



Satisfaction of Graduate Studies Students to the Services and Facilities of One State University in the Philippines

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Abstract : The descriptive study aimed to determine the satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students. This study was limited to CTE Graduate Studies students from the different programs of the University of Antique, Main Campus, Sibalom, Antique. Through convenience sampling, the respondents were selected and were given survey forms to accomplish. The survey form on the “Status of Student Services and Facilities of the University of Antique” was utilized. The forms were available from the Office of the Student Affairs and Services. The statistical tools employed were frequency, mean, standard deviation as descriptive statistics while one-way ANOVA was used as inferential statistics. Alpha level was set at 0.05. All statistical computations were processed through SPSS 20. The College of Teacher Education Graduate Studies students when taken as a whole were “highly satisfied” to the services and facilities of the University of Antique. When classified as to program, the MEd-CI, MEd-VocTech, and PhD students were “fully satisfied” to the services and facilities of the University of Antique while the MAT-Math, MAEd-BioSci, MEd-EM, MAEd-SocSci, and MAEd-Filipino were “highly satisfied.” They were “fully satisfied” to the student selection and admission services, orientation program for freshmen and transferees, services of the library, audio-visual room, guidance and counseling services, sports and physical development services, college publication/papers, student organizations/clubs/interest groups in the University of Antique. While, they were “highly satisfied” to the security services, laboratory services, food and canteen services, comfort rooms/rest rooms/toilet, health services, socio-cultural services, financial assistance/ scholarship/grants, housing/dormitory services of the university. However, the provision on comfort rooms was found to have the weakest point. Moreover, no significant difference was noted in the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program. Though it was found out that the satisfaction level is very high, still the University is recommended to continually survey the status of the services and facilities provided by the institution to the students and should be supplemented with timely and new interventions on maintaining or even making the satisfaction level even higher. It can be added that more comfort rooms should be constructed for the welfare of the students.

Index Terms - Satisfaction, Services, Facilities, Graduate Studies, Students, Teacher Education.

INTRODUCTION

Students are the main clientele of universities. Providing quality services and satisfying students’ needs as well as expectations are vital for universities to succeed. Schertzer and Schertzer (2004) represents that one of the important factors which can lead to student satisfaction is positive perceptions of service quality. Customer satisfaction is “the result of customers’ assessment of a service based on a comparison of their perceptions of service delivery with their prior expectations (Johnston and Clark, 2005).

One of the primary reasons organizations underperform is a failure to meet client expectations. As a result, they are doomed to fail. Customers form certain expectations based on a range of inputs. They consider their previous experiences with services in general, as well as specific types of services. Customers’ expectations are also formed when they hear about services from others. Customer expectations are “beliefs about a service delivery that serve as standard against which performance is done” (Zeithmal et al., 1996).

Thus, this study investigated the satisfaction level of the College of Teacher Education (CTE) Graduate Studies students to the services and facilities of the University of Antique so that the university can manage to gain a correct understanding of the expectations and requirements of the clientele, the students.

Statement of the Problem

This study aimed to determine the satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students.

Specifically, it sought to answer the following questions:

1. What is the level of satisfaction to the services and facilities of the university as perceived by the students when taken as a whole and when classified as to program?
2. Is there a significant difference in the level of satisfaction to the services and facilities of the university as perceived by the students when classified as to program?

Hypothesis

The study hypothesized that there is no significant difference in the level of satisfaction to the services and facilities of the university as perceived by the students when classified as to program.

Conceptual Framework

The most important responsibility of higher education institutions is to manage all aspects of their services to students by improving student satisfaction which can be achieved by way of improving perceived service quality (Helgesen 2006).

In this study, student satisfaction was examined as a dependent variable. The dependent variable includes student selection and admission services, orientation program, security services, library services, laboratory services, audio-visual room, food and canteen services, rest rooms/toilet, health services, guidance and counseling services, sports and physical development services, college publication/papers, student organizations, socio-cultural services, financial assistance/scholarships/grants and dormitory services.

Student's program was considered as a factor that influences the level of satisfaction to the services and facilities of the university.

Figure 1 illustrates the framework of the study.

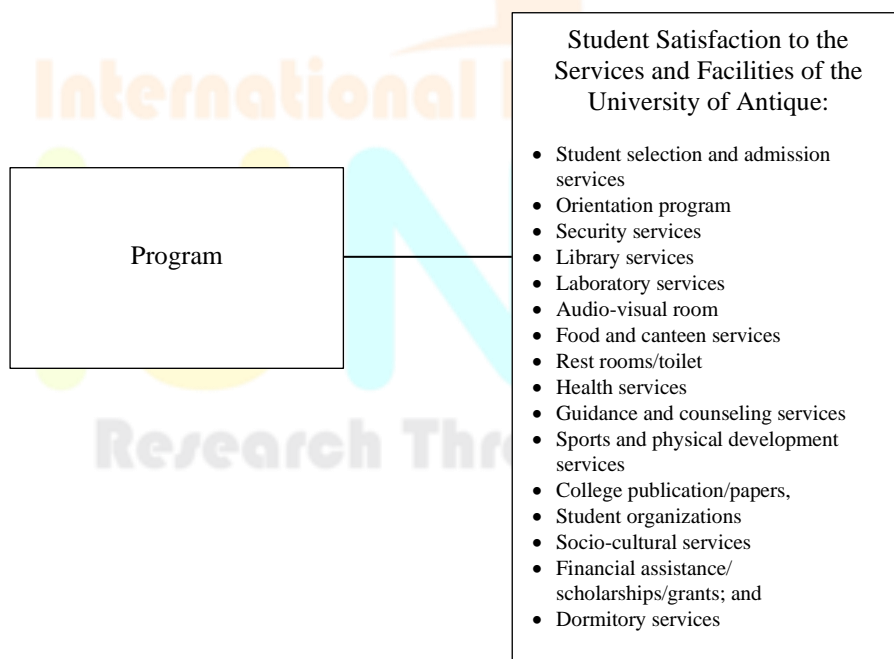


Figure 1. Paradigm of the Study

Significance of the Study

The result of this study will be beneficial to the following:

Administrators. The administrators should give importance on increasing the quality of services being offered to their students. The outcomes of the study will assist the managers of these institutions to be able to find out the weak points and strong points of their institution in providing quality services to their students and apply improvements wherever it is necessary in order to increase the students' satisfaction.

Students. In this study, the concerns regarding the welfare of the students will be considered.

Researchers. The researchers will also benefit from the information that will be generated in this study to formulate a study related to this but with different variables and respondents.

Scope and Limitations of the Study

The study aimed to determine the satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students. This study was limited to CTE Graduate Studies students from the different programs of the University of Antique, Main Campus, Sibalom, Antique, Philippines. Through convenience sampling, the respondents were selected and were given survey forms to accomplish. The survey form on the "Status of Student Services and Facilities of the University of Antique" was utilized. The forms were available from the Office of the Student Affairs and Services. The statistical tools employed were frequency, mean, standard deviation as descriptive statistics while one-way ANOVA was used as inferential statistics. Alpha level was set at 0.05. All statistical computations were processed through SPSS 20.

Definition of Terms

For better understanding and clarity of the terms used in this study, the following terms are defined operationally:

"Satisfaction" is refers to the graduate studies students' agreement to quality service and facilities provided by the University of Antique which is categorized as "Fully Satisfied", "Highly Satisfied", "Satisfied", "Somewhat Satisfied", and "Not Satisfied."

"Student" refers to the enrollee of the University of Antique in the graduate programs of the University of Antique – College of Teacher Education.

"Program" refers to the options to enroll in the College of Teacher Education – Graduate Studies of the University of Antique namely: Doctor of Philosophy (PhD) major in Educational Management, Master in Education major in Educational Management (MEd), major in Curriculum and Instruction (CI), and Vocational Technology (VocTech), Master of Arts in Education major in English, Filipino, BioSci, and SocSci and Master of Arts in Teaching major in Mathematics (MAT-Math).

"Services and Facilities" are requirements categorized as to student selection and admission services, orientation program, security services, library services, laboratory services, audio-visual room, food and canteen services, rest rooms/toilet, health services, guidance and counseling services, sports and physical development services, college publication/papers, student organizations, socio-cultural services, financial assistance/scholarships/grants and dormitory services provided by the University of Antique-Main Campus, Sibalom, Antique to the students.

RESEARCH METHODOLOGY

This section presents the research design, locale, respondents, research instrument utilized, data gathering and data analysis procedure of the study.

Research Design

Descriptive research design was used in this study. Descriptive statistics are used to describe the basic features of the data in a study (Trochim, 2006).

In this study, the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students was described.

Locale of the Study

The study was conducted at the University of Antique-Main Campus, Sibalom, Antique, Philippines.

Respondents of the Study

There were fifty-five (55) CTE Graduate Studies students who served as the respondents of the study. Through convenience sampling, the respondents were selected.

The Research Instrument

To determine the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students, a survey form on “Status of Student Services and Facilities of the University of Antique” was utilized. The forms were available from the Office of the Student Affairs and Services. The survey form was composed of 66 items which were categorized into 15 categories: student selection and admission services, orientation program, security services, library services, laboratory services, audio-visual room, food and canteen services, rest rooms/toilet, health services, guidance and counseling services, sports and physical development services, college publication/papers, student organizations, socio-cultural services, financial assistance/scholarships/grants and dormitory services.

Data Gathering Procedure

Permission from the Office of the Student Affairs and Services to conduct the study and utilized the survey forms was secured. After the permission was granted, the survey forms were administered to the respondents. These were collected directly after they had been answered.

Data Analysis

The data gathered in this study were interpreted by the use of the following statistical tools:

Mean. To determine the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when taken as a whole and classified as to program, mean was used.

The mean scores were interpreted as:

Scale	Description
4.21-5.00	Fully Satisfied
3.41-4.20	Highly Satisfied
2.61-3.40	Satisfied
1.81-2.60	Somewhat Satisfied
1.00-1.80	Not Satisfied

One-way ANOVA. To determine the significant difference the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program, one-way ANOVA was used.

Alpha level was set at 0.05.

All statistical computations were processed through Statistical Package for Social Sciences (SPSS) 20.

RESULTS AND DISCUSSIONS

This section presents the descriptive and inferential data analysis of the present study.

Descriptive Analysis

Satisfaction Level to the Services and Facilities of the University as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

To determine the satisfaction level to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students taken as a whole and when classified as to program, mean and standard deviation were used.

Whole. Result in table 1 shows that the CTE graduate studies students when taken as a whole were “highly satisfied” to the services and facilities of the University of Antique ($\bar{x}=4.19$, $SD=0.64$). This result implies that the provision on the services and facilities of the University of Antique is moderately extensive and functioning very well.

Program. When classified as to program, the MEd-CI, MEd-VocTech, and PhD students were “fully satisfied” to the services and facilities of the University of Antique while the MAT-Math, MAEd-BioSci, MEd-EM, MAEd-SocSci, and MAEd-Filipino were “highly satisfied.”

Table 1 presents the data.

Table 1

Satisfaction Level to the Services and Facilities of the University as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.19	0.64	Highly Satisfied
Program			
PhD	4.22	0.88	Fully Satisfied
MEd-EM	4.10	0.65	Highly Satisfied
MEd-VocTech	4.27	0.87	Fully Satisfied
MEd-CI	4.55	0.72	Fully Satisfied
MAEd-Filipino	3.92	0.12	Highly Satisfied
MAEd-BioSci	4.12	0.35	Highly Satisfied
MAEd-SocSci	3.96	0.63	Highly Satisfied
MAT-Math	4.18	0.42	Highly Satisfied

As revealed by Table 2, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the selection and admission services of the University of Antique ($\bar{x}=4.25$, $SD=0.70$). This result implies that the provision on the selection and admission services of the University of Antique is extensive and fully functioning.

Classified as to program, the level of satisfaction to the student selection and admission services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.57 while perceived as “highly satisfied” having the lowest mean score of 3.73.

Table 2

Satisfaction Level to the Student Selection and Admission Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.25	0.70	Fully Satisfied
Program			
PhD	4.28	0.74	Fully Satisfied
MEd-EM	4.26	0.80	Fully Satisfied
MEd-VocTech	4.33	0.86	Fully Satisfied
MEd-CI	4.57	0.77	Fully Satisfied
MAEd-Filipino	3.73	0.37	Highly Satisfied
MAEd-BioSci	4.11	0.50	Highly Satisfied
MAEd-SocSci	4.06	0.53	Highly Satisfied
MAT-Math	4.39	0.74	Fully Satisfied

As shown in Table 3, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the orientation program for freshmen and transferees in the University of Antique ($\bar{x}=4.51$, $SD=0.79$). This result implies that the provision on the orientation program for freshmen and transferees in the University of Antique is extensive and functioning fully.

Classified as to program, the level of satisfaction to the orientation program for freshmen and transferees in the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.67 while perceived as “highly satisfied” having the lowest mean score of 4.14.

Table 3

Satisfaction Level to the Orientation Program for Freshmen and Transferees of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.51	0.79	Fully Satisfied
Program			
PhD	4.67	0.82	Fully Satisfied
MEd-EM	4.44	0.88	Fully Satisfied
MEd-VocTech	4.14	0.90	Highly Satisfied
MEd-CI	4.60	0.84	Fully Satisfied
MAEd-Filipino	4.40	0.89	Highly Satisfied
MAEd-BioSci	4.67	0.52	Highly Satisfied
MAEd-SocSci	4.67	0.82	Highly Satisfied
MAT-Math	4.50	0.84	Fully Satisfied

As indicated in Table 3, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the security services of the University of Antique ($\bar{x}=4.04$, $SD=1.11$). This result implies that the provision on the security services of the University of Antique is moderately extensive and functioning very well.

Classified as to program, the level of satisfaction to the orientation program for freshmen and transferees in the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.80 while perceived as “highly satisfied” having the lowest mean score of 3.73.

Table 4

Satisfaction Level to the Security Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.04	1.11	Highly Satisfied
Program			
PhD	3.89	1.49	Highly Satisfied
MEd-EM	3.78	1.24	Highly Satisfied
MEd-VocTech	3.81	1.33	Highly Satisfied
MEd-CI	4.80	0.63	Fully Satisfied
MAEd-Filipino	3.73	0.55	Highly Satisfied
MAEd-BioSci	4.17	0.69	Highly Satisfied
MAEd-SocSci	3.95	1.13	Highly Satisfied
MAT-Math	3.84	1.52	Highly Satisfied

As shown in Table 5, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the library services of the University of Antique ($\bar{x}=4.45$, $SD=0.67$). This result implies that the provision on the library services of the University of Antique is extensive and functioning fully.

Classified as to program, the level of satisfaction to the library services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.67 while perceived as “highly satisfied” having the lowest mean score of 4.14.

Table 5

Satisfaction Level to the Library Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.45	0.67	Fully Satisfied
Program			
PhD	4.13	1.19	Fully Satisfied
MEd-EM	4.62	0.71	Fully Satisfied
MEd-VocTech	4.31	0.73	Highly Satisfied
MEd-CI	4.74	0.51	Fully Satisfied
MAEd-Filipino	4.00	0.42	Highly Satisfied
MAEd-BioSci	4.43	0.39	Highly Satisfied
MAEd-SocSci	4.17	0.61	Highly Satisfied
MAT-Math	4.83	0.23	Fully Satisfied

As revealed by Table 6, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the laboratory services of the University of Antique ($\bar{x}=3.93$, $SD=0.78$). This result implies that the provision on the laboratory services of the University of Antique is moderately extensive and functioning very well.

Moreover, the level of satisfaction to the laboratory services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.40 while perceived as “highly satisfied” having the lowest mean score of 3.36 when they are classified as to program.

Table 6

Satisfaction Level to the Laboratory Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	3.93	0.78	Highly Satisfied
Program			
PhD	4.10	0.91	Highly Satisfied
MEd-EM	3.87	0.67	Highly Satisfied
MEd-VocTech	4.09	0.95	Highly Satisfied
MEd-CI	4.40	0.79	Fully Satisfied
MAEd-Filipino	3.36	0.54	Highly Satisfied
MAEd-BioSci	3.73	0.48	Highly Satisfied
MAEd-SocSci	3.53	1.03	Highly Satisfied
MAT-Math	3.97	0.41	Highly Satisfied

As revealed by Table 7, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the audio-visual room of the University of Antique ($\bar{x}=4.21$, $SD=0.79$). This result implies that the provision on the audio-visual room of the University of Antique is extensive and functioning fully.

Moreover, the level of satisfaction to the audio-visual room of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.50 while perceived as “highly satisfied” having the lowest mean score of 3.75 when they are classified as to program.

Table 7

Satisfaction Level to the Audio-Visual Room of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.21	0.79	Fully Satisfied
Program			
PhD	4.42	0.66	Fully Satisfied
MEd-EM	4.11	0.78	Highly Satisfied
MEd-VocTech	4.50	0.76	Fully Satisfied
MEd-CI	4.40	0.84	Fully Satisfied
MAEd-Filipino	4.00	0.71	Highly Satisfied
MAEd-BioSci	4.33	0.82	Fully Satisfied
MAEd-SocSci	3.75	1.08	Highly Satisfied
MAT-Math	4.00	0.63	Highly Satisfied

As shown in Table 8, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the food and canteen services of the University of Antique ($\bar{x}=3.93$, $SD=0.78$). This result implies that the provision on the food and canteen services of the University of Antique is moderately extensive and functioning very well.

Classified as to program, the level of satisfaction to the food and canteen services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.33 while perceived as “highly satisfied” having the lowest mean score of 3.81.

Table 8

Satisfaction Level to the Food and Canteen Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.15	0.75	Highly Satisfied
Program			
PhD	4.24	0.70	Highly Satisfied
MEd-EM	4.21	0.85	Highly Satisfied
MEd-VocTech	4.25	1.04	Highly Satisfied
MEd-CI	4.33	0.89	Fully Satisfied
MAEd-Filipino	3.86	0.32	Highly Satisfied
MAEd-BioSci	4.10	0.67	Highly Satisfied
MAEd-SocSci	3.81	0.69	Highly Satisfied
MAT-Math	4.22	0.60	Highly Satisfied

As shown in Table 9, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the comfort rooms/rest rooms/toilet in the University of Antique (\bar{x} =3.72, SD =0.94). This result implies that the provision on the comfort rooms/rest rooms/toilet in the University of Antique is moderately extensive and functioning very well.

Moreover, when classified as to program, the level of satisfaction to the comfort rooms/rest rooms/toilet in the university was perceived by the graduate students as “highly satisfied” having the highest mean score of 4.20 and lowest mean score of 3.50.

Table 9

Satisfaction Level to the Comfort Rooms/Rest Rooms/Toilet of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	3.72	0.94	Highly Satisfied
Program			
PhD	3.67	0.93	Highly Satisfied
MEd-EM	3.44	1.23	Highly Satisfied
MEd-VocTech	3.89	1.28	Highly Satisfied
MEd-CI	4.20	0.98	Highly Satisfied
MAEd-Filipino	3.75	0.35	Highly Satisfied
MAEd-BioSci	3.50	0.57	Highly Satisfied
MAEd-SocSci	3.50	0.65	Highly Satisfied
MAT-Math	3.58	0.92	Highly Satisfied

As revealed by Table 10, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the guidance and counseling services of the University of Antique (\bar{x} =4.29, SD =0.87). This result implies that the provision on the guidance and counseling services of the University of Antique is extensive and fully functioning.

Classified as to program, the level of satisfaction to the guidance and counseling services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.68 while perceived as “highly satisfied” having the lowest mean score of 3.97.

Table 10

Satisfaction Level to the Guidance and Counseling Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.29	0.87	Fully Satisfied
Program			
PhD	3.97	1.56	Highly Satisfied
MEd-EM	4.17	0.76	Highly Satisfied
MEd-VocTech	4.45	1.00	Fully Satisfied
MEd-CI	4.68	0.83	Fully Satisfied
MAEd-Filipino	4.03	0.49	Highly Satisfied
MAEd-BioSci	4.25	0.56	Fully Satisfied
MAEd-SocSci	4.11	0.73	Highly Satisfied
MAT-Math	4.36	0.81	Fully Satisfied

As indicated in Table 3, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the health services of the University of Antique (\bar{x} =4.08, SD =0.90). This result implies that the provision on the health services of the University of Antique is moderately extensive and functioning very well.

When classified as to program, the level of satisfaction to the health services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.43 while perceived as “highly satisfied” having the lowest mean score of 3.39.

Table 11

Satisfaction Level to the Health Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.08	0.90	Highly Satisfied
Program			
PhD	3.95	1.51	Highly Satisfied
MEd-EM	4.11	0.78	Highly Satisfied
MEd-VocTech	4.43	0.74	Highly Satisfied
MEd-CI	4.43	0.69	Fully Satisfied
MAEd-Filipino	3.73	0.43	Highly Satisfied
MAEd-BioSci	4.06	0.68	Highly Satisfied
MAEd-SocSci	3.39	1.27	Highly Satisfied
MAT-Math	4.17	0.75	Highly Satisfied

As shown in Table 12, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the sports and physical development services of the University of Antique ($\bar{x}=4.35$, $SD=0.70$). This result implies that the provision on the library services of the University of Antique is extensive and functioning fully.

Moreover, when classified as to program, the level of satisfaction to the sports and physical development services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.80 while perceived as “highly satisfied” having the lowest mean score of 4.17.

Table 12

Satisfaction Level to the Sports and Physical Development Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.35	0.70	Fully Satisfied
Program			
PhD	4.21	0.84	Fully Satisfied
MEd-EM	4.17	0.79	Highly Satisfied
MEd-VocTech	4.43	0.75	Fully Satisfied
MEd-CI	4.80	0.63	Fully Satisfied
MAEd-Filipino	4.20	0.45	Highly Satisfied
MAEd-BioSci	4.21	0.40	Fully Satisfied
MAEd-SocSci	4.17	0.75	Highly Satisfied
MAT-Math	4.42	0.80	Fully Satisfied

When taken as a whole, the CTE Graduate Studies students were “fully satisfied” to the college publication/papers of the University of Antique ($\bar{x}=4.40$, $SD=0.81$). This result implies that the provision on the college publication/papers of the University of Antique is extensive and functioning fully.

Classified as to program, the level of satisfaction to the college publication/papers of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.70 while perceived as “highly satisfied” having the lowest mean score of 4.10.

Table 13 presents the data.

Table 13

Satisfaction Level to the College Publication/Papers of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.40	0.81	Fully Satisfied
Program			
PhD	4.67	0.52	Fully Satisfied
MEd-EM	4.44	0.88	Fully Satisfied
MEd-VocTech	4.29	1.07	Fully Satisfied
MEd-CI	4.70	0.95	Fully Satisfied
MAEd-Filipino	4.10	0.55	Highly Satisfied
MAEd-BioSci	4.17	0.52	Highly Satisfied
MAEd-SocSci	4.08	0.92	Highly Satisfied
MAT-Math	4.50	0.84	Fully Satisfied

When taken as a whole, the CTE Graduate Studies students were “fully satisfied” to the student organizations/clubs/interest groups in the University of Antique ($\bar{x}=4.22$, $SD=0.76$). This result implies that the provision on the student organizations/clubs/interest groups of the University of Antique is extensive and functioning fully.

Moreover, classified as to program, the level of satisfaction to the student organizations/clubs/interest groups in the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.47 while perceived as “highly satisfied” having the lowest mean score of 4.02.

Table 14 shows the data.

Table 14

Satisfaction Level to the Student Organizations/Clubs/Interest Groups of the University of Antique as Perceived by the CTE Graduate Studies I Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.22	0.76	Fully Satisfied
Program			
PhD	4.36	0.75	Fully Satisfied
MEd-EM	4.09	0.88	Highly Satisfied
MEd-VocTech	4.47	0.91	Fully Satisfied
MEd-CI	4.47	0.79	Fully Satisfied
MAEd-Filipino	4.00	0.61	Highly Satisfied
MAEd-BioSci	4.09	0.55	Highly Satisfied
MAEd-SocSci	4.02	0.78	Highly Satisfied
MAT-Math	4.02	0.81	Highly Satisfied

As revealed by Table 15, the CTE Graduate Studies students when taken as a whole were “fully satisfied” to the socio-cultural services of the University of Antique ($\bar{x}=4.34$, $SD=0.73$). This result implies that the provision on the socio-cultural services of the University of Antique is extensive and fully functioning.

Moreover, when classified as to program, the level of satisfaction to the socio-cultural services of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.78 while perceived as “highly satisfied” having the lowest mean score of 3.95.

Table 15

Satisfaction Level to the Socio-Cultural Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.34	0.73	Fully Satisfied
Program			
PhD	4.50	0.47	Fully Satisfied
MEd-EM	4.31	0.97	Fully Satisfied
MEd-VocTech	4.29	0.82	Fully Satisfied
MEd-CI	4.78	0.71	Fully Satisfied
MAEd-Filipino	3.95	0.45	Highly Satisfied
MAEd-BioSci	3.96	0.37	Highly Satisfied
MAEd-SocSci	4.08	0.66	Highly Satisfied
MAT-Math	4.50	0.84	Fully Satisfied

When taken as a whole, the CTE Graduate Studies students were “highly satisfied” to the financial assistance/scholarship/grants of the University of Antique ($\bar{x}=4.16$, $SD=0.68$). This result implies that the provision on the financial assistance/scholarship/grants of the University of Antique is moderately extensive and functioning very well.

Moreover, when classified as to program, the level of satisfaction to the financial assistance/scholarship/grants of the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.50 while perceived as “highly satisfied” having the lowest mean score of 3.95.

Table 15 presents the data.

Table 15

Satisfaction Level to the Financial Assistance/Scholarship/Grants of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.16	0.68	Highly Satisfied
Program			
PhD	4.25	1.16	Fully Satisfied
MEd-EM	4.06	0.72	Highly Satisfied
MEd-VocTech	4.39	0.76	Fully Satisfied
MEd-CI	4.50	0.71	Fully Satisfied
MAEd-Filipino	3.95	0.11	Highly Satisfied
MAEd-BioSci	3.96	0.10	Highly Satisfied
MAEd-SocSci	4.00	0.63	Highly Satisfied
MAT-Math	3.96	0.56	Highly Satisfied

As indicated in Table 15, the CTE Graduate Studies students when taken as a whole were “highly satisfied” to the housing/dormitory in the University of Antique ($\bar{x}=4.02$, $SD=0.84$). This result implies that the provision on the housing/dormitory in the University of Antique is moderately extensive and functioning very well.

Classified as to program, the level of satisfaction to the housing/dormitory in the university was perceived by the graduate students as “fully satisfied” having the highest mean score of 4.40 while perceived as “highly satisfied” having the lowest mean score of 3.56.

Table 15

Satisfaction Level to the Housing/Dormitory Services of the University of Antique as Perceived by the CTE Graduate Studies Students Taken as a Whole and Classified as to Program

Variables	\bar{x}	SD	Description
Whole	4.02	0.84	Highly Satisfied
Program			
PhD	4.22	1.17	Highly Satisfied
MEd-EM	3.48	0.77	Highly Satisfied
MEd-VocTech	4.31	1.08	Fully Satisfied
MEd-CI	4.40	0.97	Fully Satisfied
MAEd-Filipino	3.97	0.18	Highly Satisfied
MAEd-BioSci	4.20	0.41	Highly Satisfied
MAEd-SocSci	4.00	0.63	Highly Satisfied
MAT-Math	3.56	0.62	Highly Satisfied

Inferential Analysis

Differences in the Level of Satisfaction to the Services and Facilities of the University of Antique as Perceived by the CTE Graduate Studies Students When Classified as to Program

To determine the significance of the difference in the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program, one-way ANOVA was used. Alpha level was set at 0.05.

As revealed by Table 17, there was no significant difference in the level of satisfaction to the services and facilities along student selection and admission services, orientation program, security services, library services, laboratory services, audio-visual room, food and canteen services, rest rooms/toilet, health services, guidance and counseling services, sports and physical development services, college publication/papers, student organizations, socio-cultural services, financial assistance/scholarships/grants and dormitory services of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program (all p-values were greater than 0.05). Thus, the null hypothesis was rejected. This result means that the satisfaction level to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program is the same. Program does not influence the satisfaction level to the services and facilities of the university as perceived by the graduate students.

Table 16

One-Way ANOVA Result on the Difference in the Satisfaction Level to the Services and Facilities of the University of Antique as Perceived by the CTE Graduate Studies Students Classified as to Program

Services/Facilities	Source of Variation	Sum of Squares	df	Mean Square	F	p-value	Interpretation
Student Selection and Admission Services	Between Groups	2.852	7	.407	.811	.583	Not Significant
	Within Groups	23.615	47	.502			
	Total	26.467	54				
Orientation Program for Freshmen and Transferees	Between Groups	1.566	7	.224	.327	.938	Not Significant
	Within Groups	32.179	47	.685			
	Total	33.745	54				
Security Services	Between Groups	7.779	7	1.111	.886	.525	Not Significant
	Within Groups	58.924	47	1.254			
	Total	66.703	54				
Library Services	Between Groups	4.216	7	.602	1.397	.229	Not Significant
	Within Groups	20.261	47	.431			
	Total	24.477	54				
Laboratory Services	Between Groups	5.397	7	.771	1.329	.258	Not Significant
	Within Groups	27.261	47	.580			
	Total	32.657	54				
Audio-Visual Room	Between Groups	3.140	7	.449	.698	.673	Not Significant
	Within Groups	30.206	47	.643			
	Total	33.345	54				
Food and Canteen Services	Between Groups	1.613	7	.230	.378	.910	Not Significant
	Within Groups	28.633	47	.609			
	Total	30.247	54				
Comfort Rooms/ Rest Rooms/Toilet	Between Groups	3.911	7	.559	.604	.749	Not Significant
	Within Groups	43.471	47	.925			
	Total	47.382	54				
Health Services	Between Groups	5.739	7	.820	1.019	.431	Not Significant
	Within Groups	37.826	47	.805			
	Total	43.565	54				
Guidance and Counseling Services	Between Groups	3.005	7	.429	.537	.802	Not Significant
	Within Groups	37.550	47	.799			
	Total	40.555	54				
Sports and Physical Development Services	Between Groups	2.951	7	.422	.857	.547	Not Significant
	Within Groups	23.135	47	.492			
	Total	26.086	54				
College Publication/Papers	Between Groups	2.874	7	.411	.588	.762	Not Significant
	Within Groups	32.826	47	.698			
	Total	35.700	54				
Student Organizations/Clubs/Interest Groups	Between Groups	2.121	7	.303	.493	.835	Not Significant
	Within Groups	28.887	47	.615			
	Total	31.008	54				
Socio-Cultural Services	Between Groups	4.260	7	.609	1.173	.336	Not Significant
	Within Groups	24.392	47	.519			
	Total	28.652	54				
Financial Assistance/Scholarship/Grants	Between Groups	2.544	7	.363	.760	.624	Not Significant
	Within Groups	22.484	47	.478			
	Total	25.027	54				
Housing/Dormitory Services	Between Groups	6.387	7	.912	1.347	.250	Not Significant
	Within Groups	31.828	47	.677			
	Total	38.215	54				
Over-all	Between Groups	2.136	7	.305	.717	.658	Not Significant
	Within Groups	20.006	47	.426			
	Total	22.142	54				

SUMMARY OF FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

This section includes summary of findings of the study, its conclusions, and recommendations.

Summary of Findings

The following are the findings of the study:

1. The College of Teacher Education – Graduate Studies students when taken as a whole were “highly satisfied” to the services and facilities of the University of Antique. When classified as to program, the MEd-CI, MEd-VocTech, and PhD students were “fully satisfied” to the services and facilities of the University of Antique while the MAT-Math, MAEd-BioSci, MEd-EM, MAEd-SocSci, and MAEd-Filipino were “highly satisfied.”

They were “fully satisfied” to the student selection and admission services, orientation program for freshmen and transferees, services of the library, audio-visual room, guidance and counseling services, sports and physical development services, college publication/papers, student organizations/clubs/interest groups in the University of Antique. While, they were “highly satisfied” to the security services, laboratory services, food and canteen services, comfort rooms/rest rooms/toilet, health services, socio-cultural services, financial assistance/ scholarship/grants, housing/dormitory services of the university.

The provision on comfort rooms was found to have the weakest point.

2. No significant difference was noted in the level of satisfaction to the services and facilities of the University of Antique as perceived by the CTE Graduate Studies students when classified as to program.

Conclusions

In view of the findings, the following conclusions were drawn:

1. In general, the provision on the services and facilities of the University of Antique is moderately extensive and functioning very well.

Extensive and fully functioning is described to the provisions on the student selection and admission services, orientation program for freshmen and transferees, services of the library, audio-visual room, guidance and counseling services, sports and physical development services, college publication/papers, student organizations/clubs/interest groups in the University of Antique. While, the provisions on the security services, laboratory services, food and canteen services, comfort rooms/rest rooms/toilet, health services, socio-cultural services, financial assistance/ scholarship/grants, housing/dormitory services of the university are moderately extensive and functioning very well.

The provisions on comfort rooms in the university need to be given attention.

2. When classified as to program, the level of satisfaction to the services and facilities of the University of Antique is the same as perceived by the CTE graduate students. Program does not influence the satisfaction level to the services and facilities of the University of Antique as perceived by the graduate students.

Recommendations

Though it was found out that the satisfaction level is very high, still the University is recommended to continually survey the status of the services and facilities provided by the institution to the students and should be supplemented with timely and new interventions on maintaining or even making the satisfaction level even higher. It can be added that more comfort rooms should be constructed for the welfare of the students.

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