

Results of a survey conducted to determine the quality of service of canteens in the educational buildings of Korkyt Ata Kyzylorda University

In order to determine the quality of service of canteens in educational buildings, a survey was conducted from 15 to 30 December 2023.

During the survey, the following indicators and opinions on educational buildings were determined.

- Satisfaction of the requested persons with the service of the dining room in the educational building;
- Satisfaction of the proposed menu in the dining room;
- Hanging the menu in the dining room in the corner of everyday acquaintance;
- Satisfaction of those asked by the quality of food prepared in the dining room;
- Satisfaction of those asked with the prices of canteen dishes;
- Compliance with the quality of food prices in the dining room;
- Satisfaction of those asked with the prices of additional items in the dining room;
- Assessment of the level of service of the canteen staff;
- Reasons for assessing the level of service of canteen employees as negative;
- The need for a "recommendation book" in the dining room.

Object of research: students of 5 Institutes of the University.

Time of study: 2024

Research sample:

		Student	Teaching staff	in total	
				unit of measurement	%
1	Institute of pedagogy and Traditional Arts	205	46	251	18,5
2	Institute of Natural Sciences	423	7	430	31,6
3	humanitarian and Pedagogical Institute	197	17	214	15,7
4	Institute of Economics and law	206	43	249	18,3
5	Engineering and Technological Institute	206	10	216	15,9
	Total	1237	123	1360	100

The method used in the study:

The survey was conducted using the "face to face" method. The survey methodology allows you to obtain a large amount of information from the respondent with the highest degree of accuracy. The questions under study are revealed quite fully during a personalized interview. An individual request is made by professional interviewers without the participation of a third party.

The data obtained through the survey process from respondents are subjected to statistical processing and analysis. The answers of the respondents who answered the questions of the research questionnaire based on the results of the request to the customer are provided in the form of a report, distributed in the form of graphs and tables.

Methodology used in the study:

A standard questionnaire of 35 questions, compiled in accordance with the objectives of the study.

The questionnaire used in the course of the study was compiled by specialists of the service group for information and expert work.

Since the questionnaire is filled out together with a specially trained individual interviewer, it allows you to increase the completeness of the initial social data and the process of accuracy.

Organization of public catering recommendations of students and teachers:

- Ensuring material closure of public catering establishments in educational buildings;
- Launch of a new canteen built near the main academic building;
- Ensuring the sanitary and hygienic conditions of public catering establishments, high-quality, inexpensive meals and high-quality services;
- Carrying out systematic work on the part of the public commission in order to ensure the sanitary and hygienic condition of public catering establishments, high-quality, cheap meals and high-quality services.