



**University of Cordilleras**  
**College of Information Technology / Computer Science**

1 : **A survey on Satisfaction Levels of**  
2 **Students and Faculties at the school**  
3 **canteen.**

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12 Submission: April 2020;

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14 **1. Introduction**

15 The school canteen is where students and faculties can buy their foods and  
16 drinks throughout the day. It is also a place where they can talk, study and do  
17 their requirements. Birondo, N. & et al. (N.D.) stated that one of the functions  
18 of the canteen is to provide a kind of service that will satisfy its clientele.  
19 This research was conducted to assess whether the targeted customers of the  
20 canteen are satisfied of its services.

21 The University of Cordilleras is noted to have a clean, wide space and have  
22 a variety of food choices for its students and faculties. Despite of these  
23 features, the students and faculties often complained about high prices of  
24 foods, small portion of serving, insufficient ventilation & spaces, and the  
25 smell of the canteen.

26 Galabo, N. (2019) found at that there is a significant relationship  
27 between canteen service quality and student satisfaction at Mintal Comprehensive  
28 High School as perceived by the Grade 11 students. The findings of this study

29 may serve as a basis of which services should be improved by the canteen to  
30 increase the number of people to use the canteen.

## 31 **2. Research Objectives**

32           1. To discover the satisfaction levels of students and faculty in  
33           the school canteen.

34           2. To determine which service of the school canteen needs  
35           improvement.

36           3. To determine what need to be changed to increase the number of  
37           students and faculty utilizing the school canteen.

## 38 **3. Research Design**

39           This research was conducted utilizing a survey design. This was  
40           accomplished by the use of a questionnaire. A questionnaire is a research  
41           instrument consisting of a series of questions for the purpose of gathering  
42           information from respondents. Questionnaires provide a relatively cheap,  
43           quick and efficient way of obtaining large amounts of information from a  
44           large sample of people. The questionnaire provides choices for the  
45           respondents so that they will not have a hard time in completing the survey.  
46           The questionnaire was distributed within the University of the Cordilleras  
47           campus, with a total respondents of 75 students.

### 48           **3.1. Sampling Techniques**

49           In the research study, Simple Random Sampling technique was used  
50           wherein everyone has an equal chance of being selected. This is the simplest  
51           form of data that involves basic observation and allows the researchers to  
52           perform an analysis of the data that is collected with a lower margin of  
53           error. Biases were removed in conducting the research study for an honest and  
54           just results/outcomes.

## 55 **4. Methods in Collecting Data**

### 56           **4.1. Data to be collected**

57           a) Reason why students and faculties utilizes the canteen.

58           b) Satisfaction levels with the canteen.

59 c) Rating of the services in the canteen.

60 **4.2. Questionnaire**

61 **QUESTIONNAIRE**

62 Name: \_\_\_\_\_ Date: \_\_\_\_\_

63 Course & year: \_\_\_\_\_

64 Gender: \_\_\_\_\_

65 **General Instructions:**

66 Please put a check (/) in the circle next to the answer of your choice.

67 1. How often do you go to the canteen to do the following activities?

- 68 o Study (alone or with friends)
- 69 o Eat
- 70 o Meet with friends
- 71 o To sit and relax
- 72 o Take a nap

73 2. Please rate your satisfaction on the following services offered by the  
74 canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu					
Space					
Food Quality					
Staff					
Promptness to Serve					
Overall services					

75 3. Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu					
Space					
Food Quality					
Staff					
Promptness to Serve					
Overall services					

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4. If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)

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Install more ventilation fan

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Add more tables and chairs

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Add more food choices

82

Be more mindful for the cleanliness in the canteen

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Hire five-star restaurant chef for the students and faculty.

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5. If all the problem of school canteen be fixed, then how often will you use the canteen?

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Once a week

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Twice a week

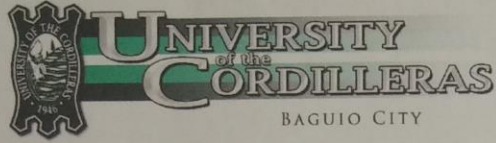
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Thrice a week

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Everyday

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COLLEGE OF INFORMATION TECHNOLOGY AND COMPUTER SCIENCE

March 9, 2020

Dear Respondents:

We are students who are BSIT and currently conducting a survey on Student Satisfaction of the UC School Cafeteria as part of the requirements for the course CC8-Introduction to Statistics Methods.

In line with this, we would like to ask for your kind assistance and support by answering the attached questionnaire. Rest assured that the data gathered will be treated with utmost confidentiality be used for research purposes only.

Thank you very much.

Respectfully,

KIM ILHAK

CUTAY, KURT KEVIN.N

DESIDERIO, RENZ LOUIS

Noted by:

MARIE GRACE V. ORTIZ  
Professor

**QUESTIONNAIRE**

Name: Almazan, Don R. E.

Date: 3/10/20

Course & year: BSP 2nd year

Gender: Male

**General Instructions:**

Please put a check (✓) in the circle next to the answer of your choice.

- How often do you go to the canteen to do the following activities?
  - Study (alone or with friends)
  - Eat
  - Meet with friends
  - To sit and relax
  - Take a nap

- Please rate your satisfaction on the following services offered by the canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu				/	
Space			/	/	
Tables and chairs		/			
Food Quality				/	
Staff			/		
Promptness to Serve			/		
Overall services				/	

- Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu			/		
Space			/		
Tables and chairs			/		
Food Quality				/	
Staff			/	/	
Promptness to Serve			/		
Overall services			/	/	

- If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)
  - Install more ventilation fan
  - Add more tables and chairs
  - Add more food choices
  - Be more mindful for the cleanliness in the canteen
  - Hire five-star restaurant chef for the students and faculty.
- If all the problem of school canteen be fixed, then how often will you use the canteen?
  - Once a week
  - Twice a week
  - Thrice a week
  - Everyday

*Don R. E. Almazan*

**QUESTIONNAIRE**

Name: \_\_\_\_\_

Date: 10/03/2020

Course & year: JURIS DOCTOR - I

Gender: Male

**General Instructions:**

Please put a check (/) in the circle next to the answer of your choice.

1. How often do you go to the canteen to do the following activities?

- Study (alone or with friends)
- Eat
- Meet with friends
- To sit and relax
- Take a nap

2. Please rate your satisfaction on the following services offered by the canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu		/			
Space		/			
Tables and chairs		/			
Food Quality		/			
Staff		/			
Promptness to Serve		/			
Overall services		/			

3. Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu			/		
Space			/		
Tables and chairs			/		
Food Quality			/		
Staff			/		
Promptness to Serve			/		
Overall services			/		

4. If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)

- Install more ventilation fan
- Add more tables and chairs
- Add more food choices
- Be more mindful for the cleanliness in the canteen
- Hire five-star restaurant chef for the students and faculty.

5. If all the problem of school canteen be fixed, then how often will you use the canteen?

- Once a week
- Twice a week
- Thrice a week
- Everyday

*[Signature]*

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**QUESTIONNAIRE**

Name: Emingga, Krichelle T

Date: \_\_\_\_\_

Course & year: JD

Gender: F

**General Instructions:**

Please put a check (✓) in the circle next to the answer of your choice.

- How often do you go to the canteen to do the following activities?
  - Study (alone or with friends)
  - Eat
  - Meet with friends
  - To sit and relax
  - Take a nap

- Please rate your satisfaction on the following services offered by the canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu		✓			
Space		✓			
Tables and chairs		✓			
Food Quality		✓			
Staff	✓				
Promptness to Serve		✓			
Overall services		✓			

- Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu		✓			
Space		✓			
Tables and chairs		✓			
Food Quality		✓			
Staff		✓			
Promptness to Serve		✓			
Overall services		✓			

- If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)

- Install more ventilation fan
- Add more tables and chairs
- Add more food choices
- Be more mindful for the cleanliness in the canteen
- Hire five-star restaurant chef for the students and faculty.

- If all the problem of school canteen be fixed, then how often will you use the canteen?

- Once a week
- Twice a week
- Thrice a week
- Everyday

*Emingga, Krichelle T*



**QUESTIONNAIRE**

Name: Paulo Bily

Date: March 10, 2020

Course & year: JD-1

Gender: Male

**General Instructions:**

Please put a check (✓) in the circle next to the answer of your choice.

- How often do you go to the canteen to do the following activities?
  - Study (alone or with friends)
  - Eat
  - Meet with friends
  - To sit and relax
  - Take a nap

- Please rate your satisfaction on the following services offered by the canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu			✓		
Space		✓			
Tables and chairs			✓		
Food Quality			✓		
Staff		✓			
Promptness to Serve		✓			
Overall services			✓		

- Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu		✓			
Space			✓		
Tables and chairs			✓		
Food Quality			✓		
Staff		✓			
Promptness to Serve			✓		
Overall services		✓			

- If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)
  - Install more ventilation fan
  - Add more tables and chairs
  - Add more food choices
  - Be more mindful for the cleanliness in the canteen
  - Hire five-star restaurant chef for the students and faculty.
- If all the problem of school canteen be fixed, then how often will you use the canteen?
  - Once a week
  - Twice a week
  - Thrice a week
  - Everyday

*Paulo Bily*  
03/10/2020

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## QUESTIONNAIRE

Name: Immanuel Sanglay

Date: 03/10/20

Course & year: JD-1

Gender: male

**General Instructions:**

Please put a check (/) in the circle next to the answer of your choice.

1. How often do you go to the canteen to do the following activities?
  - Study (alone or with friends)
  - Eat
  - Meet with friends
  - To sit and relax
  - Take a nap

2. Please rate your satisfaction on the following services offered by the canteen.

	Very Satisfied	Satisfied	Neither satisfied/ not satisfied	Not Satisfied	Very not Satisfied
Food Menu		/			
Space			/		
Tables and chairs		/			
Food Quality		/			
Staff		/			
Promptness to Serve		/			
Overall services		/			

3. Please rate the following services.

	Excellent	Good	Fair	Poor	Bad
Food Menu		/			
Space			/		
Tables and chairs		/			
Food Quality		/			
Staff		/			
Promptness to Serve		/			
Overall services		/			

4. If the school decide to renovate the canteen, what do you want to suggest? (Choose 3)

- Install more ventilation fan
- Add more tables and chairs
- Add more food choices
- Be more mindful for the cleanliness in the canteen
- Hire five-star restaurant chef for the students and faculty.

5. If all the problem of school canteen be fixed, then how often will you use the canteen?

- Once a week
- Twice a week
- Thrice a week
- Everyday

*[Signature]*  
03/10/20

109 **6. Statistical Analysis of Data**

110 **Table 1: Respondent's answer to "How often do you go to the canteen to do**  
 111 **the following activities?"**

Answer	Frequency Count	Percentage	Mode (X)	Ranking
Study	23	30.67%		2nd
Eat	37	49.33%	<b>X</b>	1st
Meet with friends	10	13.33%		3rd
To sit and relax	2	2.67%		5th
Take a nap	3	4		4th
<b>Total:75</b>				

112 Table 1 shows that the main reason why both students and faculty visit the  
 113 canteen to eat.

114 **Table 2.1: Respondent's ratings to "Satisfaction on the following services**  
 115 **offered by the canteen."**

<b>Food Menu</b>				
Questions	Frequency Count	Percentage	Mode (X)	Ranking
Very Satisfied	7	9.33%		2nd
Satisfied	63	84%	<b>X</b>	1st
Neither satisfied/ not satisfied	5	6.67%		3rd
Not Satisfied	0	0%		4th
Very not Satisfied	0	0%		4th
<b>Total:75</b>				
<b>Space</b>				
Very Satisfied	0	0%		4th
Satisfied	38	50.67%		2nd
Neither satisfied/ not satisfied	44	58.67%	<b>X</b>	1st
Not Satisfied	3	4%		3rd
Very not Satisfied	0	0%		4th
<b>Total:75</b>				
<b>Food Quality</b>				
Very Satisfied	1	1.33%		4th
Satisfied	43	57.33%	<b>X</b>	1st
Neither satisfied/ not satisfied	27	36%		2nd
Not Satisfied	4	5.33%		3rd
Very not Satisfied	0	0%		5th
<b>Total:75</b>				
<b>Staff</b>				
Very Satisfied	14	18.67%		3rd
Satisfied	36	48%	<b>X</b>	1st

Neither satisfied/ not satisfied	21	28%		2nd
Not Satisfied	4	5.37%		4th
Very not Satisfied	0	0%		5th
<b>Total:75</b>				
<b>Promptness to serve</b>				
Very Satisfied	2	2.67%		4th
Satisfied	41	54.67%	<b>X</b>	1st
Neither satisfied/ not satisfied	29	38.67%		2nd
Not Satisfied	3	4%		3rd
Very not Satisfied	0	0%		5th
<b>Total:75</b>				
<b>Overall Services</b>				
Very Satisfied	2	2.67%		4th
Satisfied	39	52%	<b>X</b>	1st
Neither satisfied/ not satisfied	31	41.33%		2nd
Not Satisfied	3	4%		3rd
Very not Satisfied	0	0%		5th
<b>Total:75</b>				

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**Table 2.2: Respondent's ratings to "Satisfaction on the following services offered by the canteen" mean table**

	Food Menu	Space	Food Quality	Staff	Promptness to serve	Overall Services	Mean Score	Ranking
<b>Very Satisfied</b>	7	0	1	14	2	2	5.2	4th
<b>Satisfied</b>	63	38	43	36	41	39	43.33	1st
<b>Neither satisfied/ not satisfied</b>	5	44	27	21	29	31	21.17	2nd
<b>Not Satisfied</b>	0	3	4	4	3	3	17	3rd

<b>Very not Satisfied</b>	0	0	0	0	0	0	0	5th
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119 Table 2.2 shows that most of the faculty and students are satisfied with the  
120 services offered by the canteen.

121 Table 3.1: Respondent's rating on "Canteen Services"

Rating	Frequency Count	Percentage	Mode (X)	Ranking
<b>Food Menu</b>				
Excellent	3	4%		3rd
Good	37	49.33%	<b>X</b>	1st
Fair	33	44%		2nd
Poor	2	2.67%		4th
Bad	0	0%		5th
<b>Total:75</b>				
<b>Space</b>				
Excellent	2	2.67%		4th
Good	41	54.67%	<b>X</b>	1st
Fair	26	34.67%		2nd
Poor	6	8%		3rd
Bad	0	0%		5th
<b>Total:75</b>				
<b>Food Quality</b>				
Excellent	16	21.33%		3rd
Good	34	45.33%	<b>X</b>	1st
Fair	23	30.67%		2nd
Poor	2	3.67%		4th
Bad	0	0%		5th
<b>Total:75</b>				
<b>Staff</b>				
Excellent	22	29.33%		2nd
Good	32	32.67%	<b>X</b>	1st
Fair	16	21.33%		3rd
Poor	5	6.67%		4th
Bad	0	0%		5th
<b>Total:75</b>				
<b>Promptness to Serve</b>				
Excellent	15	20%		3rd
Good	35	46.67%	<b>X</b>	1st
Fair	23	30.67%		2nd
Poor	2	2.67%		4th
Bad	0	0%		5th
<b>Total:75</b>				
<b>Overall Services</b>				
Excellent	23	30.67%		2nd
Good	40	53.33%	<b>X</b>	1st
Fair	10	13.33%		3rd
Poor	2	2.67%		4th
Bad	0	0%		5th
<b>Total:75</b>				

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**Table 3.2: Respondent's rating on "Canteen Services" mean table**

	Food Menu	Space	Food Quality	Staff	Promptness to serve	Overall Services	Mean Score	Ranking
<b>Excellent</b>	3	2	16	22	15	23	13.5	3rd
<b>Good</b>	27	41	34	32	35	40	34.83	1st
<b>Fair</b>	33	26	23	16	23	10	21.83	2nd
<b>Poor</b>	2	6	2	5	2	2	3.17	4th
<b>Bad</b>	0	0	0	0	0	0	0	5th

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Table 3.2 shows that most of the students and faculties rate the canteen

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services as "GOOD".

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**Table 4: Respondent's suggestion to the canteen**

Answers	Frequency Count	Percentage	Mode (X)	Ranking
Install more ventilation fan	23	30.36%		2nd
Add more tables and chairs	24	32%	<b>X</b>	1st
Add more food choices	16	21.33%		3rd
Be more mindful for the cleanliness in the canteen	2	2.67%		4th
Hire five-star restaurant chef for the	1	1.33%		5th

students and faculty				
<b>Total:75</b>				

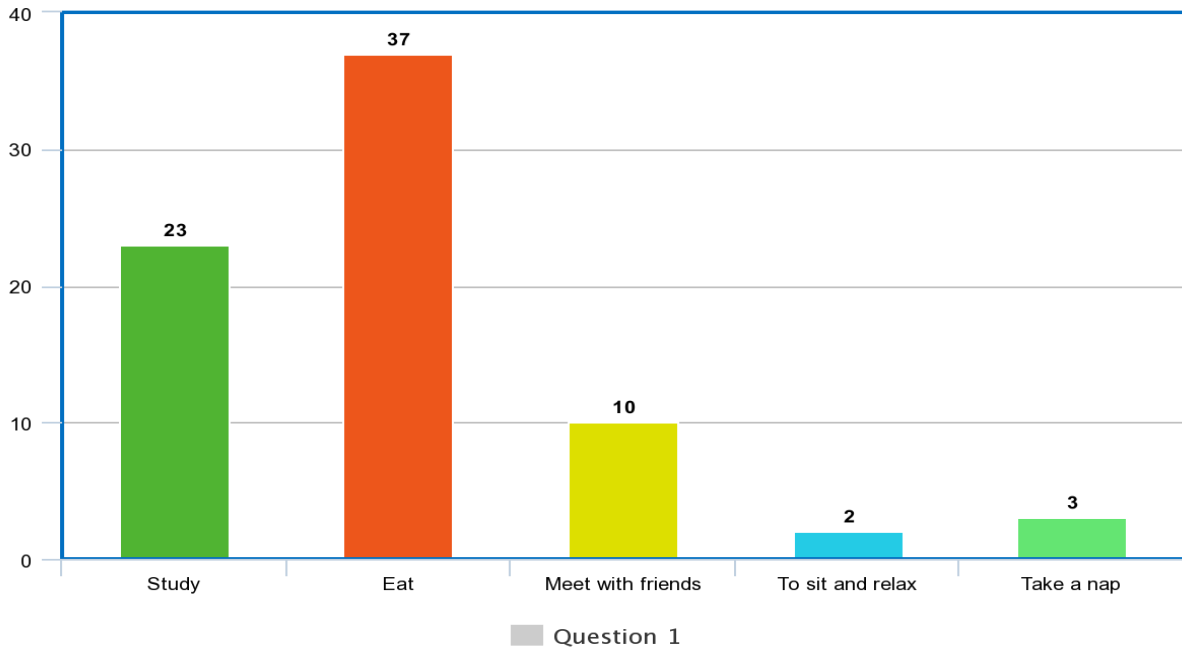
127 Table 4 shows that most of the faculty and students suggestion to the canteen  
 128 is to add more table and chairs.

129 **Table 5: Respondent's answer on "If all the problem of school canteen be**  
 130 **fixed, then how often will you use the canteen?"**

Answers	Frequency Count	Percentage	Mode (X)	Ranking
Once a week	5	6.67%		4th
Twice a week	13	17.33%		3rd
Thrice a week	23	30.67%		2nd
Everyday	34	45.33%	<b>X</b>	1st
<b>Total: 75</b>				

131 Table 5 shows that if problems in the school canteen is fixed, most of the  
 132 faculty and students will utilize the canteen every day.

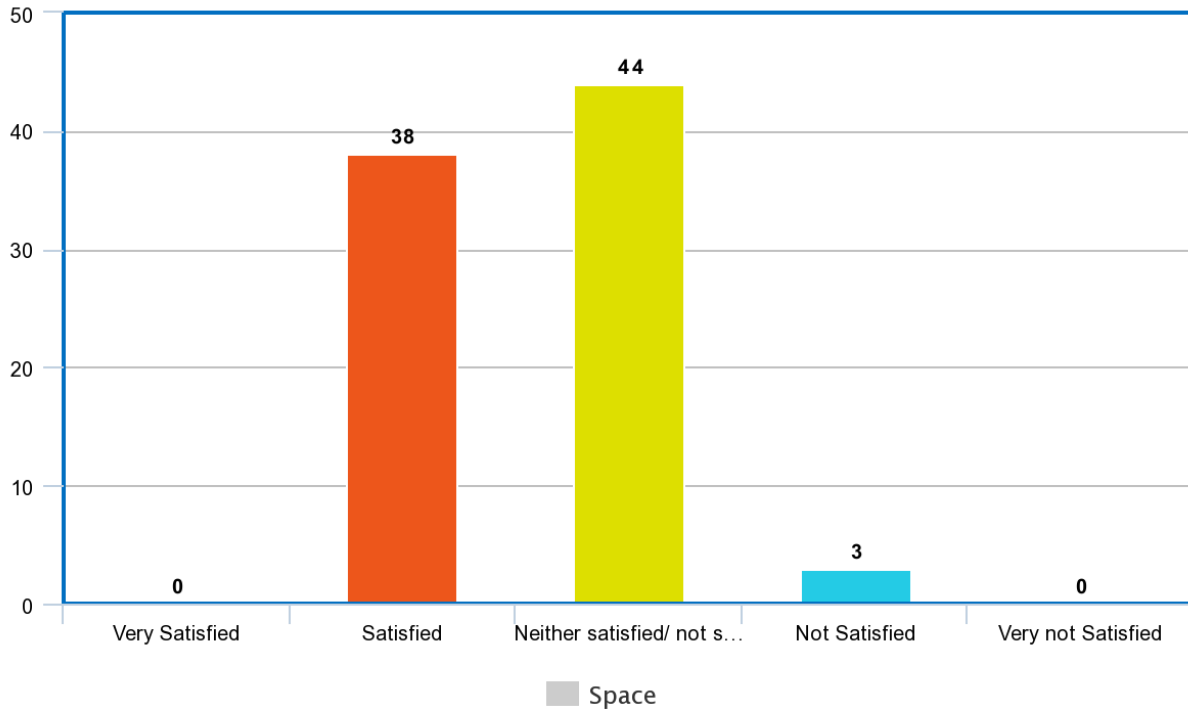
133 **6. Presentation of Data**



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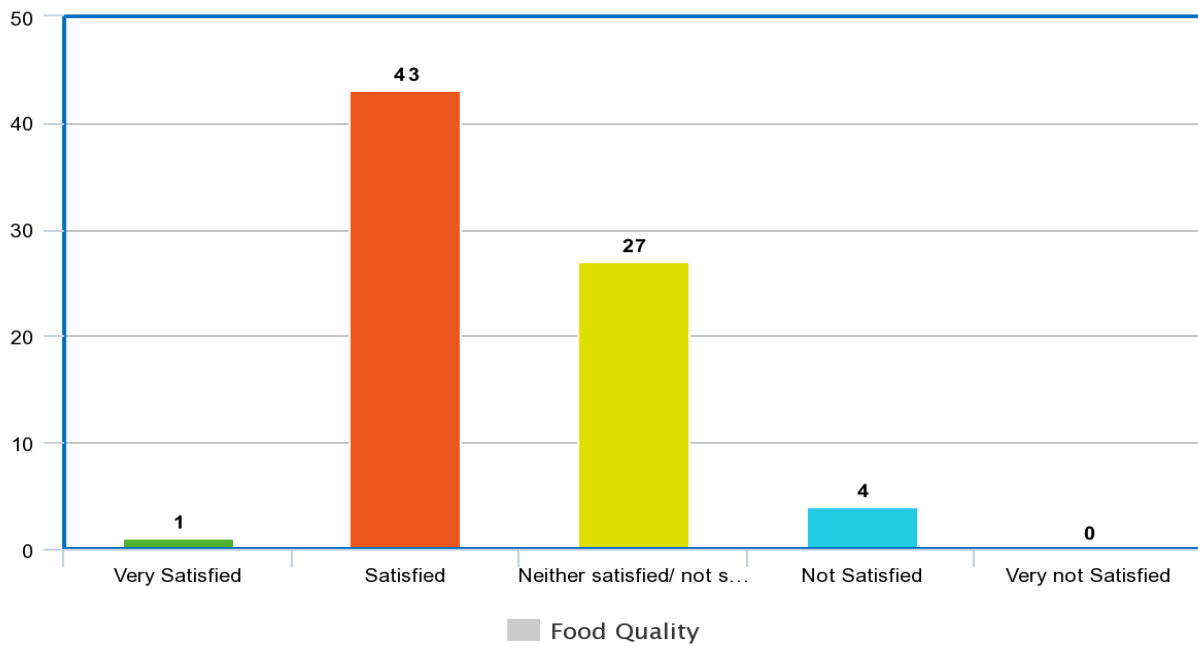
Question 2



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Question 2

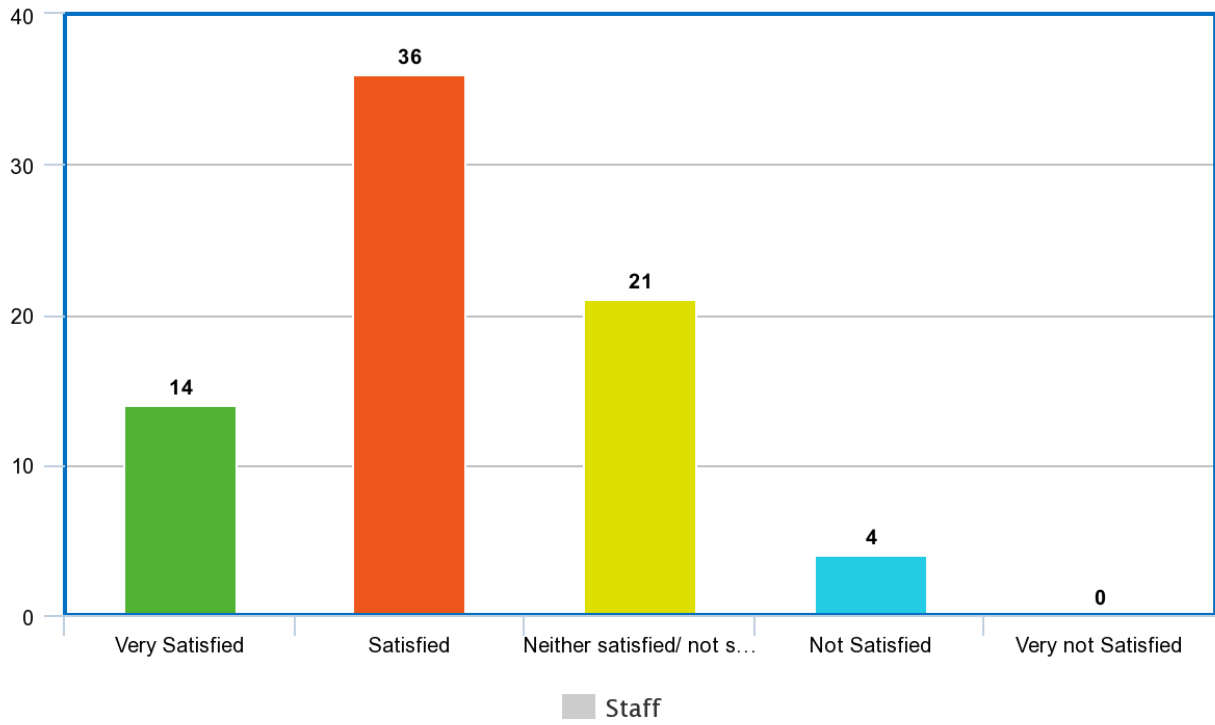


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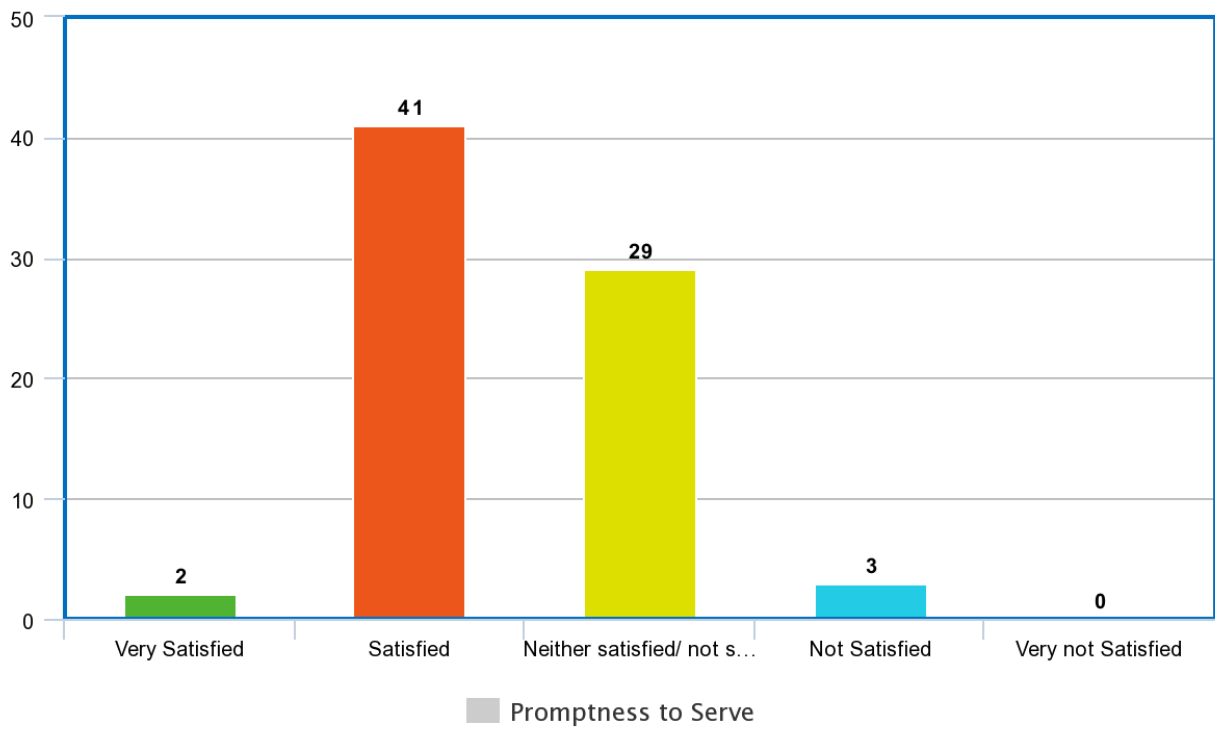
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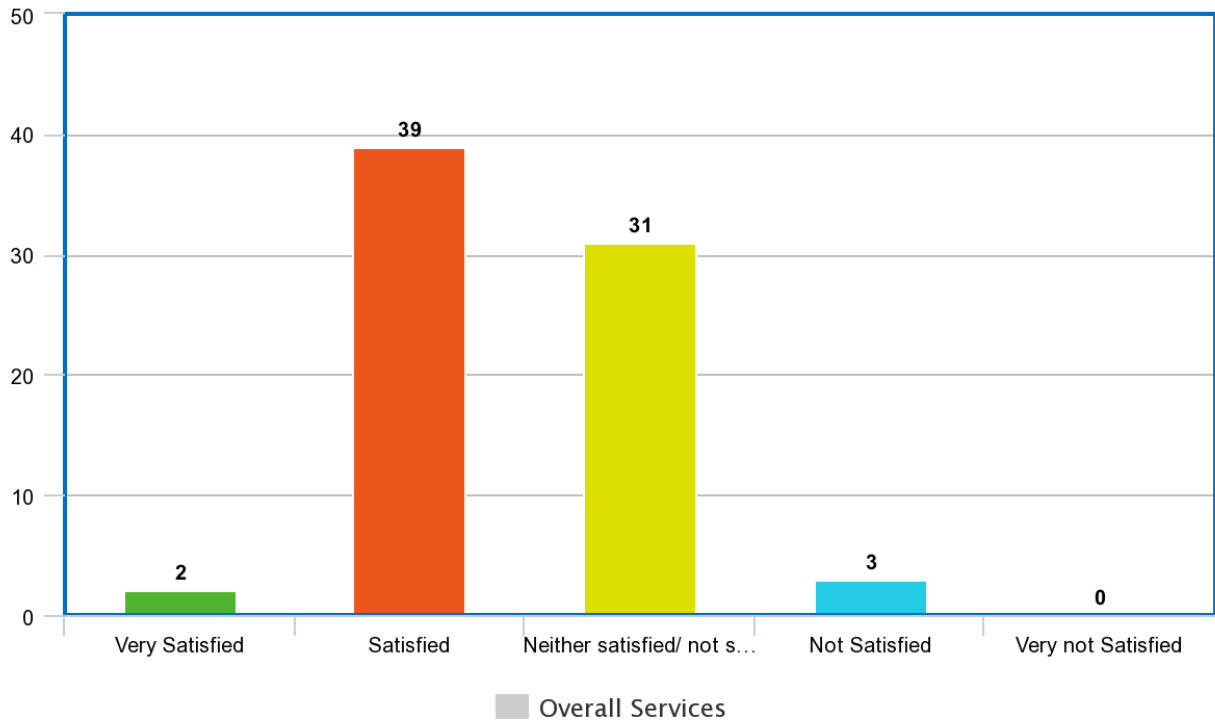
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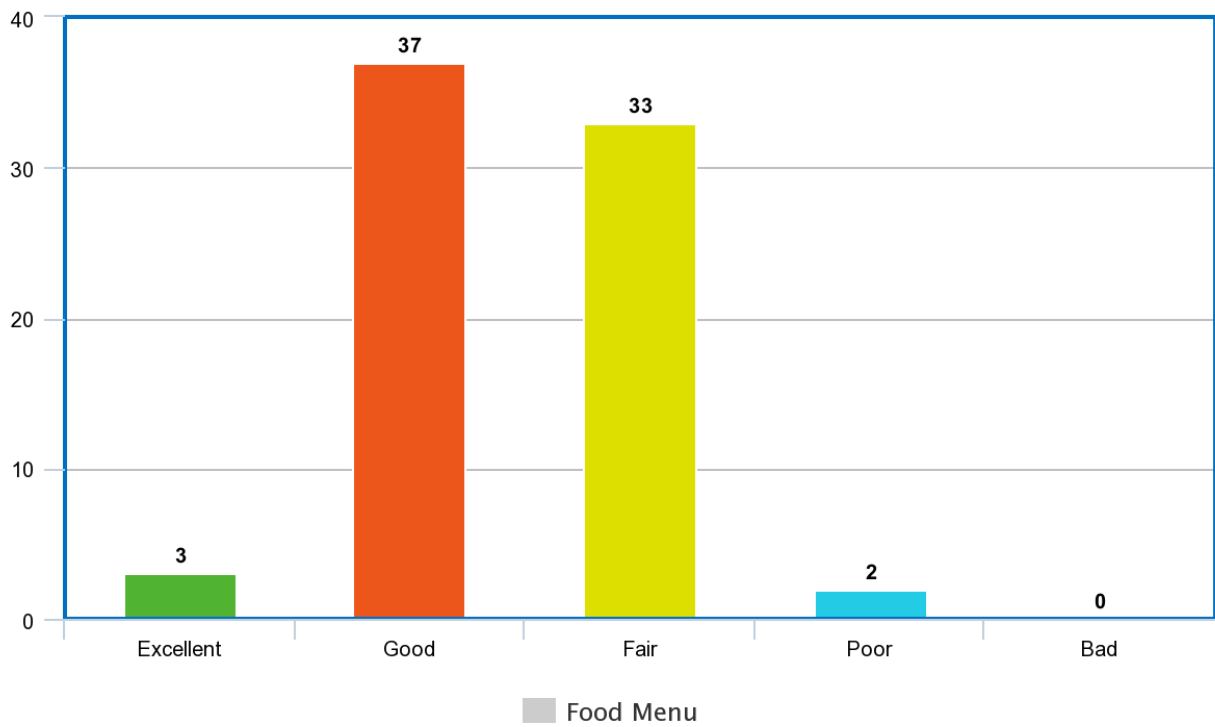
Question 2



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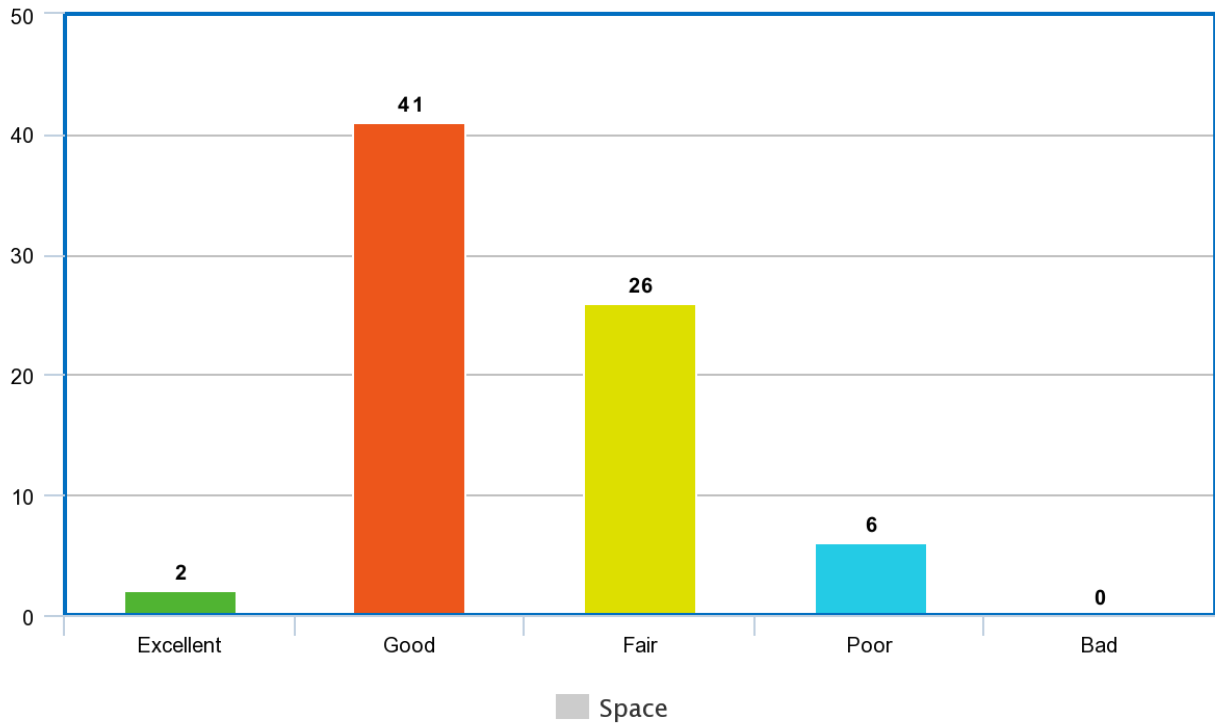
Question 3



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Question 3

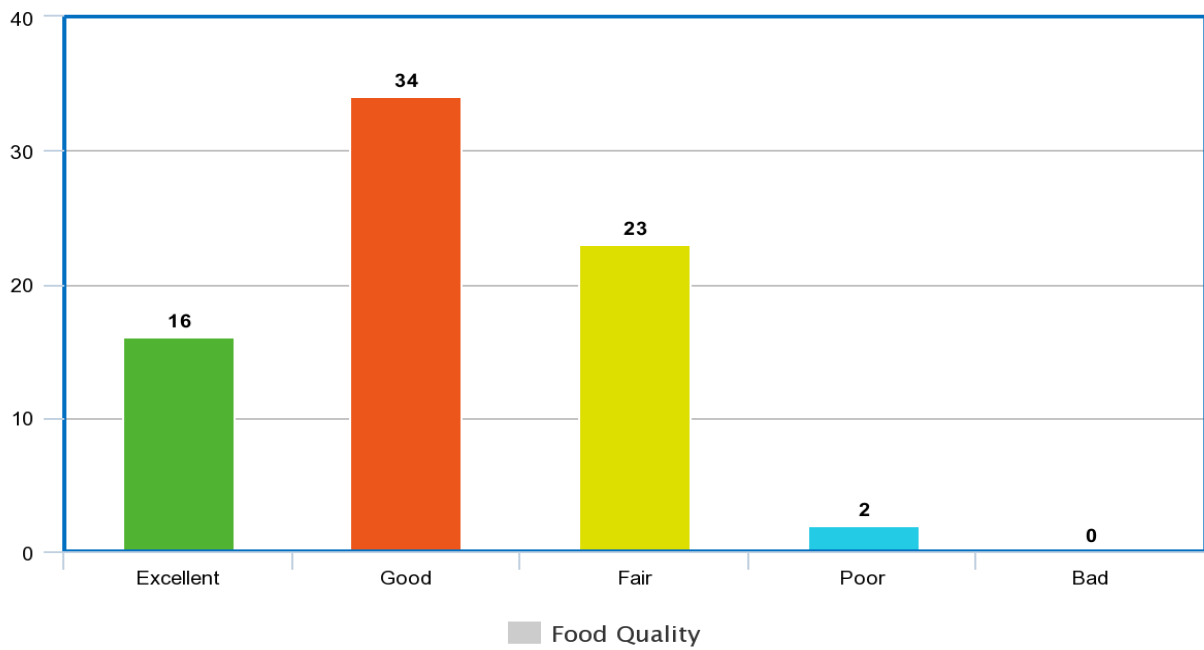


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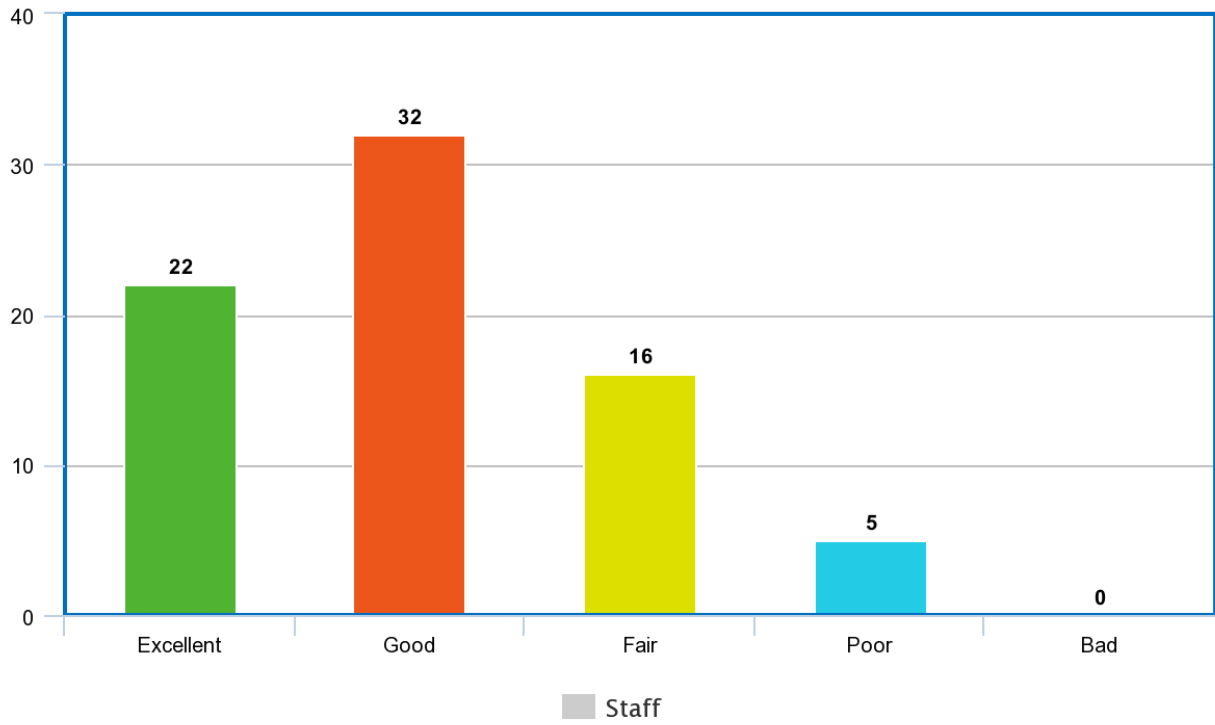
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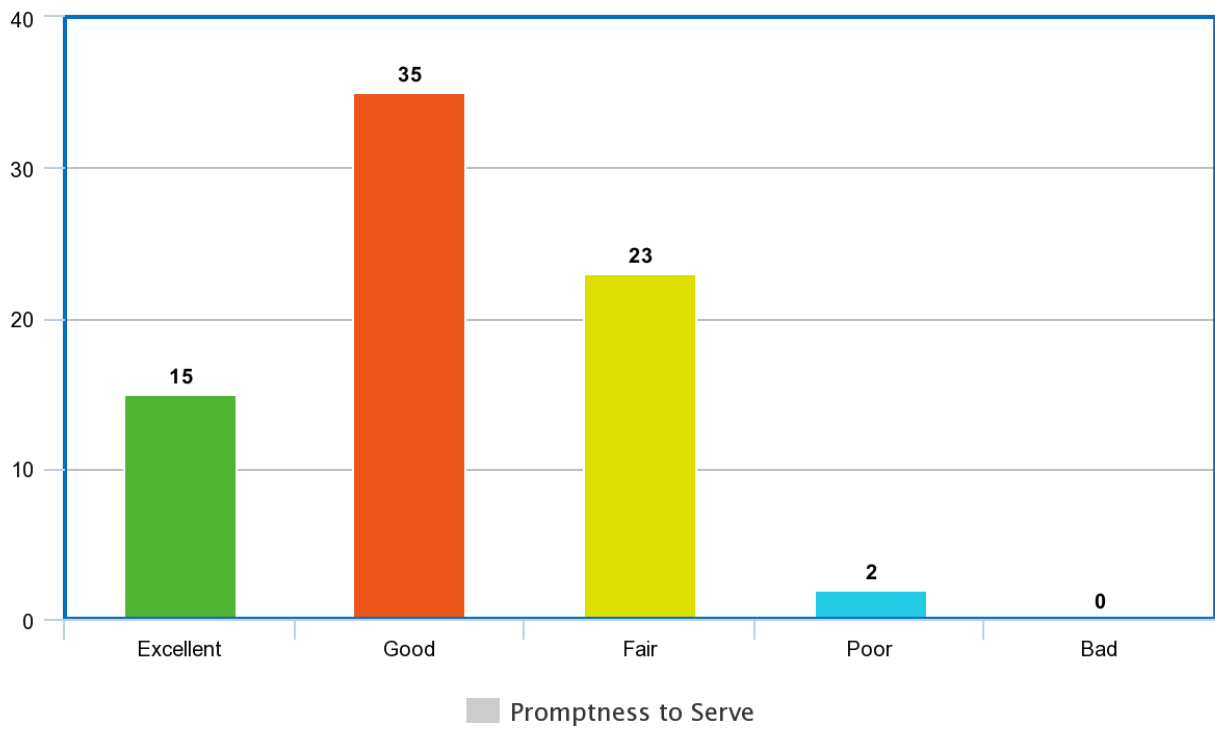
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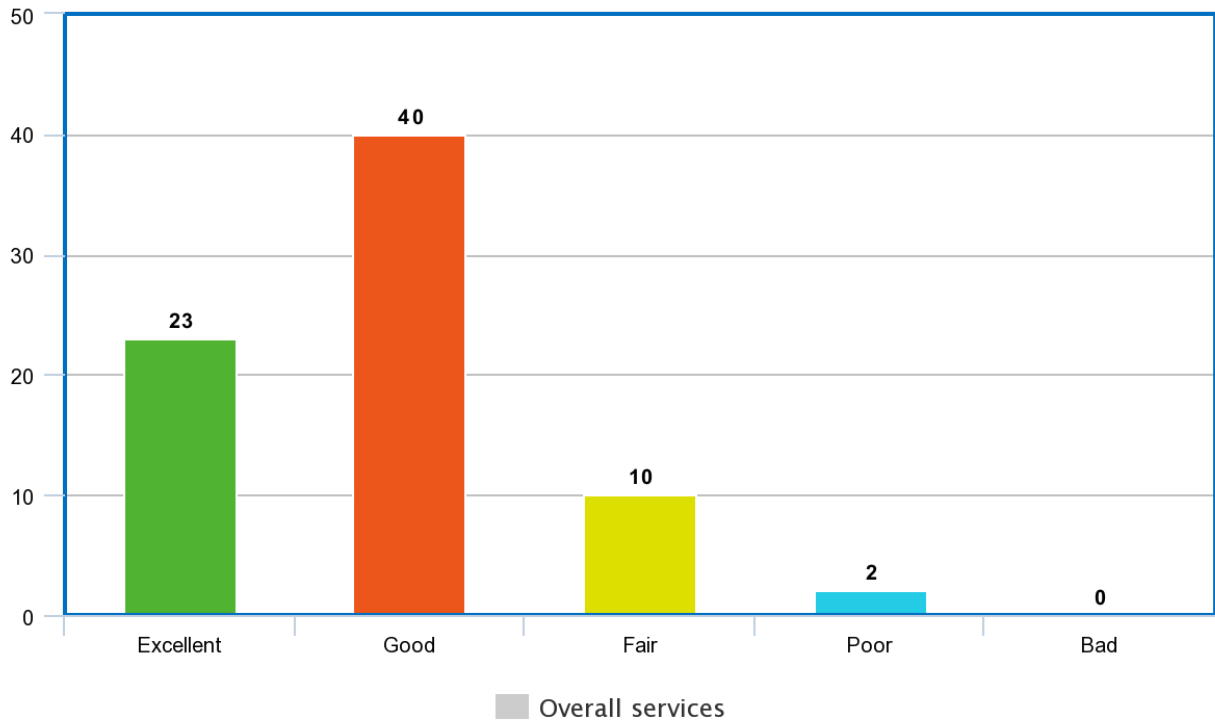
Question 3



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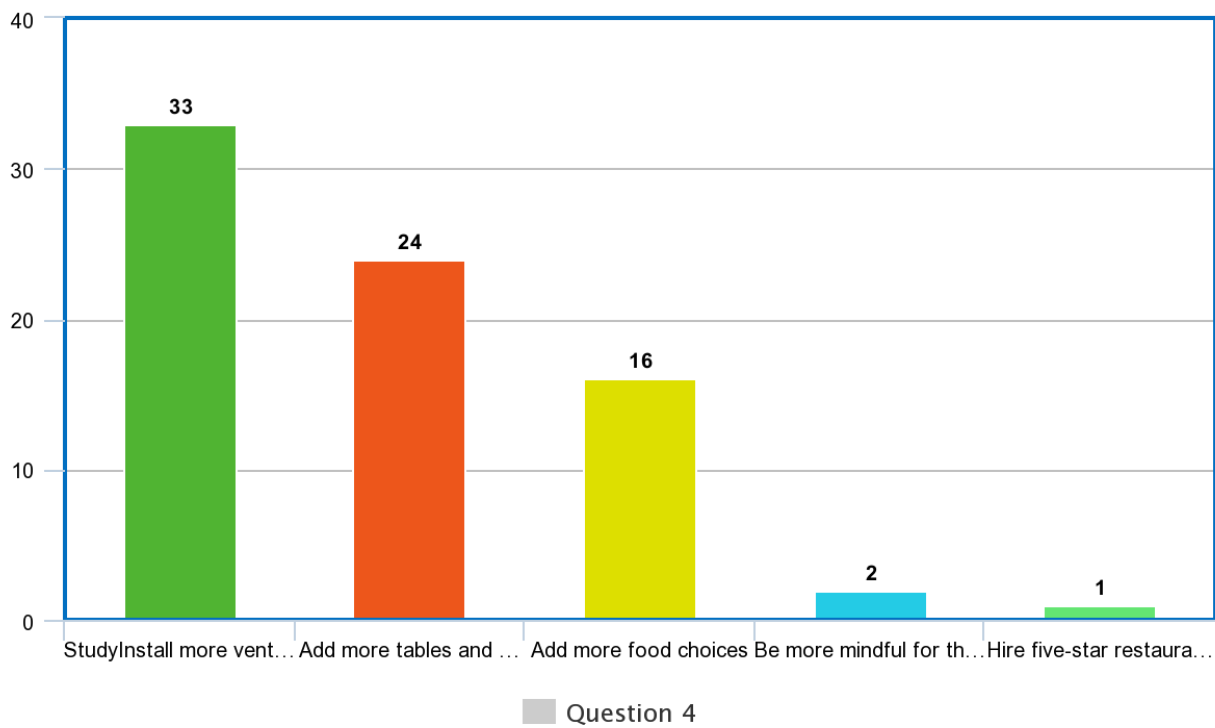
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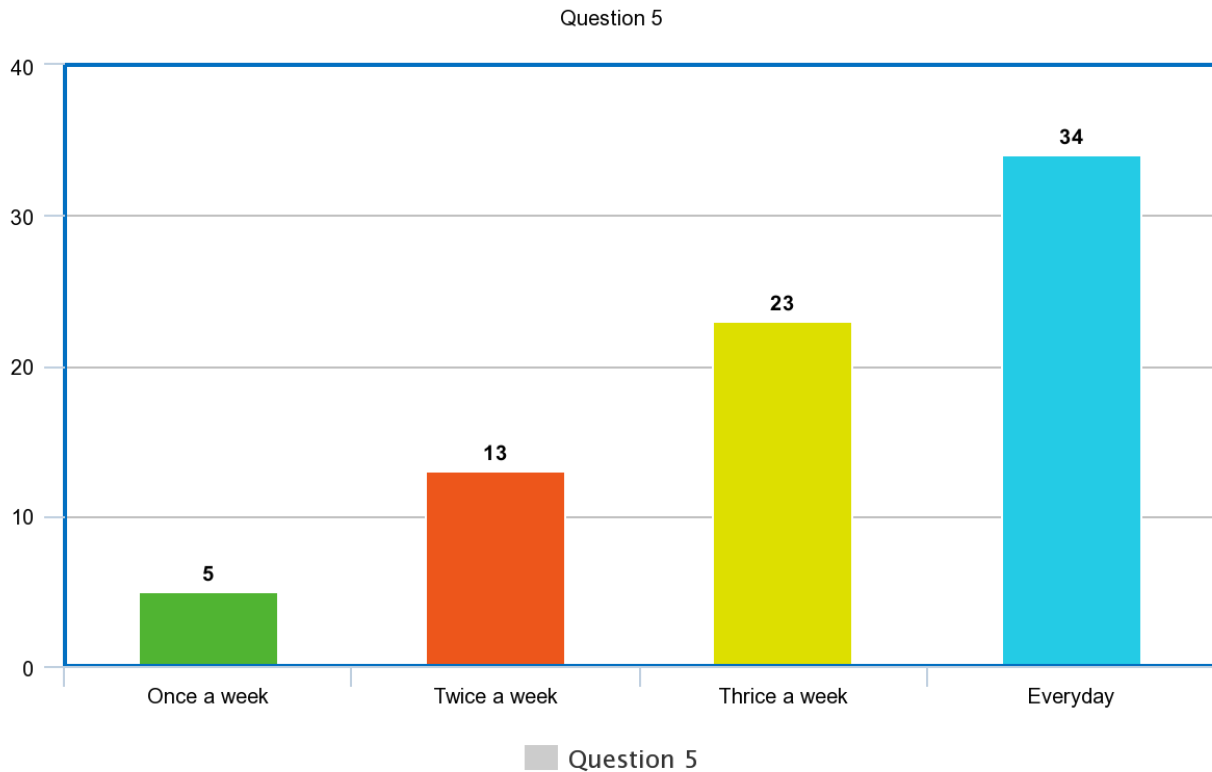
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Question 4



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150 **7. References**

151 Birondo, N. & et al. (N.D.). The Level of Satisfaction of the Students  
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 153 from <https://ejournals.ph/article.php?id=13268> on March 13, 2020.

154 Galabo, N. (2019). CANTEEN SERVICE QUALITY AND STUDENT SATISFACTION.  
 155 Retrieved from  
 156 [https://www.researchgate.net/publication/332877544\\_CANTEEN\\_SERVICE\\_QUALITY\\_AN](https://www.researchgate.net/publication/332877544_CANTEEN_SERVICE_QUALITY_AND_STUDENT_SATISFACTION)  
 157 [D\\_STUDENT\\_SATISFACTION](https://www.researchgate.net/publication/332877544_CANTEEN_SERVICE_QUALITY_AND_STUDENT_SATISFACTION) on March 13, 2020

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