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Chapter 1

INTRODUCTION

Background of the Study

Automated systems are now common in companies nowadays, they play a huge role in increasing efficiency in workplaces. These systems are programmed to perform specific tasks to make operational and repetitive tasks faster and easier. Additionally, automated systems reduce management complexity and free up resources for strategic projects.

A canteen automation is a system that allows users to order food online and apply cashless payments. According to Shah et al. (2018), a canteen automation system has multiple features including registration for end users and allow them to pick and order food from an electronic menu. The results of the user's input will appear on a screen near the chef of the canteen so they can quickly prepare the food the user ordered.

The main problem of the study is people doesn't have time anymore to just wait for their order to be taken by a waiter in a cafeteria (Shah et al., 2018). Numerous customers come to the canteen for their lunch break or recess, giving them limited time only to finish their meal so they can go back to their respective office or college on time.

For students, the queue is the number one problem in school canteens (Levy, 2020). The break time students get for eating lunch is not that long or sufficient due to long queue. The school canteen usage is also a factor to the main problem because when different classes take their breaks at the same time, the school canteen will not have enough space for huge number of students, therefore the place will be overcrowded.