

**GRADUATE STUDENTS' SATISFACTION TOWARDS THE SERVICE QUALITY OF  
J.H. CERILLES STATE COLLEGE**

A Graduate Thesis

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The Faculty of the Graduate School J.H. CERILLES STATE COLLEGE  
DUMINGAG CAMPUS Dumingag, Zamboanga del Sur

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MASTER OF ARTS IN EDUCATION Major in Educational Administration

by

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## **ABSTRACT**

The study was conducted to determine the graduate students' satisfaction towards service quality offered by J.H. Cerilles State College (JHCSC)-Dumingag Campus in Zamboanga del Sur. The respondents were the MAED and MAgDev students who graduated for the last 3 years and enrolled during the first semester of Academic Year 2017-2018 in JHCSC-Dumingag Campus.

The study utilized the descriptive-survey method with the questionnaire-checklist as the main instrument in gathering the needed data. Furthermore, it used both descriptive and inferential statistics in analyzing the data gathered. Weighted Arithmetic Mean (WAM), Cohort Survival Rate, and z-test were the statistical tools used in this study.

The results showed that the e graduate-student respondents are predominantly females, aged 21-40 and married. They had been teaching for 5 years and below, permanent and with Master's units. In addition, the two groups of respondents were both satisfied on the indicators pertaining to tangibility, responsiveness, empathy, assurance and reliability services offered by the college. These two groups of respondents' level of satisfaction on the services offered by the college influenced by the predetermined factors. Furthermore, the MAEd program obtained the higher survival rate for the last three years compared to MAgDev. The MAEd and MAgDev

respondents' level of satisfaction on the services offered by the college do not significantly differ. Moreover, the level of satisfaction on the services offered between graduates and students enrolled do not significantly differ.

Finally, the study recommends that the school administration allocates more budget for the acquisition of additional equipments and construction of buildings; That the school administration allots budget for purchase of a number of up-dated computers and software and provision of wifi/internet connection for students use; That the school administration will apportion budget for repair and maintenance as well as in maintaining the cleanliness and orderliness of building and grounds. That the school heightens its security and safety measures for safekeeping the wellbeing of its clientele.

Moreover, it also recommends that the Graduate School programs conducts campaign to uplift and sustain the survival rate of the students enrolled.