

A survey on usage of canteens of University of Kelaniya by students of Faculty of Science

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The university canteens while providing meals are an important meeting point for both students and staff members. There are several canteens within a university but service provided by canteens and therefore, students' preferences for canteens may be different. This survey is based on five main canteens at the University of Kelaniya; Base, Gym, Hilton, Staff and Hostel canteens. The aim of this survey is to understand the usage of the canteens by students of the Faculty of Science. The objectives are to identify the frequently visited canteen of the students and the reasons for it, categorize the most visited canteen by gender, year of study, accommodation type, measure the satisfaction on available facilities of university canteens and classify the student expectations regarding the facilities. The survey was conducted during the period of September – November 2015. Among the 1394 students registered in the Faculty of Science, 255 respondents were randomly selected using simple random sampling method (without replacement). An appropriate questionnaire was developed in order to gather data and achieve the objectives. After a pilot survey was conducted, questionnaire was administered in person and online and also by interviewing busy students in order to collect data.

The analysis reveals that the majority of students (41%) of the Faculty of Science visited Base canteen for their needs; whereas 25% visited Staff canteen and 22% visit the Gym canteen. The usage does not change irrespective of whether the student stays at the hostel, boarding place or home. The reason for using the Base canteen is convenience in reaching the canteen. Female students (49%) use the Base canteen whereas male students (38%) prefer to use Staff canteen. Lunch is the preferred meal compared to breakfast, dinner and other snacks. The majority of first year students visit the Base canteen, 2nd year students prefer to visit Gym and Staff canteens than the Base canteen and 3rd year students prefer the Base canteen. Majority of the students (29%) have ranked the condition of Base canteen as average and 14% have ranked as good. When considering the attitude of the staff members of the canteens, Base and Staff canteens' employees have been highly ranked as 'Average' by most of the respondents (19% and 17% respectively) while 'Good' was marked by 15%. Most of the respondents have marked as 'Average' considering the service speed of canteens in the university and around 20% of students have claimed that the service speed is low over all canteens. In general, only 45% of the students are satisfied with the facilities provided by the canteens. Most of the students (23%) have requested to expand the space within the canteens and requested to have air conditioning, TVs and vending machines within the canteens. The survey discloses important findings about the usage of university canteens by students of the Faculty of Science.

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