



Satisfaction Survey : Use of Facilities, Buildings and Grounds Cleanliness, Communication System and Deliveries of Supply at Bulacan State University SY. 2016-2017

Proponents:

ARCH. DENNIS L. ESTACIO

Faculty, College of Architecture & Fine Arts



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.



Introduction

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.

Keywords: Satisfaction Survey, Support Services, Efficiency and Effectiveness



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.



Importance of the study

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.



Methods and Techniques Used

This study utilized the Descriptive Research through survey method. 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 Disagree

2 -----

Less Agree

3-----

Agree

4-----

Strongly Agree

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 space on campus	3.07	3.22	3.09	3.13	Agree
The procedure for the Request for the Use of Facilities is systematic	2.53	2.93	2.76	2.74	Agree
The procedure for the Request for the Use of Facilities is readily available	2.93	2.89	2.81	2.88	Agree
The request form for the use of school facilities is useful and accurate	2.50	2.96	3.05	2.84	Agree
The requested facilities are always ready, clean and orderly at the time of use.	2.57	2.71	2.95	2.75	Agree
I am satisfied with the services provided by the University in-charge for the requested facility	2.71	2.96	2.95	2.88	Agree



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	Agree
The grass, trees, bushes, and flowers appear well cared for	2.60	3.04	2.95	2.86	Agree
Debris is clear from walkways	2.67	2.93	2.82	2.80	Agree
Requests for room cleanliness are completed to my satisfaction	2.73	2.68	2.73	2.71	Agree
The requisition Service Request form is useful	2.43	2.75	3.00	2.73	Agree
Campus facilities are maintained to ensure a physically safe working environment	2.60	2.79	2.91	2.77	Agree



The Facilities and Campus Ground Maintenance respond promptly to my request	2.64	2.75	3.00	2.80	Satisfied
Overall, the classroom/ office I am using is well kept	2.71	2.82	2.68	2.74	Agree
Overall, the laboratories I am using are well kept	2.53	2.88	2.74	2.72	Agree
Overall, the comfort rooms I am using are well kept	2.50	2.56	2.36	2.47	Less Agree
The Janitors are responsive to my emergency requests	2.57	2.82	2.77	2.72	Agree
Office/ Classroom furniture are clean to my satisfaction	2.67	2.75	2.65	2.69	Agree
I am satisfied with the level of cleanliness provided by Janitors	2.47	2.70	2.68	2.62	Agree



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	Agree
The telecommunication system in the campus is easy / convenient to use	3.07	3.00	3.44	3.17	Agree
The telecommunication system in the campus is easily repaired when not in service	2.87	2.94	3.11	2.97	Agree
Incoming calls are efficiently and correctly routed or transferred to the office.	3.06	3.12	3.44	3.21	Agree
The intercampus communication letters are distributed on timely manner.	2.73	2.94	3.29	2.99	Agree
The memorandum is cascaded and discussed to the concern individuals.	2.73	2.83	2.94	2.84	Agree



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	Agree
There is an established policies and procedures for the requisition of supply	2.87	2.88	3.24	2.99	Agree
The request form can be processed on a timely manner	2.73	2.56	2.94	2.74	Agree
The supply office personnel check the request form for any correction before accepting	2.87	2.94	3.21	3.01	Agree
The supply office personnel is giving reasonable explanation for the delayed deliveries	2.87	2.78	3.00	2.88	Agree
Supplies are delivered on time	2.33	2.39	2.39	2.37	Less Agree
Supply personnel use to check and count the deliveries before they issue to the requesting personnel	2.86	3.06	3.22	3.04	Agree



There is an established procedure for the condemned equipment/ materials	2.67	2.94	3.00	2.87	Agree
Condemned/ damaged/ broken equipment/ furniture are disposed properly	2.50	2.76	2.67	2.64	Agree
The supply office is conducting periodic inventory per office/ unit	2.80	2.89	2.94	2.88	Agree
Furniture/ equipment has individual ID sticker	3.00	2.83	3.00	2.94	Agree



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.



Summary of Findings

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 quite satisfied in terms of cascading and discussing memorandum to the concern individuals.



Summary of Findings

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.



Summary of Findings

In the criteria of campus buildings and ground cleanliness, all respondents agreed 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 interpreted as less agree as well as in the level of cleanliness provided by the janitors with the Grand Mean of 2.62.



Summary of Findings

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.



Conclusions

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 due to inconsistency in some 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.



Recommendations

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 clientele.
5. Give trainings to the janitors/ maintenance personnel about effective cleaning strategies and cleaning materials.



Recommendations

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.



Recommendations

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.



“To remain indifferent to the challenges we face is indefensible. If the goal is noble, whether or not it is realized within our lifetime is largely irrelevant. What we must do therefore is to strive and persevere and never give up.”

-14th Dalai Lama

THANK YOU!