Research paper

A BRIEF STUDY OF CATERING MANAGEMENT IN NVS WITH SPECIAL REFERENCE TO A SCHOOL OF JAIPUR REGION

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Abstract: JNV is an experimental Indian school. It targets brilliant kids and tries to provide them a superior education like residential schools. Even in disadvantaged areas, these kids are omnipresent. Poor people lack access to high-quality education. Children with special talent or ability should have access to excellent education. This research examines catering management at Jaipur's JNV. The Jaipur school has severe catering rules. The Vidyalaya has boys' and girls' dining rooms. Students consume nutritious food. Vidyalaya administration and students create a menu for migrant students. Present research work includes data collection through personal interaction with the school authority and t-test and ANNOVA statistical tool has been used to analyze the data. SPSS and MS-Excel were also use while data analysis. Present research is based on the view of students which includes their view towards food as well as environment of place where they used to eat.

Keywords: Satisfaction Level, Catering Management Etc

I. INTRODUCTION

India's Jawahar Navodaya Vidyalaya System is an innovative and experimental approach to public schooling. The fact that gifted kids were singled out and an effort was made to provide them an education on par with the top residential schools gives the programme its importance. These kids may be found in the most developed nations as well as the most underdeveloped ones. However, thus far only the affluent have had access to high-quality education, leaving the disadvantaged behind. It was decided that gifted and talented kids should be given the chance to go forwards at a more rapid rate, and hence better educational possibilities were made accessible to them.

This study is based on an examination of the administrative structure in charge of food service at Jaipur's Jawahar Navodaya Vidalaya. In the Jawahar Navodaya Vidalaya cafeteria in Jaipur, there are a number of standards followed by the catering staff. The Vidyalaya features two completely equipped dining halls, one for boys and one for girls. The food served to pupils is of a high quality and is prepared in a clean environment. The children's dietary requirements and preferences are taken into account when the Vidyalaya's management committee and the pupils themselves create the menu. Everything on the menu is vegetarian. When it comes to respecting other cultures and religions, the school is highly strict and does not allow any meats including pig or beef on campus. To handle the needs of the kitchen, nine workers, led by a Catering Assistant, are on staff.

II. LITERATURE REVIEW

Mathew, M. J. (1990) conducted "Implementation of Navodaya Vidyalaya Scheme- A Case Study in Jaipur State" is the title of a research paper. The primary goal is to investigate how the Navodaya Vidyalaya Programme is put into action, paying special attention to such factors as the staff and student make-up, the views of both groups, and the availability and efficiency of both monetary and non-monetary resources, as well as the quality of the educational curriculum. The administrator, instructors, and upperclassmen of the vidyalaya were all interviewed and given questionnaires by the researcher. What we learned from the research is as follows: 1.The school's demographics reflect the Navodaya Vidyalaya's target audience of young people from rural areas, with a focus on female pupils. The current system for hiring educators needs to be reviewed and altered. Innovators in mind should be sought out and given comprehensive training in the residential system. Increasing the number of amenities available to both students and faculty by a factor of 3 is essential. Fourth, the curriculum has to be revitalised and refocused on the needs of rural communities. Fifth, we must fortify the idea of secularism and its associated goal of societal and cultural cohesion. Sixth, the use of cutting-edge technology in the classroom may improve the quality of education for students.

Ramchandra. Rao (2001) conducted Emotional requirements of Navodaya Vidyalaya students: Creating an in-service training programme for instructors. The goals of this

research were to assess the emotional well-being of a Navodaya Vidyalaya's student body, create an in-service training programme to aid the school's instructors in fulfilling those requirements, and then evaluate the program's efficacy. Counseling questionnaires, participant observations, interviews, the Style Profile of Interaction Role in Organizations Measure (SPIRO-M), and a response scale for feedback were all used to compile the results. The study's findings suggest that (1) disciplinary issues at the vidyalaya reduced, and that teachers were relieved to have learned more effective ways to deal with pupils. The classroom environment was more positive and calm. Third, they believed in their own capacity to deal with challenging behaviour and difficulties. It became easier for them to do their work, and their relationships with coworkers and family improved. They were always respectful and helpful to pupils who sought them out for guidance. 5. Students were learning to work out their differences without resorting to physical or mental coercion.

Begur, R. (1997) pupils' difficulties adjusting to a new environment at a Navodaya Vidyalaya were the subject of a research. The goals of this research were to (1) identify the adjustment issues faced by students in grades 6 and 9, (2) analyse the similarities and differences in these issues across gender, socioeconomic position, and residential background, and (3) provide solutions to these issues. We used a variety of methods, including questionnaires, participant observations, sociometric tools, and unstructured interviews, to compile our data. The results of the research indicate that pupils had a wide range of emotional difficulties. Similarly, kids with emotional difficulties were more likely to have teachers who were highly harsh and who did not enable pupils to express their emotions. A software to assist educators was found to be necessary in order to aid pupils in their adjusting to new environments.

Talwar (1993) performed a research on the "Adjustment issues of kids in Jawahar Navodaya Vidyalayas" with a representative sample of seventh graders from seven JNVs in the state of Karnataka. The study's questionnaire focuses on seven aspects of acclimatisation: diet, dorm life, classroom instruction, curriculum, extracurriculars, friends, and grades. The study's results were reported in accordance with the following questionnaire items: First, being unhappy because of nasty remarks from peers (74.45%). 2. annoyance and discontentment caused by the House Master's or House Mistress's negative remarks. (72.35%) 3) The Mess's

unappealing selection of meals (65.75%) In no way, shape, or form, should vacation meals or messes be remembered. Fifth, students need additional time to digest the material presented in class; in this case, English. 6. Experiencing instructional strategies that are too difficult for you to master. 7 I do not like the emphasis on constant, all-encompassing assessments.

Rao and Mittal (1984) examined the government of India's scholarship programme at accredited boarding schools in great detail. The study included 500 students, parents of scheme dropouts, and instructors from the participating schools. This is what the research showed: 1.At first, students had difficulty adjusting to their new environment on a social and personal level. This was due to people coming from different backgrounds, both economically and personally. The kids' exposure to others from different backgrounds and socioeconomic situations also hampered their efforts to forge a feeling of national integration. Students cited the study of a new language, participation in extracurricular activities, and a lack of supervision from professors as reasons for their poor academic performance and subsequent decision to drop out. People's health problems, difficulty to adapt, and financial stresses were all noted as indirect consequences. Third, the majority of students' poor adjustment and, in some cases, failure to graduate were directly attributable to their insufficient command of English. Fourteen percent of educators felt the supplementary instruction needed improvement. Most parents, even those whose children left the school, believed that their children benefited academically, socially, emotionally, and psychologically from their time spent in a residential setting.

III. RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

The research design includes multiple case studies of the sample students in Jawahar Navodaya Vidyalaya in Jaipur.

3.2 POPULATION

Participants in the current research are all of the Jaipur-based students enrolled in Jawahar Navodaya Vidyalaya.

3.3 SAMPLE

The Sample for the proposed study were selected randomly. Number of these students was 50 including 24 girls and 26 boys from each class respectively.

3.4 TOOLS AND TECHNIQUES FOR DATA COLLECTION

Questionnaire: In order to know the adjustment problems of students, a questionnaire was designed by the researcher. This questionnaire included open ended as well as close-ended questions. Observation was also used as a technique to study the adjustment problems of the sample students.

3.5 PROCESS OF TOOL VALIDATION

Tools were prepared by the investigator herself i.e. a questionnaire, it was sent to the field experts to establish its content validity in terms of appropriateness of the items and language used. According to the suggestions of the experts the further modifications was done. Then these tools were administered to collect data for the research problem.

3.6 PROCEDURE OF DATA COLLECTION

The researcher personally visited Jawahar Navodaya Vidyalaya of Jaipur and collected data by giving the sample students the questionnaire.

3.7 PROCEDURE OF DATA ANALYSIS

The major portion of the data will be quantitative in nature. Therefore the data will be analysed quantitatively by analysing the content procured through questionnaire. The data collected will be analysed with suitable statistical techniques keeping in mind the objectives of the research problem.

T-Test: Independent Sample t-Test is used to compare the means of two independent groups in order to determine whether there is any significant difference between these groups."

Analysis of Variance (ANOVA)

Research paper

It's a statistical tool used to examine if there are statistically significant changes in a person's awareness and performance. This statistical method is becoming more reliable, so use it now. According to ANOVA, the average performance of all groups, regardless of size, is the same.

3.8 OBJECTIVES OF THE PAPER:-

"The main objective of this paper is to analysis the satisfaction level among the NVS' students with respect to catering service of the NVS hostels."

3.9 HYPOTHESIS OF THE PAPER:-

- Gender of the respondent does not affect the satisfaction level of the students
- Class of the respondent does not affect the satisfaction level of the students

IV. DATA ANALYSIS

TABLE:- 4.1

GENDER OF THE RESPONDENTS;		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	24	48	48	48
	FEMALE	26	52	52	100
	Total	50	100	100	

GRAPH:- 4.1

GENDER OF THE RESPONDENTS;
Mean = 1.52
Std. Dev. = .505
N = 50

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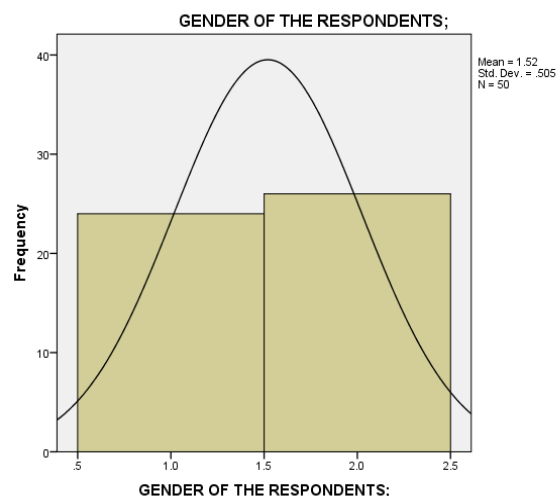
From the table 4.4, Gender of the respondent has been analysed. Out of 50 students, 24 students are male and 26 students are females. Percentages of male and female respondent are 48 percent and 52 percent respectively. So It can be said that 24 male students and 26 females students took part in our survey. On the basis of this survey, we will come to know about their satisfaction level of the respondent in the catering services of their hostels.

TABLE:- 4.2

CLASS OF RESPONDENTS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	6TH	19	38	38	38
	7TH	20	40	40	78
	8TH	11	22	22	100
	Total	50	100	100	

GRAPH:- 4.2
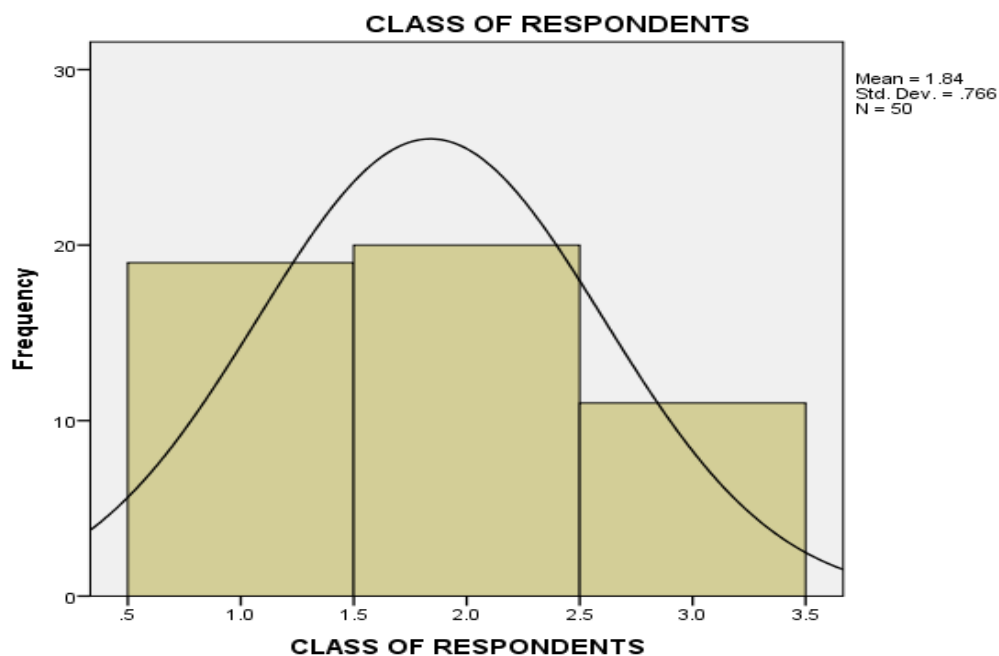
From the analysis of table 4.2, we have come to know that 38 percent of respondent belong to class 6th, 40 percent of the respondent belong to class 7th and 22 percent of respondent belong to

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class 8th. Hence their percentage is according to class given above. It shows standard wise respondent who took part in our survey.

TABLE:- 4.3

|		Frequency	Percent	Valid Percent	Cumulative Percent
	QUALITY OF FOOD SERVICE				
Valid	SATISFIED	12	24	24	24
	STRONGLY SATISFIED	5	10	10	34
	DISSATISFIED	16	32	32	66
	STRONGLY DISSATISFIED	17	34	34	100
	Total	50	100	100	

GRAPH:- 4.3

From the analysis of table 4.3, quality of food service has been observed. 24 percent of students are satisfied, 10 percent of the students are strongly satisfied while 32 percent of students are dissatisfied and 34 percent of students are strongly dissatisfied with the food quality. From this analysis we have come to know that food quality of NVS' catering are not

so much good. They should need to be improved their food quality because it is very harmful to give the students low quality food. So It should be observable for the NVS management committee.

TABLE: - 4.4

TASTE OF FOOD					
Valid		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SATISFIED	10	20	20	20
	STRONGLY SATISFIED	12	24	24	44
	DISSATISFIED	13	26	26	70
	STRONGLY DISSATISFIED	15	30	30	100
	Total	50	100	100	

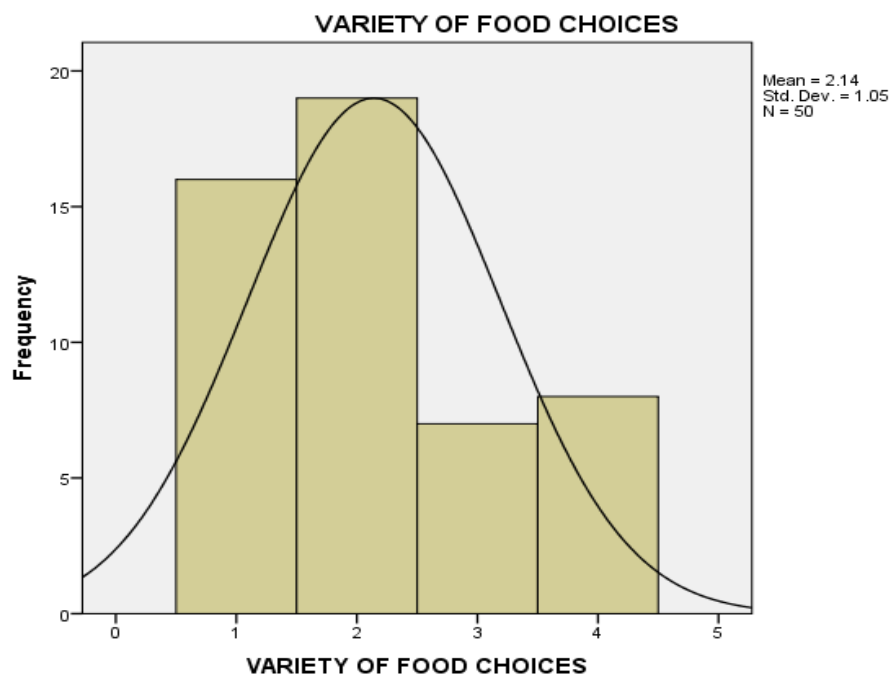## GRAPH:- 4.4
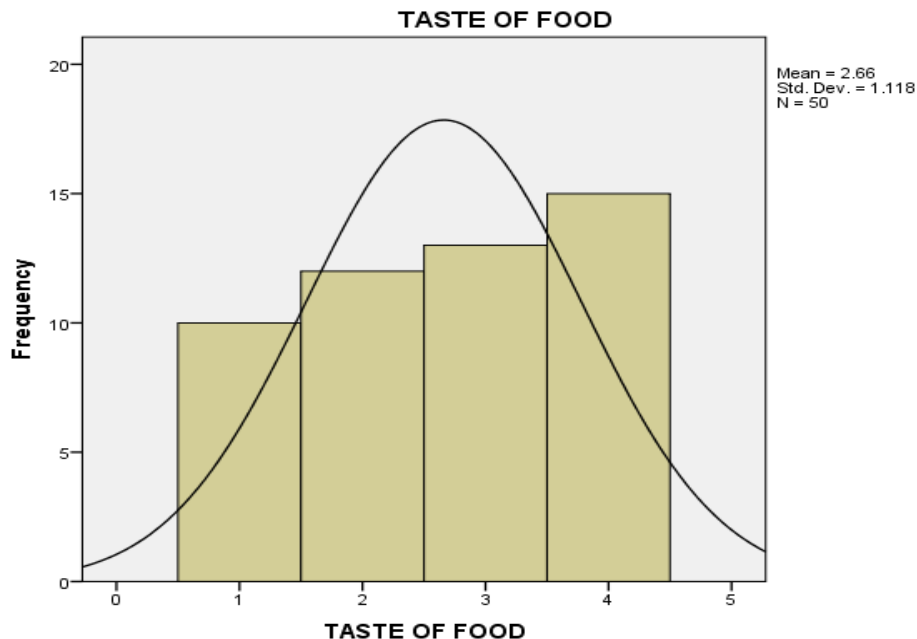
From the analysis of table 4.4, taste of food service has been observed. 20 percent of students are satisfied, 24 percent of the students are strongly satisfied while 26 percent of students are dissatisfied and 30 percent of students are strongly dissatisfied with the food taste. From this analysis we have come to know that food tastes of NVS' catering are not so much good. They

should need to be improved their food taste because it is very harmful to give the students good taste meal. So it should be observable for the NVS management committee.

TABLE:- 4.5

		Frequency	Percent	Valid Percent	Cumulative Percent
VARIETY OF FOOD CHOICES					
Valid	SATISFIED	16	32	32	32
	STRONGLY SATISFIED	19	38	38	70
	DISSATISFIED	7	14	14	84
	STRONGLY DISSATISFIED	8	16	16	100
	Total	50	100	100	

GRAPH:- 4.5

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From the analysis of table 4.5 and graph 4.5, Variety of food choices has been observed. 32 percent of students are satisfied and 38 percent of students are strongly satisfied with the variety of food choice while 14 percent of student are dissatisfied and 16 percent of students are strongly dissatisfied with the variety of food choices. So It can be said that overall variety of food choice are satisfiable.

TABLE:- 4.6

CLEAN ENVIRONMENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SATISFIED	14	28	28	28
	STRONGLY SATISFIED	21	42	42	70
	DISSATISFIED	7	14	14	84
	STRONGLY DISSATISFIED	8	16	16	100
	Total	50	100	100	

GRAPH:- 4.6
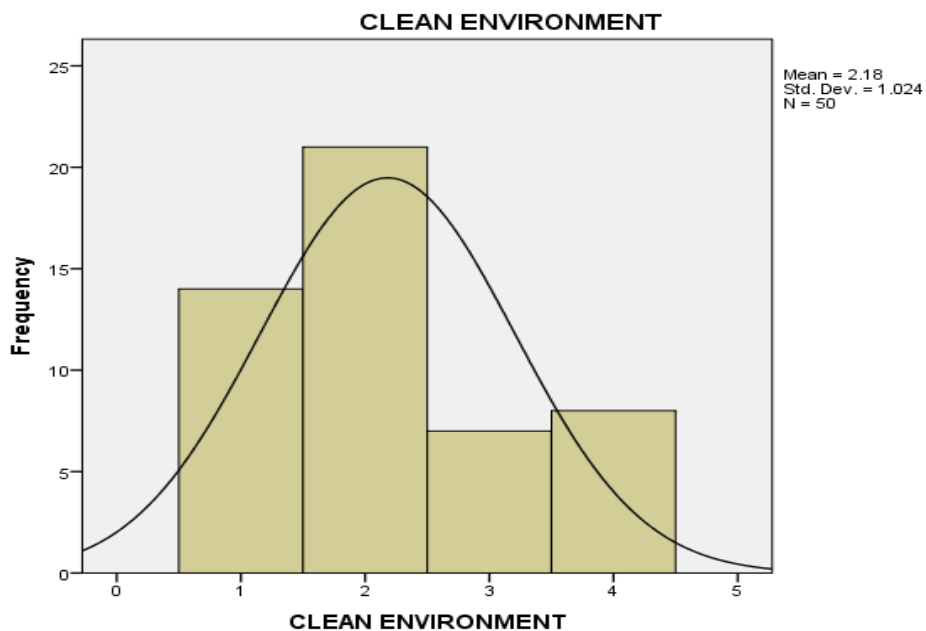
CLEAN ENVIRONMENT

Mean = 2.18
Std. Dev. = 1.024
N = 50

From the analysis, It is found that the 28 percent of respondent are satisfied about the clean environment provided by caterers,42 percent of respondent are very satisfied while 14 percent of the respondent are dissatisfied and 16 percent of the respondent are strongly dissatisfied about the clean environment provided by caterers of dining places.

TABLE:- 4.7

EASY ACCESS					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SATISFIED	29	58	58	58
	STRONGLY SATISFIED	7	14	14	72
	DISSATISFIED	3	6	6	78
	STRONGLY DISSATISFIED	11	22	22	100
	Total	50	100	100	

GRAPH:- 4.7
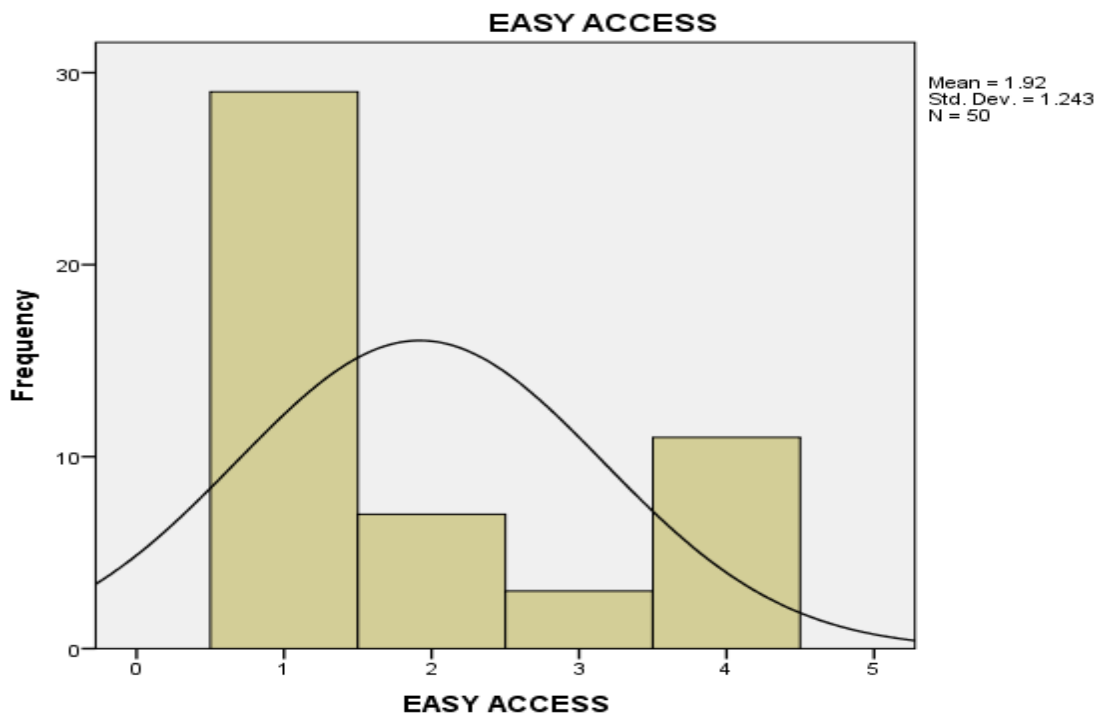
EASY ACCESS

Mean = 1.92
Std. Dev. = 1.243
N = 50

From the analysis, It is found that 58 percent of respondent are satisfied with the easy access with the catering services, 14 percent of respondent are strongly satisfied with the easy access while 6 percent of respondent are dissatisfied as well as 22 percent of respondents are strongly dissatisfied with the easy access of catering services.

TABLE:- 4.8

BEHAVIOR OF STAFF					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SATISFIED	8	16	16	16
	STRONGLY SATISFIED	6	12	12	28
	DISSATISFIED	15	30	30	58
	STRONGLY DISSATISFIED	21	42	42	100
	Total	50	100	100	

GRAPH:- 4.8
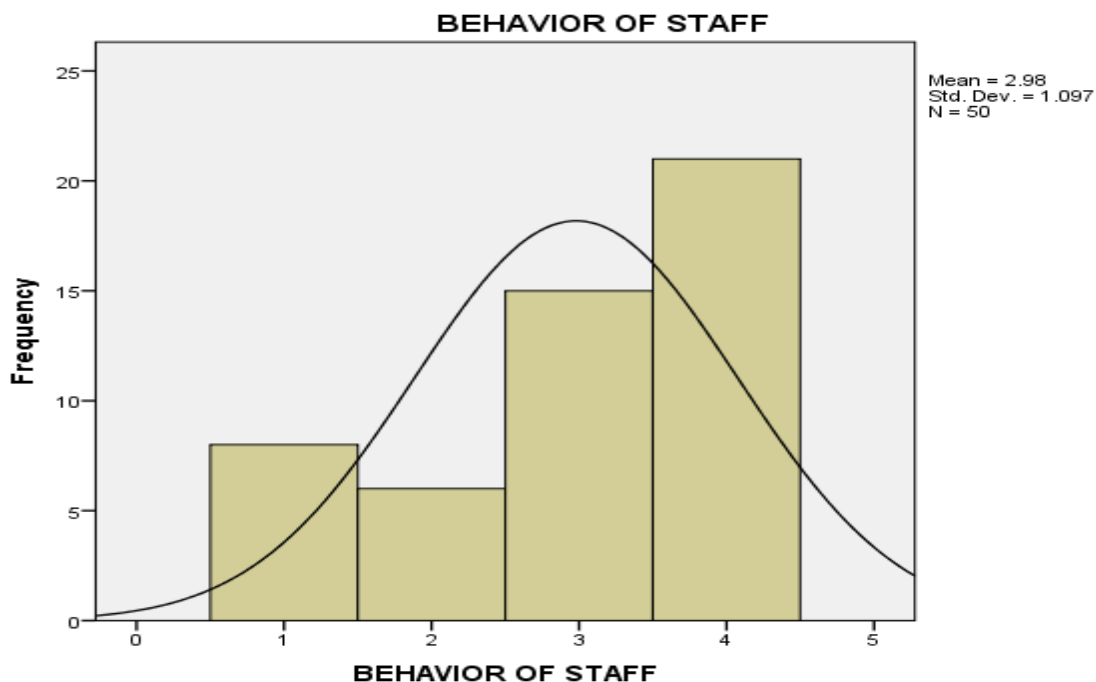
From the analysis it is found that 16 percent of respondent are satisfied with respect to behavior of staff, 12 percent of respondent are strongly satisfied while 30 percent of respondent are

dissatisfied and 42 percent of respondents are strongly dissatisfied about the behavior of the staff. So it can be said that behavior of staff is not appropriate towards the respondents.

TABLE:- 4.9

COMFORTABLE EATING AREAS (CHAIRS, TABLES, ETC.)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SATISFIED	16	32	32	32
	STRONGLY SATISFIED	17	34	34	66
	DISSATISFIED	14	28	28	94
	STRONGLY DISSATISFIED	3	6	6	100
	Total	50	100	100	

GRAPH:- 4.9
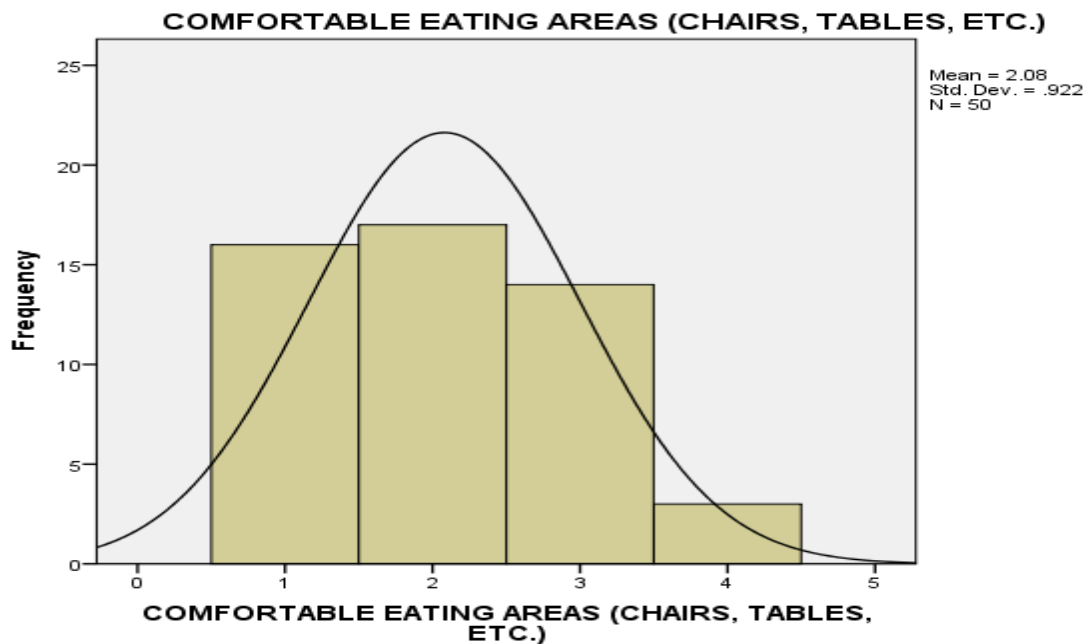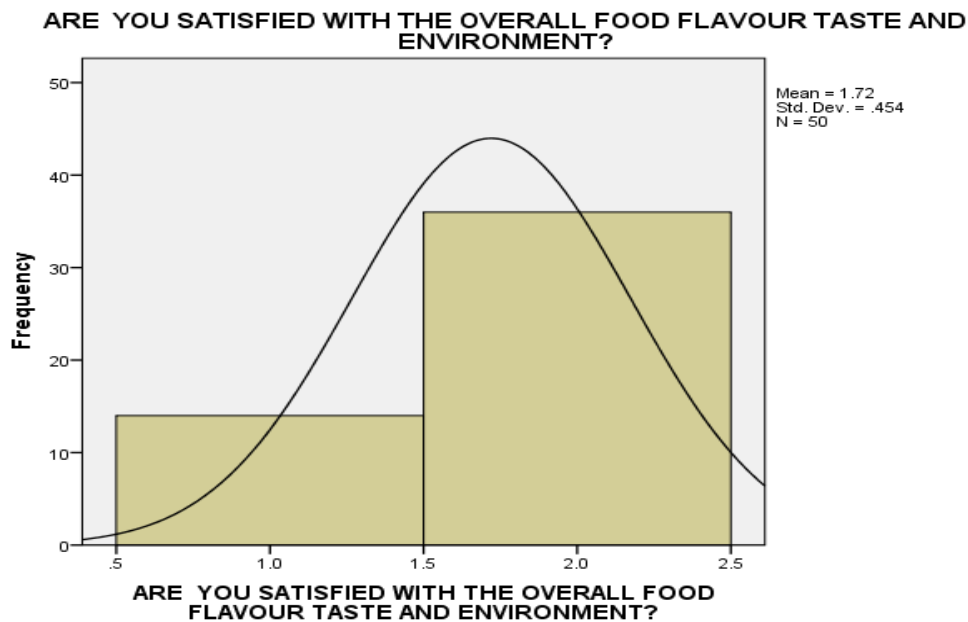

From the analysis it is found that 32 percent of respondents are satisfied and 34 percent of respondents are strongly satisfied while 28 percent of respondent are dissatisfied and 6 percent of respondent are strongly dissatisfied with respect to the comfortable dining areas like chairs,

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Tables etc. Hence it can be said that mostly students are overall satisfied with the comfortable with the dining areas.

TABLE: - 4.10

ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	YES	14	28	28	28
	NO	36	72	72	100
	Total	50	100	100	

GRAPH:- 4.10

ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?

Mean = 1.72
Std. Dev. = .454
N = 50

From the analysis, It is found that 28 percent of respondents are satisfied with the overall food flavor, Taste and environment While 72 percent of respondents are very dissatisfied with overall food flavor, Taste and environment. So it is clear from the analysis that either caterers are need to give a quality service to the students of NVS or management should change the caterers who can give the students their best quality food.

TABLE:- 4.11:- a) GROUP STATISTICS

	Group Statistics				
GENDER OF THE RESPONDENTS;		N	Mean	Std. Deviation	Std. Error Mean
QUALITY OF FOOD SERVICE	MALE	24	1.79	.884	.180
	FEMALE	26	3.65	.485	.095
TASTE OF FOOD	MALE	24	1.83	.702	.143
	FEMALE	26	3.42	.857	.168
VARIETY OF FOOD CHOICES	MALE	24	1.54	.884	.180
	FEMALE	26	2.69	.884	.173
CLEAN ENVIRONMENT	MALE	24	1.42	.504	.103
	FEMALE	26	2.88	.864	.169
EASY ACCESS	MALE	24	1.08	.282	.058
	FEMALE	26	2.69	1.289	.253
BEHAVIOR OF STAFF	MALE	24	2.08	.881	.180
	FEMALE	26	3.81	.402	.079
COMFORTABLE EATING AREAS (CHAIRS, TABLES, ETC.)	MALE	24	1.33	.482	.098
	FEMALE	26	2.77	.652	.128
ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?	MALE	24	1.42	.504	.103
	FEMALE	26	2.00	0.000	0.000

TABLE:- 4.11:- b) INDEPENDENT T-TEST:-

		Levene's Test for Equality of Variances		t-test for Equality of Means						
						Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
		F	Sig.	t	df				Lower	Upper
QUALITY OF FOOD SERVICE	Equal variances assumed	19.818	.000	-9.334	48	.020	-1.862	.200	-2.263	-1.461
	Equal variances not assumed			-9.132	35.082	.020	-1.862	.204	-2.276	-1.448
TASTE OF FOOD	Equal variances assumed	.676	.415	-7.142	48	.000	-1.590	.223	-2.037	-1.142
	Equal variances not assumed			-7.200	47.360	.002	-1.590	.221	-2.034	-1.146
VARIETY OF FOOD CHOICES	Equal variances assumed	.458	.502	-4.599	48	.000	-1.151	.250	-1.654	-.648
	Equal variances not assumed			-4.599	47.685	.001	-1.151	.250	-1.654	-.648
CLEAN ENVIRONMENT	Equal variances assumed	9.709	.003	-7.261	48	.001	-1.468	.202	-1.874	-1.061
	Equal variances not assumed			-7.408	40.790	.000	-1.468	.198	-1.868	-1.068

EASY ACCESS	Equal variances assumed	93.033	.000	-5.980	48	.001	-1.609	.269	-2.150	-1.068
	Equal variances not assumed			-6.206	27.585	.000	-1.609	.259	-2.140	-1.078
BEHAVIOR OF STAFF	Equal variances assumed	22.967	.000	-9.024	48	.400	-1.724	.191	-2.109	-1.340
	Equal variances not assumed			-8.786	31.621	.400	-1.724	.196	-2.124	-1.324
COMFORTABLE EATING AREAS (CHAIRS, TABLES, ETC.)	Equal variances assumed	1.213	.276	-8.800	48	.002	-1.436	.163	-1.764	-1.108
	Equal variances not assumed			-8.906	45.877	.002	-1.436	.161	-1.760	-1.111
ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?	Equal variances assumed	873.600	.000	-5.911	48	.000	-.583	.099	-.782	-.385
	Equal variances not assumed			-5.675	23.000	.000	-.583	.103	-.796	-.371

Since P value < 0.05, null hypothesis is rejected in all statements except the behavior of staff

Null Hypothesis Ho1A :

Gender of the respondent does not affect the satisfaction level of the respondent

Alternate Hypothesis H11A :

Gender of the respondent has a great significance affect on the satisfaction level of the respondent

INFLUENCE:-

By this data analysis, we have come to know about quality of food service, Taste of food, variety of food choice, clean environment, easy access, and behavior of staff, comfortable seating areas and overall satisfaction level of the respondent with respect to gender of the respondent. We have found the group statistics of male and female respondent with all these given statements. Significance value of the statistics is less than 0.05 except the statement of behavior of staff. It means that null hypothesis has been rejected and alternate hypothesis is accepted in all the cases except the statement of behavior of the staff. In all statement gender has a great significant affect among the satisfaction level of the respondent. But when it comes to the behavior of staff, Gender of respondent has no impact towards the behavior of staff.

TABLE:- 4.12:- A) GROUP STATISTICS

DESCRIPTIVES										
						95% Confidence Interval for Mean				Between-Component Variance
		N	Mean	Std. Deviation	Std. Error	Lower Bound	Upper Bound	Minimum	Maximum	
QUALITY OF FOOD SERVICE	6TH	19	2.11	1.487	.341	1.39	2.82	1	4	
	7TH	20	2.75	.444	.099	2.54	2.96	2	3	
	8TH	11	3.91	.302	.091	3.71	4.11	3	4	
	Total	50	2.76	1.170	.166	2.43	3.09	1	4	
	Model Fixed Effects			.972	.138	2.48	3.04			
	Random				.495	.63	4.89			.642

		N	Mean	Std. Dev.	Std. Error	Lower	Upper	Min	Max	
	Effects									
TASTE OF FOOD	6TH	19	2.00	1.291	.296	1.38	2.62	1	4	
	7TH	20	2.60	.503	.112	2.36	2.84	2	3	
	8TH	11	3.91	.302	.091	3.71	4.11	3	4	
	Total	50	2.66	1.118	.158	2.34	2.98	1	4	
	Model Fixed Effects			.872	.123	2.41	2.91			
	Random Effects			.526	.40	4.92				.741
VARIETY OF FOOD CHOICES	6TH	19	2.32	1.376	.316	1.65	2.98	1	4	
	7TH	20	1.70	.470	.105	1.48	1.92	1	2	
	8TH	11	2.64	.924	.279	2.02	3.26	1	4	
	Total	50	2.14	1.050	.148	1.84	2.44	1	4	
	Model Fixed Effects			.998	.141	1.86	2.42			
	Random Effects			.276	.95	3.33				.160
CLEAN ENVIRONMENT	6TH	19	2.11	1.487	.341	1.39	2.82	1	4	
	7TH	20	1.90	.308	.069	1.76	2.04	1	2	
	8TH	11	2.82	.603	.182	2.41	3.22	2	4	
	Total	50	2.18	1.024	.145	1.89	2.47	1	4	
	Model Fixed Effects			.981	.139	1.90	2.46			
	Random Effects			.256	1.08	3.28				.131
EASY ACCESS	6TH	19	2.11	1.487	.341	1.39	2.82	1	4	
	7TH	20	1.35	.489	.109	1.12	1.58	1	2	
	8TH	11	2.64	1.362	.411	1.72	3.55	1	4	
	Total	50	1.92	1.243	.176	1.57	2.27	1	4	
	Model Fixed Effects			1.157	.164	1.59	2.25			
	Random Effects			.370	.33	3.51				.313
BEHAVIOR OF STAFF	6TH	19	2.32	1.376	.316	1.65	2.98	1	4	
	7TH	20	3.05	.510	.114	2.81	3.29	2	4	
	8TH	11	4.00	0.000	0.000	4.00	4.00	4	4	
	Total	50	2.98	1.097	.155	2.67	3.29	1	4	
	Model Fixed Effects			.912	.129	2.72	3.24			
	Random Effects			.464	.98	4.98				.564
COMFORTABLE EATING AREAS (CHAIRS, TABLES, ETC.)	6TH	19	1.89	1.243	.285	1.30	2.49	1	4	
	7TH	20	1.80	.410	.092	1.61	1.99	1	2	
	8TH	11	2.91	.302	.091	2.71	3.11	2	3	
	Total	50	2.08	.922	.130	1.82	2.34	1	4	
	Model Fixed Effects			.824	.117	1.85	2.31			
	Random Effects			.325	.68	3.48				.260
ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?	6TH	19	1.37	.496	.114	1.13	1.61	1	2	
	7TH	20	1.90	.308	.069	1.76	2.04	1	2	
	8TH	11	2.00	0.000	0.000	2.00	2.00	2	2	
	Total	50	1.72	.454	.064	1.59	1.85	1	2	
	Model Fixed Effects			.364	.051	1.62	1.82			
	Random Effects			.205	.84	2.60				.111

TABLE:- 4.12,B:- ONE WAY ANNOVA

ANOVA						
		Sum of Squares	DIFFERENCE	Mean Square	F	Significance value
QUALITY OF FOOD SERVICE	Between Groups	22.671	2	11.336	11.986	.000
	Within Groups	44.449	47	.946		

	Total	67.120	49			
TASTE OF FOOD	Between Groups	25.511	2	12.755	16.789	.001
	Within Groups	35.709	47	.760		
	Total	61.220	49			
VARIETY OF FOOD CHOICES	Between Groups	7.169	2	3.585	3.596	.035
	Within Groups	46.851	47	.997		
	Total	54.020	49			
CLEAN ENVIRONMENT	Between Groups	6.154	2	3.077	3.198	.040
	Within Groups	45.226	47	.962		
	Total	51.380	49			
EASY ACCESS	Between Groups	12.795	2	6.398	4.781	.013
	Within Groups	62.885	47	1.338		
	Total	75.680	49			
BEHAVIOR OF STAFF	Between Groups	19.925	2	9.962	11.989	.000
	Within Groups	39.055	47	.831		
	Total	58.980	49			
COMFORTABLE EATING AREAS (CHAIRS, TABLES, ETC.)	Between Groups	9.781	2	4.891	7.206	.002
	Within Groups	31.899	47	.679		
	Total	41.680	49			
ARE YOU SATISFIED WITH THE OVERALL FOOD FLAVOUR TASTE AND ENVIRONMENT?	Between Groups	3.859	2	1.929	14.577	.000
	Within Groups	6.221	47	.132		
	Total	10.080	49			

Since P value < 0.05, null hypothesis is rejected in all statements.

Null Hypothesis Ho1B :

Class Standard of the respondent does not affect the satisfaction level of the respondent

Alternate Hypothesis H11B:

Class standard of the respondent has a great significance affect on the satisfaction level of the respondent

INFLUENCE:-

By this data analysis, we have come to know about quality of food service, Taste of food, variety of food choice, clean environment, easy access, and behavior of staff, comfortable seating areas and overall satisfaction level of the respondent with respect to Class standard of the respondent. We have found the group statistics of all the class wise respondents with all these given statements. Significance value of the statistics is less than 0.05. It means that null hypothesis has been rejected and alternate hypothesis is accepted in all the cases In all statement class standard of the respondent has a great significant affect among the satisfaction level of the respondent.

V. FINDING, CONCLUSION AND SUGGESTIONS:-

- From the analysis, Gender of the respondent has been analysed. Out of 50 students, 24 students are male and 26 students are females. Percentages of male and female respondent are 48 percent and 52 percent respectively. So It can be said that 24 male students and 26 females students took part in our survey. On the basis of this survey, we will come to know about their satisfaction level of the respondent in the catering services of their hostels.

- From the analysis, we have come to know that 38 percent of respondent belong to class 6th, 40 percent of the respondent belong to class 7th and 22 percent of respondent belong to class 8th. Hence their percentage is according to class given above. It shows standard wise respondent who took part in our survey.

- From the analysis, quality of food service has been observed. 24 percent of students are satisfied, 10 percent of the students are strongly satisfied while 32 percent of students are dissatisfied and 34 percent of students are strongly dissatisfied with the food quality. From this analysis we have come to know that food quality of NVS' catering are not so much good. They should need to be improved their food quality because it is very harmful to give the students low quality food. So It should be observable for the NVS management committee.

- From the analysis, taste of food service has been observed. 20 percent of students are satisfied, 24 percent of the students are strongly satisfied while 26 percent of students are dissatisfied and 30 percent of students are strongly dissatisfied with the food taste. From this analysis we have come to know that food tastes of NVS' catering are not so much good. They should need to be improved their food taste because it is very harmful to give the students good taste meal. So it should be observable for the NVS management committee.

- From the analysis, Variety of food choices has been observed. 32 percent of students are satisfied and 38 percent of students are strongly satisfied with the variety of food choice while 14 percent of student are dissatisfied and 16 percent of students are

strongly dissatisfied with the variety of food choices. So It can be said that overall variety of food choice are satisfiable.

- From the analysis, It is found that the 28 percent of respondent are satisfied about the clean environment provided by caterers,42 percent of respondent are very satisfied while 14 percent of the respondent are dissatisfied and 16 percent of the respondent are strongly dissatisfied about the clean environment provided by caterers of dining places

- From the analysis, It is found that 58 percent of respondent are satisfied with the easy access with the catering services, 14 percent of respondent are strongly satisfied with the easy access while 6 percent of respondent are dissatisfied as well as 22 percent of respondents are strongly dissatisfied with the easy access of catering services.

- From the analysis it is found that 16 percent of respondent are satisfied with respect to behavior of staff, 12 percent of respondent are strongly satisfied while 30 percent of respondent are dissatisfied and 42 percent of respondents are strongly dissatisfied about the behavior of the staff. So it can be said that behavior of staff is not appropriate towards the respondents.

- From the analysis it is found that 32 percent of respondents are satisfied and 34 percent of respondents are strongly satisfied while 28 percent of respondent are dissatisfied and 6 percent of respondent are strongly dissatisfied with respect to the comfortable dining areas like chairs, Tables etc. Hence it can be said that mostly students are overall satisfied with the comfortable with the dining areas.

- From the analysis, It is found that 28 percent of respondents are satisfied with the overall food flavor, Taste and environment While 72 percent of respondents are very dissatisfied with overall food flavor, Taste and environment. So it is clear from the analysis that either caterers are need to give a quality service to the students of NVS or management should change the caterers who can give the students their best quality food.

- By this data analysis, we have come to know about quality of food service, Taste of food, variety of food choice, clean environment, easy access, and behavior of staff, comfortable seating areas and overall satisfaction level of the respondent with respect

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to gender of the respondent. We have found the group statistics of male and female respondent with all these given statements. Significance value of the statistics is less than 0.05 except the statement of behavior of staff. It means that null hypothesis has been rejected and alternate hypothesis is accepted in all the cases except the statement of behavior of the staff. In all statement gender has a great significant affect among the satisfaction level of the respondent. But when it comes to the behavior of staff, Gender of respondent has no impact towards the behavior of staff.

- By this data analysis, we have come to know about quality of food service, Taste of food, variety of food choice, clean environment, easy access, and behavior of staff, comfortable seating areas and overall satisfaction level of the respondent with respect to Class standard of the respondent. We have found the group statistics of all the class wise respondents with all these given statements. Significance value of the statistics is less than 0.05. It means that null hypothesis has been rejected and alternate hypothesis is accepted in all the cases In all statement class standard of the respondent has a great significant affect among the satisfaction level of the respondent.

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