

**STUDENTS' LEVEL OF SATISFACTION ON INSTITUTIONAL SERVICES
OF CENTRAL PHILIPPINE UNIVERSITY
FOR SCHOOL YEAR 2009 - 2010**

A Research Report

Presented to

The University Research Center

Central Philippine University

Iloilo City

By

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January 2013

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ABSTRACT

This study sought to determine the level of students' satisfaction on institutional services of Central Philippine University during the school year 2009-2010. The Student Satisfaction Inventory, composed of 92 items and divided into twelve services, was administered to college and 4th year high school students enrolled during the second Semester of SY 2009-2010 using stratified random sampling technique. Frequency, percentage, rank, and means were the descriptive statistics employed and t-test for independent samples and one-way analysis of variance set at .05 alpha level were utilized for inferential statistics. Overall results revealed that students were "Satisfied" with Student Spiritual Life, Campus Climate, Responsiveness to Diverse Populations, Student Centeredness, Academic Services, Service Excellence, and Scholarships/ Grants-in-Aid. They were "Slightly Satisfied" with the Academic Support Services, Campus Support Services, Campus Safety & Security, and Admission and Registration; and "Neutral" with the University Fees and Billing Practices. Overall mean results increased when compared to the two previous surveys, from (5.16 or "Slightly Satisfied") in 2004-2005, and (5.31 or "Satisfied" in 2005-2006), to (5.37 or "Satisfied") in this present study. Furthermore, females, College of Computer Studies, Nursing, Law, Theology, School of Graduate Studies, Hospitality Management, Department of High School, first year, second year college, fourth year high school, those living within

Iloilo City, Iloilo Province, Antique, Aklan, Guimaras, Roman Catholic, Baptist, Pentecostals, graduated from rural, public-urban, scholar, regular, working, and those who stayed in CPU for 1 year or less, more than 5 years, and more than 8 years, respondents were “Satisfied” with the services. Whereas, males, College of Agriculture, Resources, and Environmental Sciences, Arts and Sciences, Business and Accountancy, Education, Engineering, third to sixth year college, those living in Negros Occidental, Other Region, Other Countries, graduated from private-urban high school, and who stayed in CPU for more than a year but less than 5 years were “Slightly Satisfied”. Significant differences were found among students’ level of satisfaction when grouped according to sex, college, year level, type of high school graduated, type of student, and number of years stayed in CPU. Findings also revealed that institutional improvements on the affordability and reasonability of fees, prices, and charges on tuition, miscellaneous, food, library and dormitories; safety and security of students; effectiveness and responsiveness of personnel from various support services and those who are involve in the admission and registration processes; as well as the aproachability and helpfulness of the administrators and front-line staff in the Administrative, Business, Schedule Coordinator, Registrar, Student Affairs, Cultural Affairs, Printing Press’ office and Dormitories should be looked into by the University for continual development.