



Central Philippine University
School of Graduate Studies

**KNOWLEDGE, EXPERIENCE, EXPECTATION AND SATISFACTION OF
OPERATIONS STAFF ON AUDIT SERVICES OF A
MICROFINANCE NGO IN ILOILO**

A SPECIAL PAPER

Presented to:

**The Faculty of School of Graduate Studies
Central Philippine University**

In Partial Fulfillment

**of the Requirements for the Degree
MASTER IN BUSINESS ADMINISTRATION**

By:

ALLEN DAVE C. FUEGO

APRIL 2020

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ABSTRACT

This research was conducted to determine the level of knowledge, the quality of experience, the extent of expectations and the level of satisfaction of operations staff on audit services of a Microfinance NGO in Iloilo. A subject organization was chosen for this study to prove that level of knowledge, perceived quality of experience, and extent of expectations are items for consideration in measuring the level of satisfaction on audit services.

In the rationale, this study sought to confirm claims of lack of knowledge and unmet expectations of operations staff results to the dissatisfaction rating received by the internal audit department of the subject organization. In some studies, information satisfaction or knowledge about a product or service is an item contributing to disconfirmation or eventual dissatisfaction of a customer and is usually correlated to expectation formation as another satisfaction item in what all call Expectation-Disconfirmation (EDT) model.

Through a survey and analysis of data gathered, this study revealed that knowledge has nothing to do with ones' level of satisfaction as it did not show any significant relationship. On the other hand, experience and expectation have proven to be the major satisfaction items for consideration with significant relationship to ones' level of satisfaction as what several studies have also shown.