Feedback Analysis on Cafeteria
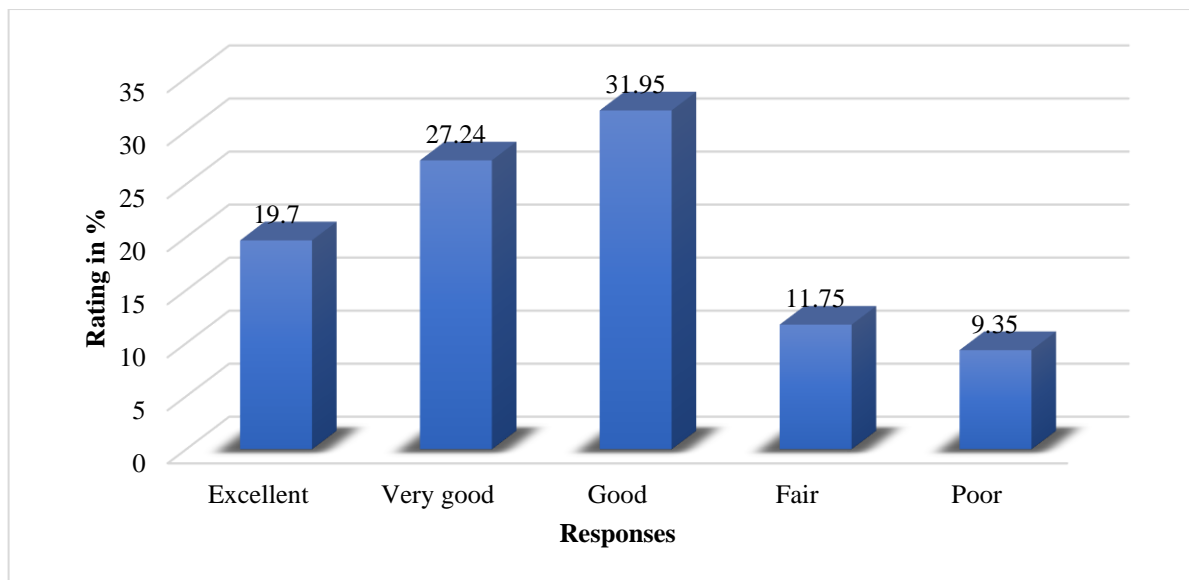
Academic Year 2023-24

Average

Figure 1

Figure 1 reflects the "Good" category holds the highest average rating at 31.95, indicating general satisfaction among respondents. Following this, "Very Good" has an average of 27.24, and "Excellent" scores 19.7, showing that many respondents rated their experiences positively. On the lower end, "Fair" has an average of 11.75, and "Poor" is the least frequent with an average of 9.35, signalling areas for potential improvement. Overall, the data suggests a predominantly positive response, though there remains a minority of concerns to address for enhancing overall satisfaction.

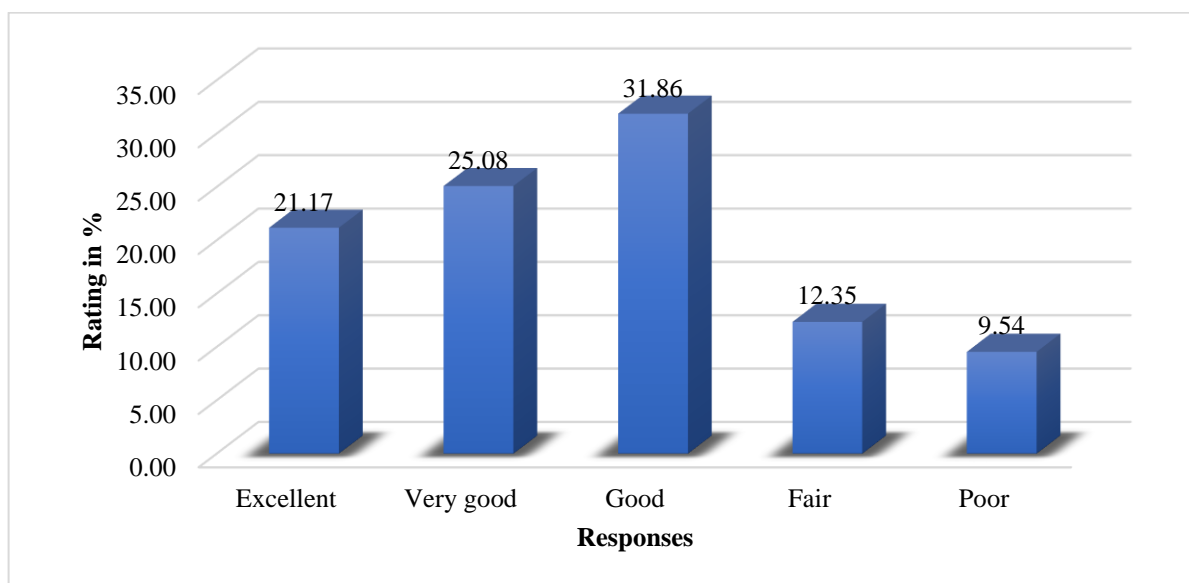**How would you rate the ambiance of cafeteria**

Figure 2

Figure 2 illustrates the majority of respondents rated the ambience positively, with 31.86% selecting "Good," 25.08% choosing "Very good," and 21.17% opting for "Excellent," totalling 78.11% who viewed the atmosphere favourably. Meanwhile, 12.35% rated it as "Fair" and 9.54% as "Poor," indicating a smaller portion of dissatisfaction. This distribution suggests that the cafeteria's ambience is generally well-received, providing a solid foundation for maintaining a pleasant environment. However, the 21.89% who rated it "Fair" or "Poor" highlight an opportunity for improvement, as addressing their concerns could elevate the overall experience and potentially shift more ratings toward the higher end of the scale.

How much are you satisfied with cleanliness and accessibility to the cafeteria
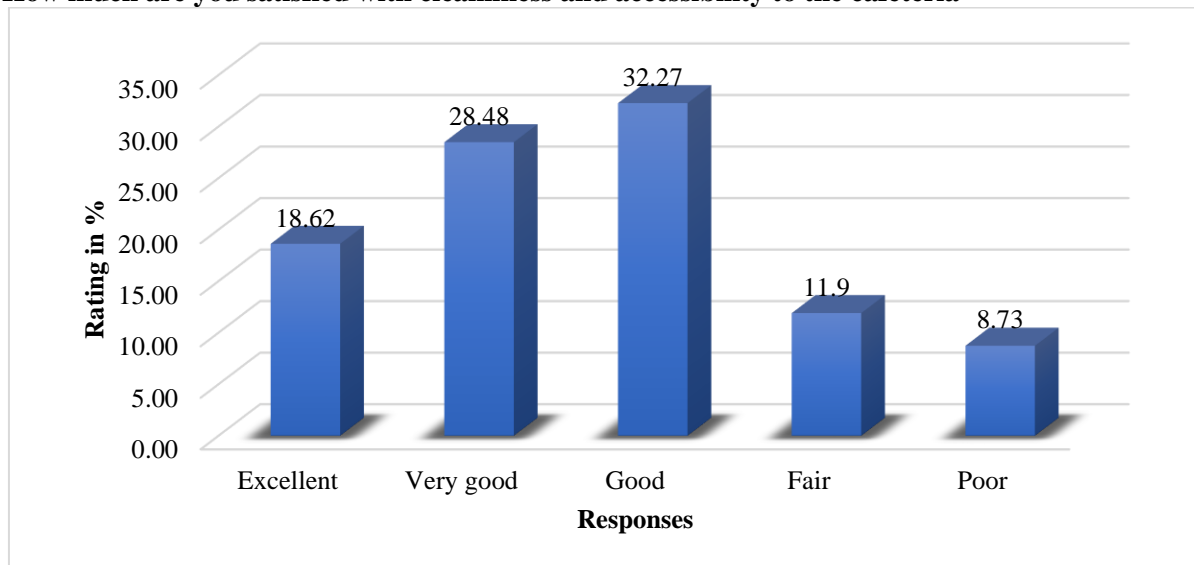

Figure 3

Figure 3 displays that the highest percentage, 32.27%, rated it as "Good," followed by 28.48% for "Very good" and 18.62% for "Excellent," indicating that 79.37% of respondents are generally satisfied with these aspects. Meanwhile, 11.9% rated it as "Fair" and 8.73% as "Poor," reflecting a smaller group with concerns. The data suggests that the cafeteria performs well in cleanliness and accessibility, with a strong positive perception among most respondents. However, the 20.63% who rated it "Fair" or "Poor" point to areas for improvement, such as addressing specific cleanliness or accessibility issues, which could further enhance satisfaction levels and reduce negative feedback.

The variety of food options available in cafeteria
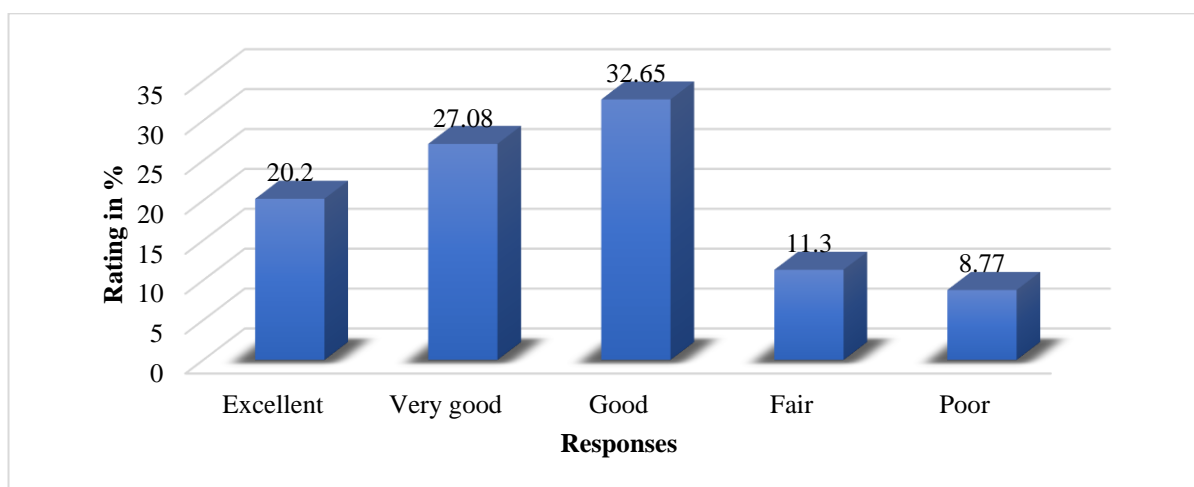

Figure 4

Figure 4 shows that the majority of respondents rated the food variety as "Good" (32.65 responses), followed by "Very good" (27.08 responses) and "Excellent" (20.2 responses). Lower ratings include "Fair" (11.3 responses) and "Poor" (8.77 responses). This distribution indicates that most respondents perceive the cafeteria's food variety as satisfactory or above, with "Good" being the most frequent evaluation. However, the presence of some "Fair" and "Poor" ratings suggests room for improvement in diversifying the food options to cater to broader preferences.

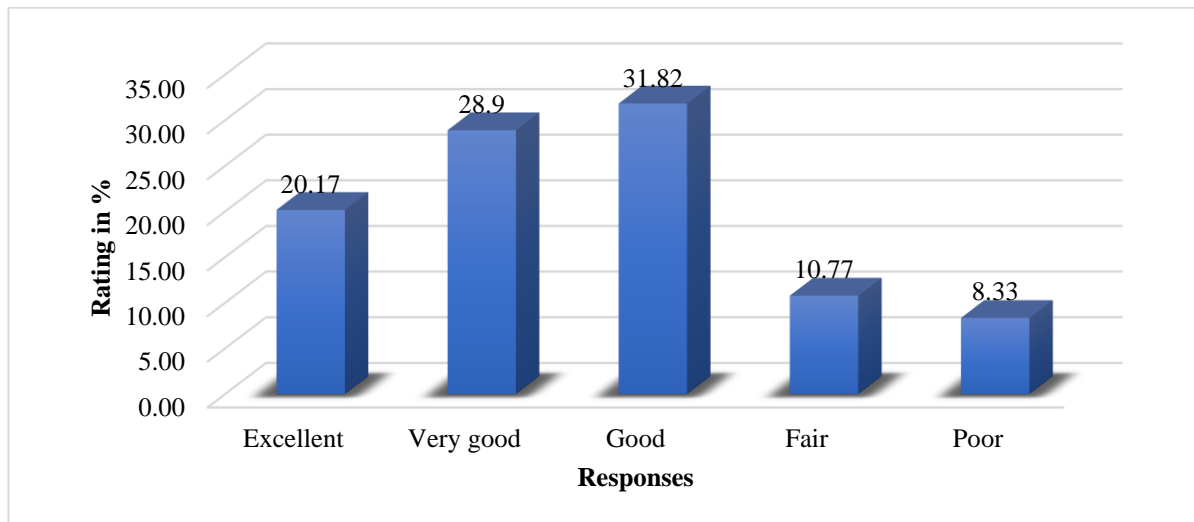**How would you rate the behavior of canteen staff**

Figure 5

Figure 5 represents the highest percentage of respondents rated the staff's behaviour as "Good" (31.82%), followed by "Very good" (28.9%) and "Excellent" (20.17%). A smaller portion of respondents gave lower ratings, with "Fair" accounting for 10.77% and "Poor" for 8.33%. This distribution suggests that most respondents perceive the behaviour of the canteen staff positively, as the majority of the ratings fall in the "Good," "Very good," or "Excellent" categories. However, the presence of "Fair" and "Poor" ratings indicates room for improvement in enhancing staff interactions to ensure a more uniformly positive experience.

How would you rate the quality of the food served in the canteen

Figure 6

Figure 6 conveys the majority of respondents rated the food as "Good" (31.79%), followed closely by "Very good" (27.94%) and "Excellent" (20.17%). Lower ratings include "Fair" (11.4%) and "Poor" (8.7%). This distribution suggests that most respondents find the food quality to be satisfactory or better, with "Good" being the most frequent response. However, the presence of "Fair" and "Poor" ratings highlights areas where improvements could be made to elevate the overall dining experience. This data demonstrates a generally positive perception while offering insights for targeted enhancements

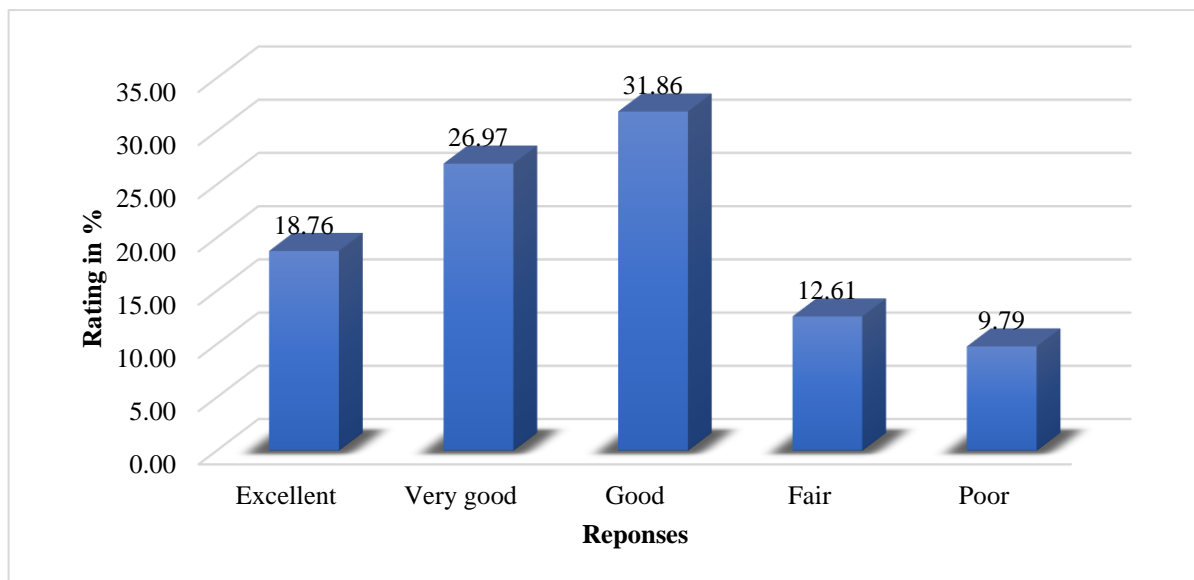**How would you rate the prices of the food available**

Figure 7

Figure 7 depicts that the majority of respondents rated the prices as "Good" (31.86%), followed by "Very good" (26.97%) and "Excellent" (18.76%). A smaller percentage rated the prices as "Fair" (12.61%) and "Poor" (9.79%). This distribution indicates that most respondents view the food prices positively, with ratings clustering in the "Good" to "Excellent" range. However, the presence of "Fair" and "Poor" responses suggests that a minority of respondents feel the prices could be improved or made more accessible. This insight can be used to identify potential adjustments in pricing strategies to better cater to all patrons.

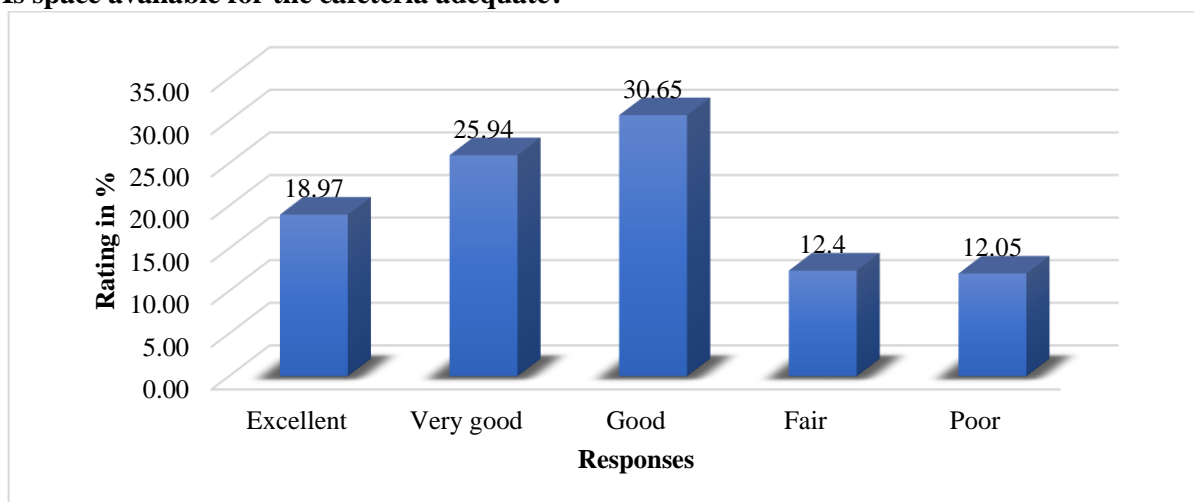**Is space available for the cafeteria adequate?**

Figure 8

Figure 8 reveals that highest percentage of respondents rated the space as "Good" (30.65%), followed by "Very good" (25.94%) and "Excellent" (18.97%). Lower ratings include "Fair" (12.4%) and "Poor" (12.05%). This distribution indicates that most respondents are satisfied with the cafeteria's space, with the majority falling in the positive categories ("Good," "Very good," and "Excellent"). However, the presence of "Fair" and "Poor" ratings highlights that a significant minority of respondents believe the cafeteria space could be improved. This data reveals an overall positive perception but signals an opportunity for enhancement to address the needs of less satisfied patrons

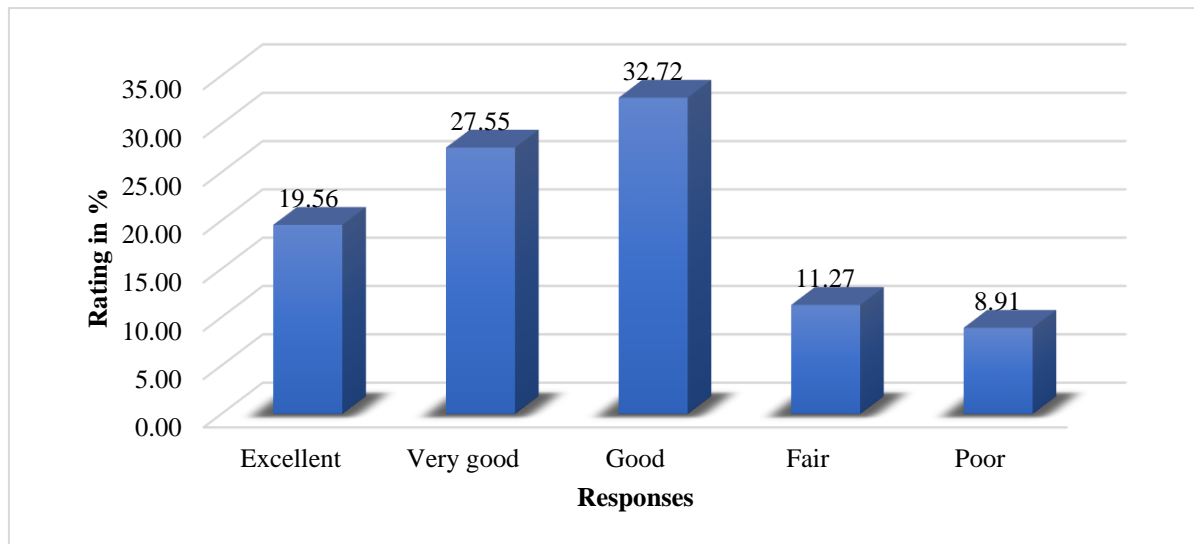**How would you rate the overall facilities available in the cafeteria**

Figure 9

Figure 9 presents that the highest percentage of respondents rated the facilities as "Good" (32.72%), followed by "Very good" (27.55%) and "Excellent" (19.56%). Lower ratings include "Fair" (11.27%) and "Poor" (8.91%). This distribution shows that the majority of participants perceive the cafeteria facilities positively, with most ratings falling in the "Good" and "Very good" categories. However, the presence of "Fair" and "Poor" responses indicates that a minority of respondents see room for improvement, suggesting targeted upgrades could elevate satisfaction levels further. The overall impression is favourable, but refinements could enhance the experience for all patrons.