

Graduates' Assessment on the Services Provided by Polytechnic University of the Philippines-Open University System

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Abstract

This study was made to determine the satisfaction of graduates of the Polytechnic University of the Philippines-Open University System to its services for academic year 2016-2017. Descriptive method was used in the study. The study found out that the PUP Open University graduates A.Y. 2016-2017 are very satisfied on the services offered and provided by PUP Open University System.

Keywords: e-Learning; Open and Distance Learning; Students' Satisfaction; Students Support System

Introduction

Satisfaction is an overall psychological state that reflects the evaluation of a relationship between the customer, client or consumer and a company or an institution that gives product or service. Satisfaction involves one of the following three psychological elements: cognitive, affective and behavioural (Qualtrics: Customer Satisfaction Theory).

In human resource terms, an exit interview is a survey that is conducted with an employee when he or she leaves the company. The information from each survey is used to provide feedback on why employees are leaving, what they liked about their employment and what areas of the company need improvement. Exit interviews are most effective when the data is compiled and tracked over time (Nobscot: Exit Survey).

In educational set up, exit survey is used to determine the satisfaction rating of clients on a educational institution. The clients may evaluate the educational institution in terms of their curriculum, assessment procedure, faculty, development of knowledge and skills acquired from the program and student support services.

On the other hand, Open and Distance Education becomes popular in the world and the demands for this type of system of education increases every year. Hence, there is a need to develop mass quality open and distance education at affordable cost. To check the quality of service of Distance Education providers, they need to assess the effectiveness and satisfaction of their clientele (Caroline, Sumande, 2014). This study was done to determine the satisfaction of graduates of Polytechnic University of the Philippines-Open University System to its services for academic year 2016-2017.

Statement of the Problem

The study wants to answer the following questions:

1. What is the profile of the graduates of PUP OUS A.Y 2016-2017 in terms of:
 - (a) Sex?
 - (b) Civil Status?

- (c) Employment Status?
 (d) Age?
 2. What is the degree of satisfaction of PUP OUS graduates A.Y. 2016-2017 in terms of:
 (a) Curriculum?
 (b) Assessment Procedure?
 (c) Faculty?
 (d) Development of Knowledge and Skills?
 (e) Student Support Services?

Methodology

Descriptive method was used to the study. The study materialized by distributing survey questionnaires, tabulated, gathered data and interpreted it. The population size is 449 and the sample size is at least 82 students with margin of error of 10%. The sampling design used is purposive sampling.

Frequency and percentage distribution was used in the study. To facilitate the interpretation of data, weighted mean and Likert scale were used.

Definition 2.1. Let x_1, x_2, \dots, x_{n-1} and x_n be values that represents a set of observation and let $w_1, w_2, w_3, \dots, w_{n-1}$ and w_n be weights of x_1, x_2, \dots, x_{n-1} and x_n respectively. Then the weighted mean is defined by

$$\bar{x} = \frac{\sum_{i=1}^n x_i w_i}{\sum_{i=1}^n w_i}$$

Likert scale was used to determine the satisfaction of respondents in the service offered by PUP Open University System. Table 1 shows the Likert scale used in dimensions of services of PUP Open University System.

Table 1. Likert Scale

Frequency	Percent
4.51 - 5.00	Extremely Satisfied
3.51 - 4.50	Very Satisfied
2.51 - 3.50	Moderately Satisfied
2.51 - 3.50	Slightly Satisfied
1.00 - 1.50	Not at all Satisfied

Results and Discussion

Profile of the Respondents

Table 2 shows the frequency and percentage of the profile of the respondents. It shows that in terms of sex, 32.4% of the respondents are male and 66.5% are female.

Table 2. Profile of Respondents in terms of Sex

Sex	Frequency	Percentage
Male	4	5.9
Female	27	39.7
No Response	37	54.4
Total	68	100.0

Table 3 shows that 48.8 % of the respondents are single, 38.8% are married, 3.5% are separated and 2.4% are a widow or a widower.

Table 3. Profile of Respondents in terms of Civil Status

Civil Status	Frequency	Percentage
Single	83	48.8
Married	66	38.8
Separated	6	3.5
Widow/er	4	2.4
Total	170	100.0

In terms of employment status, table 4 shows that 74.7 % of the respondents are permanent, 5.9 % are temporary or casual, 5.9 % are part-timers and 7.6 % responds "others" which they primarily indicates as "self-employed".

Table 4. Profile of Respondents in terms of Employment Status

Employment Status	Frequency	Percentage
Permanent	127	74.7
Temporary/Casual	10	5.9
Part-time	10	5.9
Other	13	7.6
No response	10	5.9
Total	170	100.0

In terms of their age, table 5 shows that 13.5% are 25 years and below, 54.1% are 26 to 35 years old, 20.6% are 36 to 45 years old and 9.4 % are 46 years old and above.

Table 5. Profile of Respondents in terms of Age

Age	Frequency	Percentage
25 and below	127	74.7
26 - 35	10	5.9
36 - 45	10	5.9
46 and above	13	7.6
No response	10	5.9
Total	170	100.0

Satisfaction of Graduates

Table 6 shows the satisfaction of graduates of PUP Open University

System in the curriculum provided for them. "There is directed, intellectually and timely curriculum" received the highest rating of 4.29 with verbal interpretation as "Very Satisfied". It followed by "Relevant and responsive" with rating and verbal interpretation as 4.27 and "Very Satisfied" respectively. "Balance between theoretical and application component" and "prepare students for challenging responsibilities in their workplace" both received 4.26 with verbal interpretation as "Very Satisfied".

The Overall Weighted Mean is 4.9 with verbal interpretation "Very Satisfied".

Table 6. Satisfaction of Graduates in the Curriculum

Curriculum	Weighted Mean	Verbal Interpretation
There is directed, intellectually and timely curriculum	4.29	Very Satisfied
Balance between theoretical and application component	4.26	Very Satisfied
Relevant and responsive	4.27	Very Satisfied
Prepare students for challenging responsibilities in their workplace	4.26	Very Satisfied
Overall Weighted Mean	4.27	Very Satisfied

Table 7 shows the satisfaction of PUP Open University System graduates in terms of Assessment Procedures. "Transparent, fair and easily understood" received the highest rating of 4.20 with verbal interpretation "Very Satisfied". "Grading schemes for assignments/tests/practice are clear" received a rating of 4.12 with verbal interpretation "Very Satisfied". The overall weighted mean for assessment procedure is 4.16 with verbal interpretation "Very Satisfied".

Table 7. Satisfaction of Graduates in the Assessment Procedures

Assessment Procedures	Weighted Mean	Verbal Interpretation
Transparent, fair and easily understood	4.20	Very Satisfied
Grading schemes for assignments, tests, practices	4.12	Very Satisfied
Overall Weighted Mean	4.16	Very Satisfied

Table 8 shows the satisfaction of graduated of PUP Open University System in terms of faculty. "Implement a research-based teaching approach" received the highest rating of 4.33 in this category with verbal interpretation "Very Satisfied". "Updates he students on current trends and issues" ranked second with rating 4.30 and verbal interpretation "Very Satisfied". "Simulates industry experiences in teaching" ranked this with rating of 4.28 and verbal interpretation of "Very Satisfied". "Bridges the gap between theory and practice" has a rating of 4.25 with verbal interpretation of "Very Satisfied".

"Demonstrate proficient communication skills" has a rating of 4.24 with verbal interpretation of "Very Satisfied". "Gives adequate learning activities for different types of learners" has a rating of 4.21 with verbal interpretation "Very Satisfied". "Integrate ICT in the delivery of instructions" ranked last with rating of 4.18 with verbal interpretation of "Very Satisfied". The overall weighted

mean for this category is 4.25 with verbal interpretation of "Very Satisfied".

Table 8. Satisfaction of Graduates on the Faculty

Faculty	Weighted	Verbal
Bridges the gap between theory and practice	4.25	Very Satisfied
Updates the students on current trends and issue	4.30	Very Satisfied
Implement a research-based teaching approach	4.33	Very Satisfied
Simulates industry experiences in teaching	4.28	Very Satisfied
Gives adequate learning activities for different	4.21	Very Satisfied
Integrate ICT in the delivery of instructions	4.18	Very Satisfied
Demonstrate proficient communication skills	4.24	Very Satisfied
Overall Weighted Mean	4.25	Very Satisfied

Table 9 shows the satisfaction of graduates in the development of knowledge and skills acquired from the program. "Team work/Group work skills" ranked the highest with rating of 4.36 and verbal interpretation of "Very Satisfied". "Decision-making skills" and "Human relationship skills" rank second with rating of 4.33 with verbal interpretation of "Very Satisfied". Creative and critical thinking skills ranked fourth with rating of 4.31 and verbal interpretation "Very Satisfied".

Analytical skills have a rating of 4.30. Interpersonal communication skills have a rating 4.29. Problem solving skills has a rating of 4.26. The rating for analytical skills, interpersonal communication skills and problem solving skills have a verbal interpretation of "Very Satisfied". The overall weighted mean for this category is 4.31 with verbal interpretation "Very Satisfied".

Table 9. Satisfaction of Graduates on the Development of Knowledge and Skills Acquired from the Program

Development of Knowledge and Skills Acquired	Weighted Mean	Verbal Interpretation
Interpersonal communication skills	4.29	Very Satisfied
Creative and critical thinking skills	4.31	Very Satisfied
Problem solving skills	4.26	Very Satisfied
Team work/Group work skills	4.36	Very Satisfied
Decision-making skills	4.33	Very Satisfied
Analytical skills	4.30	Very Satisfied
Human relationship skills	4.33	Very Satisfied
Overall Weighted Mean	4.31	Very Satisfied

Table 10 shows the satisfaction of graduates in the student support services of PUP Open University System. "Academic counselling directs students well" ranked first with weighted mean of 4.19 and verbal interpretation of "Very Satisfied". "Staff at the registrar's office are very accommodating" ranked second with weighted mean 4.18 with verbal interpretation of "Very Satisfied". "The registrar assists in the student's query" had a grade of 4.17 with verbal interpretation of "Very Satisfied". Lastly, "Availability of ICT support (Moodle) in facilitating announcements, requirements and other concern of the students" ranked the lowest with 3.95 weighted mean with verbal interpretation of "Very Satisfied". The overall rating of student support for student support services is 4.12 with verbal interpretation of "Very Satisfied".

Table 10. Satisfaction of Graduates on the Faculty

Student Support Services	Weighted Mean	Verbal Interpretation
Academic counselling directs students well	4.19	Very Satisfied
Staff at the registrar's office are very accommodating	4.18	Very Satisfied
The registrar assists in the students' query	4.27	Very Satisfied
Availability of ICT support (Moodle) in facilitating announcements, requirements and other concern of the students	3.95	Very Satisfied
Overall Weighted Mean	4.12	Very Satisfied

Conclusion

All dimensions of service offered by Polytechnic University of the Philippines offered by Open University System are rated by graduates with verbal interpretation of "Very Satisfied". Specifically, they are most satisfied in the development of knowledge and skills acquired from the program with overall rating of 4.31. It is followed by their satisfaction in terms of curriculum with 4.27 overall weighted mean. The satisfaction about the faculty is ranked third with satisfaction rating of 4.25. However, the satisfaction about assessment procedure and student support services had a lower satisfaction with 4.16 and 4.12 overall weighted means respectively.

Table 11 shows the summary of overall weighted mean of every dimension of the study.

Table 11. Satisfaction of Graduates on the Student Support Services

Dimensions	Weighted Mean	Verbal Interpretation
Curriculum	4.27	Very Satisfied
Assessment Procedure	4.16	Very Satisfied
Faculty	4.27	Very Satisfied
Development of Knowledge and Skills acquired from the program	3.95	Very Satisfied
Student Support Services	4.12	Very Satisfied
Overall Weighted Mean	4.12	Very Satisfied

The timeliness of education delivery or supervision was rated 4.20 with verbal interpretation of "better".

References

- Caroline, Sumande (2014). Quality of PUP Open University as Perceived by Its Alumni for the Academic Year 2013: An Exit Survey. PUP Open University Journal on Open and Distance Learning, 1655-6461, 39-57.
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