# ACCESS TO, EXTENT OF UTILIZATION AND LEVEL OF SATISFACTION WITH GUIDANCE SERVICES OF STI COLLEGES IN WESTERN VISAYAS
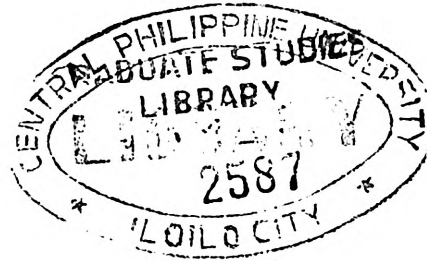
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NOEL D. BEDIA
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by

## NOEL D. BEDIA

## ABSTRACT

This study was conducted to determine the students' access to, extent of utilization, and level of satisfaction with guidance services of STI Colleges in Western Visayas. Moreover, the study also determined the students' access to, extent of utilization and level of satisfaction with guidance services when classified according to age, sex, high school classification, high school location, school location, and the relationship between access to and extent of utilization, access to and level of satisfaction and extent of utilization and level of satisfaction with guidance services.

The respondents of this study were the 297 students from STI Bacolod, Iloilo and Kalibo during the academic year 2009-2010. This is a descriptive-correlational type of study which used a one shot survey design. To determine students' access to, extent of utilization and level of satisfaction with STI's guidance services, a validated and reliability tested researcher-made questionnaire checklist was used.

All statistical computations were processed through the Statistical Package for the Social Science (SPSS) version 17.0. The mean, frequency and standard deviation were

employed as descriptive statistics. The gamma coefficient and chi-square set at .05 alpha level was utilized as inferential statistics.

**The pertinent results of the study showed that:**

STI guidance offices are air-conditioned but small to accommodate students. Guidance counselors are accommodating and are called officers-in-charge. They are given non-guidance responsibilities.

Majority of the respondents were males and were aged 16-20 years old. STI Bacolod had the most number of respondents and majority of them came from public schools located in rural areas.

More than half of the students had high level of access to guidance services. Moreover, only one in every 10 students indicated that they do not have access to guidance services. Half of STI respondents had low to very low extent of utilization of guidance services. In terms of level of satisfaction, almost half of STI students were dissatisfied with the guidance services of the school.

Chi square test showed that respondents' school locations had significant relationship with their access to guidance services while when grouped according to their age, sex, high school classification and high school location gamma coefficient test showed no significant relationship at all.

Chi square statistics also showed that there was a significant relationship between respondents' high school location, school location and their extent of utilization of guidance services while age, sex, and high school classification showed otherwise.

There was a significant relationship between respondents' school location and their level of access to guidance services. Respondents from STI Bacolod and Kalibo had high level of access to guidance services while those from STI Iloilo had average level of access to the said services. However, when grouped according to age, sex, high school classification and high school location, no significant relationship was found at all.

The respondents' high school location and school location showed significant relationship with their extent of utilization of guidance services. Respondents from urban areas had low extent of utilization of guidance services while those from rural areas had average extent of utilization. Furthermore, STI Bacolod had average extent of utilization of the guidance services while those respondents from STI Iloilo and Kalibo had low extent of utilization. When grouped according to age, sex, and high school classification, no significant relationship was found.

In terms of their level of satisfaction, the respondents' high school location and school location had significant relationship. Those respondents who came from urban areas were dissatisfied with the guidance services while those from rural areas were moderately satisfied with the said services. Respondents from STI Bacolod and Kalibo were moderately satisfied with the said services while STI Iloilo respondents were dissatisfied with the guidance services of the school. However, it showed no significant relationship when they were grouped according to age, sex, and school classification.

The higher the level of access to guidance services of the respondents, the higher was their extent of utilization and level of satisfaction with guidance services. It also showed that the higher extent of utilization, the higher the level of the respondents satisfaction with guidance services.