

**CPU STAFF, AY 2011-2012: LEVEL OF SATISFACTION ON UNIVERSITY
SERVICES, THEIR RIGHTS, PRIVILEGES AND FUNCTIONS**

A Research Report

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By

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ABSTRACT

This study was conducted to find the current level of satisfaction of Central Philippine University staff. All full time staff members (200) were used as respondents. The descriptive-relational research design and one-shot survey were used in this study. The 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 is significantly related to their level of satisfaction. The male employees have a higher satisfaction level compared to the female in terms of communication, planning and implementation of policies, remuneration and benefits, spirituality and service excellence. Civil status, religion, educational attainment and job classification were found to be significantly related to their satisfaction level in all areas except for monthly income and length of service which were not significantly related to their satisfaction level. In comparison with the study conducted in academic year 2007-2008, there are significant differences in their level of satisfaction in the areas of university services such as communication, training and development, roles and functions and supervisory considerations. The levels of satisfaction in these areas increased during academic year 2011-2012 except in the area of planning and implementation of policies where a significant decrease in their level of satisfaction was found.