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## Research Article

### Administrative Services Satisfaction Survey in Private Higher Education Institution in Malolos City, Bulacan, Philippines

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#### ABSTRACT

The study examined the level of satisfaction of the administrators, teaching and non-teaching personnel of services rendered by the Administrative Services through Survey in Private Higher Education Institution in Malolos City, Bulacan. An ongoing effort to improve the efficiency and effectiveness of programs and services in the Private Higher Education Institution in Malolos City, Bulacan and specifically to identify needed adjustments to better “facilitate education” through Administrative Services (AS), the Head, University Buildings and Campus Ground Maintenance Unit develop and administer a comprehensive Satisfaction Survey. The purpose of the study is to examine the area of strengths and weaknesses that were identified through the survey questionnaire used by 50 respondents representing the 20% of the Private Higher Education Institution in Malolos City personnel. This study makes use of the descriptive survey method to obtain data and information needed in determining the Administrative Services Satisfaction Survey. All Administrators, faculty, and non-teaching staff in the Private Higher Education Institution in Malolos City were invited by questionnaire and completed the survey. The purpose of this brief is to examine the responses from the fifty valid surveys received. The summary of the study provides recommendations for further research and to produce corrective actions on the area that need improvement.

**Keywords:** *administrative services, satisfaction, private higher education, survey.*

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#### Introduction

A customer satisfaction survey can tell you what makes your customers happy. You may be able to resolve a communication issue before it becomes a make-or-break concern. You may

even discover new ways to serve your customers (April, 2021). Higher education is the education at a college or university level is perceived as one of most important instruments

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for individual social and economic development of a nation (Mukhtar, 2015). The primary purpose of higher education are creation of knowledge and dissemination for the development of world through innovation and creativity (Escotet, 2012). One of the twenty school run by the Augustinian Sisters of Our Lady of Consolation is a Private Higher Education Institution located the heart of an urban area of Malolos City in the Province of Bulacan. Being one of the biggest University with the area, the Services particularly in Administrative Department would like to identify needed adjustments to better “facilitate education” through Administrative Services (AS), the Head, University Buildings and Campus Ground Maintenance Unit develop and administer a comprehensive Satisfaction Survey. Embracing an attitude of constantly learning about customers satisfaction give more opportunities to learn what area of services need to improve. A survey can show exactly if the Administrative Services is doing right, and what should emphasize to satisfy more customers similar to the current happy customer base. A survey might also give insight into a potential new service offering or spark an idea to collaborate with other service provided by other units and departments in the Institution to offer a greater range of services to gain higher level of customer satisfaction (April, 2021).

### **Statement of the problem**

Specifically, the study answered the following questions:

1. What is the satisfaction level of the personnel in Private Higher Education Institution in Malolos City, Bulacan 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.

### **Importance of the study**

The study will be beneficially to the following personnel in Private Higher Education Institution in Malolos City, Bulacan:

- a) *Administration*-the strength and weakness through the result of satisfaction level will be identified and corrective action as well as preventive action will be delivered.
- b) *Administrative Services*- the Units of Building Campus Maintenance, Physical Plant Services and Property and Supply Office that have the direct control over the used criteria will identify the level of satisfaction by the personnel and determine the area for improvement.
- c) *Personnel*- the personnel will become aware over the services rendered by the Administrative Services and will give them the chance to evaluate its performance through Satisfaction Survey for the purpose of improvement of service.

## **Methodology**

### **Methods and techniques used**

This study makes use of the descriptive survey method to obtain data and information needed in determining the Administrative Services Satisfaction Survey. This survey was devised based upon the criteria formulated by the researcher. 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 subjects of the study were the administrators, teaching and non-teaching personnel in Private Higher Education Institution in Malolos City, Bulacan. The researcher involved 50 respondents representing the 20% of the 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 to wit:

1. Attitudes and knowledge on the use of school facilities.
2. Attitudes and knowledge on the campus buildings and ground cleanliness.
3. Attitudes and knowledge on the availability of communication system in the campus.
4. Attitudes and knowledge on the requisition and deadlines of supplies.

The researcher formulated 24 statements. Each item used a four-point Likert scale:  
 4= *Strongly Agree*  
 3= *Agree*  
 2= *Disagree*  
 1= *Strongly Disagree*

1 ----- Strongly Disagree  
 2 ----- Disagree  
 3 ----- Agree  
 4 ----- Strongly Agree

After the questionnaires were gathered, they were sorted, tabulated and treated in the following manner.

**Statistical treatment of data**

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

Mean Scores were computed to describe the level of satisfaction of the respondents on the services provided by the Administrative Services.

Point Scale                      Interpretation

**Results, Analysis and Discussions**

*Table 1: Administrative Services Satisfaction Survey*

Factor Dimensions	4	3	2	1	Weighted Mean	Interpretation
Use of School Facilities	67	46	2	0	3.49	Agree
Campus Bldgs. and Grounds Cleanliness	71	161	10	0	3.27	Agree
Campus Communication System	36	115	3	0	3.13	Agree
Request and Delivery Property and Supply	21	66	4	0	3.18	Agree

Result showed that the respondents agreed or were satisfied in the Use of School Facilities (3.49), Satisfied in Campus Buildings and Grounds Cleanliness (3.27) and Satisfied in

Campus Communication System (3.13), as well as in the Request and delivery of Property and Supply (3.18).

*Table 2: Administrative Services Satisfaction Survey – Use of School Facilities*

Use of School Facilities	Weighted Mean	Interpretation
I understand how to reserve a conference/ meeting room/ facilities or other space on campus	3.74	Agree
The request for the use of school facilities is useful and accurate	3.65	Agree
I am satisfied with the services provided by the University Buildings and Campus Grounds Maintenance Unit (BCM) for the requested facility	3.52	Agree
I am aware of the guidelines for scheduling a Request for the Use of School facilities conference/ meeting room or other space on campus	3.28	Agree
The procedure for the Request for the Use of School Facilities is systematic	3.26	Agree

Respondents revealed that respondents understand how to request the use of school facilities or other space on campus (Grand Mean =

3.49), respondents agreed that the procedure for the request for the use of school facilities is systematic. (Mean=3.26).

Table 3. Administrative Services Satisfaction Survey – Campus Bldgs/ Grounds Cleanliness

Campus Bldgs. and Grounds Cleanliness	Weighted Mean	Interpretation
The campus grounds are usually kept clean	3.26	Agree
The grass, trees, bushes, and flowers appear well cared for	3.30	Agree
Debris is cleared from walkways	3.00	Agree
Requests for room cleanliness are completed to my satisfaction	3.21	Agree
The requisition Service Request form is useful	3.42	Agree
Campus facilities are maintained to ensure a physically safe working environment	3.65	Agree
The BCM Office responds promptly to my requests	3.29	Agree
Overall, the building(s) I work in is/are well kept	3.43	Agree
The Janitors are responsive to my emergency requests	3.24	Agree
Office/ Classroom furniture are cleaned to my satisfaction	3.00	Agree
I am satisfied with the level of cleanliness provided by Janitors	3.19	Agree

All respondents strongly agreed that the Campus facilities are maintained to ensure a physically safe working environment (3.65) strongly agree that campus grounds are usually kept clean (Grand Mean = 3.43). At the average, respondents were satisfied with the level of cleanliness in the walkways (Grand Mean= 3.00) and satisfied also with the cleanliness in the office/ classroom furniture, that debris is cleared from walkways (Mean= 3.00).

Table 4. Administrative Services (BCM) Satisfaction Survey – Communication System

Communication System	Weighted Mean	Interpretation
The telecommunication system in the campus is available	2.32	Agree
The telecommunication system in the campus is easy / convenient to use	3.29	Agree
The telecommunication system in the campus is easily repaired when not in service	3.25	Agree
Incoming calls are efficiently and correctly routed or transferred to me	3.33	Agree
The intercampus communication letters meet my needs	3.45	Agree

Respondents strongly agree that the inter-campus communication letters meet my needs (3.45) and were more likely to agree that their guests or callers are treated professionally and courteously (Grand Mean = 3.13), and less satisfied with the availability of the telecommunication system in the campus (Mean= 2.32).

Table 5. Administrative Services Satisfaction Survey – Property and Supply

Property and Supply	Weighted Mean	Interpretation
The services provided by the PSO meet my needs	3.25	Agree
I am aware of the policies and procedures in requesting supplies needs	3.29	Agree
Deliveries are made to me in a timely manner	3.00	Agree

Overall, respondents agreed that the services provided by the Property and Supply Office meet their needs (Mean = 3.18) and less satisfied with the timely delivery of the supplies needed (Mean= 3.00).

## Summary of Findings

The following are the findings from the Satisfaction Survey with 50 respondents from Private Higher Education Institution in Malolos City, Bulacan: Result showed that the respondents Use of School Facilities -3.49 (Agree), Campus Bldgs. and Grounds Cleanliness-3.27 (Agree), Request and Delivery Property and Supply-3.1 (Agree) and least satisfied in Campus Communication System- 3.13 (Agree).

## Conclusions

In the light of the findings stated, the following conclusions were drawn: Among the four areas being provided by the Administrative Services, the respondents are mostly satisfied in the Use of Facilities available in the campus pertaining to the policy and procedures in borrowing and using the campus facilities. Customers or stake holders agreed that the Campus Buildings and Grounds are generally clean and maintain. But on the level of delivery of supply needed for the operations as well as in the area of communication system use inside the campus, telecommunication system in the campus is not available all the time and deliveries are made to me in a timely manner.

## Recommendations

A corrective action must be the implemented by the Administrative Services in a Higher Education Institution located in Malolos City, Bulacan specifically the need to improve the availability of the telecommunication system in the campus, ensure that there is periodic monitoring with regards to the availability of the communication system and if the units are functioning at all times. The Administrative Services may also look into determining the hindrances in the timely delivery, and provide the sufficient, timely and quality supplies needed to work and provide smooth services in every unit and department.

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