

Service quality of canteens in University of Kelaniya

A. K. M. De Silva¹

Abstract

Sometimes state universities are considered as inexact place for higher education due to the lack of enough facilities, language barriers, limited time etc. Out of those reasons the healthiness of foods and nutrition of the university students can be considered as one of the major reasons. It is potential matter to discover the perception of university students on this factor. The objective of this research is to identify the service quality of the canteens of University of Kelaniya. The overall service quality is contain major three variables; cleanliness of the canteens, employee commitment and physical layout of the canteens. Service quality is depend on these three variables. The targeted sample was 30 and it was randomly selected from university students including all faculties and the method used for this research can be described as mix method which focuses on both quantitative and qualitative methods and data was gathered through questionnaires, interviews and observation. Data is in Likert scale type and descriptive statistics, linear regression have been used to analyze the data. Universities have to concentrate their efforts on improving quality of service in canteens and from this research it was conclude that among all three independent variables the cleanliness of canteens has the considerable influence on the service quality rather than other two variables. The cleanliness variable has divided into five sub variables and from those, the employee external appearance (Sig= 0.000) and well cleaned canteen materials (Sig= 0.010) has significant influence to the service quality of university canteens. So that among all three variables university management have to consider about cleanliness of the canteens and it is important to maintain a clean environment, and attractive staff in order to give a good service quality to university students.

Keywords: Canteen, University, Service quality, Regression, Likert

¹ Department of Economics, University of Kelaniya, kalpi.madu@gmail.com