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MEAL FACILITIES FOR STUDENTS OF ALPHA COLLEGE OF TECHNOLOGY

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ALPHA COLLEGE OF TECHNOLOGY

For

MR. THEVARAJAH A/L RATNAM

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EXECUTIVE SUMMARY

The aim of this report is to identify the meal facilities available around Alpha College of Technology. College student relies more on student loan. They have to be able to spend money accordingly and plan their budget. This study targets 55 students in Alpha College of Technology. The students were asked to complete questionnaires and provide feedback on meal facilities available in Alpha College of Technology.

This report is prepared as a requirement for Report Writing, a subject in the Business of Administration course offered by Alpha College in collaboration with Infrastructure University Kuala Lumpur. This report focuses on the meal facilities preferred by students of Alpha College of Technology.

Observation was made on the number of meal facilities available for the students. And questionnaire was distributed to the students of Alpha College of Technology. The survey was successful as the feedback rate was 100%. All the 55 students completed the questionnaire. The results of this analysis showed the criteria of the most preferred meal facilities by the students.

ACKNOWLEDGEMENTS

We would like to express our gratitude and appreciation to our Report Writing lecturer, Mr. Thevarajah A/L Ratnam for his constant guidance in writing this report. The completion of this report was only possible with the proper instructions and motivating comments from him.

We would also thank the management of the college in which the study was carried out for the cooperation in allowing us to conduct this study. Our gratitude also goes to the students who participated in the survey who graciously spend their valuable time for the feedback to our questionnaires.

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1.0 INTRODUCTION

Alpha college of technology is located in Seremban 2, Negeri Sembilan. It offers courses in collaboration with TWINTECH University, IUKL and also UUM. The courses offered are Bachelor of Business Administration, Bachelor of Communication and also Diploma in Animation. Alpha College has a cafeteria for students. It is located near the hostel and is convenient for students.

1.1 Purpose of study

The main objective of this study is to identify the most preferred place for the students to take their meals. It is also to fulfill the coursework requirements of the Report Writing subject.

1.2 Scope of analysis

The findings in this report are based on observation and questionnaires given to the participating students of Alpha College. As this evaluation was only conducted in Alpha College, the individuals involved were only the students of Alpha College who lived in the college hostel.

2.0 BACKGROUND OF STUDY

The study was done in Alpha College of Technology located in Seremban 2, Negeri Sembilan. The college has a variety of students who take courses for Bachelor of Business Administration, Bachelor in Communication and also Diploma in Animation. The students of this college mostly stay in the college hostel and have their meals at the cafeteria or at the restaurants and stalls near the college.

The college's cafeteria, known as the Alpha Café, provides food at reasonable prices for the students. The downside of Alpha cafe is the operating hours. The students hardly get to eat dinner at the café. Moreover, it only operates during weekdays and is closed on weekends unless there is any event that requires the service of the college's cafeteria.

The students depend on the PTPTN loan to buy food and for other expenses. Some of the students received the full loan while the others received half of the original amount due to certain conditions and qualifications applied by the PTPTN. After paying the college fees, the remaining sum becomes the student's pocket money. The amount of money is limited for the student's usage.

3.0 METHODOLOGY

3.1 Participants of the Survey

The respondents in this study are students of the college. The selection of respondent was done randomly among the students without any restrictions. The anonymity of the respondent is kept and there is no personal information such as student ID or names. The participants in the survey are 40 male and 15 female students.

3.2 Data Collection

For this study, the instruments used were observation and questionnaires which were distributed to 55 students of Alpha College. The number of meal facilities around the college are observed while the questionnaires were distributed to a number of students from different semesters and programs. 55 questionnaires were distributed to obtain the feedback from the students.

3.3 Student Questionnaires

The student questionnaires are a series of written question for participants to answer. This method gathers feedback to questions that are easy to answer. The questionnaires were administered to 55 students. This feedbacks help in the identification of their level of satisfaction and preferred meal facilities available around the college area.

4.0 RESULTS

4.1 Findings

All the 55 students gave feedback by answering the questionnaires. The results from the questionnaires are categorized as follows:

4.1.1 Gender

The result from the respondent shows that the respondents are 40 males and 15 females. The demographics are shown in the pie chart below:

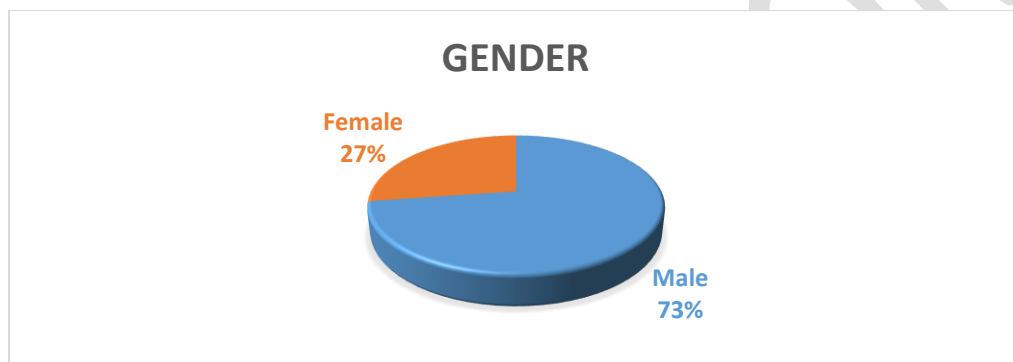


Figure 1: Gender

4.1.2 Semester

The result from the respondent shows that the participating students is from semester 1 until semester 5 only with no respondent from semester 6.

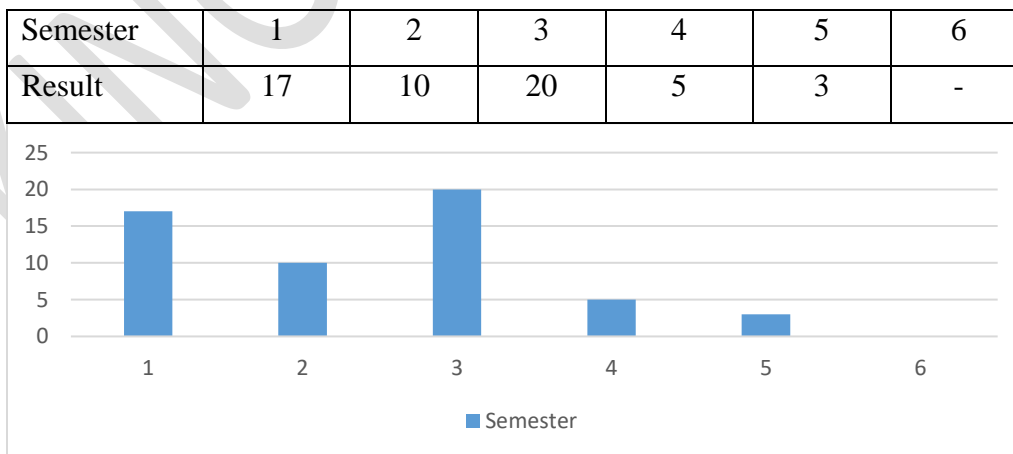


Figure 2: The demographic of 55 students from different semester

4.1.3 Institution

The respondent varies from different institution which are University Utara Malaysia (UUM), TWINTECH, Infrastructure University Kuala Lumpur (IUKL) and Animation (ACT). The majority of respondents are from UUM student followed by IUKL and then TWINTECH.

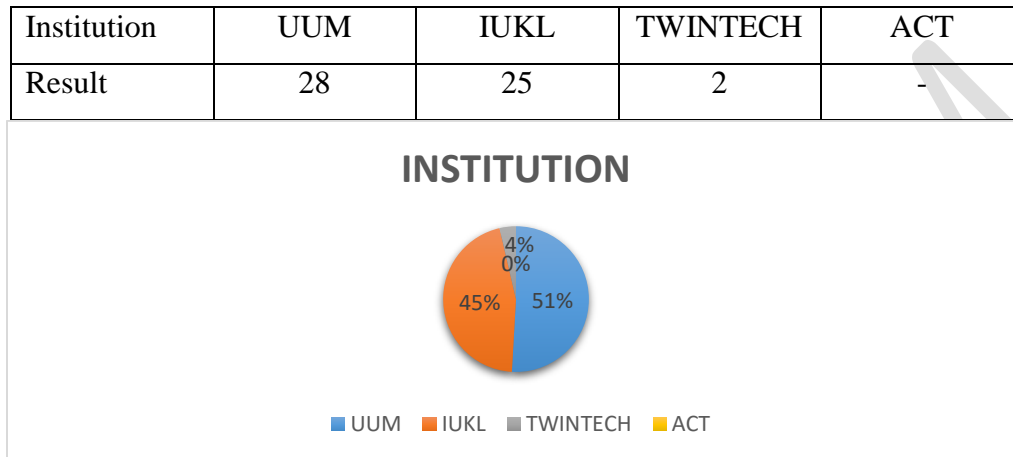


Figure 3: Respondent demographic of institution

4.1.4 Course

The respondent varies from different courses which are Bachelor of Business Administration (BBA), Bachelor of Communication (BCOM) and Diploma in Animation. The finding shows a higher rates of BBA students followed by BCOM students. The demographic is shown below:

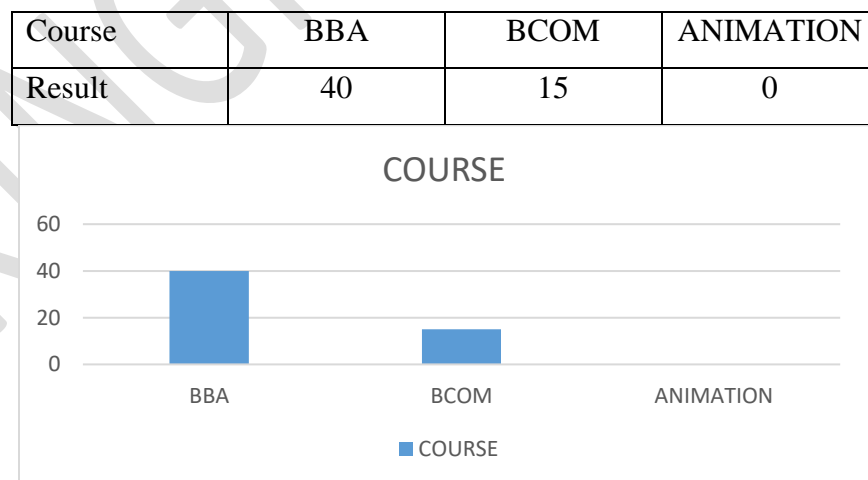


Figure 4: Demographic of 55 students based on course

4.1.5 Choice of Place for Meals

a. Breakfast

Place \ Frequency	Daily	5-6 times	3-4 times	1-2 times	Never
Alpha Café	18	10	10	17	0
Mak Siti Restaurant	20	5	15	10	5
Mak Long Restaurant	17	5	10	5	18
Stall	0	0	0	10	45
Lepaq Café	0	0	10	15	30

b. Lunch

Place \ Frequency	Daily	5-6 times	3-4 times	1-2 times	Never
Alpha Café	20	18	8	9	0
Mak Siti Restaurant	25	10	10	10	0
Mak Long Restaurant	5	3	11	10	15
Stall	2	3	12	13	25
Lepaq Café	3	3	18	16	15

c. Dinner

Place \ Frequency	Daily	5-6 times	3-4 times	1-2 times	Never
Alpha Café	5	11	3	10	15
Mak Siti Restaurant	0	0	0	0	55
Mak Long Restaurant	0	0	0	0	55
Stall	24	10	12	9	0
Lepaq Café	26	9	10	10	0

The table shows the frequency of students visiting the meal facilities for their breakfast, lunch and dinner.

For breakfast, we can see that most of the students tends to visit Mak Siti Restaurant to get their meal, followed by Alpha Café and Mak Long Restaurant. There is no visit to Lepaq café and stall for breakfast probably because the facilities is not yet open during the morning.

As for lunch, most of the student go to Mak Siti Restaurant for their meal followed by Alpha Café, Mak Long Restaurant, Lepaq Café and stall. This is probably because Mak Siti Restaurant and Alpha Café provide more varieties of foods in contrast with the other meal facilities.

While for dinner, most of the students went to Lepaq Café and stall. Some of the students went to the Alpha Café for their meal and there are no students went for dinner at Mak Siti and Mak Long Restaurant as those restaurants were probably closed for the night.

4.1.6 Student's rating on the quality of food

Place \ Rating	Excellent	Good	Satisfactory	Unsatisfactory	Poor
Alpha Café	2	10	33	7	3
Mak Siti Restaurant	11	27	15	2	0
Mak Long Restaurant	4	8	16	21	6
Stall	2	5	13	30	5
Lepaq Café	8	20	15	9	3

The table above shows the opinion of the students on the quality of foods provided by the facilities. Alpha Café was rated satisfactory by majority of the student while Mak Siti Restaurant is rated good. This probably because the Alpha café used a cheaper raw material in providing the food. For example, replacing meat with fishcake in some of their meals.

4.1.7 Student's view on the cleanliness of the meal facilities

Place \ Rating	Excellent	Good	Satisfactory	Unsatisfactory	Poor
Alpha Café	18	22	9	6	0
Mak Siti Restaurant	19	28	7	1	0
Mak Long Restaurant	9	16	22	6	2
Stall	0	4	12	31	8
Lepaq Café	11	23	17	4	0

The table shows the rating of cleanliness by the students. Most of the students rated Mak Siti Restaurant as good. 31 of the students rated stall's cleanliness as unsatisfactory. This is mostly because the stall is located at the roadside while the other facilities have their own building.

4.1.8 Student's rating on the service at the meal facilities

Place \ Rating	Excellent	Good	Satisfactory	Unsatisfactory	Poor
Alpha Café	1	9	32	4	1
Mak Siti Restaurant	9	22	18	6	0
Mak Long Restaurant	3	9	27	13	3
Stall	0	7	15	28	5
Lepaq Café	7	19	27	1	1

In term of service provided, most of the students rated Mak Siti restaurant as good. While Alpha Café, Mak Long Restaurant and Lepaq Café were rated as satisfactory. The only facilities that was rated unsatisfactory was stall. There are not much services that a stall can offer to the students.

4.1.9 Student's rating on the variety of food at the meal facilities

Place \ Rating	Excellent	Good	Satisfactory	Unsatisfactory	Poor
Alpha Café	3	7	28	13	4
Mak Siti Restaurant	7	18	26	4	0
Mak Long Restaurant	2	11	29	10	3
Stall	0	3	9	30	13
Lepaq Café	0	9	31	13	2

Based on the student's rating on the variety of foods provided by the meal facilities, we can see that Alpha Café, Mak Siti Restaurant, Mak Long restaurant and Lepaq café is rated as satisfactory while stall is rated unsatisfactory. This is mostly because due to the small facilities and budget, stall may only offer small variety of foods to the students.

4.1.10 Student's rating on the price of foods

Place \ Rating	Cheap	Reasonable	Fair	Unreasonable	Expensive
Alpha Café	5	26	16	7	1
Mak Siti Restaurant	2	13	31	8	1
Mak Long Restaurant	0	8	15	27	5
Stall	10	27	16	2	0
Lepaq Café	1	16	27	9	2

The table shows the rating of prices on the meal facilities. Alpha café and stall are rated cheap as these facilities provide the cheapest prices on their food mostly because of the types of raw material used in producing the foods. Mak Long Restaurant was rated expensive as it provides food at a higher price in comparison between all the facilities.

4.1.11 Student's daily expenditure

Expenditure Place	Above RM8	RM5-RM7	RM2-RM4	RM1	0
Alpha Café	17	20	17	1	-
Mak Siti Restaurant	12	31	12	-	-
Mak Long Restaurant	25	15	15	-	-
Stall	11	12	32	-	-
Lepaq Café	15	25	15	-	-

The table above shows the spending of money by the student on the meal facilities. The students spend RM8 and above mostly at Mak Long Restaurant. This may be the results of a higher price by the facilities.

5.0 CONCLUSIONS AND RECOMMENDATIONS

5.1 Conclusions

In this report, we have 5 meal facilities to be investigated based on the questionnaires distributed to the respondent in Alpha college of Technology in Seremban 2. In this survey, we have randomly selected 55 students to be the respondents and to give feedback based on the questionnaire. The respondent are 40 males and 15 females. Based on the result of the questionnaire, most of the students are from semester 3. The students vary from different institutions such as University Utara Malaysia (UUM), TWINTECH, Infrastructure University Kuala Lumpur (IUKL) and Animation students (ACT). The result shows that most of the students are from UUM, followed by IUKL and TWINTECH.

Based on the analysis, the most of the students usually take their breakfast at Mak Siti Restaurant. For lunch, the student prefers the Mak Siti restaurant also. While for dinner, the students prefer to go to Lepaq Café as the other meal facilities are not operating at the hours.

The Students rated Mak Siti Restaurant as the most preferred restaurant based on the quality of foods, cleanliness, service and variety of foods. While stall provide the most reasonable price according to the student's feedback.

5.2 Recommendations

There are ways on improving the cafeteria for students. Firstly, Alpha café can increase the variety of foods by improving the menu. Besides that, the quality of food should be considered. The food should be fresh and using the proper ingredients and method of preparing it. Alpha café should be using the right ingredients in preparing the food. Furthermore, cleanliness of the facilities is important as it represent the quality of the facilities in term of the healthiness in process of serving the foods. Alpha café must always keep the facility clean. Last but not least, the prices should be reasonable for students. the students could not afford such an expensive food as they rely on their PTPTN loan. Alpha café can provide cheaper healthy meal for the students.

6.0 REFERENCE

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7.0 APPENDIX

Questionnaire

PART I: DEMOGRAPHIC OF RESPONDENTS

Age:

Gender: Male Female

Race: Malay Chinese Indian Others

Course: BBA-UUM B. COMM-UUM BBA-IUKL
 ANIMATION-KTA BBA-TWINTech

Semester: (1, 2, 3, 4, 5, 6)

PART II:

A) How often do you meals of the following places?

Rates Places	Breakfast					Lunch					Dinner				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Alpha Cafe															
Mak Siti Restaurant															
Mak Long Restaurant															
Lepaq Restaurant															
Stall															

Scale: 1= (Daily), 2 = (5-6 times per week), 3 = (3-4 times per week) , 4 = (1-2 times per week),
5 = (Never)

B) How do you rate these places?

Places \ Rates	Quality of Foods					Cleanliness					Service				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Alpha Cafe															
Mak Siti Restaurant															
Mak Long Restaurant															
Lepaq Restaurant															
Stall															

Scale: 1= Excellent, 2 = Good, 3 = Satisfactory , 4 = Unsatisfactory , 5 = Poor

Places \ Rates	Variety of Foods					Price				
	1	2	3	4	5	1	2	3	4	5
Alpha Cafe										
Mak Siti Restaurant										
Mak Long Restaurant										
Lepaq Restaurant										
Stall										

Scale: 1= Excellent, 2 = Good, 3 = Satisfactory , 4 = Unsatisfactory , 5 = Poor

C) How much do you spend on food every day?

Place \ Expenditure	1	2	3	4	5
Alpha Cafe					
Mak Siti Restaurant					
Mak Long Restaurant					
Lepaq Restaurant					
Stall					

1= >RM8, 2=RM5-RM7, 3=RM2-RM4, 4=RM1, 5=0