INTERNATIONAL JOURNAL OF MULTIDISCIPLINARY: APPLIED BUSINESS AND EDUCATION RESEARCH
2021, Vol. 2, No. 8, 677 – 688
http://dx.doi.org/10.11594/ijmaber.02.08.06

Research Article

Satisfaction Survey: Use of Facilities, Buildings and Grounds Cleanliness, Communication System and Delivery of Supply in Bulacan State University, Malolos, Bulacan

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Article history:
Submission August 2021
Revised August 2021
Accepted August 2021

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ABSTRACT

The study aims to define the respondent's level of satisfaction with the facilities management services at Bulacan State University. Specifically, this study sought to answer the research question: What is the satisfaction level of the personnel at Bulacan State University in terms of; a. Use of school facilities; b. Campus and building grounds cleanliness; c. Availability of communication system in the campus; and d. Requisition and deliveries of supplies. This study utilized the Descriptive Research through survey method to obtain data and information needed in determining the extent of the satisfaction level of the respondents on the efficiency of the support services in the university. Based from the results of the study, the researchers have drawn the following conclusions: 1. the satisfaction level of the administrators, non-teaching personnel, and faculty members in the existing procedures on the use of school facilities was satisfied, less satisfied in the cleanliness of the comfort rooms, less satisfied in the timely delivery of supplies, thus resulting to low level of respondent's satisfaction. On the other hand, majority of the respondents were satisfied with the communication system within the campus but less satisfied with the way that the communication letters/memoranda are being cascaded properly down to the last concerned personnel.

***Keywords**: satisfaction, employees, management, system*

Introduction

As part of the on-going effort to improve the efficiency and effectiveness of programs and services at Bulacan State University main campus and specifically to identify needed adjustments to better "facilitate education" through Support Services, a faculty member and the dean of CAFA developed and administered a comprehensive Satisfaction Survey in S.Y. 2016-2017 to selected Bulacan State University administrators, faculty, and non-teaching staff. A validated questionnaire was used to gather the data needed last September 2016.

How to cite:
Estacio, D. I.., Gopez, M. T. V. (2021). Satisfaction Survey: Use of Facilities, Buildings and Grounds Cleanliness, Communication System and Delivery of Supply in Bulacan State University, Malolos, Bulacan. *International Journal of Multidisciplinary: Applied Business and Education Research*. *2*(8), 677 – 688. doi: 10.11594/ijmaber.02.08.06

The study aims to define the respondents level of satisfaction with the facilities management services at Bulacan State University. It also deemed to examine the responses of the 100 respondents with permanent status and determine the area of strengths and weaknesses that were identified through the survey questionnaire used.

Statement of the Problem

Specifically, this study sought to answer the research question:

What is the satisfaction level of the personnel at Bulacan State University in terms of;

a. Use of school facilities;
b. Campus and building grounds cleanliness;
c. Availability of communication system in the campus; and
d. Requisition and delivery of supplies.

Importance of the Study

The study will be beneficial to the following personnel of Bulacan State University:

a.) Administrators- the strengths and weaknesses identified through the result of the satisfaction survey can be considered as basis for continuous improvement in delivering quality and efficient services to its stakeholders.
b.) Support Services- the result of this study will help the support services units in putting up an effective service's delivery process. Thus, a better focus can be achieved and ultimately all the work carried out will be of value.
c.) Personnel- the personnel will become more aware of the facilities management services of the university and the personnel's feedbacks and satisfaction level will be considered in evaluating the quality and efficiency of the support services

Review of Related Literatures and Studies

Far-reaching survey measures satisfaction with administrative services

Administrative managers are studying the results of a survey designed to help them improve customer service and balance the tension between providing good service and complying with legal obligations and university policies.

Randy Livingston, vice president for business affairs and chief financial officer

Stanford faculty and staff think highly of the advice they get from Human Resources, but aren't crazy about many purchasing and research administration processes (Livingston, 2020).

Those are among the findings of a far-ranging survey that explored customer satisfaction with many of the departments under the auspices of Randy Livingston, vice president for business affairs and chief financial officer.

The survey, Livingston said, was designed to help Business Affairs staff members improve customer service – and to better understand how to balance that customer service with the department's compliance obligations.

"We have to balance two goals simultaneously," said Livingston. "We strive to deliver outstanding service that helps the academic side of the institution achieve its mission, while ensuring the university complies with all relevant government and university policies" (Livingston, 2020).

Modeled on IT Services Survey

The survey, administered between Oct. 20 and Nov. 9, 2009, was overseen by Susan Weinstein, assistant vice president for business development. The survey attracted nearly a 30 percent response rate – a pleasant surprise for Livingston. The survey covered such diverse services as research administration, purchasing, human resources, invoice payments, expense reports and reimbursements, travel services, web-based services, the help desk and the Administrative Guide (Livingston, 2020).

It was modeled on an annual survey done by Information Technology Services.

"IT Services has used survey results to pinpoint areas for improvement and launch new projects," Livingston said. "I am hoping we can use this survey for the other parts of Business Affairs in the same way. It helps us create a baseline and, over time, see the same kind of improvements."

Human Resources

Results revealed that 74 percent of faculty and staff are generally satisfied with the quality of advice and service from Human Resources (HR), with 73 percent expressing satisfaction with the timeliness of help. People generally like HR's online services. A hearty 95 percent, for instance, applauded the online pay stub.

"It shows that, sometimes, moving from paper-based processes to electronic ones works really well," Livingston said. "We are moving more and more toward eliminating paper – paper forms, paper reports. It's nice to see support for that" (Livingston, 2020).

After analyzing their results, HR managers said they now plan to review the process of screening resumes online, which many respondents said takes too much effort. HR also will investigate dissatisfaction expressed by 26 percent of faculty and staff with job classification assistance, 24 percent with recruiting help (including fee-for-service assistance) and 26 percent with conflict resolution services.

Purchasing and Contracts

Purchasing and Contracts, Livingston, said, is a department in transition. So he said he wasn't surprised by the dissatisfaction expressed with some departmental processes. Initiatives such as SmartMart, the university's new one-stop shopping source for Stanford vendors, should improve satisfaction in the future.

Survey results show that 86 percent of respondents perceive that their orders made through SmartMart are processed correctly. In addition, 82 percent are satisfied that their invoices are processed through SmartMart correctly.

Livingston said he was surprised that nearly 25 percent of respondents were dissatisfied with their ability to easily find items. However, since SmartMart was implemented just four months before the survey was administered, Livingston believes the results will improve as familiarity increases. Purchasing and Contracts managers plan to continue developing training programs so users can learn faster search strategies. Livingston has high hopes for SmartMart. "Ultimately, SmartMart is very efficient administratively," he said. "So in this year when we are striving for greater efficiency, we believe that moving a higher percentage of purchasing transactions to SmartMart will yield savings for both departments and central offices."

Managers in Purchasing and Contracts told Livingston they also are concerned about dissatisfaction with the services provided by the buying staff. Survey results indicated respondents found services to be inconsistent and turnaround times too slow. Less than 40 percent were satisfied with the department's timeliness (Livingston, 2020).

Service should improve with the recently launched Buying and Paying Support Center, a 12-person customer service center designed to quickly resolve issues related to the buying and payment processes, he said.

Research Administration

Livingston said survey results show Research Administration has room for improvement in its services, with less than 50 percent of respondents expressing satisfaction with the process – from proposal submission through closeout.

Research Administration managers reported to Livingston that they are particularly concerned with survey results showing 43 percent of respondents are unhappy about the speed of negotiating research contracts and 31 percent are unhappy about the adequacy of communications with principal investigators and their staffs. Livingston expects that the new Stanford Electronic Research Administration (SeRA) system will increase transparency into the grant proposal process and will allow faculty and research staff to better track proposals.

"The first SeRA module – the Proposal Development and Routing Form (PDRF) – was delivered just after the survey was administered," Livingston said. "That form is circulated to indicate that a research proposal has been approved by all the various parties that have to sign off. It replaces a process that took eight to 12 days to circulate. The new PDRF is happening in a matter of hours. I think it's going to be a big success, and it reflects what we hope to achieve with other parts of the SeRA project."

Survey results also suggested widespread dissatisfaction with expenditure reports.

"That was particularly disappointing because we have revised the report format four times since Oracle went live, and included changes based on lots of faculty input," Livingston said. "So to see even after several attempts that we have not gotten it right was disheartening. But it tells me we have to come at that with a fundamentally different approach. So we are going to launch a project to re-architect the whole concept of the expenditure report."

Website tools

Livingston said he was pleased that the survey results indicated many Business Affairs online tools are valued by users.

In addition to the 95 percent approval for the online pay stub, approximately 85 percent of respondents were satisfied with ordering a W-2 and updating their W-4 online, and 70 percent were satisfied with accessing online benefits information and enrollment. About 90 percent of users find the tools on the Gateway to Financial Activities website to be useful.

Methods and Techniques Used

This study utilized the Descriptive Research through survey method to obtain data and information needed in determining the extent of the satisfaction level of the respondents on the efficiency of the support services in the university. The instrument used was devised based upon the criteria formulated by the researchers. Questionnaires were also utilized to gather relevant and pertinent data and information needed to answer the questions of the study.

Population and Sample of the Study

The researchers involved 100 respondents representing the 20% of the administrators, 30% non-teaching personnel and 50% faculty members representing about 10% of the employees population drawn using the random sampling method.

Construction of the Instrument

The construction of the instrument of the Satisfaction Survey was based on the following criteria:

1. Use of school facilities
2. Campus buildings and ground cleanliness
3. Communication System
4. Delivery of Supplies

The researchers formulated 36 factor statements.

Statistical Treatment of Data

The satisfaction survey was perceived and expressed by the respondents using a four-point likert scale interpreted as follows:

Point Scale	Interpretation
1 ----------	Strongly Dissatisfied
2 ----------	Less Satisfied
3 ----------	Satisfied
4 ----------	Strongly Satisfied

After the questionnaires were gathered, they were sorted, tabulated and treated in the following manner; Mean Scores were computed to describe the level of satisfaction of the respondents on the services provided by the Support Services.

Presentation of Data

Table 1: Request for the Use of School Facilities

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
I understand how to reserve activity center/ audio-visual room/ facilities or other spaceon campus	3.07	3.22	3.09	3.13	Satisfied
The procedure for the Request for the Use of Facilities is systematic	2.53	2.93	2.76	2.74	Satisfied

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
The procedure for the Request for the Use of Facilities is readily available	2.93	2.89	2.81	2.88	Satisfied
The request form for the use of school facilities is useful and accurate	2.50	2.96	3.05	2.84	Satisfied
The requested facilities are always ready, clean and orderly at the time of use.	2.57	2.71	2.95	2.75	Satisfied
I am satisfied with the services provided by the University in-charge for the requested facility	2.71	2.96	2.95	2.88	Satisfied

Results showed that most of the respondents were satisfied that they have knowledge on how to request the use of facilities (Grand Mean= 3.13 / Satisfied) and they were satisfied with the procedure on the use of facilities and services by the facility in-charge for the facilities requested (Grand Mean =2.88 / Satisfied). The procedure for the request for the use of school facilities is systematic. (Grand Mean=2.74/ Satisfied). Result also showed that administrators are less satisfied in terms of accuracy and usefulness of the request form for the use of facilities (Weighted Mean =2.50) also, administrators are less satisfied in being systematic of the procedure for the request of the use of facilities (Weighted Mean = 2.53 Less Satisfied).

Table 2. Campus Buildings and Ground Cleanliness

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
The campus grounds are usually kept clean	2.53	2.93	2.91	2.79	Satisfied
The grass, trees, bushes, and flowers appear well cared for	2.60	3.04	2.95	2.86	Satisfied
Debris is cleared from walkways	2.67	2.93	2.82	2.80	Satisfied
Requests for room cleanliness are completed to my satisfaction	2.73	2.68	2.73	2.71	Satisfied
The requisition Service Request form is useful	2.43	2.75	3.00	2.73	Satisfied
Campus facilities are maintained to ensure a physically safe working environment	2.60	2.79	2.91	2.77	Satisfied

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
The Bldg/Campus Maintenance Units respond promptly to my requests	2.64	2.75	3.00	2.80	Satisfied
Overall, the classrooms I am using are well kept	2.71	2.82	2.68	2.74	Satisfied
Overall, the laboratories I am using are well kept	2.53	2.88	2.74	2.72	Satisfied
Overall, the comfort rooms I am using are well kept	2.50	2.56	2.36	2.47	Less satisfied
The Janitors are responsive to my emergency requests	2.57	2.82	2.77	2.72	Satisfied
Office/ Classroom furniture are cleaned to my satisfaction	2.67	2.75	2.65	2.69	Satisfied
I am satisfied with the level of cleanliness provided by Janitors	2.47	2.70	2.68	2.62	Satisfied

Most of the respondents were satisfied that the grass, trees, bushes, and flowers appear well cared for. (Grand Mean = 2.86 Satisfied). Faculty (Weighted Mean = 3.04/ Satisfied) NAPA (Weighted Mean = 2.95 / Satisfied).

On the whole, majority of the respondents were less satisfied with the level of cleanliness in the comfort rooms (Grand Mean= 2.47 / Less Satisfied) with the lowest level of satisfaction by NAPA (Weighted Mean of 2.36 / Less Satisfied). Result also showed that respondents are quite satisfied on the level of cleanliness provided by the janitor. (Grand Mean 2.62/ Satisfied).

Table 3. Communication System

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
The telecommunication system in the campus is available *(telephone and intercom)*	3.00	3.11	3.44	3.19	Satisfied
The telecommunication system in the campus is easy / convenient to use	3.07	3.00	3.44	3.17	Satisfied
The telecommunication system in the campus is easily repaired when not in service	2.87	2.94	3.11	2.97	Satisfied
Incoming calls are efficiently and correctly routed or transferred to the office.	3.06	3.12	3.44	3.21	Satisfied

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
The intercampus communication letters are distributed on timely manner.	2.73	2.94	3.29	2.99	Satisfied
The memorandum is cascaded and discussed to the concern individuals.	2.73	2.83	2.94	2.84	Satisfied

Respondents were more likely satisfied that incoming calls are efficiently and correctly routed or transferred to the office (Grand Mean = 3.21/ Satisfied), and the telecommunication system in the campus is readily available (Grand Mean =3.19 / Satisfied) in which NAPA recorded the highest Mean of 3.44 and little less satisfied in terms of cascading and discussing memorandum to the concern individuals (Grand Mean= 2.84 / Satisfied).

Table 4. Requisition and Deliveries of Supply

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
There is an institutional Request Form for the requisition of supply	3.14	3.06	3.29	3.16	Satisfied
There is an established policies and procedures for the requisition of supply	2.87	2.88	3.24	2.99	Satisfied
The request form can be processed on a timely manner	2.73	2.56	2.94	2.74	Satisfied
The supply office personnel check the request form for any correction before accepting	2.87	2.94	3.21	3.01	Satisfied
The supply office personnel is giving reasonable explanation for the delayed deliveries	2.87	2.78	3.00	2.88	Satisfied
Supplies are delivered on time	2.33	2.39	2.39	2.37	Less Satisfied
Supply personnel use to check and count the deliveries before they issue to the requesting personnel	2.86	3.06	3.22	3.04	Satisfied
There is an established procedure for the condemned equipment/materials	2.67	2.94	3.00	2.87	Satisfied

Factors	Admin Weighted Mean	Faculty Weighted Mean	NAPA Weighted Mean	Grand Mean	Interpretation
Condemned/ damaged/ broken equipment/ furniture are disposed properly	2.50	2.76	2.67	2.64	Satisfied
The supply office is conducting periodic inventory per office/ unit	2.80	2.89	2.94	2.88	Satisfied
Furniture/ equipment has individual ID sticker	3.00	2.83	3.00	2.94	Satisfied

Overall, respondents were satisfied that there is an institutional request form for the requisition of supply (Grand Mean = 3.16) and less satisfied with the timely delivery of the supplies needed (Grand Mean= 2.37) and quite satisfied that the condemned furniture and equipment are disposed properly (Grand Mean = 2.64) Respondents were satisfied that supply personnel use to check and count the deliveries before they issue to the requesting personnel (Grand Mean=3.04), the factor with the highest of satisfaction by NAPA (Mean = 3.22).

Summary of Findings

The following are the identified level of satisfaction of the personnel with the corresponding area of strengths and weaknesses of the support services:

The criteria on the use of school facilities has a grand mean of 2.87, the campus buildings and ground cleanliness has a grand mean of 2.72, the communication system has a grand mean of 3.06, likewise, the delivery of supplies has a grand mean of 2.86.

Results showed that out of the 36 factor statements of the survey questionnaire, the factor: incoming calls are efficiently and correctly routed or transferred to the office has the highest level of satisfaction garnering the Grand Mean of 3.21 but less satisfied in terms of cascading and discussing memorandum to the concern individuals.

Respondents were satisfied in the availability of the telecommunication system in the campus as level the of satisfaction score the second highest Grand Mean of 3.19. Majority of the respondents have the knowledge on how to request the use of facilities having the 3rd highest Grand Mean of 3.16 and they were satisfied with the services provided by the facility in-charge for the facilities requested.

In the criteria of campus buildings and ground cleanliness, Majority of the respondents are satisfied that the grass, trees, bushes, and flowers appear well cared for, the factor garnered the highest Grand Mean of 2.86.

On the whole, respondents were less satisfied with the level of cleanliness in the comfort rooms with the Grand Mean of 2.47.

In the criteria of Delivery of Supplies, majority of the respondents were satisfied that there is an institutional request form for the requisition of supply with the Grand Mean of 3.16. Out of 36 factors, the timely delivery of the supplies garnered the lowest level of satisfaction that recorded the Grand Mean= 2.37 as well as on the factor that the condemned furniture and equipment are disposed properly with the Grand Mean of 2.64.

Conclusions

In the light of the findings stated, the following conclusions were drawn:

1. As to the satisfaction level of the respondents in the services provided by the support services, generally, they are satisfied in the existing procedures on the use of school facilities, satisfied in the cleanliness of the campus, and satisfied in the delivery of supplies but with some factors of low level of satisfaction due to the absence of supervisory program, work instruction and procedures.

2. Majority of the respondents were satisfied with the communication system within the campus but less satisfied with the way that the communication letters/ memoranda are being cascaded properly down to the last concerned personnel that usually occur to inconsistency in procedures.

Recommendations

A corrective action must be implemented focusing on the following criteria that garnered less satisfied results:

1. Enhance or revisit the existing procedure for the request of the use of school facilities.
2. Formulate monitoring instrument/ checklist in cleaning the comfort rooms.
3. Develop a functional supervisory program on the part of the unit head.
4. Establish good relationship to better facilitate the delivery of effective services to its clienteles.
5. Give trainings to the janitors/ maintenance personnel about effective cleaning strategies and cleaning materials.
6. Create work instruction in cleaning the facilities.
7. Establish procedures to improve the manner of cascading/ discussing communication letters/ internal and external memorandum to the concerned personnel.
8. Enhance existing procedures for the delivery of supply to set timely delivery of the requested materials.
9. Develop policy for the proper disposal of condemned furniture/equipment and assign proper storage area.

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APPENDIX A

Table 1. Satisfaction survey – request for the use of facilities

Request for the Use of Facilities	Strongly dissatisfied	Less satisfied	Satis-fied	Strongly Satisfied	N/A
I understand how to reserve activity center/ audiovisual room/ facilities or other space on campus					
The procedure for the Request for the Use of Facilities is systematic					
The procedure for the Request for the Use of Facilities is readily available					
The request form for the use of school facilities is useful and accurate					
The requested facilities are always ready, clean and orderly at the time of use.					
I am satisfied with the services provided by the University in-charge for the requested facility					

Suggestions/Recommendations: _____

APPENDIX B

Table 2. Satisfaction Survey – Buildings and Grounds Cleanliness

Campus Bldgs. and Grounds Cleanliness	Strongly dissatisfied	Less satisfied	Satis-fied	Strongly dissatisfied	N/A
The campus grounds are usually kept clean					
The grass, trees, bushes, and flowers appear well cared for					
Debris is cleared from walkways					
Requests for room cleanliness are completed to my satisfaction					
The requisition Service Request form is useful					
Campus facilities are maintained to ensure a physically safe working environment					
The Bldg/Campus Maintenance Units respond promptly to my requests					
Overall, the classrooms I am using are well kept					
Overall, the laboratories I am using are well kept					
Overall, the comfort rooms I am using are well kept					
The Janitors are responsive to my emergency requests					
Office/ Classroom furniture are cleaned to my satisfaction					
I am satisfied with the level of cleanliness provided by Janitors					

Suggestions/Recommendations: _____

APPENDIX C

Table 3. Satisfaction Survey – Communication System

Communication System	Strongly dissatisfied	Less satisfied	Satisfied	Strongly Satisfied	N/A
The telecommunication system in the campus is available *(telephone and intercom)*					
The telecommunication system in the campus is easy / convenient to use					
The telecommunication system in the campus is easily repaired when not in service					
Incoming calls are efficiently and correctly routed or transferred to the office.					
The intercampus communication letters are distributed on timely manner.					
The memorandum is cascaded and discussed to the concern individuals.					

Suggestions/Recommendations: _____

APPENDIX D

Table 4. Satisfaction Survey –Requisition and Delivery of Supply

Property and Supply	Strongly dissatisfied	Less satisfied	Satisfied	Strongly Satisfied	N/A
There is an institutional Request Form for the requisition of supply					
There is an established policies and procedures for the requisition of supply					
The request form can be processed on a timely manner					
The supply office personnel check the request form for any correction before accepting					
The supply office personnel is giving reasonable explanation for the delayed deliveries					
Supplies are delivered on time					
Supply personnel use to check and count the deliveries before they issue to the requesting personnel					
There is an established procedure for the condemned equipment/ materials					
Condemned/ damaged/ broken equipment/ furniture are disposed properly					
The supply office is conducting periodic inventory per office/ unit					
Furniture/ equipment has individual ID sticker					

Suggestions/Recommendations: _____