

CPU STAFF, AY 2007-2008: LEVEL OF SATISFACTION ON DIFFERENT
UNIVERSITY SERVICES, THEIR RIGHTS,
PRIVILEGES AND FUNCTIONS

A Research Report

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ABSTRACT

This study was conducted to find the current level of satisfaction of Central Philippine University staff. Two hundred two staff members were used as respondents. The correlational descriptive research design and one-shot survey were used in this study. A researcher-made questionnaire on employees' level of satisfaction used during school year 2005-2006 was modified and used in this survey. The findings revealed that the respondents were mostly satisfied with the different university services, their rights, privileges and functions. The findings also revealed that sex, educational attainment, nature of work and monthly income were significantly related to their level of satisfaction. The male employees have a higher satisfaction level compared to the female in terms of remuneration and benefits. Likewise, workers who belong to the lower level of education tend to have a higher level of satisfaction. It was also found out that monthly income is significantly related to their level of satisfaction. Those who received a higher income tend to be more satisfied in terms of roles and function compared to those who received a lower salary. Age, civil status, religion, and length of service were not significantly related to their satisfaction level. There are significant differences in their level of satisfaction in the areas university services such as the physical working condition, planning and implementation of policies, and spirituality. The levels of satisfaction in these areas decreased during academic year 2007-2008.