

Satisfaction Survey on Cafeteria Academic Year 2025-26

The Satisfaction Survey on Cafeteria is designed to assess student opinions regarding the quality and management of cafeteria services within the institution. It focuses on key aspects such as ambiance, cleanliness, accessibility, food variety, staff behavior, pricing, and overall facilities. Through this survey, the institution aims to understand student satisfaction levels and identify areas that require improvement. The collected feedback will help enhance the dining experience by ensuring better food quality, reasonable pricing, and a comfortable environment that meets the needs of all students.

1. Ambiance of the cafeteria



Figure 1: Ambiance of the cafeteria

The figure 1 represents generally positive reception, with an overwhelming majority of students expressing satisfaction. Specifically, 83.47% of respondents provided favorable ratings, with the feedback being relatively evenly distributed among the top three tiers: good (29.01%), very good (28.01%), and excellent (26.45%). This suggests that for most students, the physical environment and atmosphere of the cafeteria are conducive to a pleasant dining experience. On the other hand, a minority of 16.53% expressed dissatisfaction with the ambiance. Within this group, 9.16% of participants rated it as fair, while 7.36% gave it a poor rating. While these critical figures are low compared to the positive responses, they indicate that there is still some room for aesthetic or environmental improvements to ensure the space feels comfortable and welcoming for the entire student body.

2. Cleanliness and accessibility to the cafeteria

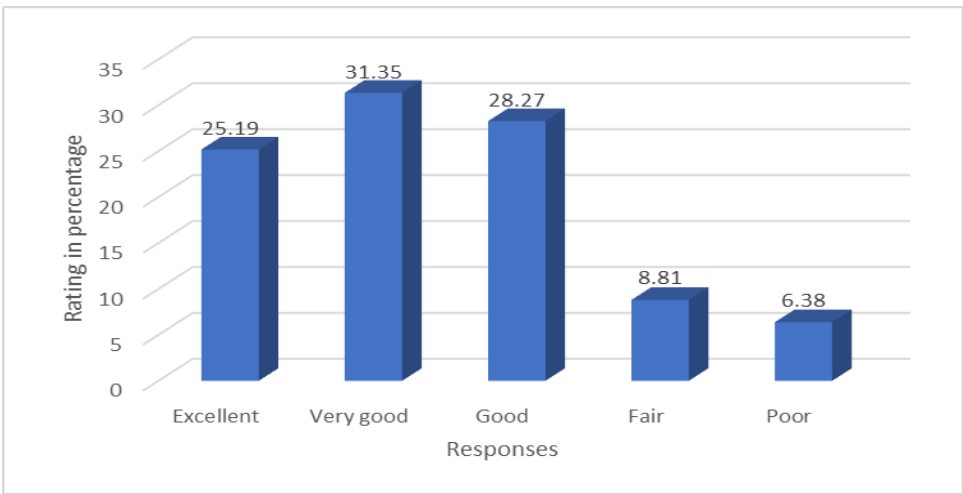


Figure 2: Cleanliness and accessibility to the cafeteria

The figure 2 shows satisfaction with the cleanliness and accessibility of the cafeteria reflects a strong approval rating of 84.81%. The data is heavily weighted toward the upper tiers of satisfaction, with 30.56% of respondents rating it as very good followed by 27.68% as good and 26.57% as excellent. This indicates that the vast majority of students perceive the cafeteria as a well-maintained and easily reachable facility, suggesting effective janitorial oversight and a strategic location on campus.

Conversely, critical feedback is limited to 15.19% of the total responses. Within this segment, 8.86% of students rated these aspects as "Fair," and a small minority of 6.33% gave a poor rating. While the overall sentiment is overwhelmingly positive, these minor pockets of dissatisfaction might point to localized cleanliness issues during peak hours or specific accessibility hurdles for certain groups of students. Overall, however, the cafeteria ranks highly for its operational hygiene and ease of use.

3. Variety of food options available in cafeteria

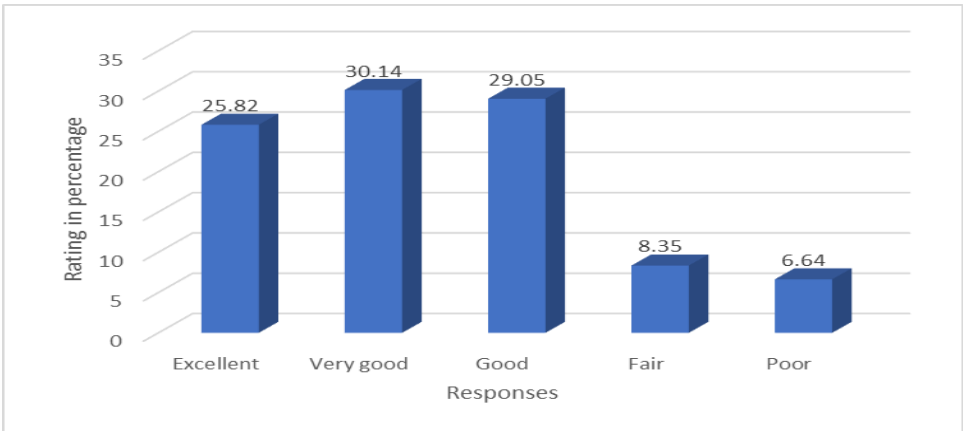


Figure 3: Variety of food options available in cafeteria

The figure 3 indicates variety of food options available in cafeteria in the cafeteria indicates a high level of satisfaction with the menu's variety. A significant 84.34% of respondents gave a positive rating, with 30.1% describing the selection as very good followed by 28.32% as good and 25.92% as excellent. This suggests that the cafeteria successfully caters to a wide range of culinary preferences and dietary needs, providing enough options to keep the student body generally content with the daily offerings.

Conversely, a combined 15.66% of students expressed dissatisfaction with the diversity of the food. Specifically, 8.8% of participants rated the variety as fair, and 6.86% rated it as poor. While the majority are satisfied, these figures represent a small but consistent minority that may be looking for more specialized options, seasonal changes, or a broader international menu. Overall, the cafeteria's ability to provide a diverse range of items remains one of its core strengths.

4. Behavior of canteen staff

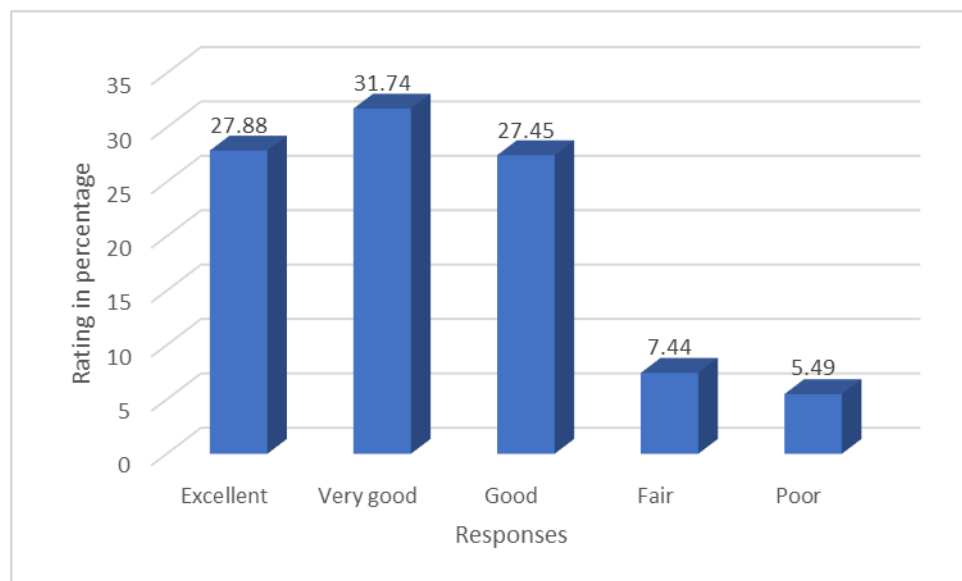


Figure 4: Behavior of canteen staff

The figures 4 explains regarding the behavior of canteen staff displays a high level of satisfaction, marking it as one of the most positive aspects of the cafeteria service. A combined 87.07% of respondents provided favorable ratings, with the largest group (31.74%) rating the staff behavior as very good followed by excellent at 27.88% and good at 27.45%. This data indicates that the cafeteria personnel are perceived as professional, courteous, and efficient, which contributes significantly to a positive dining experience for the student body.

In contrast, the level of dissatisfaction is notably low, totaling only 12.93%. Within this segment, 7.44% of students rated the staff behavior as fair, and a minimal 5.49% gave a poor rating. This low percentage of negative feedback suggests that any interpersonal friction is minimal and likely limited to isolated incidents. Overall, the conduct and

interpersonal skills of the canteen staff represent a major operational strength for the institute's hospitality services.

5. Quality of the food served in the canteen

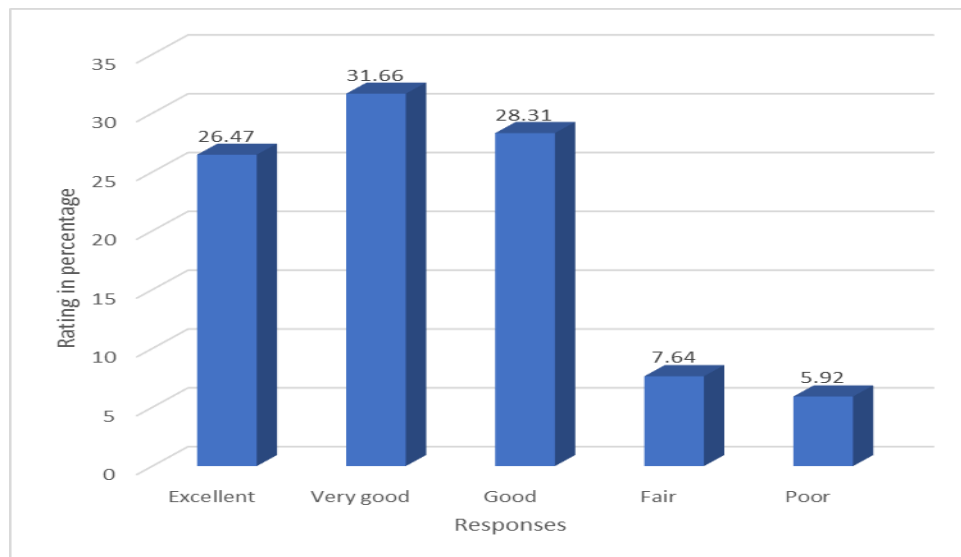


Figure 5: Quality of the food served in the canteen

The figure 5 shows high level of satisfaction among the respondents, with 86.44% providing a favorable rating. The distribution is dominated by positive sentiments, where 31.66% of students rated the quality as very good followed by 28.31% as good and 26.47% as excellent. These results suggest that the canteen successfully maintains a high culinary standard that meets the expectations of the vast majority of the campus community.

6.Prices of food available in the canteen

On the other hand, the negative feedback is minimal, accounting for only 13.56% of the total responses. Within this group, 7.64% of respondents provided a fair rating, and a mere 5.92% rated the food quality as "Poor." This low level of dissatisfaction indicates that while there is always some room for minor improvements in taste or nutritional variety, the current food offerings are generally perceived as fresh, well-prepared, and of a high standard.

The Figure 6 depicts the prices of food available in the canteen indicates that a significant majority of students find the pricing to be reasonable and fair. Approximately 83.1% of respondents provided positive feedback, with 29.86% rating the prices as very good followed by 28.16% as good and 25.08% as excellent. This data suggests that the cafeteria's pricing strategy is well-aligned with student budgets, successfully balancing affordability with the quality of the meals provided.

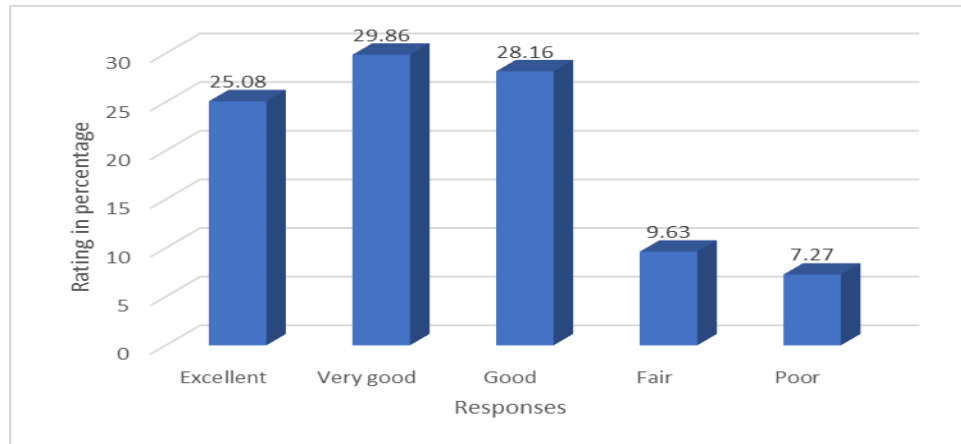


Figure 6: Prices of food available in the canteen

7.Space availability for the cafeteria

However, a segment of 16.9% expressed dissatisfaction with the cost of food. Within this group, 9.63% of participants rated the pricing as "Fair," while 7.27% gave it a "Poor" rating. While the overall sentiment is highly favorable, these figures represent the second-highest level of dissatisfaction across the cafeteria metrics (following seating space). This suggests that while most students are satisfied, there is a small but notable portion of the population that feels the financial burden of campus dining more acutely, pointing toward a potential opportunity for more budget-friendly meal deals or subsidized options.

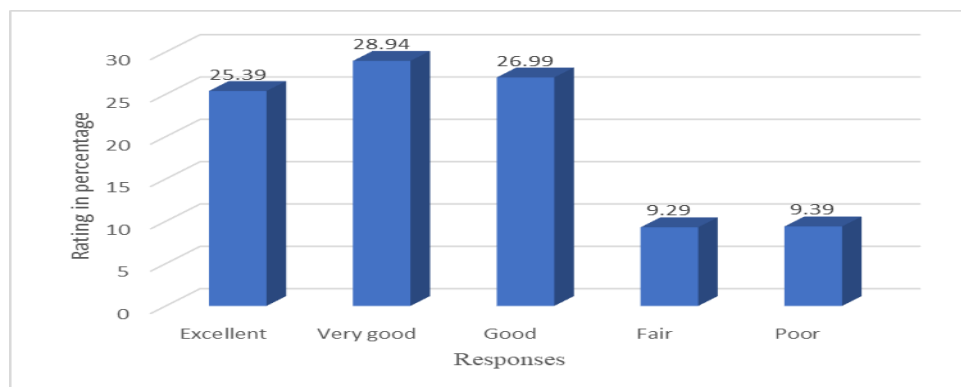


Figure 7: Space availability for the cafeteria

The Figure 7 shows regarding the adequacy of space in the cafeteria indicates that while most students are satisfied, this is the most constrained area of the cafeteria services. Approximately 81.32% of respondents gave a positive rating, with the feedback split between very good 29.35%, good 27.42%, and excellent 24.55%. This suggests that for a large portion of the student body, the seating and layout are sufficient for their needs, though the excellent rating here is slightly lower than in other cafeteria categories.

The dissatisfaction levels for this metric are the highest in the cafeteria survey, totaling 18.68%. Specifically, 11.21% of students rated the space as "Fair," and 7.47% rated it as

poor. These figures highlight a clear operational bottleneck, likely occurring during peak lunch hours when the demand for seating exceeds capacity. While the overall sentiment remains positive, the data points to a tangible need for the institute to consider expanding the seating area or optimizing the furniture layout to reduce overcrowding and improve the student experience.

8.Overall facilities available in the cafeteria

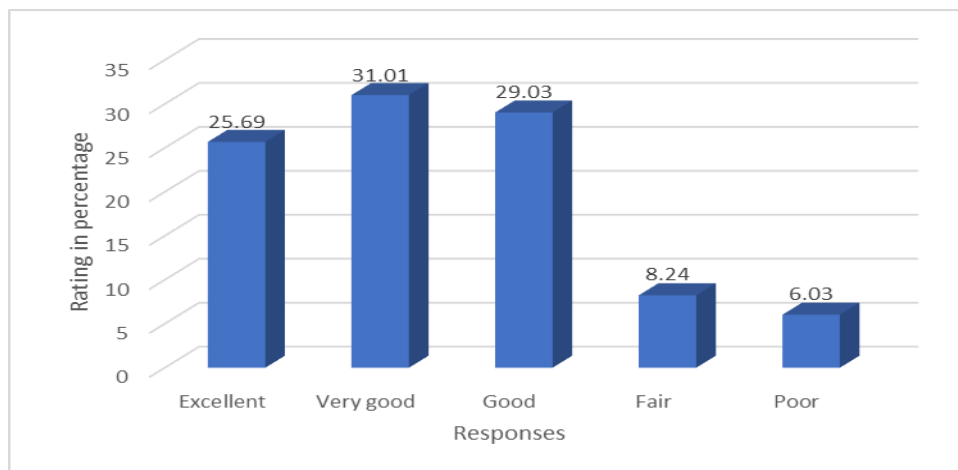


Figure 8: Overall facilities available in the cafeteria

The Figure 8 highlights overall facilities available in the cafeteria indicates a high level of satisfaction, suggesting that the combined elements of ambiance, service, and food quality are well-received. An impressive 85.74% of respondents provided a positive rating, with 32.06% rating the facilities as very good 27.67% as "Good," and 26.01% as excellent. These results reflect a successful holistic management of the canteen, positioning it as a reliable and high-quality utility for the student body.

Conversely, dissatisfaction levels remain quite low at 14.26%. Within this group, 8.15% of respondents rated the facilities as "Fair," and only 6.11% rated them as "Poor." While these figures are minimal, they likely mirror the specific concerns raised in previous categories, such as seating capacity and pricing. Overall, however, the institute's cafeteria is viewed as a significant campus asset, maintaining a consistent standard of excellence that meets the daily needs of the majority of its users.

Overall Satisfaction survey on cafeteria:

The summary of the cafeteria facilities shows a consistently high level of student satisfaction across all eight-service metrics. Overall positive sentiment remains robust, fluctuating between 81.32% Q7 and 87.07% Q4. The highest-rated aspect of the cafeteria experience is the behavior of canteen staff 87.07%, closely followed by the quality of food 86.44 and the overall facilities 85.74%. These figures suggest that the canteen is well-managed, with a focus on service quality and nutritional standards that resonate well with the vast majority of the campus population.

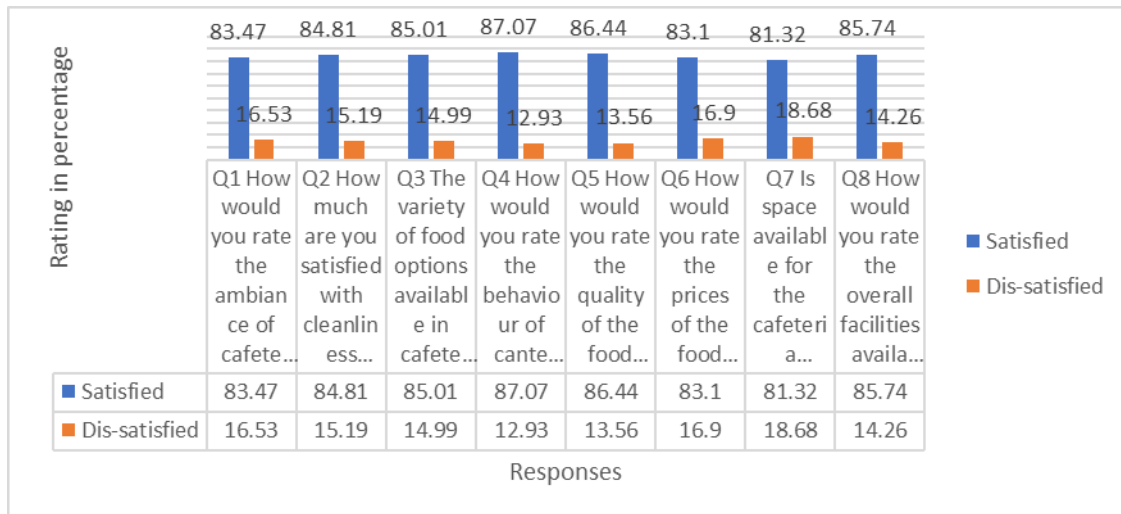


Figure 9: Overall Satisfaction survey on cafeteria

However, the data also highlights specific areas where the experience could be optimized. The highest dissatisfaction is observed in Q7 18.68%, which pertains to the adequacy of space. This suggests that during peak hours, the cafeteria may suffer from overcrowding or insufficient seating. Additionally, price satisfaction Q6 shows a slightly higher dissatisfaction rate of 16.9% compared to food quality, indicating that while the food is good, a segment of students finds the cost relatively high. Overall, while the cafeteria is perceived as a high-quality campus asset, addressing spatial constraints and price sensitivity could push satisfaction levels even higher.

Average analysis of Cafeteria:

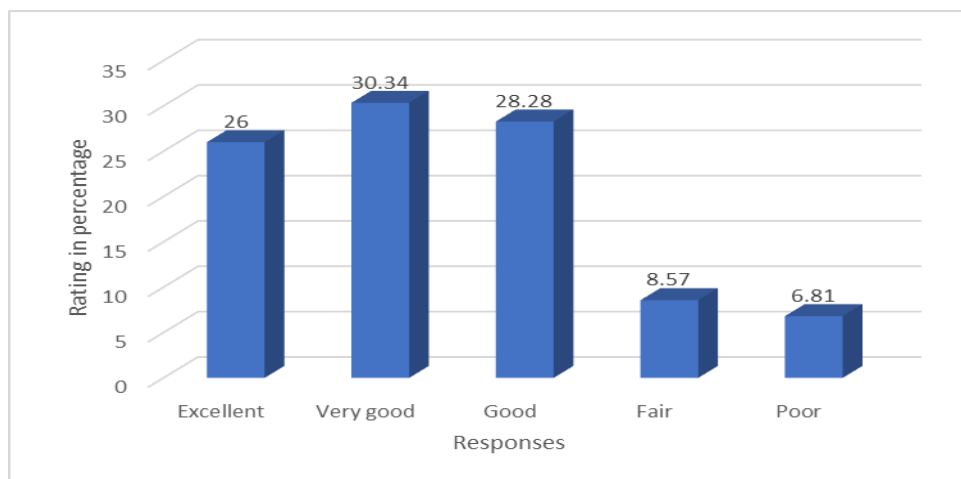


Figure 10: Average analysis on cafeteria

The Figure 10 shows that the responses were largely positive. Very good received the highest rating at 30.34%, followed by good at 28.28% and excellent at 26.00%. Together, these positive responses account for 84.62% of the total, indicating a high level of satisfaction among respondents. In comparison, Fair accounted for 8.57% and Poor for 6.81%.

6.81%. Overall, the findings suggest that respondents had a strongly favorable opinion, with the majority rating the subject as excellent, very good, or good.

Recommendations of Internal Quality Assurance Centre:

S.No	Feedback received	Recommendation
1	The cafeteria space is not sufficient to accommodate all students during peak hours, leading to overcrowding.	Increase seating capacity by extending the cafeteria area or creating additional dining zones to accommodate peak-hour crowds.
2	The cost of meals and snacks in the canteen is considered expensive compared to the quality and quantity provided.	Offer reduced prices or loyalty cards for regular student customers to ease the financial burden. Create affordable meal packages that include a main dish, snack, and drink at a lower combined cost. Conduct a review of current pricing to align costs with quality and quantity provided.