
| Question: How important is the School Canteen for you as a student? | f | **%** |
| Provide meal and services | 206 | 70.8 |
| Have a comfortable place to eat | 139 | 47.7 |
| Convenience and accessibility | 151 | 51.9 |
| Aids in time management | 88 | 30.2 |
| Provide nutritious food | 73 | 25.6 |
| Others | 6 | 2.1 |
| **Total** | **291** | **100** |

**Table 2**

**Challenges and Problems in the School Canteen**

|  |  |  |
| --- | --- | --- |
| Question: What aspects of the school canteen do you find challenging or problematic? | f | % |
| Long Line | 153 | 53.3 |
| Time Consuming | 136 | 47.7 |
| Not Spacious Area | 97 | 34 |
| Problem of paying bill | 46 | 16.1 |
| Limited Menu | 94 | 33 |
| Others | 7 | 2.4 |
| **Total** | **291** | **100** |

A significant number of students have identified several challenges and problems related to the school canteen. The most prevalent issue, noted by 53.3% of respondents, is the long waiting lines. Additionally, 47.7% find the canteen experience time-consuming. The limited space in the canteen is a concern for 34.0% of students, while 16.1% face difficulties with the payment process. A considerable portion, 33.0%, express dissatisfaction with the limited menu options. Lastly, 2.4% of students mentioned other challenges not specified in the provided categories. This data highlights the need for improvements in managing lines, reducing waiting times, addressing space constraints, streamlining the payment process, and diversifying the menu to enhance the overall experience of the school canteen.

**Table 3**

**Satisfaction with the Manual Ordering System**

|  |  |  |
| --- | --- | --- |
| Question: Based on your experience, how satisfied are you with the manual Ordering System? | f | % |
| Very Satisfied | 48 | 16.5 |
| Satisfied | 159 | 54.6 |
| Neutral | 77 | 26.5 |
| Not Satisfied | 7 | 2.4 |
| **Total** | **291** | **100** |

The majority of respondents, constituting 71.1%, express overall satisfaction with the manual Ordering System. Specifically, 16.5% indicate being very satisfied, while a larger portion, 54.6%, report being satisfied. A notable proportion, 26.5%, maintains a neutral stance regarding their satisfaction level. In contrast, a small percentage, 2.4%, express dissatisfaction with the manual Ordering System. These results suggest that the current manual system is generally well-received, with a significant number of students either satisfied or very satisfied. However, the existence of a neutral response and a small dissatisfied segment implies that there may be room for improvements or adjustments based on individual preferences and experiences.

**Table 4**

**Experience with Web-Based Ordering System**

|  |  |  |
| --- | --- | --- |
| Question: Have you ever experienced using a web-based ordering system? | **f** | **%** |
| YES | 113 | 38.8 |
| NO | 178 | 61.2 |
| **Total** | **291** | **100** |

A significant portion of respondents, 38.8%, indicates that they have experienced using a web-based ordering system, while 61.2% have not had such an experience. These results suggest that a considerable number of students have familiarity with web-based ordering systems, potentially indicating a level of technological awareness or exposure among the surveyed population. The majority, however, has not encountered such systems, highlighting the need for considerations and training if there is a transition from manual to web-based ordering systems in the future.

**Table 5**

**Interest in Using a Web-Based Ordering System**

|  |  |  |
| --- | --- | --- |
| Question: How are you interested in using a web-based ordering system from the school canteen? | **f** | **%** |
| Very Satisfied | 89 | 30.6 |
| Satisfied | 153 | 52.6 |
| Somewhat Interested | 42 | 14.4 |
| Not Satisfied | 7 | 2.4 |
| **Total** | **291** | **100** |

A significant portion of respondents expresses interest in using a web-based ordering system from the school canteen. Specifically, 83.2% of students are either very satisfied or satisfied with the idea. Among them, 30.6% are very satisfied, and 52.6% are satisfied. Another 14.4% are somewhat interested, indicating a moderate level of interest. A small proportion, 2.4%, expresses dissatisfaction with the concept of a web-based ordering system.

Overall, the data suggests a positive inclination toward adopting a web-based ordering system, with the majority of students open to the idea and a smaller segment expressing a more reserved or negative stance. Further exploration of preferences and concerns could provide insights into how to tailor and implement such a system effectively.

**Table 6**

**Reasons for Interest in a Web-Based Ordering System**

|  |  |  |
| --- | --- | --- |
| Question:  Why are you interested using a Web-based Ordering System from the school canteen? | **f** | **%** |
| It has student friendly price | 112 | 38.5 |
| Makes the ordering process easier | 153 | 52.6 |
| Gives the customer the freedom and choice to place an order anytime | 141 | 48.8 |
| Saves time and effort | 168 | 57.9 |
| Can browse a digital menu | 57 | 20 |
| **Total** | **291** | **100** |

Several reasons contribute to students' interest in using a web-based ordering system from the school canteen. The most prominent factors include:

* Student-friendly prices: 38.5% of respondents are interested because they believe the web-based system offers prices that are friendly to students.
* Makes the ordering process easier: A majority of 52.6% express interest in the system because it simplifies the ordering process.
* Freedom and choice to place an order anytime: 48.8% appreciate the convenience of being able to place an order at any time that suits them.
* Saves time and effort: The efficiency of a web-based system in saving time and effort is a significant factor for 57.9% of respondents.
* Can browse a digital menu: 20.0% express interest in the system because it allows them to browse a digital menu, potentially providing more information and choices.

These insights provide a comprehensive understanding of the specific aspects that appeal to students and could guide the development and implementation of a web-based ordering system tailored to their preferences and needs.

**Table 7**

**Preferred Features for a Web-Based Ordering System**

|  |  |  |
| --- | --- | --- |
| Question: What features would you like to see in a web-based ordering system for the school canteen? | **f** | **%** |
| User-friendly Interface | 177 | 61.2 |
| Secure payment option | 139 | 48.1 |
| Order Customization | 117 | 40.2 |
| Order tracking | 98 | 33.9 |
| Reviews and rating for food items | 85 | 29.2 |
| **Total** | **291** | **100** |

When considering features for a web-based ordering system, students express a strong preference for:

* User-friendly Interface: The majority, 61.2%, values a system with a user-friendly interface, emphasizing the importance of ease of use and navigation
* Secure Payment Option: Nearly half, 48.1%, prioritize the inclusion of a secure payment option, highlighting the significance of data security in online transactions.
* Order Customization: 40.2% express interest in a system that allows them to customize their orders, indicating a desire for personalized food choices.
* Order Tracking: 33.9% would like a feature that enables them to track the status of their orders, providing transparency and awareness.
* Reviews and Rating for Food Items: 29.2% are interested in a system that incorporates reviews and ratings for food items, suggesting a desire for feedback and recommendations from peers.

These insights offer valuable guidance for the development of a web-based ordering system tailored to meet the preferences and expectations of students.

**Table 8**

|  |
| --- |
| **Recommendations** |
| If possible, there should be a delivery inside the school premise only. The web-based order system must also include choices like deliver, pick-up and others for the convenience of the students. |
| Have different types of food cook for breakfast, lunch, snacks and dinner. |
| I recommend to have Support and Training so that it can offer comprehensive support and training for cafeteria staff, and students to ensure that they can use the system effectively. |
| It would be great if this web-based canteen ordering system would be realized because it is very convenient for us students to not consume our time by just buying a food in the canteen |
| It’s good to sell only nutritious foods, and for the beverages, I suggest "no coke, sprite, royal" just water, and energizers like cobra drinks. Thanks. I hope I had help. |
| I only want a budget friendly meal and also I suggest that maybe if it's ok in our canteen we can also buy something(sanitary pads, pen , paper,etc.) |
| I recommended school canteen to save times of the students. |
| Affordable and various range of snacks and lunch to choose from that can be ordered from an efficient web-based school canteen ordering system. |
| for me it would be nice to have an app instead of website |
| Dapat naa jud tay canteen solud sa school campus para dool nalang ta inig palit dili nata mo gawas² |

Recommendations Summary:

* Delivery Options: Consider implementing a delivery service within the school premises, providing choices like delivery, pick-up, and others for the convenience of students.
* Diverse Food Options: Offer different types of food for breakfast, lunch, snacks, and dinner to cater to diverse preferences and nutritional needs.
* Support and Training: Provide comprehensive support and training for cafeteria staff and students to ensure effective use of the web-based ordering system.
* Convenience and Time-saving: Emphasize the convenience of the web-based canteen ordering system to save time for students, making the process more efficient.
* Nutritious Food Selection: Focus on selling only nutritious foods, limiting beverage options to water and energizers, promoting healthier choices.
* Budget-Friendly Options: Prioritize budget-friendly meals and consider expanding the canteen's offerings to include non-food items like sanitary pads, pens, and paper.
* Time-Saving Measures: Implement measures to save time for students, potentially through an efficient web-based ordering system.
* Affordable and Varied Snack Options: Offer a range of affordable snacks and lunch choices through the web-based ordering system to cater to different preferences.
* Mobile App: Consider developing a mobile app for the web-based canteen ordering system for added convenience and accessibility.
* On-Campus Canteen: Explore the possibility of having a canteen within the school campus for easy access and convenience, reducing the need for students to go outside.

These recommendations reflect the diverse preferences and needs of the student population, aiming to enhance the overall canteen experience and make it more efficient, convenient, and supportive of a healthy lifestyle.

**Table 9**

|  |
| --- |
| **Additional Comments** |
| if ever web na siya, dili na kami ang mo duol sa order or if ever man ang ang nag tinda nya kulang sa tawo basin malisod nya |
| Long line because of the population of the students also time wasting |
| A less time consuming method in comparison to personally buying outside the gates. |
| school canteens play indispensable roles in the life and functioning of schools. |
| Pero dapat dakug space ang canteen |
| I recommend that the price in the web based canteen is very affordable |
| I hope it would be implemented as on as possible |
| Since it is their duty and not the customers', I am expecting that the canteen staff members will have accommodative attitudes and always have coins ready for change. |
| Hopefully the coming school canteen can provide nutritious foods, and also worthy price for student. |
| I think this system is a helpful one for those students that wants accessible system for ordering their food |

**Additional Comments Summary:**

* Remote Ordering: Emphasize the convenience of a web-based system, highlighting that students won't need to approach the counter for orders, especially in situations where there might be a shortage of staff.
* Long Lines and Time-Wasting: Address concerns about long lines and time-wasting, possibly caused by the high student population or the current manual system.
* Efficiency and Time-Saving: Acknowledge the need for a less time-consuming method compared to purchasing outside the school gates.
* Importance of School Canteens: Recognize the indispensable role school canteens play in the life and functioning of schools.
* Need for Adequate Space: Highlight the recommendation for a spacious canteen to accommodate the student population effectively.
* Affordable Pricing: Emphasize the importance of keeping prices in the web-based canteen affordable for students.
* Implementation Urgency: Express the hope for the swift implementation of the web-based canteen ordering system.
* Expectations from Staff: Expect accommodating attitudes and the readiness of canteen staff to handle transactions effectively.
* Nutritious Foods at Worthy Prices: Encourage the provision of nutritious foods at reasonable prices for the benefit of students.
* Helpful System: Recognize the web-based ordering system as a helpful and accessible solution for students seeking a convenient way to order their food.

These additional comments provide valuable insights into specific concerns, expectations, and hopes related to the proposed web-based canteen ordering system. Addressing these points can contribute to the successful implementation and satisfaction of the student community.