

OCCURRENCE SAMPLING TECHNIQUE TO DEVELOP
A PATTERN FOR STAFFING A UNIVERSITY
RESIDENCE HALL FOODSERVICE

by

JULIA ANN BRYANT

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CHAPTER I

INTRODUCTION

The purpose of this study was to ascertain the activity of cooks in a university residence hall foodservice. Definitive results of this study could lead to establishment of a staffing pattern. Of the several available study methods, the work sampling technique was selected for use. The most sophisticated work sampling methods as applied to foodservice were those developed at the University of Wisconsin for hospitals and published as a Methodology Manual for Work Sampling Productivity of Dietary Personnel (1). It was postulated that this technique would be equally applicable to a residence hall foodservice, it therefore was chosen for the study.

Work sampling was developed by industrial engineers and has been used widely enough to validate the method. Essentially it is a measurement of activity of workers by random observation throughout the work cycle.

The specific objective for the study, using this technique, was to analyze the time distribution between direct labor (actual food production), indirect labor (transportation, etc.), and delays in the production area of a university foodservice. A corollary to this objective was the provision of data usable in evaluating the productivity of this area and to indicate any need for a different staffing pattern.

The importance of studies by sampling cannot be overemphasized. Donaldson and Ostenso have emphasized (2) that effective utilization of available resources is necessary to maintain an optimum balance between expenditures for food and labor. The knowledge that human resources are the most expensive commodity in the foodservice industry justifies an emphasis on