



THE STATUS OF THE UNIVERSITY CAFETERIA SERVICES AT CAGAYAN STATE UNIVERSITY, ANDREWS CAMPUS, TUGUEGARAO CITY

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Abstract: *The study was conducted to determine the Status of the University Cafeteria Services at Cagayan State University, Andrews Campus, Tuguegarao City. The respondents are the one hundred fifty students from Andrews Campus. The descriptive method of research was used in the study. To substantiate the responses of the respondents, personal interview was also done. Results of the study revealed that the mean age of the respondents is 19. Majority of the respondents are female and single. The average weekly allowance of the respondents amounted to P575. As to the services availed by the respondents, forty one percent availed of meals and twenty seven percent availed both snacks and meals. Forty of the respondents prefer burger and juice in the morning as snacks while thirty eight of the respondents prefer siomai and juice as snacks in the afternoon. For breakfast offered at the Cafeteria, many of the respondents chose rice, tocino and hotdog and few of the respondents take bread and coffee in the morning. Most of the respondents prefer rice, meat and vegetables at lunch and only a few chose to eat rice, vegetables and fish. Results of the study on the respondents' level of satisfaction on food, price and services and sanitation revealed a satisfactory rating. As to the problems encountered by the respondents at the University Cafeteria, majority of the respondents answered lack of space to accommodate all customers.*

Keywords: *University Cafeteria, Services, status, satisfaction, customers*

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INTRODUCTION

The cafeteria is a simplification of the restaurant food services. This style of self-service came into being during the gold rush days of 1849 when the “forty-niners” demanded speedy service. Regarded as an American innovation, its popularity extended throughout the United States. At present, commercial cafeterias still represent an important part of the food service industry.

In an educational institution like the Cagayan State University, the presence of a cafeteria is a necessity. It plays the role of providing a variety of food choices during breakfast, break time and lunch to students, employees as well as visitors in the institution. It does not only provide a place for students and employees to eat but also to socialize, acclimatize to college life as well as sometimes a place to study.

With this scenario, the cafeterias within the educational institutions whether school owned or privately managed are seen as an integral part of the student’s development and college education. At the Cagayan State University, there was an abrupt increase in the number of cafeterias within the school. This is an indication that such kind of business activity is one of the most promising business not only school-based but a worldwide boom. With such an observation, the researcher thought of coming up with a study to look into the operations of the Cafeterias at the Cagayan State University, Andrews Campus.

This study aims to determine the status of the University Cafeteria Services at Cagayan State University, Andrews Campus, Tuguegarao City.

Specifically, it aims to answer the following questions in terms of:

1. What is the demographic profile of the respondents in terms of:
 - a. Age
 - b. Sex
 - c. Civil Status
 - d. Weekly Allowance
2. What are the services availed by the respondents at the University Cafeteria?
3. What are the respondents’ level of satisfaction in terms of:
 - a. Food
 - b. Price
 - c. Services



d. Sanitation

4. What are the problems encountered by the respondents in the cafeteria?
5. What are the proposed solutions to the problems encountered?

This study was conducted to determine the Status of the Cafeteria Services at the Cagayan State University, Andrews Campus, Tuguegarao City.

This includes the profile of the respondents in terms of age, sex, civil status and weekly allowances, services availed in the cafeteria as well as level of satisfaction in terms of food, price, services and sanitation.

This study also included identifying the problems encountered by the respondents as well as the proposed solutions to the problems encountered.

The respondents of the study are the students from the Cagayan State University, Andrews Campus.

RELATED LITERATURE

Dr. Kevin Trutna (Summer 2011), in his article entitled "Improving Student Retention: The Role of the Cafeteria" published on the Journal Insight into Student Services made mention that a useful and inviting college cafeteria is a factor in the success of community college students. A major retention strategy is to create multiple areas for students to stay on campus and utilize the support services available. Cafeterias and food service programs are noted in several academic studies as one of the strongest retention strategies for students at community colleges. Or, as one senior faculty member recently commented, "Once students leave campus to get food, they will often not return to study or take classes.

In a national survey conducted by ACT Research which included more than 1,000 colleges, it highlighted that a student cafeteria is a leading factor correlated with student success in college students.

Noel-Levitz in his on-site research to help colleges create and improve retention strategies found out that a college cafeteria is one important criterion that is identified and studied in student satisfaction and retention strategies.

Based on the different articles gathered to examine the cost-benefit analysis of operating the College Cafeteria at Yuba College in Marysville, California, Dr. Trutna came up with the final recommendations that the cafeteria and food service play a vital role in the retention of students. It does not only exist solely to feed employees or students; rather it is an integral



part of a retention strategy for community college students. Included in these student services at Yuba College is a Functional Child Development Center, which in turn, uses the cafeteria for its child snacks and lunches. To him, he says that to close the cafeteria in the school would cause harm to students' success rate. It would force students to leave campus and not seek the resources available. The sheer number of students on campus requires that provision of some sort of food service is indispensable in the operation of the school.

According to US Department of Labor (2004-2005) food service managers are responsible for the daily operations of restaurants and other establishments that prepare and serve meals and beverages to customers. Besides coordinating activities among various departments such as kitchen, dining room and banquet operations, food service managers ensure that customers are satisfied with their dining experience. In addition, they oversee the inventory and ordering of food, equipment, and supplies and arrange for the routine maintenance and upkeep of the restaurant, its equipment and facilities.

Palacio and Theis (2001) mentioned that a traditional cafeteria is one in which employees are stationed behind the counter to serve the guests and encourage them with selections as they move along a counter displaying the food choices. There are many configurations for counter arrangement, from the straight line to parallel or double line, zigzag, and U-shaped. It also mentioned that delivery and service of food after it has been prepared are important aspects of the total food service system. Customers satisfaction depends in a large part of the pleasing presentation of carefully prepared, assembled and transported food in every type of food service operations.

Quilang (2000), in her study entitled "Consumers Level of Satisfaction on the Services of the Five Big Fast Food in Tuguegarao City found out that cafeteria owners maintain the patronage of their customers by being able to keep up with the changes in their taste and preference through alternative food items. She also concluded that the food service organization's primary goals are quality of food and satisfactory service. The production requires all the personal qualities to render good service. These are cooperativeness, dependability, good attitude, initiative and ability to get along with others. Neatness, personal hygiene and good health are also desirable in a food service organization. Equipping the management staff with appropriate knowledge and skills on food service and quality management can recant deficiencies in quality and service. Quality service requires



the use of appropriate serving equipment and utensils. Cafeteria owners must be familiar with the various equipment and supplies for their service as well as their appropriate usage to prevent breakages and damages.

According to Cecilia (2000) customers are the lifeblood of the food service business. To ensure patronage, their satisfaction must be sustained. They always deserve prompt, preferential and consistent attention. The staff must see to it that every customer find his dining experience pleasurable and rewarding so that he will come back to repeat patronage. Certain qualifications for a food service such as good health conditions, neat and pleasing personality, loyalty and capability to work under pressure are very important.

METHODOLOGY:

The descriptive method of research was used to describe and interpret the variables used in the study such as the profile of the respondents, services availed by the respondents, level of satisfaction and the problems and proposed solutions of the respondents to the problems encountered.

This study was conducted at the Cagayan State University- Andrews Campus, Tuguegarao City where the cafeterias are located.

The respondents of this study were the 150 students coming from the different colleges within the campus who are patronizing the cafeteria services. Accidental sampling was used by the researcher in obtaining the student respondents from the different colleges of Andrews Campus.

The research instrument utilized in the study was the questionnaire. It consisted of the respondents profile, the services availed by the respondents, the level of satisfaction of the respondents as to food, price, services and sanitation, as well as the problems encountered and the proposed solutions.

To supplement the information gathered, interview was also used by the researcher.

The researcher personally distributed the questionnaires to the respondents while they were at the cafeteria taking their snacks or meals. Observations and interview were applied to validate the data.

The data gathered were tabulated, analyzed and interpreted using the descriptive statistics like frequency counts, rank, percentage and weighted mean.



The researcher used the descriptive statistics such as frequency, percentage and the 3-point Likert scale was used to treat the data gathered.

Numerical Value	Descriptive Value
3	Very satisfied
2	Satisfied
1	Not Satisfied

RESULTS AND DISCUSSION:

The mean age of the respondents was 19, and majority of the respondents are female.

As to civil status, majority of the respondents are single. The respondents have a mean weekly allowance of P575.00.

As to the service availed by the respondents at the University Cafeteria, 61 or 41 percent availed of meals and 41 or 27 percent availed both snacks and meals.

Forty of the respondents prefer to eat burger and juice in the morning as snacks while 38 of the respondents prefer to eat siomai and juice as snacks in the afternoon.

As to type of breakfast offered at the University Cafeteria, many of the respondents chose to eat rice, tocino and hotdog and few of the respondents take bread and coffee in the morning.

Most of the respondents prefer to eat rice, meat and vegetables at lunch time. Few of the respondents chose to eat rice, vegetables and fish.

As to the respondents level of satisfaction on food, the grand mean was 2.24 with a descriptive value of satisfied. As to their level of satisfaction on price, the grand mean was 2.21 with a descriptive value of satisfied. With regards to their level of satisfaction on services and sanitation, the grand mean of 2.21 and 2.20 respectively with a descriptive value of satisfied.

With regards to the problems encountered by the respondents at the University Cafeteria, majority of the respondents answered lack of space to accommodate all customers was the number 1 problem encountered, while 36 respondents chose that the food quantity served is not enough to satisfy their hunger. The least problem encountered is the serving of spoiled foods.



As to the proposed solutions to the problems encountered, majority of the respondents suggested that more space should be provided, followed by providing or serving enough quantity of food.

Table 1. Distribution of Respondents as to Age

Age	Frequency	Percentage
15-16	35	23
17-18	31	21
19-20	52	35
21-22	27	18
23-above	5	3
Total	150	100

Table 1 shows the distribution of respondents as to age. There are 52 or 35 percent of the respondents whose age ranges from 19-20, 35 or 23 percent of the respondents belong to age ranging 15-16 , 31 or 21 percent of the respondents belong to age ranging from 17-18. There are 27 or 18 percent of the respondents whose age ranges from 21-22 while 5 or 3 percent of the respondents belong to age ranging from 23 and above. The mean age of the respondents is 19.

Table 2 . Distribution of Respondents as to Sex

Sex	Frequency	Percentage
Male	50	33
Female	100	67
Total	150	100

Table 2 shows that there are 100 or 67 percent female respondents while 50 or 33 percent of the respondents are male.

Table 3 . Distribution of Respondents as to Civil Status

Civil Status	Frequency	Percentage
Single	140	93
Married	10	7
Total	150	100

Table 3 shows that majority of the respondents are single. There are 10 or 7 percent of the respondents who are married.



Table 4. Distribution of Respondents as to Weekly Allowance

Weekly Allowance	Frequency	Percentage
P 200-below	5	3
201-400	20	13
401-600	82	55
601-700	19	13
701-800	9	6
801- above	15	10
Total	150	100

As gleaned from the table, it shows that 82 or 55 percent of the respondents have weekly allowance ranging P401- 600 20 of the respondents have weekly allowance ranging from P201-400, 19 or 13 percent of the respondents have a weekly allowance of P601-700, 15 or 10 percent have weekly allowance ranging P801- above, while 9 or 6 percent have weekly allowance ranging from P200 and below. The mean allowance of the respondents is 575.

Table 5 . Distribution of Respondents as to Services availed at the Cafeteria

Services	Frequency	Percentage
Snacks	61	41
Meals	48	32
Both meals and Snacks	41	27
Total	150	100

The table shows that 61 or 41 percent of the respondents avail of snacks offered at the cafeteria while 48 or 32 percent take their meals at the cafeteria. There are 41 or 27 percent of the respondents who take both meals and snacks at the cafeteria.

Table 6. Distribution of Respondents as to Snacks availed by the respondents

Food	Morning		Afternoon	
	Frequency	Percentage	Frequency	Percentage
Spaghetti, sandwiches and softdrinks	10	7	4	3
Bihon and juice	18	12	8	6
Pancit,sandwich and juice	12	8	7	5
Biscuit and juice	11	7	9	7
Banana cue and softdrinks	15	10	18	14
Siomai and juice	36	24	38	29
Burger and juice	40	27	37	28
Junk foods	8	5	11	8
Total	150	100	132	100



As gleaned from the table, it shows that 40 or 27 percent of the respondents eat burger and juice during snacks in the morning while 38 or 29 percent of the respondents prefer to eat siomai and juice in the afternoon as snacks. It also shows that the respondents have different taste and preferences.

Table 7. Distribution of Respondents as to Foods availed during meals

Food	Breakfast		Lunch	
	Frequency	Percentage	Frequency	Percentage
Rice and egg	25	30		
Rice and omelet	6	7		
Rice, tocino, and hotdog	30	37		
Rice and longanisa	16	20		
Bread and coffee	5	6		
Rice and vegetables			14	15
Rice, meat and vegetables			78	81
Rice, fish and vegetables			4	4
Total	82	100	96	100

Table 7 shows that 30 or 37 percent of the respondents eat rice, tocino and hotdog during breakfast while majority of the respondents prefer to eat rice meat and vegetables during lunch time. As gleaned from the table respondents differ in their food preferences.

Table 8. Distribution of respondents as to their level of satisfaction as regards to Food, Price, Service and Sanitation at the Cafeteria.

Level of Satisfaction as to food	Mean	Descriptive Value
Nutritious and delicious food are served	2.26	satisfied
Variety of food are served	2.28	satisfied
Food served are hot	2.29	satisfied
Food are served palatable	2.24	satisfied
Enough quantity of food are served to satisfy hunger	2.18	satisfied
Newly cooked foods are always served	2.20	satisfied
Total weighted mean	2.4	satisfied
Level of Satisfaction as to Price	Mean	Descriptive Value
Prices of food are affordable	2.25	satisfied
Prices are commensurate to the quantity of food given	2.23	satisfied
Uniformity of price in all stalls	2.15	satisfied
Total weighted mean	2.21	satisfied
Level of Satisfaction as to services	Mean	Descriptive Value
Food are served on time	2.20	satisfied
Servers/sellers are responsible	2.27	satisfied



Servers are respectful and honest	2.23	satisfied
Enough tables and chairs are provided	2.15	satisfied
Total weighted mean	2.21	satisfied
Level of Satisfaction as to sanitation	Mean	Descriptive Value
Sterilized spoons and forks	2.28	satisfied
Clean plates	2.26	satisfied
Clean surroundings	2.10	satisfied
Clean cooking utensils	2.15	satisfied
Clean tables and chairs	2.25	satisfied
Clean cabinets	2.18	satisfied
Total weighted mean	2.20	satisfied

Table 8 shows that the respondents are only satisfied as to food served whether nutritious nor delicious, as to variety of food choices available as well as the quantity of food being served to satisfy their hunger. Furthermore, it also shows that as far as details on prices, services, and sanitation, the respondents are only satisfied. This only shows that the cafeteria operators should do something in order to maintain their customers.

Table 9. Distribution of Respondents as to problems encountered in the cafeteria

Problems encountered	Frequency	Rank
High prices of food	31	3
Spoiled foods are served	9	7
Food served are not properly cooked	12	6
Food served are not enough for all students	24	4
Food quantity are not enough	36	2
Lack of space to accommodate all students	63	1
Food served are not delicious and nutritious	14	5

Table 9 shows that the most pressing problems encountered by the respondents is the lack of space to accommodate all customers, 36 respondents specified food quantity per serving are not enough as rank 2, 31 respondents specified that high pricing of food ranked number 3 while food served are not enough for all students ranked number 4. The least problem is on the serving of spoiled food encountered by the students.

Table 10. Distribution of Respondents as to proposed solutions to the problem

Proposed solutions to the problems encountered	Frequency	Rank
Offer affordable prices of food	36	3
Avoid serving spoiled food	14	7
Provide more variety of food	18	4
Properly cooked food should be served	18	6
More space should be provided	54	1
Offer nutritious and delicious food	26	5



With regards to the respondents proposed solutions to the problems encountered, more space should be provided rank 1, provide enough quantity of food ranked 2, offer affordable prices of food ranked 3, the provision of more variety of food ranked 4 and offer nutritious and delicious food ranked 5 and properly cooked food should be served rank 6. Avoid serving spoiled food ranked 7.

CONCLUSIONS:

Based on the findings of the study, the following conclusions were made:

1. The respondents mean age is 19.
2. Most of the respondents are female and single.
3. The average weekly allowance of the respondents is P575.
4. Majority of the respondents availed of the snacks offered by the University Cafeteria.
5. Many of the students eat burger and juice as their morning snacks while siomai and juice on their afternoon snacks.
6. Many of the respondents chose to eat rice, meat and vegetables at lunch time.
7. Most of the students are only satisfied with the food, price, services accorded to them as well as the sanitation of the University Cafeteria.
8. The most pressing problem encountered in the University Cafeteria is the lack of space to accommodate all customers.
9. The respondents proposed the provision of more space to accommodate all the customers as a solution to the pressing problem encountered.

RECOMMENDATIONS:

1. There is a need to provide wider space in order to accommodate all the customers.
2. The University Cafeteria operators should find ways on how to improve the respondents' level of satisfaction in terms of food serve as well as their services and sanitation.
3. A uniform and reasonable price should be adopted among the University Cafeteria operators to maintain a harmonious relationship with each other.

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