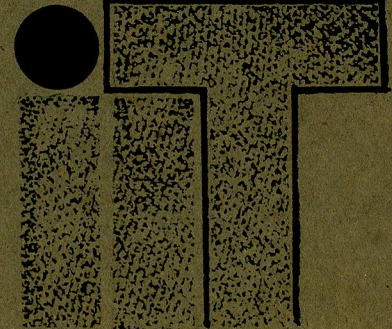


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J. D. C. LIBRARY



TEA IN I.I.T.

- A CASE FOR A CAFETARIA

SPECIAL PROJECT REPORT

by

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Guide

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APPROVAL SHEET

The special project titled " TEA IN IIT -
A CASE FOR A CAFETERIA " By Anil Kumar
Gupta is approved in partial fulfilment
of the requirement for M.Des. degree in
Industrial design.

Signature

date

Guide (Prof. Ravi Hazra)

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WHAT'S THE ISSUE ? TEA ?

Drinking tea has become a ritual. Tea has become a 'social drink' and is consumed in enormous quantities. Surprisingly about 350 litres (3600 cups) of tea is consumed in IIT everyday during the working hours (9 AM to 5 PM).

During these hours no one is officially permitted to discontinue his work and go for tea. But almost as a ritual most people drink tea twice a day between 9AM to 5 PM.

Do we consume tea only for its warm stimulating effect or do we have other reasons too ?

This inexpensive drink has so widely influenced people that it drives hordes of them towards itself through out the day. Some one has aptly commented that IIT is engulfed by a 'tea phenomena'. This is an attempt to look into this 'phenomena'.

It seems it would be futile to convince people that it is a waste of time (if one thinks so) It would be better to understand what people want and provide them with certain basic facilities so that not much time is wasted in this process (tea drinking).

Though the study could be done for the tea consumed in 24 hours in the whole of IIT we have

decided to limit ourselves to study this
'phenomena' only between 9 AM to 5 PM. The
study will also be limited to the working area
(administrative and academic) of IIT and will
not include residential areas.

CAN I GET A CUP OF TEA, WHERE ?

Tea is consumed in IIT by the students, faculty and non-teaching staff.

The places from which tea is served to these people are as follows

1. Staff canteen
2. Canteen in the H and S S department
3. Canteen in the Chemical Engg. Dept.
4. Tea clubs in Mech. and Civil, Physics Depts.

Other modes of dispensing tea

1. Tea is brought to departments in cannisters (insulated containers) from staff canteen, on order, for serving during meetings and seminars.
2. Tea is brought in Thermos flask to departments, mostly to serve guests.
3. Tea ~~is~~ taken to the accounts section in a cannester twice a day (morning 10.30 AM and afternoon 3 PM). Employees in the accounts section, audit section and cash section are served in the corridor.

The departmental tea clubs serve only the faculty of that department. It is a self service system. The other 3 places are open for all.

A study was conducted to find out the following things

1. The total amount of tea consumed at these places separately
2. The amount of tea consumed during regular time intervals at all three places separately.
3. To deduce the peak hours and amount of tea consumed during that period.

METHODOLOGY

At all the 3 canteens coupons have to be brought and these are exchanged for the eatables.

The person who dispenses tea puts these coupons in a peg.

So cards were made with 9.30, 10.30.....5.30 for one hour intervals. The vendor was instructed to insert the appropriate card at the time written on it.

At the end of the day the coupons between the cards were counted. This gave the number cups of tea sold during those one hour intervals, during the day.

This data in tabulated form is presented in the appendix.

TEA DISPENSING PLACES - SCENARIO
STAFF CANTEEN

Serves 61% of tea drinkers in IIT

Location: Behind main building, Ground floor

The people who generally come here are

1. Students
2. Main building staff
3. Library staff
4. Non teaching staff
5. Teaching faculty visit this place less frequently.

Peak hour tea consumption

between 10.30 to 12.30 AM is 1100 cups

between 2.30 to 4.30 PM is 650 cups

Many are motivated to come here from distant departments may be due to the availability of snacks and other wider choice which their non tea drinking friends may want.

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Generally the atmosphere is informal and people have short discussions.



H AND S.S.CANTEEN

This place serves about 30% of IIT tea drinking population.

The crowd in this place is mainly academic i.e; students and faculty. But sometimes the departmental non-teaching staff and labourers working close by also frequent it.

The peak hours consumption is given below

10.30 to 12.30 AM	- 412 cups
2.30 to 4.30 PM	- 414 cups

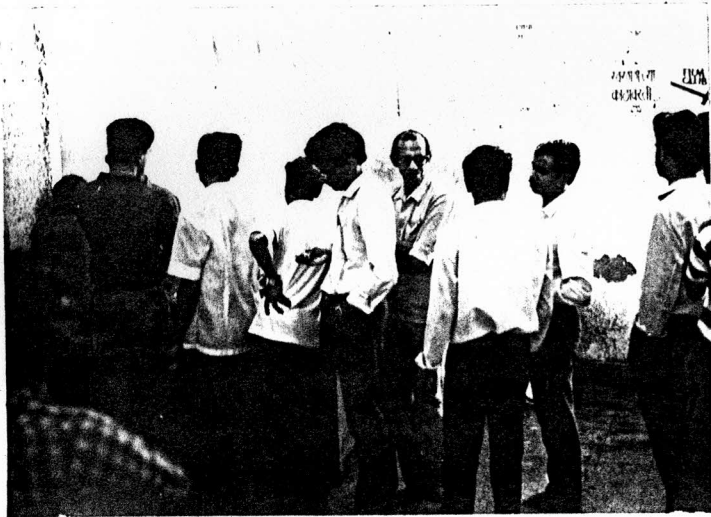
The scene in this place is quite interesting.



Tea is made in a big vessel and the arrangements look almost of the make shift type. The conditions^s are quite unhygienic. There seems to be no attempt to improve since many years.



People buy coupons for tea and snacks (which are available only in the morning) on cash payment. Cigaretts are also available.



To get the cup of tea one has to stand in queue. This may be quite long during peak hours. To add to the delay either the cups are all in use or the tea gets over.

Behind the people in this photograph you can see some posters and notices. This is an effective place for catching the eye of people. It could be a prime 'advertising' zone.

Finally sometimes after a long delay, you get your cup of tea.



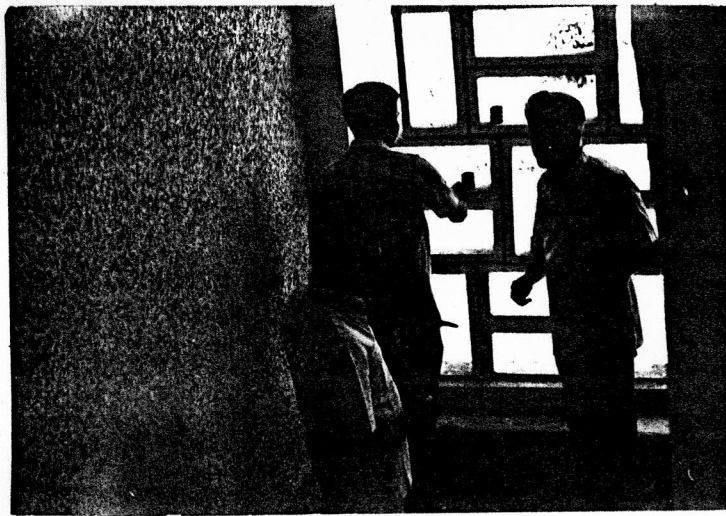


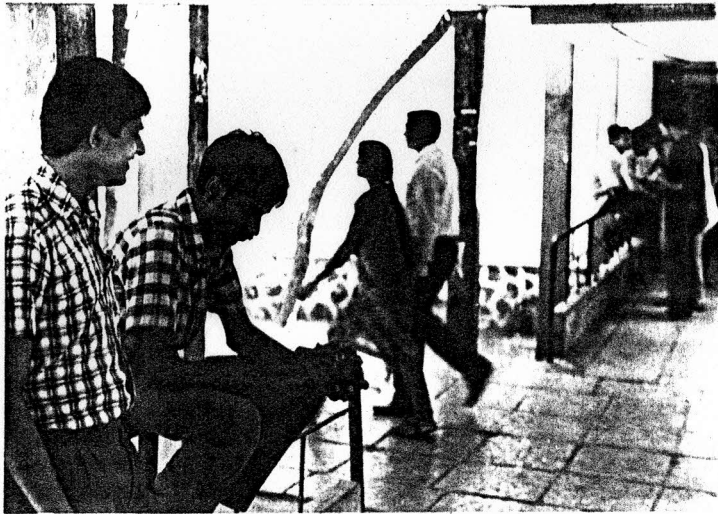
Most people come out of the tea dispensing area into the alley that connects the main corridor and the H.S.S. dept.

People make themselves comfortable on the pipe railing on the sides of this alley.

This aspect of this place is very interesting from the designers point of view.

Some people prefer to choose a corner inside the tea dispensing area, under the H.S.S stair case. Interesting! they have adapted the grill to keep their used cups.





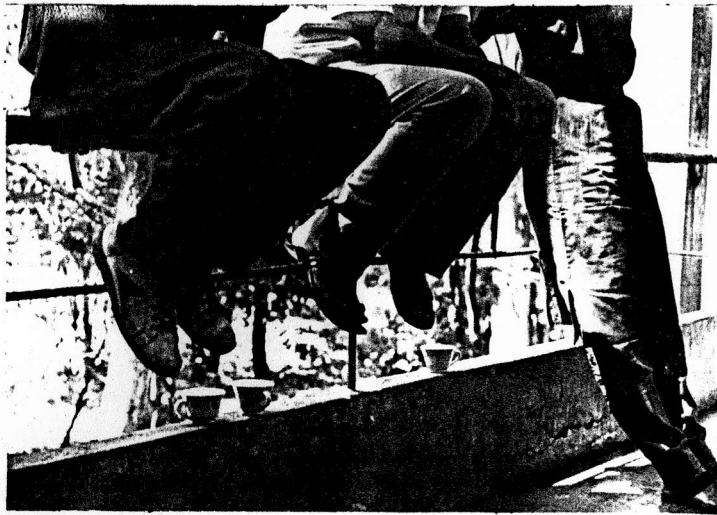
Tea drinkers generally come out of the canteen with their cups, cross the corridor and sit on the railings of the alley connecting the main corridor and Metallurgy dept.

People walking up and down the main corridor provide an interesting view. This lends a dynamic aspect to the whole atmosphere. The scene is constantly changing.



People walking past the place stop over to have a small chat on seeing their friends drinking tea there.

Then they proceed.



The railing look as if they were designed for the tea drinkers. The top railing pipe is at a very convenient height and supports the buttocks when a person leans against it.

When the person sits on it the diameter of the pipe is large enough to provide comfortable seating for a short time.

It becomes more comfortable to keep the feet on it.

The cement block that supports the railing provides a convenient place to keep the used cups.





CHEMISTRY DEPT. CANTEEN

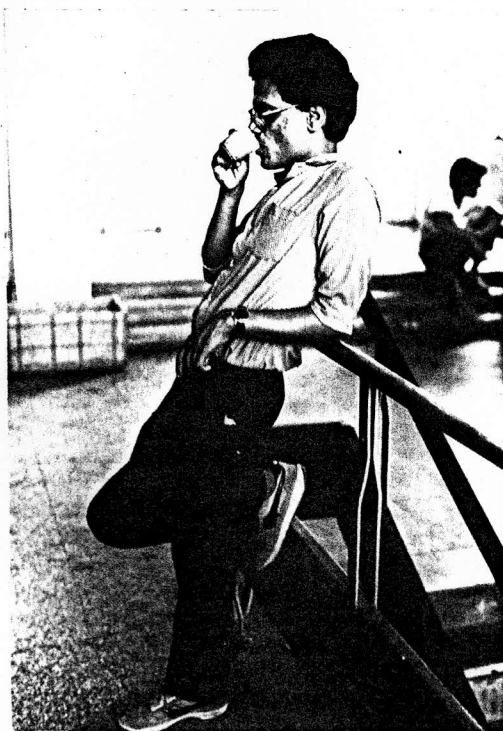
This place serves only about 8% of the tea drinking population of IIT.

The main visitors to this place are students and faculty.

The peak hours consumption (quite low compared to the two places)

10.30 to 12.30 AM - 82 cups

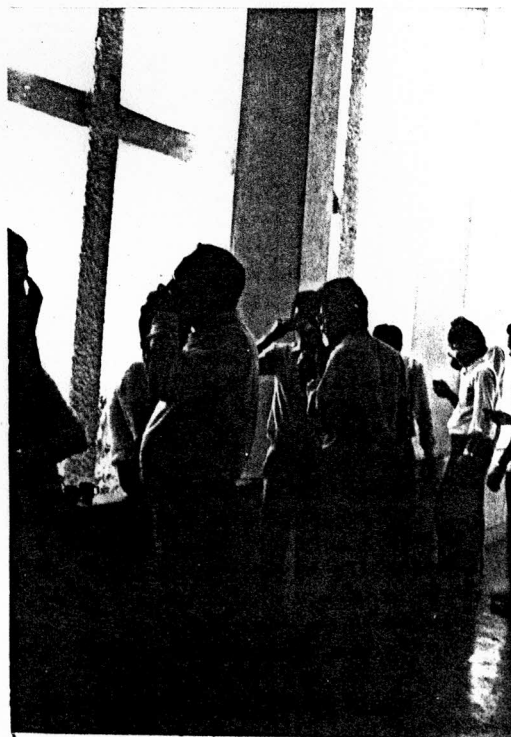
2.30 to 4.30 PM -128 cups



The staircase railing opposite the tea dispensing counter is effectively used to provide a comfortable support.



The parapet wall along the corridor of the Chemical Engg. Dept serves as a good place to sit and have a chat over a cup of tea.



The younger blood find the steps more comfortable.

TO ASK A FEW QUESTIONS

A questionnaire was circulated among different sections of IIT people to study the following aspects.

1. How often people have tea
2. How far do they go for it ? Are they happy about it ? Why ?
3. Why do they drink tea ?
4. What sort of atmosphere do they want at the tea place ?
5. What do they think of the present setup

A sample size of 100 was chosen and circulated in the following manner

<u>The People</u>	<u>Sample size</u>
Faculty	15
Students	
Undergraduate	20
Postgraduate	15
Research	15
Non-teaching staff	
Administration	20
Departmental	15
Total	<u>100</u>

INFERENCES

From the data collected through the questionnaire and by close observation certain interesting facts have emerged. The statistical findings from the questionnaire are given in the appendix.

Most people (85%) drink tea. Though officially no one can take a break for tea between 9 AM and 5 PM it has become an unwritten law (custom). Most people take tea twice a day between 9 to 5

The Non-teaching staff in the Main building and in the departments don't like to take a walk for tea. They would prefer it very close to the work place. Whereas the students and the faculty would prefer a short walk.

It is the older people (Research Scholars, Faculty and Non-teaching staff) who feel that they need tea. But most people go for it as a short break.

It is observed that people go in small groups of friends to have a cup of tea. They say that these tea sessions lead to stimulating informal discussions. The tea place serves as a good rendezvous.

Majority (75%) feel that tea drinking is not a waste of time. This includes people who don't drink tea at all.

Are the tea places at H.S.S and Chemical Engg. Dept. a disturbance? This question evokes almost equal response for both sides yes and No. But most feel that it should be

transferred outside the dept.

Almost 83% (of the Students and Faculty) feel that there should be more tea dispensing places like H.S.S and that every dept should not have its own arrangement.(

People who think that this is a waste of time have given their reasons with the following priority.

1. It is felt that it becomes a time waste when the time taken to go and come back from the canteen is too long(this may due to the distance).
2. There is strong feeling that it is an escapists device and creates a discontinuity in the days work.
3. Many of them feel that once a day is OK. but more than that is wasting time.

People mostly go along with small groups of friends to tea. During which they discuss current affairs, local IIT happenings and general topics, Academic topics are also widely discussed.

Since groups go, there should be provision to form clusters for discussions. For these informal discussions over a cup of tea, they would prefer to have an open space (37%) close to the corridor (28%). The percentage reflected here is less because the large of Main building employees would prefer the Cafeteria close to their work place. This indicates that atleast two seperate caferties will be needed to serve everybody.

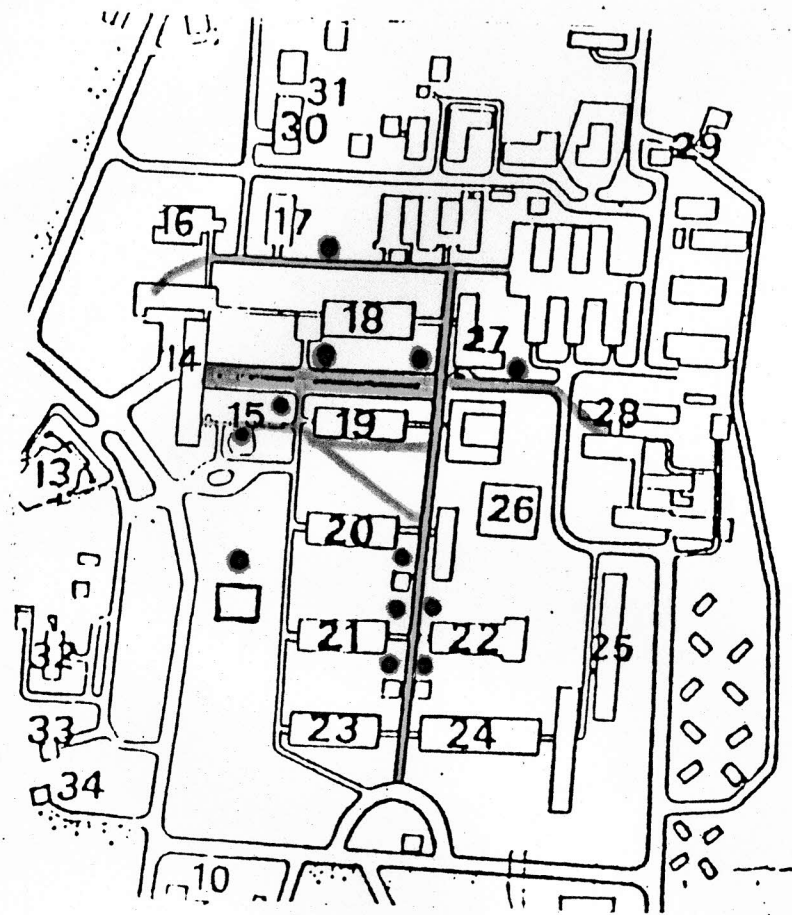
Though people like to take a walk they want it close to their workplace.

This may be the reason for people having suggested tea places close to their depts. Some have even suggested to have the tea place on the terrace of each dept.

Tea places should provide cigarettes also.

The tea place should be of open nature with provision for short time seating. This will enable the groups to form small clusters.

It should be close to corridor such that the activity and people in the cafeteria are seen from the corridor and vice-versa. This is important to lend a dynamism to the whole atmosphere.



Map shows various places suggested for a
cafeteria, by the people

Legend: ● SUGGESTED LOCATION
— PEDESTRIAN PATH

Reference: 14 is MAIN BUILDING
24 is CHEMISTRY DEPT.

The various places suggested for a cafeteria by the people who answered the questionnaire can be categorised as follows :-

1. The open spaces between departmental buildings along the corridors for example the open space between the metallurgy engg. department and physics seminar hall.
2. The terrace of each department and main building.
3. The open area close to the CAD centre
4. The open space besides Computer Science dept.
5. L.T. lawns.

In all the above suggestions it was clear that people want the place in close proximity to their work place and also close to the corridor.

SUMMING UP

Drinking tea is a part of IIT culture. In spite of the fact that some time is wasted, the act of taking tea contributes many positive things to our being at IIT. Considering the fact that tea drinking is acceptable and welcome the important things to consider are (i) the location (ii) the environment and (iii) hygiene process etc.

i) Location : - The place of tea should be away from one's place of work section/dept. This provides for a change and possibility of interaction with other people.

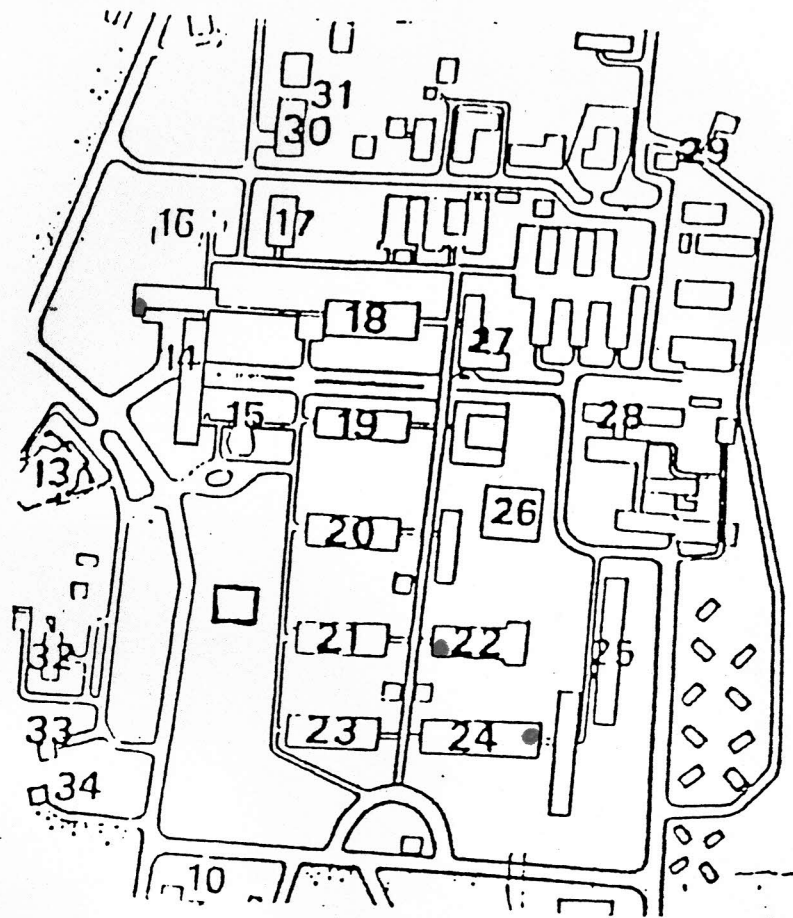
It should be centrally located so that not much time is wasted in going and coming.

Proximity to corridor is very important because the corridor is the vital link between different depts. This would help enhancing incidental interactions. Hence apart from the staff canteen which is, in terms of location is suitable for many in main building, library etc., there should be a tea cafeteria suitably located along the corridor, central to most of the depts.

ii) Environment : - The environment of the tea place is very important because it renders all the virtue and good quality to the act of tea drinking. Even though staff canteen is very convenient for many in terms of location, the environment is

very depressing. This place could be brightened through good interior design. Some extensions on upper floor and addition of some open and semi-open areas with good landscaping can make it a good cafeteria which will not only provide tea but also cater as a campus cafeteria during and after office hours. The other tea place/s in the proximity of departments and the corridor should be very open in nature with only a roof to give shelter from sun and rain. It should be designed to give informal but well laid out arrangement allowing people to sit and stand in small groups. The surroundings should be very well landscaped. Some open spaces with informal sitting or standing spaces surrounded by plenty of greenery should be planned.

iii) Hygiene and Process etc. :- The process of making tea is very primitive. It is done in dirty surroundings. The cooking area should be well thought over. It should be convenient for the workers to maintain. The way in which tea cups are collected, washed and kept needs good amount of thought in order to increase hygiene and convenience. The scene should project a good image of IIT so that we no more should fear to take a guest to the canteen for a cup of tea. Well designed, durable and easy to clean cups/mugs are also needed.



● EXISTING TEA PLACES IN IIT

STAFF CANTEEN

HSS DEPT CANTEEN

CHEMISTRY DEPT CANTEEN.

TEA IN IIT - A CASE FOR A CAFETERIA

Do you realise that tea drinking has become a ritual?

Tea has become a "social drink" is consumed in enormous quantities. Surprisingly About 350 litres of tea is consumed in IIT every day (between 9 AM to 5 PM only).

So this cheap and readily available "social drink" consumed only for its warm and stimulating effect (?) or is it more than that.

Many interesting questions crop up :

Some say that tea helps to break away from routine. It helps promote an interaction with people of same and other departments. They also say that it promotes healthy discussions.

The opposition says " it is a waste of time and a nuisance". Yes such people do exist.

Your reaction to the following questionnaire will help me understanding the "tea phenomenon."

This is a part of a special project in IDC.

TEA IN IIT - A CASE FOR A CAFETARIA

TEA IN IIT - A CASE FOR A CAFETERIA

Questionnaire

Please mark / fill in the appropriate answers

1. Status
a.U.G. Student b.P.G. Student c.Research Scholar
d.Teaching Faculty e.Non Teaching Staff
2. My department (specify) _____
3. Do you have "chai"/coffee during the day (9a.m to 5p.m) yes / no
4. To have chai I generally go to
a. HSS Dept b. Chem. Dept. c.Staff Canteen
d. Others (specify) _____
5. I generally have chai _____ times a day . (Please specify number)
6. I generally go alone / with friends.
a. alone b. with friends
7. I like to take a walk to have chai. yes / no
8. I prefer it close to my work place yes / no
9. I go for chai because I need it. yes / no
10. I go for chai to take a short break yes / no

11. I look forward to the tea break because I expect to meet my friends there.

yes/no

12. At the tea place the number of times I meet friends from other departments/fields is

- a. Less than 3 times a week
- b. More than 3 times a week
- c. Never

13. At the tea place I have informal discussions with people of my field.

yes/no

14. These meetings lead to stimulating interaction

yes/no

15. The general topics that come up during these discussions are

(please number them ...

eg. 1 for the topic that occurs most and so on.)

- a. Subjects (curriculum) of your own field
- b. Subjects of other academic fields
- c. General topics
- d. Current affairs
- e. Local IIT happenings
- f. Cinema
- g. Any other (specify) -----

16. There should be more tea dispensing areas like HSS

yes/no

17. Every department should have its own tea arrangement

yes/no

18. This tea drinking in working hours is a total waste of time

yes/no

19. If YES is it because

a) A lot of time is wasted in going and coming for tea and the intermediate discussions.

b) It creates a discontinuity in the days work

c) It is a device to escape work

d) If you have some other reason please write it down -----

20. Do you think that people coming to drink tea at HSS and Chemistry dept. are a disturbance ?

yes/no

21. If YES then

a) The canteens should be totally closed

b) They should be transferred to a place where this process does not disturb others.

22. Can you suggest alternative sites for the cafeteria

1) -----

2) -----

23. Can you suggest what the cafeteria should be like .

Please tick two choices

1. An enclosed area like a restaurant
2. An open space with some seats
3. The space should be close to the corridor
4. It should be away from the corridor

24. Is there something more you want to say about the 'tea phenomena' in IIT?

Thank you.

TEA DISPENSING PATTERN

TIME PLACE	9:30 to 10:30	10:30 to 11:30	11:30 to 12:30	12:30 to 1:30	1:30 to 2:30	2:30 to 3:30	3:30 to 4:30	4:30 to 5:30	TOTAL
CHEM	39	66	16	20	11	66	62		280
HSS	267	192	220			199	215	31	1124
STAFF C.	200	500	600		300	300	350		2250

TOTAL 3654 cups.

RESPONSE TO THE QUESTIONNAIRE

All responses are indicated as percentages

	QUESTION NUMBER	RESPONSE	UG's	PG's	RESEARCH	FACULTY	NTS - ADMN.	NTS - DEPT	TOTAL
SAMPLE			20	15	15	15	20	15	100
	3.	YES	72	89	100	90	88	64	85
		NO	27	5	0	10	12	36	15
	6.	ALONE	6	7	21	20	12	-	9
		FRIENDS	78	89	79	80	82	73	80
	7.	YES	39	67	47	20	76	55	51
		NO	50	22	58	70	18	27	42
	8.	YES	67	55	79	90	53	55	67
		NO	27	33	15	-	42	27	25
	9.	YES	27	11	63	50	76	55	49
		NO	67	78	42	30	18	36	44
	10.	YES	94	67	84	90	76	55	78
		NO	6	22	15	-	18	36	14
	11.	YES	44	33	36	70	29	27	38
		NO	56	55	63	20	64	55	54
	13.	YES	78	67	73	90	70	27	69
		NO	16	22	26	-	23	55	24
	14.	YES	67	78	63	70	53	18	58
		NO	27	11	37	20	41	64	35
	16.	YES	78	55	73	60	59	55	65
		NO	22	33	27	40	41	36	32
	17.	YES	61	55	68	90	47	45	60
		NO	38	33	32	10	53	45	37
	18.	YES	33	33	10	10	24	45	25
		NO	67	67	84	90	76	45	73
	20.	YES	33	22	26	60	42	45	37
		NO	55	55	58	30	35	36	46

RESPONSE TO THE QUESTIONNAIRE

All responses are indicated in percentages.

	QUESTION NO.	RESPONSE	UG's	PG's	RESEARCH	FACULTY	NTS - ADMN.	NTS - DEPT	TOTAL
SAMPLE			20	15	15	15	20	15	100
	4.	HSS	39	44	63	20	6	54	38
		CHEM		22	26			9	9.5
		STAFFC	28	22	10	20	82		31
		OTHER				50	6		7
	5.	ONCE	5.5	22	5	10	17.5	18	12
		TWICE	16.5	55	42	90	53	27	41.5
		THRICE	22		26	17.5	19	9	15.5
		>3 TIMES	28		26	10	6	9	16.5

RESPONSE TO THE QUESTIONNAIRE

All responses are indicated in percentages

QUESTION NO.	RESPONSE	%
15.	A	28
	B	25
	C	51
	D	37
	E	46
	F	13.5

QUESTION NO.	RESPONSE	%
21.	A	1
	B	27

QUESTION NO.	RESPONSE	%
19.	A	13
	B	8
	C	9.5

QUESTION NO.	RESPONSE	%
23.	1	19
	2	44
	3	33
	4	22

