

Sri Lanka Institute of Information Technology



Project report

MLB_04.02_03

Students' attitudes and preferences regarding services
provided by canteens at SLIIT

English for Academic Purposes – IT1080

B.Sc. (Hons) in Information Technology

Group Number	MLB_04.02_03
Project name	Students' attitudes and preferences regarding services provided by canteens at SLIIT
Campus	Malabe Campus

Group details:

	Student Registration Number	Name
01	IT23227804	RANDUNUGE N.V
02	IT23227354	W.C.S.A. LOWE
03	IT23223912	LAMAHEWA L.H.R.C
04	IT23218758	SURAWEERA T.R.S
05	IT23228658	HASARANGA I.W.K

Terms of Reference

The purpose of this report is to discuss students' attitudes and preferences regarding services provided by canteens at SLIIT.

This report is submitted for the fulfilment of the requirements for the English for Academic Purpose module, Year 1 Semester 2 (2024), Sri Lanka Institute of Information Technology.

Acknowledgement

This report presents the findings of our research on attitudes and preferences regarding services provided by canteens at SLIIT. We would like to reserve this space to express our sincere gratitude to all those who have supported us.

First, we extend our special thanks to our English Academic Purposes Module lecturer, Ms. Dinushika Jayathissa.

Secondly, we would like to express our appreciation to the research teams whose work we referenced, as well as the SLIIT students who took part in our survey and generously provided us with relevant information.

Finally, we would like to acknowledge the contributions of our team members and friends, whose assistance was invaluable in completing this project.

Table of Contents

Chapter 1	Introduction.....	6
Chapter 2:	Methodology	7
Chapter 3 :	Results and Analysis.....	8
1.	Demographic Profile	8
Chapter 4 :	Frequency of Visit To The Canteens and Primary Reasons to Visit	9
Chapter 5 :	Students' satisfaction with services provided by each canteen at SLIIT	12
1.	Engineering Faculty Canteen.....	12
2.	Anohana Canteen.....	13
3.	Juice Bar	14
4.	New Building Canteen	15
5.	Terrace Canteen	16
6.	Perera & Sons.....	17
7.	Café by Finagle.....	18
8.	William's Café	19
Chapter 6 :	Is SLIIT canteen food really healthy enough for students?	20
Chapter 7 :	Students' Overall Choice of Canteen.....	22
Chapter 8 :	Conclusion.....	23
Chapter 9 :	References	24

Chapter 1 Introduction

In this modern system of the world, students are rolling busier lives, trying to juggle all the studies, work and social commitments while also chasing to meet assignment deadlines on time. The constant bustle of daily life of a student can sometimes leave them missing the proper three meals a day. Hence why canteens are built inside universities. Campus canteens play a significant role in a university student's life since they affect their health, emotions, and daily tasks.

This study examines SLIIT University students' point of views on campus canteens, and as well as what they usually like and dislike about the services provided by each canteen inside the campus.

SLIIT canteens are not only a place to eat and get food, but they are also a place to meet friends and spend quality time with each other. It is a perfect place to interact, learn, and meet different types of people from various cultures.

This report was generated by analyzing the information gathered from the survey we implemented to identify all the factors that impact students' aspects about the canteen services. From menu variety and nutrition level in canteen food, to interaction and prices, the analysis aims to capture the full spectrum of student experiences and opinions. By delving into these factors, we have gained valuable insights that will hopefully help future improvements and enhancements to the canteen services provided to students.

Chapter 2: Methodology

This survey is about university students' attitude and preference about their canteens. We used different methods to collect good and complete information. like online resources and via google. There are ways in which we obtained the information, and they are as follows.

- **Online survey:** We sent out an online form to ask undergraduates of SLIIT University about what they like and dislike about the canteens. We asked them about the food, the menu, the price, the diet options, setting facilities and how pleased they are with the canteen services. We made sure to include students from different courses, years, and cultures. Our survey was conducted using a sample of 114 respondents in eight canteens at SLIIT, Malabe campus. With such a substantial number of responses, we gained valuable insights into the issues students face and other aspects of the canteen. The survey consisted of three parts. The questions pertained to reasons and frequency of visiting canteens, satisfaction, and frequency of meals consumed at canteen, as well as evaluation of features of the given canteens. The first and the second part of the survey was based on canteen interior, customer service and the canteen's offer. The last part of the survey was related to respondent's details.
- **Observational Analysis:** Our team went to the canteen and watched what students did and said there. We also looked at things like how long they wait, where they sit, and who they talk to, why they stay there and more. This helped us see how students really act in the canteens and check if it matches what they said in the survey.
- **Focus Group Discussions:** We invited our friends to join as a team and talk about their canteen experiences. This lets them share their likes, dislikes, and suggestions. Focus groups helped us understand how students think about the canteens as a group.

By using these methods, we hope to learn more about what affects university students' opinions and choices about their canteens.

Chapter 3 : Results and Analysis

1. Demographic Profile

The data collection yielded 110 students studying at Sri Lanka Institute of Information Technology (SLIIT). More than half of the respondents were above 25 years of age. And about 60% of the sample consisted of students from the Computing Faculty. Demographic details of the sample are summarized in the tables below.

Gender	
<i>Male</i>	61
<i>Female</i>	48
<i>Other</i>	1

Table 1

Year	Semester 1	Semester 2
<i>Year 1</i>	22	55
<i>Year 2</i>	13	12
<i>Year 3</i>	1	1
<i>Year 4</i>	2	4

Table 3

Age	
<i>16 – 20 years</i>	14
<i>21 – 25 years</i>	94
<i>26 – 30 years</i>	2
<i>30 – 35 years</i>	0
<i>Above 35</i>	0

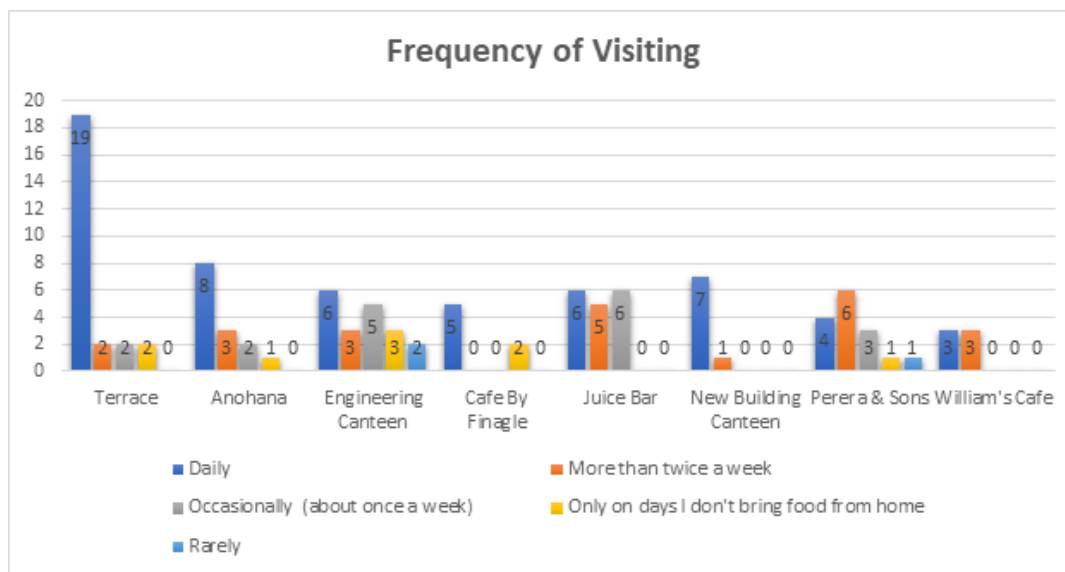
Table 2

Faculty of study	
<i>Faculty of Computing</i>	61
<i>Faculty of Engineering</i>	26
<i>Business School</i>	4
<i>School of Architecture</i>	3
<i>School of Law</i>	3
<i>William Angliss</i>	12
<i>Humanities and Sciences</i>	1

Table 4

Chapter 4 : Frequency of Visit To The Canteens and Primary Reasons to Visit

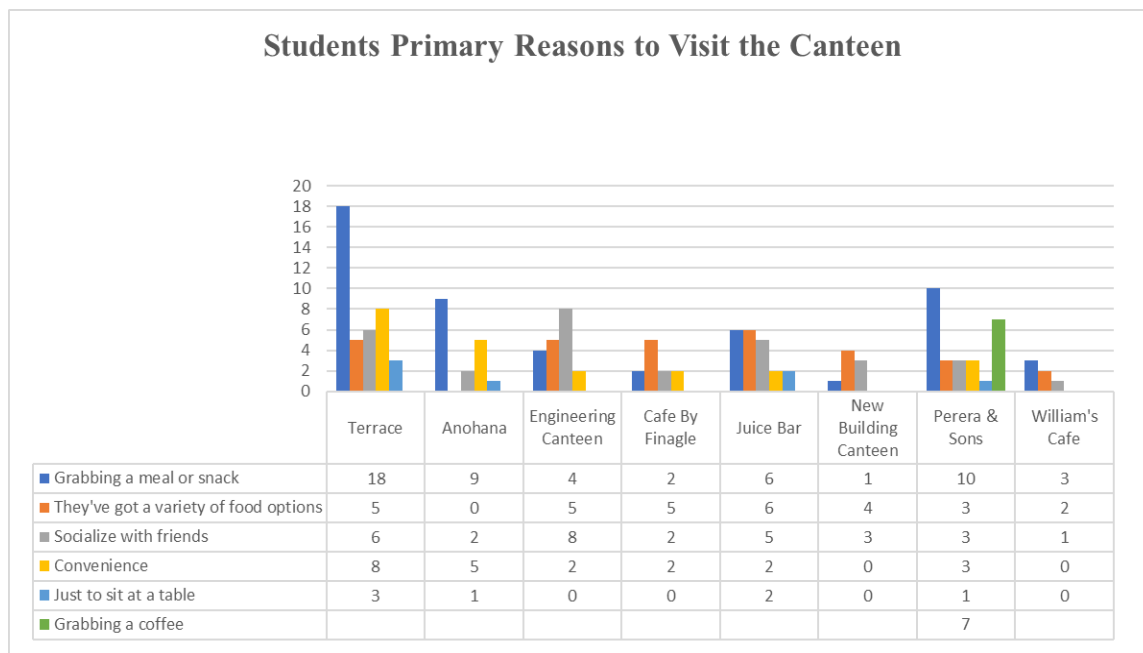
The frequency of a student visiting the university canteens can depend on various factors such as personal schedule, dietary preferences, and budget. Some students may visit the university canteens daily for their meals, while others may prefer to bring their own food from home. The survey conducted gives information that a significant percentage of respondents use the offer of SLIIT canteen services daily and occasionally. And some groups of students use canteens at least once a week or only on certain days when they couldn't bring food from home. Others use canteens very rarely.



The graph above shows the information gathered through the survey on how often students visit the canteens. Here the y axis represents the number of responses while the x axis represents the 8 different canteens inside the campus premises. Each canteen is represented by five bars, indicating different visit frequencies: Daily, Occasionally, More than once a week, Rarely and Only on certain days.

Accordingly, Terrace canteen seems to be the students' most preferred one, with 19 out of 110 respondents who took part in this survey responding that they visit the Terrace canteen daily. Anohana and New building canteen comes to second after that. The Engineering faculty canteen and the Juice bar have a similar number of daily visitors. Among all the canteens inside the campus, Café by Finagle and the William's Café seems to be the least visited canteens during a week.

At the end, each student's unique circumstances and preferences will determine how often they choose to dine at the university canteens.



Among the reasons for visiting the canteen the respondents mentioned: grabbing a meal or a snack, the variety of food options, socializing with friends and for the convenience. Some students also mentioned coming to the canteen just to sit at a table and prepare for classes.

The graph above illustrates the main motives behind students' visits to the 8 campus canteens; nevertheless, it doesn't specifically address student preferences. However, one can learn a few things about student preferences by examining which canteens are selected for reasons.

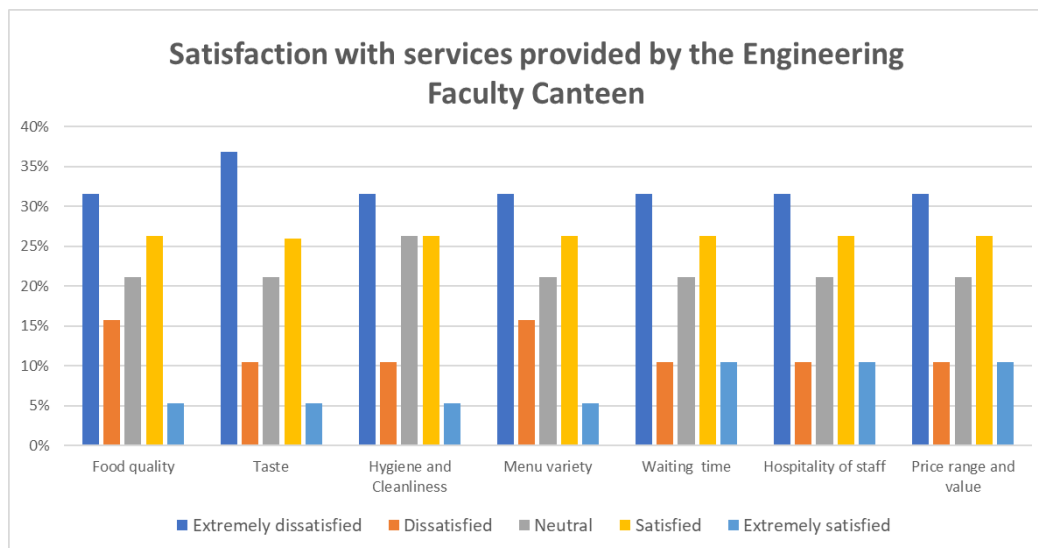
This graph indicates that, with 18 respondents, the Terrace Canteen is the most frequently selected alternative for students to grab a meal to eat. This implies that students could think the Terrace Canteen has the best dining alternatives. With 9 and 10 responders, the Anohana Canteen and the Perera & Sons rank second and third, respectively, in this area. On the other hand, it seems that the New building canteen and William's café are the least popular places to get a bite to eat, as only one and three respondents, respectively, selected them. This implies that students might not think these canteens provide the healthiest options for meals or because they are expensive comparing to the other canteens

It's important to remember that there are a variety of reasons why students choose to visit canteens. For instance, a student may go to the Terrace Canteen for two reasons: first, to get food, and second, to hang out with pals.

Overall, even if the graph doesn't express preferences explicitly, it may be used to deduce which canteens students think provide the best options for studying, socializing, meals, and snacks.

Chapter 5 : Students' satisfaction with services provided by each canteen at SLIIT

1. Engineering Faculty Canteen

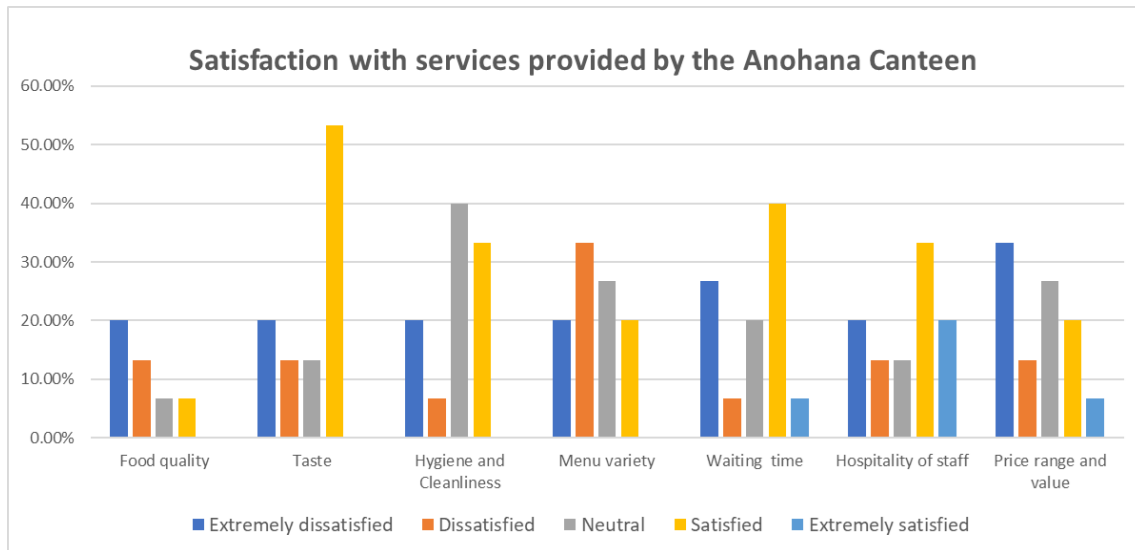


According to the bar graph given it becomes that 25% of the participants show a lot of satisfaction with the quality of the food they provide. Within all categories it represents the maximum level of satisfaction. Additionally, 55% of the people respondents confirm great satisfaction with the taste of food. These results indicate people have a great affection for the meals offered by the Engineering Faculty Canteen, as well as both quality and taste.

The graph also includes measurements of other factors that impact satisfaction. For example, 40% of respondents are highly satisfied with menu variety and 45% were highly satisfied with hygiene and cleanliness. Even though the scores are better compared to others' taste and food quality, these ratings are still helpful. This suggests that the variety of food that the canteen's menu provides may benefit certain tasks.

Overall, the graph shows that students regard the engineering faculty canteen is high regard because of the taste and quality of the food offers.

2. Anohana Canteen

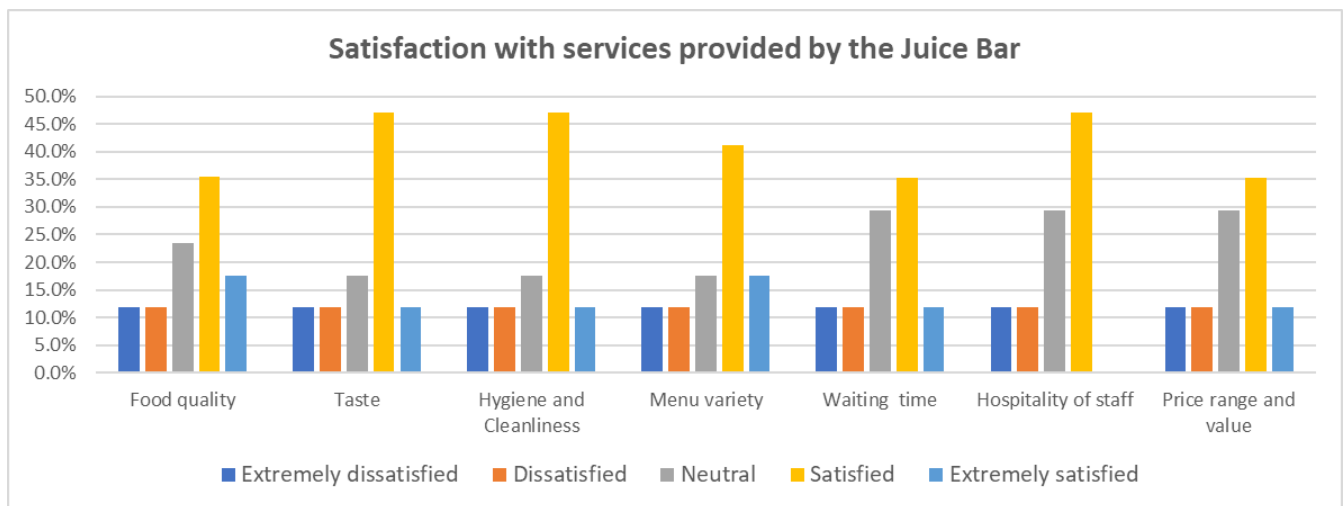


Based on the graph, 60% of those polled regarded the food quality at Anohana Canteen as extremely pleasing or satisfied, putting it at the highest level of the satisfaction range within that category. Anohana Canteen's taste is another marketing factor; based on 55% of respondents, it fits in those categories. These results indicate that consumers have great gratitude for the Anohana Canteen's menu because of its flavor and quality.

As other deciding factors have been taken under attention, cleanliness and hygiene gain a 45% extremely satisfied or satisfied rating. At 40% quite happy or satisfied, the food variety score is a bit lower. Finally, a mere 35% of the participants given each category, including price range, staff friendliness, and willing time the greatest ratings on the graph.

Overall, the graph suggests that respondents are generally satisfied with the Anohana Canteen, particularly the food quality and taste. There is room for improvement in menu variety, but overall, the Anohana Canteen seems to be well-received. Especially when compared to other university canteens, the Anohana Canteen may be a leader in terms of food quality and taste based on the results of this survey.

3. Juice Bar



The graph indicates the satisfaction rating likely out of 100, is appears on bar graph. 79% of the student's respondents declared that they were satisfied with all services provided by the Juice Bar. Considering, it seems that most respondents had a satisfying time at the juice bar.

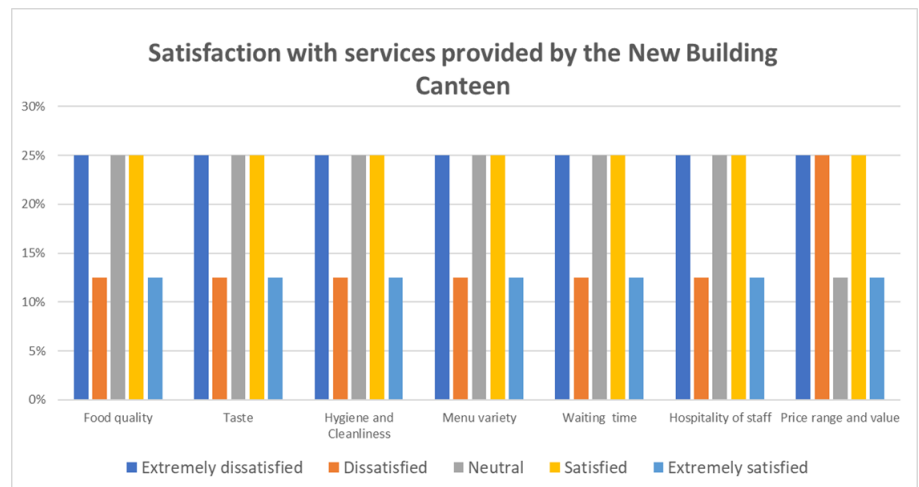
From this graph we can deduce that the Juice Bar may offers excellent juices an extensive selection of flavors or quick service. Although most of the respondents are satisfied with the services given by Juice bar, there are some people who are not satisfied or have neutral opinions about the it.

It's also essential to keep in mind that while a fact that 79% of respondents saw the juice bar positively, 21% didn't. This suggests that it may be potential for improvement. The juice bar could improve the variety of tastes available, the speed in which the juices are offered or the quality of the juices.

4. New Building Canteen

The graph shows the level of satisfaction with various aspects of the New Building Canteen. It does not allow for a direct comparison with other canteens on campus. However, it does provide some insights into how respondents feel about the new canteen.

Looking at the graph, it is clear that satisfaction is highest with the food quality. 60% of respondents rated the food quality as extremely satisfied or satisfied. Taste is another strength of the New Building Canteen, with 55% of respondents indicating they are extremely satisfied or satisfied

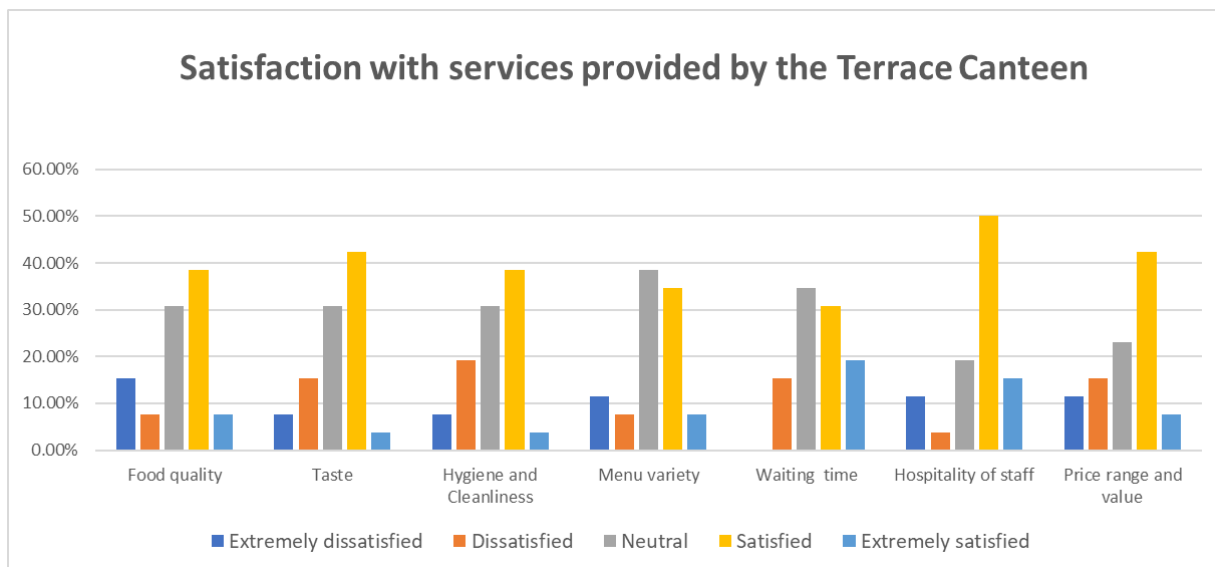


with the taste of the food. These results suggest that the New Building Canteen is well-regarded for the quality and taste of the food it serves.

Other factors influencing satisfaction are also measured in the graph. For instance, hygiene and cleanliness receive a satisfaction rating of 45% very satisfied or satisfied, and menu variety scores 40% very satisfied or satisfied. While these scores are positive, they are lower than those for food quality and taste. This suggests that there may be room for improvement in the variety of the menu offered by the canteen.

Overall, the graph suggests that respondents are generally satisfied with the New Building Canteen, particularly the food quality and taste. There is room for improvement in menu variety, but overall, the new canteen seems to be well-received.

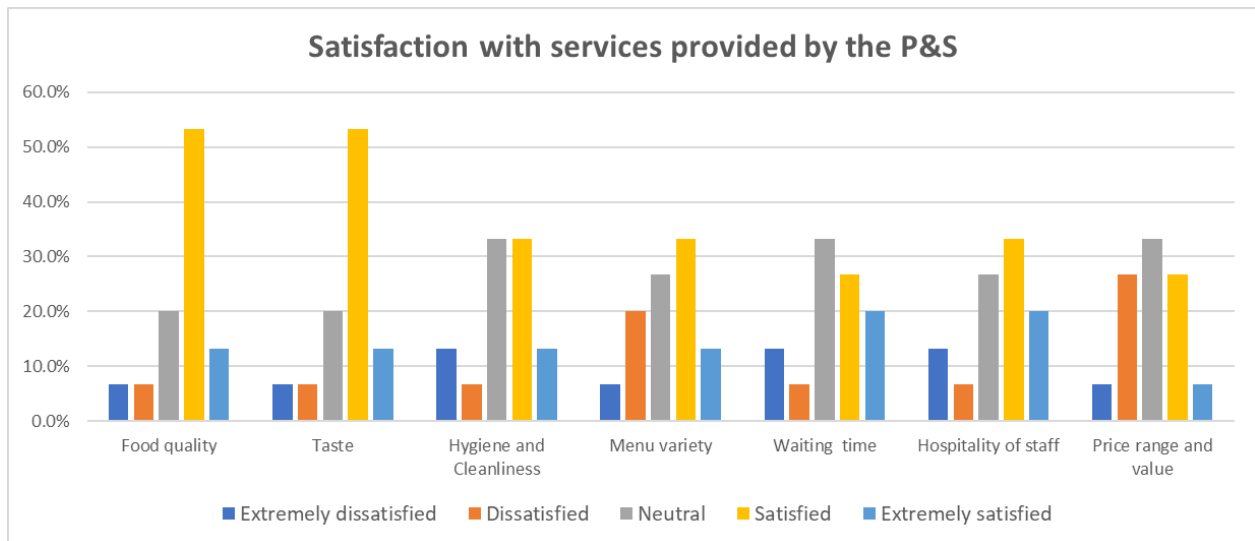
5. Terrace Canteen



This bar chart titled "Satisfaction with services provided by the Terrace Canteen.", displays the level of satisfaction for six categories of service as food quality, taste, hygiene and cleanliness, menu variety, waiting time, and hospitality of staff. Each category is divided into five satisfaction levels as extremely dissatisfied, dissatisfied, neutral, satisfied, and extremely satisfied.

Students seem to be highly satisfied with the Terrace Canteen, particularly with respect to the food's quality, flavor, cleanliness, and hygienic conditions, according to the graph. Although the staff's friendliness and waiting times, nevertheless, could make some improvements.

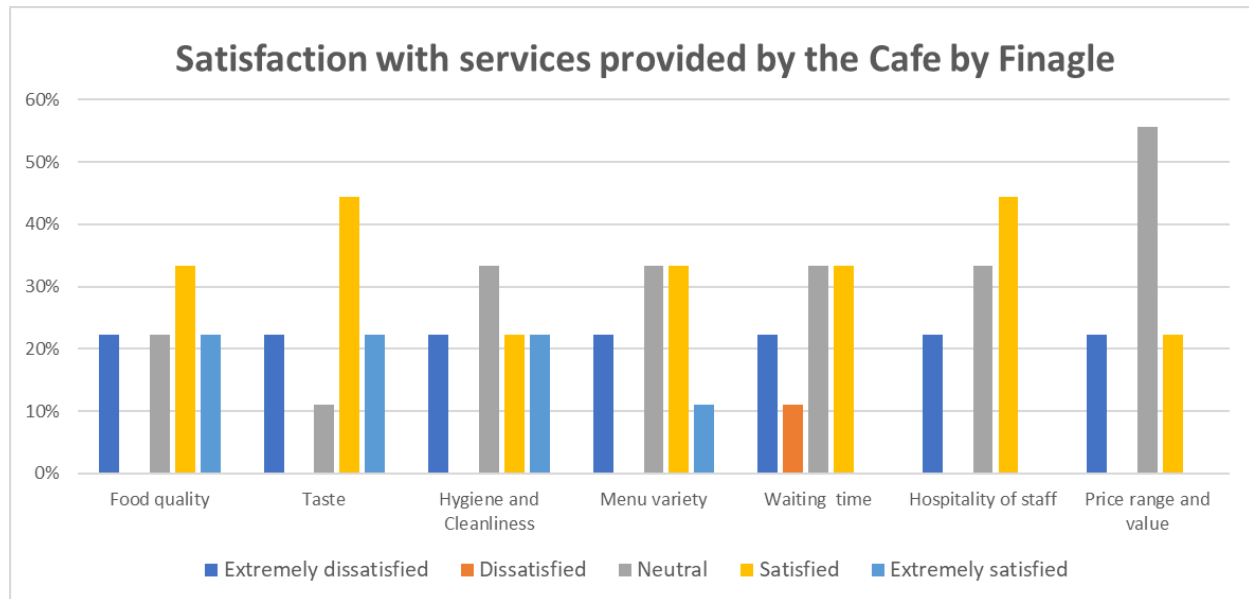
6. Perera & Sons



The bar chart illustrates satisfaction with the services provided by P&S. The horizontal axis of the graph shows a variety of service categories, which are food quality, taste, hygiene and cleanliness, menu variety, waiting time, hospitality of staff, and price range and value. The percentage of respondents who choose each satisfaction level, which ranges from "extremely dissatisfied" to "extremely satisfied" depicted on the vertical axis.

Overall, the graph shows that the P&S received the highest marks for food quality, taste, hygiene, and cleanliness, with 100% of respondents rating these categories as "extremely satisfied". Customer satisfaction is also positive for menu variety, price range and value, with a combined satisfaction rate of 80%. The graph also further indicates many users had varying opinions about the personnel's warmth and are dissatisfied with the wait time.

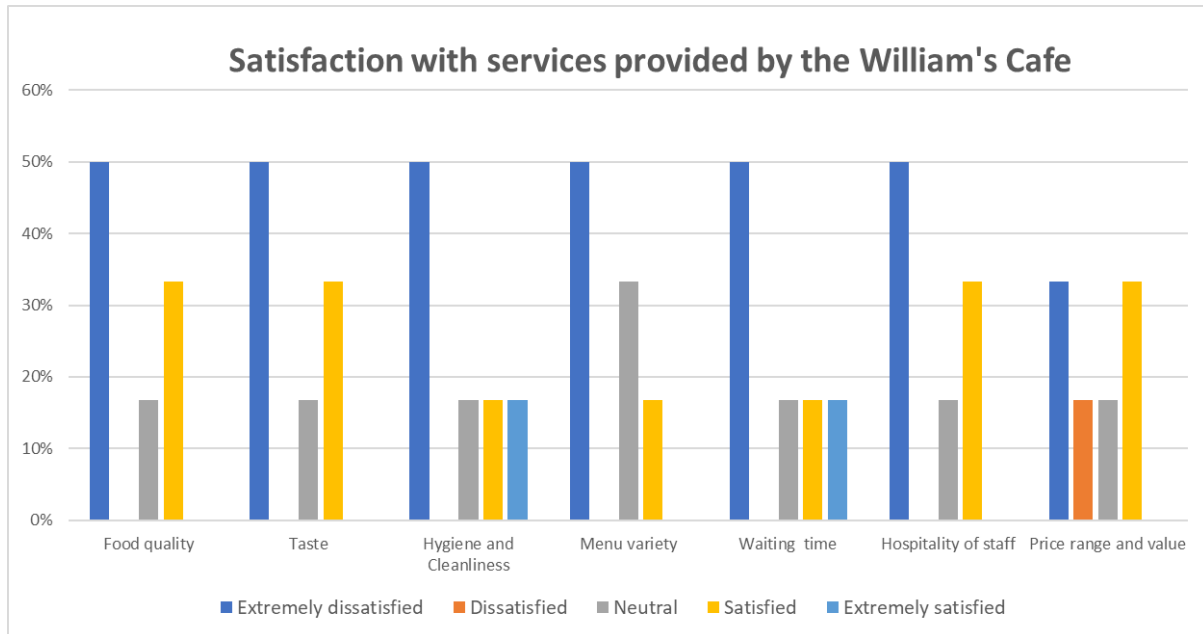
7. Café by Finagle



The above bar graph shows the following bar graph shows Satisfaction with services provided by the Café by finagle canteen. The graph shows by six categories as food quality, taste, hygiene and cleanliness, menu variety, waiting time, and hospitality of staff. There are five satisfaction levels as extremely dissatisfied, dissatisfied, neutral, satisfied, and extremely satisfied.

The bar graph shows that the cafe received the highest marks for food quality, taste, hygiene, and cleanliness, with 60% of respondents rating these categories as "extremely satisfied." The menu variety has also received positive feedback from consumers. With 40% rating it as "satisfactory" and 30% as "extremely satisfied" The bar chart additionally depicts that 10% of respondents were not satisfied with the menu variety, while 20% of respondents regarded it as neutral.

8. William's Café



The graph also includes statistics for other factors that impact satisfaction. 40% of those surveyed indicate they are pleased with or satisfied with the food variety, while 45% indicate they are very satisfied with or satisfied with the cleanliness and hygiene. While these scores are greater than those for taste and food quality, they are always satisfactory. This suggests that there may be potential for improvement in the canteen's menu variety.

The graph shows that cost variety staff affection and waiting time had the lowest average from respondents just 35% of them said they were very satisfied or satisfied. This shows that the greatest opportunity for improvement in these categories may be to improve overall student satisfaction with William's Cafe.

Overall, the graph shows that respondents are usually satisfied with William Cafe, in generally hospitality, waiting time, and menu variety may all be improved.

Chapter 6 : Is SLIIT canteen food really healthy enough for students?

A specific question directed to those who participated in the survey was that "Have you encountered any unsanitary conditions in the food you bought?" Participants responded to the inquiry in regards of every canteen in the campus.

The bar graph shows the number of respondents who experienced unhealthy situations that follow;

Terrace Canteen: 9 respondents.

Anohana Canteen: 3 respondents.

Engineering Canteen: 14 respondents.

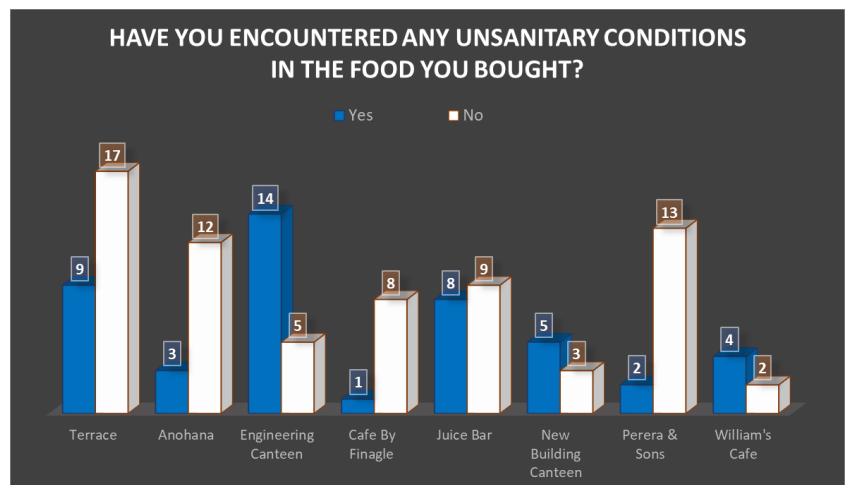
Cafe By Finagle: 1 respondent.

Juice Bar: 8 respondents.

New Building Canteen: 5 respondents.

Perera & Sons Cafe: 2 respondents.

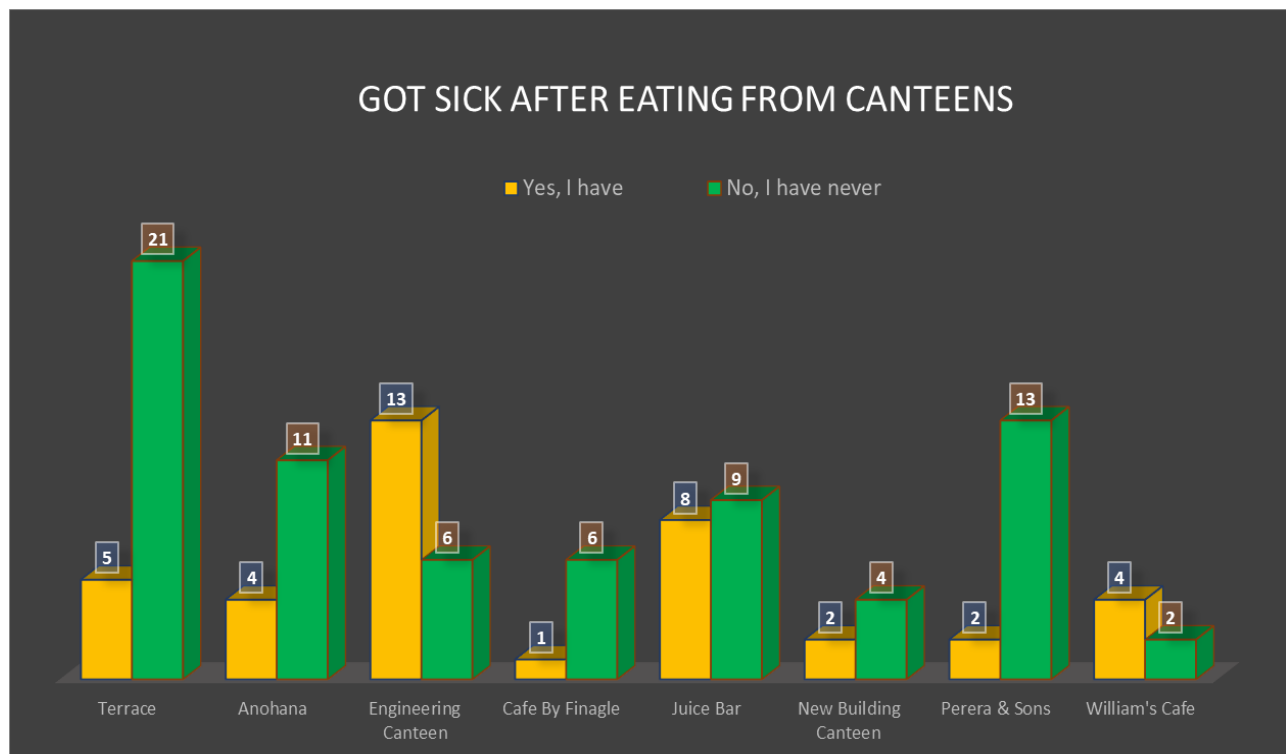
William's Canteen: 4 respondents.



The canteen with the highest percentage of unhealthy situations seems to be the Engineering faculty canteen. Although it cannot be identified the specific incidences where students have encountered unsanitary conditions in the food they bought. However, if 26 people came to the Terrace Canteen, 9 of them reported unhealthy conditions in the food. That would suggest a higher percentage than the 3 students who out of 16 students who came to the Anohana Canteen, reported facing unhealthy conditions in the food.

The graph's main point is that certain respondents had experienced unhealthy conditions at each of the mentioned canteen.

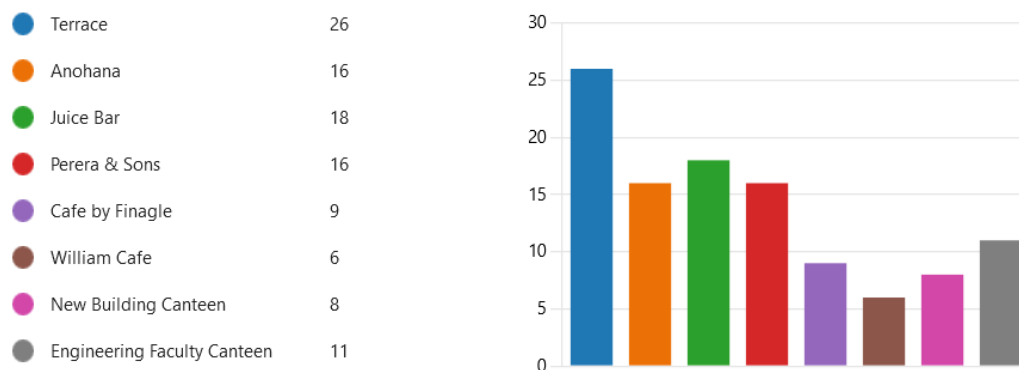
Some students who took place in the survey has complaint that they have got sick after eating from certain canteens at SLIIT university. By looking at this graph it is clear that more students got sick after eating at the Engineering faculty's canteen compared to all other canteens. Based on the real experiences of students who participated in the survey it seems the Engineering canteen food has caused sicknesses for multiple students. Whereas the Juice bar and Terrace canteen food have also caused some students to fall sick. However, it seems that even though some have fell sick after eating from Terrace canteen, most students have not. If 26 people visited the Terrace canteen, only 5 of them got sick.



In general, it is clear that every canteen does have few or many students who got sick after consuming their food, which means that all canteens at SLIIT should consider more about the hygiene and the healthiness of the food they provide.

Chapter 7 : Students' Overall Choice of Canteen

The graph below displays the preferences of respondents regarding canteens they visit frequently. The horizontal axis lists the seven canteens in SLIIT, whereas the vertical axis represents the number of responses. Terrace has received the most responses, with 26 visits. Juice Bar and Anohana come in second and third, with about 16 and 18 visits apiece. There are around 14 answers for Perera & Sons. The Engineering Faculty Canteen receives about eleven visitors every day. There are about nine visits to William Cafe. Cafe by Finagle has received the fewest visits, averaging about 6 replies.



The collected information clearly suggests that Terrace is the most well-liked canteen among those who took part in the survey, having a significant lead in visits over the other SLIIT canteen options. Terrace appears to be followed closely by Anohana and Juice Bar in terms of visitor count. Judging from the survey replies gathered, it seems that Perera & Sons, the Engineering Faculty Canteen, and William Cafe have intermediate levels of favoritism, with Cafe by Finagle earning the fewest visits. The least number of students visit the New Building Canteen. This information offers insightful information about the eating habits of people who frequently visit the canteens on the SLIIT campus.

Chapter 8 : Conclusion

The obtained results have an interesting cognitive aspect. The students' view can be used by the authorities to improve the quality and quantity of food and hygienic condition of food services in universities. This analysis report of student responses can provide knowledge about their behaviors in canteens, which are important for the University administrators to take actions to improve.

We recommend that SLIIT university canteens include an assessment guide. This could assist owners in raising the standard of canteen service. The prevention of diseases related to diet should be the reason for continuing monitoring of the quality of nutrition in canteens. It is essential to consider other factors of catering services in addition to food quality when assessing the quality of service. The majority of university canteen diners are young adults, whose eating habits are still developing. Eating in a pleasant environment, consuming meals of the proper standard, and maintaining hygienic and nutritional standards are all important.

Chapter 9 : References



1 Scan the code and see the survey.