



## **Study of Satisfaction Level of Hostel Students on Sultan Mizan Zainal Abidin Polytechnic Cafeteria Services**

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**Abstract:** This study analyzes the level of satisfaction from hostel students with food service at the cafeteria of Sultan Mizan Zainal Abidin Polytechnic (PSMZA). There are four (4) factors studied in this study that are expected to contribute to the level of student satisfaction with cafeteria services, namely the cleanliness of the cafeteria, food prices, variety of menus, and cafeteria facilities. The results of the study showed that the level of student satisfaction with the food served in the cafeteria was at a bad level. All the factors studied contribute to the level of student's satisfaction. This study also provides suggestions to improve the level of student's satisfaction with the quality of life in the hostel and suggestions for further research that can be done to ensure the quality of food and food preparation services in the Sultan Mizan Zainal Abidin Polytechnic Cafeteria. The methodology used was the quantitative method. This study was carried out using a questionnaire consisting of personal information of the respondents, and cafeteria operator such as the cleanliness, food prices, menus, and facilities as well as cafeteria improvement proposal. The questionnaire was distributed to students who are staying at the Sultan Mizan Zainal Abidin Polytechnic Hostel for the second session of 2021/2022. The data was analyzed using descriptive analysis which is frequency and percentage. Findings had shown these students' satisfaction had a strong correlation with the items that helped to improve the cafeteria services. These findings indicated the importance of several strategies to be implemented by administration and cafeteria operators to improve students' satisfaction with PSMZA cafeteria services.

**Keywords:** Hostel Students, PSMZA cafeteria, Satisfaction

### **1. Introduction**

Humans need to grow up normally and perform their daily duties as God's caliphs on this earth (Abdul Wahid & Mazilah, 2011). Likewise, for students, a balanced diet is essential to ensure nutrition that can supply energy to carry out daily activities as a student, mental intelligence in gaining knowledge, and obtaining maximum body health. Campus life is a period of change in the lifestyle of

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teenagers who are generally those who are on a higher education campus after finishing school. So, this is where the formation of teenage eating patterns begins after becoming a student at a higher education institution. A student's eating pattern should be well taken care of because it can affect the student's health for a long time (Siti Aminah, 2010). Foodservice refers to institutions, eateries, restaurants, or certain parties that offer food and beverage services that are ready to be cooked and eaten (or drunk) on the premises or outside the premises. It also includes culinary and catering services.

On campus, food service is usually provided by the cafeteria. An IPT needs a supermarket that is important for their achievement and direction (Serrano et al, 2018). Cafeterias that provide food services must maintain the quality of service and at the same time ensure customer satisfaction can be achieved. Therefore, most foodservice operators should offer a variety of food preparation services to meet the needs of customers and improve the level of service quality. In addition, students need to get their daily food in the cafeteria where the food is prepared at a very good quality level at this point the cafeteria operator plays a role in managing their food service so that the cleanliness of the food and the environment of the cafeteria is maintained. Generally, in Malaysia, the lack of food premises that offer healthier, cleaner, and safer food options is one of the factors that prevent people from practicing healthy eating. Therefore, the establishment of a Healthy Cafeteria is one of the strategies that can help provide an environment that supports and encourages the community to practice healthy eating (Adznam, 2022). Consuming quality and regular food are important to supply the human body with nutrients and energy and maintain body health. For a student, awareness of food quality and food intake patterns is very important because it affects a person's physical and mental development or response to students (Abdullah & Ali, 2011). So, the value and quality of food can be taken into account as one of the factors that can determine the level of student satisfaction with the cafeteria which will ultimately encourage them to continue buying at the same cafeteria. Therefore, the researcher has made some surveys and rough observations in the cafeteria of Sultan Mizan Zainal Abidin Polytechnic. Based on the research done, it was found that the environment of the cafeteria and the food provided did not reach good quality. Informal interviews were also conducted with students and on average they felt less satisfied with the service received in the cafeteria.

In addition, some students suffered from food poisoning after buying food in the cafeteria near the student dormitory. "Recently, I found that the food I bought was spoiled or stale, and there were foreign objects such as fly eggs in the food." this review is from one of the students who answered the Student Questionnaire. But lately, the college management has received many complaints about this cafeteria. Complaints received are about food prices, cleanliness, and others. This indirectly shows that the food served in the cafeteria is grossly unsatisfactory for students. Therefore, the objective of this study is to identify the level of student satisfaction with the food service at the PSMZA cafeteria. The four (4) food service evaluation factors studied are the cleanliness of the cafeteria, the price of the food, the variety of the menu, and the facilities available in the cafeteria. This study was conducted to assess the level of satisfaction of dormitory students towards the cafeteria.

### 1.1 Problem Statement

The PSMZA cafeteria is one of the facilities at Polytechnic Sultan Mizan Zainal Abidin because it supplies one of the basic human needs, which is food and drink for students at the hostel. However, the quality of the service is not at a satisfactory level because of the environment, equipment such as cutlery and tables are not in good condition, long waiting times at peak hours and so on. This causes students to buy or eat less at the cafeteria.

### 1.2 Objectives

Based on the problem statement above, the objectives of this study are as follows:

- i. Identify the factors of hostel student satisfaction with the quality of cafeteria services at PSMZA.
- ii. Identify the problem of lack of hostel students to eat and buy at the cafeteria PSMZA.
- iii. Identify the cause of the problem of food poisoning for hostel students in cafeteria services at PSMZA.

## 2. Methodology

This study was conducted at the Sultan Mizan Zainal Abidin Polytechnic. Data was collected using the Google Forms application for questionnaires. In this study, the respondents are students who are staying at the Sultan Mizan Zainal Abidin Polytechnic Hostel for the second session of 2021/2022. The questionnaire includes 3 parts, namely part A on the personal information of the respondents, and part B related to the cafeteria operator such as the cleanliness of the cafeteria, food prices, variety of menus, and cafeteria facilities. Next, section C is a cafeteria improvement proposal. The data was analyzed using descriptive analysis which is frequency and percentage.

## 3. Results and Discussion

### 3.1 Demographic Analysis

Figure 1 show that 51% (103) of the respondents are male students while the female respondents are only 49% (99) resulting in 202 respondents in total.

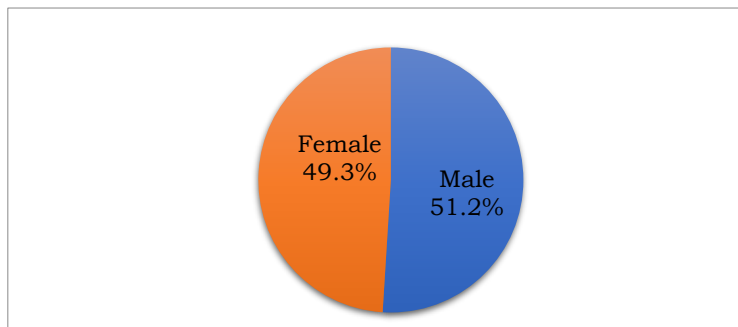


Figure 1: Percentage of Gender of Respondents

All respondents are students aged 18 to 24 years, which is 202 people or a percentage of 100% as shown in Figure 2.

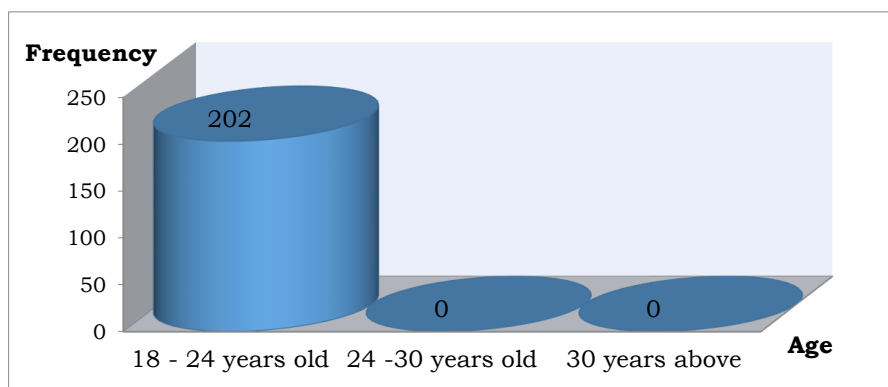


Figure 2: Age of Respondent

3.2 | Analysis of Hostel Students' Satisfaction Level Towards PSMZA Cafeteria Services

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Table 2 and Figure 3 show the questions and the factors of hostel students' level of satisfaction with PSMZA cafeteria services. The interview question selection criteria are made considering as a factor to know the level of student satisfaction with the services provided. From the interview questions that have been made, the writer has categorized into four (4) items to evaluate the level of satisfaction, the items are cafeteria facilities, menu variety, menu prices and cafeteria cleanliness. The level of satisfaction is divided into three (3) levels which are very satisfied, satisfied and dissatisfied. Based on the findings that have been obtained, diagram three has shown the results of the level of satisfaction that refers to the items that have been made. For the cafeteria facilities item, as many as (70.8%) were satisfied with the facilities provided by the cafeteria. For menu variety items, as many as (32.2%) students are not satisfied with the menu that has been prepared. In addition, for the price of food, it was found that as many as (45.5%) students were satisfied with the price that had been offered, which is a good action from the cafeteria operators. While for the cafeteria cleanliness item, as many as (29.8%) dormitory students are not satisfied with the level of cleanliness in the cafeteria and this number can be said to be quite worrying as well, because as we already know the preparation of clean food is a very important factor that can prevent students affected by food poisoning.

Table 2: Questions

Questions	Frequency	
	Yes	No
Is the cafeteria your first choice?	67.7%	32.3%
Is the food in the cafe tightly closed?	69.7%	30.3%
Does the container put clean food dishes?	26.9%	73.1%
Is the dining table clean?	21.9%	78.1%
Trash can in good condition?	67.6%	32.4%
Sink in good condition?	77.1%	22.9%
Are utensils and utensils, plates, bowls, cups, etc. clean?	52.2%	47.8%
Are you comfortable eating in the cafeteria?	75.8%	24.2%
Is the price of food in the cafeteria affordable?	67.7%	32.3%
Have you ever experienced food poisoning in a cafeteria?	23.2%	76.8%
Can you make a lot of choices in the cafeteria?	46.3%	53.7%

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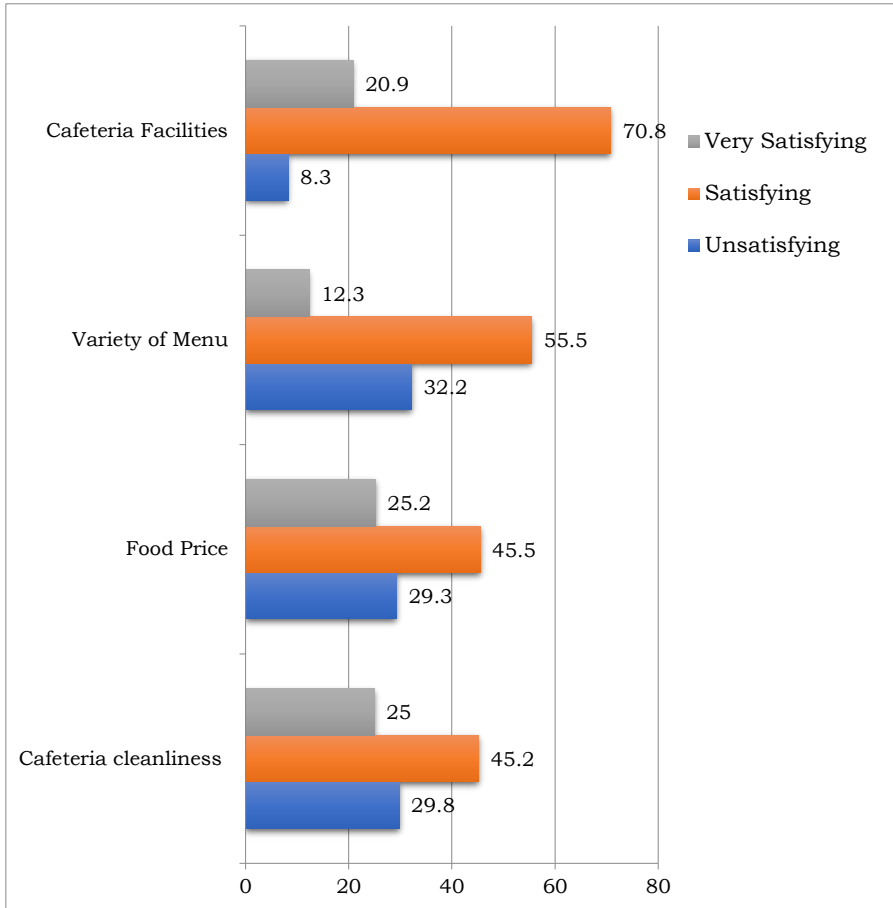


Figure 3: Factors of Dormitory Student Satisfaction Level Towards PSMZA Cafeteria Services

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#### 4.0 Conclusion

Overall, it was found that the level of satisfaction of hostel students towards PSMZA cafeteria services is not good. This is because half of the total number of respondents gave the opinion that they are not at a good level of hygiene, the price of food is too high and the quality of food is not satisfactory. This can be seen from the evaluation and discussion that has been made above. Overall, students and customers feel dissatisfied with the service provided by the cafeteria operators. There are several initiatives to improve the level of PSMZA cafeteria service to build trust and confidence among customers, especially students living in PSMZA hostels.

The cafeteria should be more attentive and concerned about the wants and needs of the customers. The menu provided must be varied to make it easier for customers to make food choices. Sometimes the cafeteria only prepares the same menu every day and this causes customers to feel bored. Therefore, the customers in the cafeteria are students at the PSMZA Hostel. As cafeteria operators in the dormitory, they should know the student's financial level. The price charged for food must be reasonable and commensurate with the student's financial resources. The most important thing is to ensure that the

cafeteria is always clean, the cafeteria needs to provide more trash cans and waste containers for students to put dirty plates and leftover food. This aims to create a clean atmosphere in the cafeteria and ensure that customers feel comfortable and at ease while in the cafeteria.

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