



**SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION
AMONG THE STUDENTS IN PANTUKAN**



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Approval Sheet

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Abstract

The goal of the study was to find out if there was a link between how the school canteen was run and how happy the students were with the food service. As statistical tools, the r-value of 0.693 (Pearson r) and the p-value of .001 (Pearson p) was used. The r-value of 0.693 (Pearson r) and the p-value of

.001 (Pearson p) were used as statistical tools. The indicators of school canteen management are staffing, food services, facilities, and financial stability.

The level of food service satisfaction regarding nutritional value, price, taste, and food consistency. The findings revealed that school canteen management, food taste and consistency, and levels of food service satisfaction, all significantly contribute to student satisfaction. Hence, the school canteen managers are encouraged to improve the service quality provided to students based on food service satisfaction.

Keywords: School canteen Management, food services satisfaction, method, application of results or findings.



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Dedication

This research required a lot of diligent effort and sacrifice. This study is truly and genuinely dedicated to the people who serve as the researchers' sources of inspiration and motivation via the effort of the researchers. To the study's respondents, students in Pantukan, Davao de Oro. We are incredibly appreciative and fortunate that this study will support and direct Pantukan students.

The researchers are eager to support and mentor you in your future academic endeavors as you are the intended beneficiaries of our study in the future.

This work was also lovingly dedicated to our parents, research instructor, research adviser, classmates, and friends who encouraged us to make our studies meaningful, especially during times when we were struggling. This work initially seemed difficult, but with their support, This task appeared to be challenging, but the support they have given us has really aided in allowing us to continue working on it despite difficulties and sleepless nights.

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The Authors

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Chapter I

THE PROBLEM AND ITS SETTING

Background of the Study

A canteen is where food is served and eaten and where different snack and drink products are sold. A school has a canteen so students can get the food and nutrition they need and the energy to do their daily work (Norman, 2019). Ewa Czarniecka-Skubina et al. (2019) say that the university or college canteen should offer menus that promote a healthy diet without limiting their food options or considering new nutritional trends.

According to some global-related studies, most school councils make the financial decisions of everyday life in the schools as used by the employees and the students. Also, the governing boards have the power to manage and hire the canteen services, which gives them more power and helps them raise money. The school counselors gave the canteen manager instructions on products, or they called special fundraising events that should be included for them to increase profits.

Segua (2017) says the Department of Education ensures its curriculum supports students' health and well-being.

Moreover, it encouraged the schools to implement complete health programs, including food and nutrition. The researcher said the canteen should serve as the place or venue for developing eating habits. The canteen should also be used as a home economics lab to teach students and employees how to plan, buy, and make healthy meals. The school canteen reflects the importance of healthy eating habits to students

and teachers. In addition to serving healthy food, the canteen is an important part of promoting health at school because of its role. When students use the canteen on a regular basis, the food they buy there is a big part of their daily diet and nutrition. Nutrition is essential for young, growing minds and bodies.

Students only patronize products that are of high quality, and poor services are abhorred. Zellner (2016) and Napitupulu (2018) say that this is why some students aren't as happy with the food and services at their canteen. Lawis et al. (2016) say that putting policies in place is very important, but there are still some canteens whose policies need to be looked at. It results in customers receiving satisfactory low rates. Also, Pascual and Abents (2016) and Weerasinghe et al. (2017) found that students' satisfaction is affected by not having a place that is comfortable and well-ventilated and by not having enough facilities and equipment.

"A strong collaboration is needed to make sure that Presidential Decree No. 856, or the Code on Sanitation of the Philippines, is followed," said Esperancilla, the regional chief of the Department of Science and Technology. "This is to prevent food- and water-borne diseases from happening in schools."

According to Adunna (2013), along the line of canteen management, there is a need for an improved system to boost sales and the efficiency of its operations. The canteen should have good management practices and be able to pay for itself. It should also offer healthy, inexpensive food.

In a 2016 study by the DOH and Leyte Normal University, it was found that 45 percent of secondary schools in the region have poor canteen sanitary conditions and

food handling practices. The official said the health department pushed for the study after a typhoid outbreak occurred when several students of Mapandan National High School consumed contaminated food sold at the school canteen in 2015.

The purpose of the study is to determine how the school canteen management affects food service satisfaction among the students in Pantukan.

Statement of the Problem

This study also aims to understand the school canteen management and food service satisfaction among the students in Pantukan.

Specifically, this research sought to answer the following questions:

1. What is the level of school canteen management among the students in Pantukan in terms of;
 - 1.1 Staffing;
 - 1.2 Food services;
 - 1.3 Facilities; and
 - 1.4 Financial stability;
2. What is the level of food service satisfaction among the students in Pantukan in terms of;
 - 2.1 Nutritional value;
 - 2.2. Price;
 - 2.3 Taste of food; and
 - 2.4 Food consistency;

3. Is there any significant relationship between the levels of school canteen management and food service satisfaction among the students in Pantukan?

Null Hypotheses

The following hypothesis will be tested at 0.05 levels of significance.

H₀₁: There is no significant relationship between the domain of school canteen management and food service satisfaction among the students in Pantukan.

Review of Related Literature

In this chapter, we look at reviews of related books and studies that could, within 2007, support the results of the study. Some of the variables in this study have already been looked at in related literature and in foreign and local studies.

This study mainly focuses on the satisfaction among primary, secondary, and senior high school students in Pantukan and how they properly manage the canteen. The school canteen follows a guideline on management set by the Department of Education (DepEd) in its DepEd Order No.8 series of guidelines and management of the school canteen for the elementary and secondary levels. These guidelines are implemented to ensure the safety and healthfulness of the foods the school canteen serves.

Some students are concerned about the food they consume on a daily basis, but they are unaware of the practices that may influence their health. When food is presented to a person, their attention is focused on how it looks on the plate.

Food must have nutritional content because it helps maintain body function and keeps the brain functioning. The school food environment needs to be healthy so that students can make healthier food choices and learn to eat well.

Galvez (2018) states that effective canteen management requires that everyone involved know its goals and objectives with its policies, that canteen staff and the canteen committee develop an implementation plan to achieve the canteen policy goals and day-to-day operational procedures, and that staff be trained and supervised. There are different ways to run a school canteen, depending on how the school is set up and what its needs are.

Related Studies

According to Liana et al. (2015), the *staff* employed in food and beverage services should be clean and tidy. Proper appearance, without skin infections, good dental hygiene, short fingernails, not in the habit of biting nails, wearing no jewelry except a wedding ring, wearing no make-up, working in clean shoes and a uniform, and sticking to good hygiene practices According to Dana (2016), nutrition is relevant to improving a student's learning ability. It is essential to choose the right and proper equipment to prepare the food for the students and the equipment they will use. Having adequately prepared food will boost the student's satisfaction.

Food services can be found in hospitals, nursing homes, child and senior care centers, prisons, schools, and university campuses. One of the most important ways that customers judge quality is by how well they are served food. Ciommo et al. (2015) say

that the quality of care a patient gets is the most important factor in how happy they are with their care.

Moreover, the higher education market has become competitive and global (D. Stauns, K. Brøgger, and J. B. Krej.sler, 2018). In this dynamic context, university food service operators have to adapt to changing expectations of their customers, increased competition from fast food segments on and off campus, and economic trends in uncertain markets (J. Campbell, R. B. Di Pietro, and D. Remar, 2014). Food service attributes have become an essential component affecting the quality of campus life (O. A. El-Said and E. A. Fathy, 2015). According to Lugosi (P. Lugosi, 2019), when customers' expectations are high, the campus food services are expected to be more responsive. The workplace is a captive environment where consumers' overall satisfaction could be an essential element of the overall eating experience on campus (S. Price, G. Viglia, H. Hartwell, et al., 2016).

Institutional food services are now offered in many places in Malaysia, such as schools, hospitals, centers for children and older people, colleges, and university dining halls. To the best of our knowledge, there is little evidence or a lack of literature on university food services in Malaysia. The interest in institutional food service, mainly university food service, in Malaysia has developed continuously as the number of students on campus has increased. As the number of students in public and private universities in Malaysia grows, so does institutional food service, especially in universities. Li (2008) and Padlee (2010) say that universities and other higher education institutions must offer the best food and drinks to their staff and students.

The State Government of Victoria (2016) said that school canteens and other school food services are critical educational resources. They are an important part of the school environment because they feed the students and the rest of the school community. The school canteen should reflect the school's educational goals and support and complement student learning. When eaten every day, food from the school canteen can make up as much as a third of a student's total daily intake and have a big impact on their health and nutrition. This shows how vital the school canteen is and how it plays a role in students' daily lives. It is said the canteen reflects the school's educational goals, so the more it is well managed, the more its goals and values are upheld.

To keep customers happy, facilities should provide a nice place for students to eat where they can feel more at ease. The people who did the study for Tarlac State University found that the students were happy because of the good atmosphere, cleanliness, and taste of the food. The factor that most students would like to be more satisfied with is the price. They suggested that the school canteen take into account that some students can't afford to buy food every day and offer the "Ambula" as a food option for those students.

According to Pangilinan (2014), services are essential to satisfy your customers. The students are sometimes exhausted by their subject teachers' paperwork. School canteen staff should serve the customers with a smile, and the staff should be friendly so students will come back to the canteen. Maniquiz (2009) said that a canteen's management showed not only how good the food was but also how good the service was. It shows that the characteristics of the staff person can satisfy the students when it comes

to service. To make sure the canteen is clean and healthy, the school needs to know if the students are happy with the service and make that a priority.

The school canteen needs to make a policy for the managers, which the staff will then follow. The school council is responsible for the canteen and its policies, the employment and dismissal of staff, and the ordering of goods for the canteen. The rules and guidelines have to be followed in most of the schools; there must be clean washing facilities, the canteen must have proper ventilation and lighting, and the facilities should have a bigger space. The food containers, equipment, and utensils must maintain their cleanliness. The rules and regulations would help make the students comfortable and satisfied when it comes to safety standards. (DepEd Order No.13 series of 2017)

According to Omadto (2016), each canteen management and facility adheres to operational management guidelines established by the Department of Education through their order, the guidelines given to them to rationalize the operation of school canteen management in the public and private academic system in order to ensure that the school's canteen helps to eliminate malnutrition among their pupils. Moreover, school canteens may operate under a variety of management structures. a formal management agreement outlining the terms and conditions that must be signed by the respective managers, such as the principal, school council, or private contractor.

Financial stability: school canteen managers should know how to handle the transparency of the profit of the school canteen. Also, the school canteen should sell food and drinks at prices that students can afford, since they are the ones who will buy them. (Department of Education Order 13 Series 2017). Most school canteens in some schools

make the financial decisions that affect the day-to-day running of the school, but in some schools, the canteen manager is the one who manages the financial stability of their canteen. It is essential to know how to balance expenses with profit. Improving the nutritional value of food sold in school canteens can be challenging, mainly when fresh and healthy foods are often more expensive than highly processed alternatives. Even foods that have high nutritional values can be more expensive now. The solutions to stocking school canteens with fresh and healthy foods are complex. School canteens need to be recognized for following the good-practice guidelines, balanced with the need to build the capacity of schools, canteen managers, and suppliers to make innovative and appetizing healthy options available on school canteen menus. (Stoncham, 2017).

Unfortunately, less healthy snacks outnumber healthier snacks in schools. Some studies support the idea that children might not eat the right foods at school. A study conducted in the USA showed that children at school might be exposed to a large variety of unhealthy foods and drinks, such as snack foods and soft drinks found in food stores inside the school (Adam et al., 2016).

Price is one of the biggest problems among students; the canteen must ensure that they sell low-cost items that can fill the hunger of the students and that they have nutritional content. Lastly, the school canteen should communicate with the customers to know if they are satisfied. The environment of the canteen is where products show how the canteen is connected to the rest of the school. Lopes, (2018). The school counselors gave the canteen manager instructions on products, or they called special fundraising events that should be included in order for them to increase profits. However, some of the

students and parents demand lower food prices. Bartlby Research (2014) states that more than just prices are needed to sell the products.

The taste of food is important to achieve customer satisfaction. Food presentation improves dining customer satisfaction. Customers' concerns about healthy food substantially affect their expectations and choice of a restaurant. According to Nadzirah et al. (2015), food service operators should ameliorate their menus by reconsidering their prices, thus ensuring customers are using the university cafeteria and not any off-campus food service operators.

Managing a school canteen is not simple; it includes being responsible for the food the canteen serves, the clean and well-ventilated facilities, and the financial stability. The school canteen is also responsible for making sure that customers are satisfied, which means that their needs, wants, and expectations have been met or exceeded throughout the life of the product or service, leading to future purchases and loyalty. Satisfaction means that the customer's expectations and needs have been met or exceeded over the life of the product or service, which leads to repeat purchases. In determining customer satisfaction, cognitive and emotional elements are combined. Customer satisfaction. The only way to satisfy the students is to have a well-managed school canteen. Santos, (2015)

Food is a basic need that we must meet in order to stop feeling hungry. It also gives our bodies the nutrients they need to work and grow properly. A school provides a canteen where students can eat and gain the energy to be active at school. The environment and the ambiance are important attributes that a canteen must have.

The taste of food was said to be an important factor in adolescence, which is a key time in a person's development as they move from childhood to adulthood (Blakemore S.J., Burnett S., Dahl R.E., 2010; World Health Organization Adolescent Development). [As of September 15, 2019] School canteens are more than just a system for supplying food for children. Instead, they have a special role in students' education, health, and well-being, as well as in the communities they serve. Moh(2015) Mohd Karim

People think that this is the reason why food poisoning keeps happening in schools: food handlers don't know enough about food safety, and schools use food service systems that involve a lot of food processing and handling. Throughout the study, people tended to answer as a group, picking an answer based on whether or not they thought it was right rather than based on what they knew. The results showed that food handlers should pay more attention to the rules for running the school canteen. It is recommended that authorities and canteen managers take steps to help people who work with food learn more about food safety through regular training, food safety classes, and the distribution of comprehensive circulars. This is also applicable to other food service premises, commercial and non-commercial.

Theoretical and Conceptual Framework

This study will be anchored by the (Deped Order 8, S. 2007)
Revised Implementing Guidelines on the Operation and Management of School Canteens
in Public Elementary and Secondary Schools

A school canteen has to manage the facilities properly. Also, a school canteen should be set up with service as the main goal and making money as a secondary goal, since students only depend on the allowances their parents give them. (DepEd Order No. 8 of 2007). These guidelines are necessary at this moment because it is time to rationalize the operation and management of school canteens in the public school system. Staffing refers to a selection of employees for a specific job. *Foodservice* is a process or system where food is served to a guest or customer in an establishment. *Facilities* management is the process of taking care of and managing all facilities and assets that are owned.

Financial stability is a property of a financial system that dissipates financial imbalances that arise endogenously in the financial markets.

Theories of consumer satisfaction Oliver (1977, 1980) came up with the Expectancy-Disconfirmation Paradigm (EDP) as the best way to measure customer satisfaction from a theoretical standpoint. The model suggests that when people buy goods and services, they have expectations about how they will work. The expectation level then becomes a standard against which the product is judged. That is, once the product or service has been used, outcomes are compared against expectations. If the outcome matches the expectation, confirmation occurs. Disconfirmation occurs when there is a difference between expectations and outcomes. A customer is either happy or unhappy based on how well or badly their expectations and perceptions match up., when service performance is better than As as what customer had initially expected, there is a positive disconfirmation between expectations and performance, which results in satisfaction. When, On other hand, when performs as expected, expectations and perceptions match up, which makes the customer happy. In contrast, when service

performance is not as good as the customer expected, there is a negative disconfirmation between expectations and perceptions, which causes dissatisfaction. *Nutritional value* describes the number of carbohydrates, fats, proteins, and energy used during digestion. Price is the value or money customers give up in exchange for a particular offering to satisfy their needs and wants. Siddhi Kamble, 2022. *Taste of food*, a flavor and feeling produced by food Once our mouth tells you what it is and lets you appreciate it, or once you have the ability to have this feeling, *food consistency* is also one of the major components of food evaluation.

Conceptual Framework



Significance of the Study

This study will be done to find out if there is a significant link between the levels of school canteen management and how happy students in primary, secondary, and senior high schools are with the food service. This *study may be beneficial to the following:*

School administrators. The result may provide information as a basis for policy formulation and improvement of canteen services provided among the students in Pantukan. This may help the school principal assist in providing canteen facilities to be included in the school improvement plan.

Canteen managers: This could give them the information they need to figure out where to focus their efforts to improve the canteen's services so that they can better serve their customers, the students.

Teachers. may encourage teachers to give feedback to the administration and school canteen managers on improving services like affordability, nutritional foods, facilities, cleanliness, and sanitation.

Students. This study would help students understand how the school canteen really works and what basic services they should expect from the school.

Future Researchers. This could be a starting point for those who want to do more research on how the canteen is run and how happy the students are with it.

Definition of Terms

For this study, the following terms are defined conceptually or operationally for further clarification.

School canteen refers to one of the ancillary services in the school system that sells food items to the pupils and students and serves as a support mechanism to eliminate the

school's malnutrition concerns. It can be used as a lab canteen where food can be planned, made, served, stored, and sold. A school canteen can either be school-managed or teacher-cooperatively managed. (DepEd Order no. 8 series 2007)

Canteen Management. This research includes the management of the daily routine of the canteen. It is the administration and direction of the means and objectives of the school canteen, which include operation, food service management, physical facilities, and canteen services.

Food Service. The term "food service" refers to the provision of ready-to-eat foods, such as those made at the child care facility or brought in from authorized food establishments; milk put in a pitcher or other serving container; ice brought in, stored, and given out; bagged lunches brought from home; and the use of utensils to reduce direct food contact.

Satisfaction. is what the customer feels when we do everything we need to do in a timely, responsible way to meet and exceed their expectations. Philip Kotler says that customers get rid of the school's malnutrition worries when they compare a product's performance or outcome to what they expected. Rai (2013) defines satisfaction as "gratification, pleasure, or the fulfillment of desire. Satisfaction is a feeling that emanates from the fulfillment of needs and wants".

CHAPTER II

METHOD

Research Design

The correlational method was used in the non-experimental quantitative portion of this study. Catena (2016) says that a descriptive correlational method is used to find out how two or more variables are related and how they are related to each other. Rybarova (2015) said that this method was used because the study was about a person and was meant to explain how the data was collected. This study is descriptive because it looked at how well the Pantukan students managed their school cafeterias and how happy they were with the food service.

Respondents

The respondents to this study will be among the students at Napnapan Elementary School (NES), Tambongon National High School (TNHS), and Napnapan National High School (NNHS). In particular, there were 241 respondents in the total population for the school canteen management and food service satisfaction among the students in Pantukan.

Using the Likert scale questionnaire, the researchers will use random sampling techniques to get the data from the respondents.

Napnapan Elementary School	Napnapan National High School	Tambongon National High School	Total Population
35	81	125	241

Table 1. Total of Respondents

Research Instrument

In this study, the researchers will use the researcher-made survey questionnaire.

A survey questionnaire from the study by Kajenthiran and

5= Very High, 4 = High, 3 = Moderate, 2 = Low, and 1 = Very Low.

For the independent variable, the researchers will employ the following parameter limits:

The descriptive equivalents are the following:

Parameter limits	Description	Interpretation
4.50 - 5.00	Very High	This means that the level of school canteen management among the students in Pantukan is very high.
3.50 - 4.49	High	This means that the level of school canteen management among the students in Pantukan is high.
2.50 - 3.49	Moderate	This means that the level of school canteen management among the students in Pantukan is moderate.
1.50 - 2.49	Low	This means that the level of school canteen management among the students in Pantukan is low.

Parameter limits	Description	Interpretation
1.00 - 1.49	Very Low	This means that the level of school canteen management among the students in Pantukan is very low

For the dependent variable, the researchers will employ the following parameter limits. The descriptive equivalents are the following.

5=Very Satisfied, 4 =Satisfied, 3 = Neither, 2 =Dissatisfied, 1 =Very Dissatisfied,

Parameter limits	Description	Interpretation
4.50 - 5.00	Very Satisfied	This means that the level of food service satisfaction among the students in Pantukan is Very satisfied.
3.50 - 4.49	Satisfied	This means that the level of food service satisfaction among the students in Pantukan is satisfied
2.50 - 3.49	Neither	This means that the level of food service satisfaction among the students in Pantukan is neither.

1.50 - 2.49	Dissatisfied	This means that the level of food service satisfaction among the students in Pantukan is dissatisfied.
1.00 - 1.49	Very Dissatisfied	This means that the level of food service satisfaction among the students in Pantukan is very dissatisfied.

Data Gathering Procedure

In gathering the significant data for this study, the researchers did the following:

Seeking Permission to Conduct the Study. The researchers wrote a letter addressed to the principal asking permission to conduct the said study and it was noted by the research adviser. Another letter was sent to the Principal of Primary, Secondary, and Senior High Schools for their approval to conduct the study with regard to the School Canteen Management and Food Service Satisfaction among the students in the Pantukan

Administration and Retrieval of the Questionnaire. When the permission letter was approved, the researchers distributed the questionnaire to the respondents face-to-face. For the study's validity, instructions will be given to ensure an honest, clear, and complete answer before answering the questionnaire. After the respondents answered the questionnaires, researchers personally retrieved them.

Checking, Collating, and Processing of Data. The researchers administered, retrieved, checked, and collated the data through google Forms and tallying on google

spreadsheet followed. These were given to the statisticians for computation and analysis. Interpretations were done by the researchers.

Statistical Treatment of Data

The data gathered were tabulated and analyzed using the statistical tool below.

Mean. This is called the arithmetic average, defined as the sum of values in the group divided by the number of values. This tool was used to determine the school canteen management and food service satisfaction among the students in Pantukan.

Pearson Correlation. It will be the statistical method for figuring out if two variables tend to go together or not.

Probability. This is done by picking people at random, which lets you draw strong statistical conclusions about the whole group.

Ethical Considerations

The following ethical principles will be observed in this study:

Voluntary Participation. The researcher will inform the respondents of their willingness to participate in this study. This will be determined upon signing the researchers' interpretations.

Consent Process. Respect will be shown to those who will be asked for permission, as well as to how and when this will be done.

privacy and confidentiality. The researcher will fully adhere to the Data Privacy Act of the Philippines and will observe the confidentiality of the respondents. The researcher will follow the Data Privacy Act of the Philippines to the letter, and the respondents' privacy will be respected. All of the data will be kept safe and private, and the respondents' names will be kept secret.

Risk and Benefits. The researcher will ensure that this study will be free from any risk that will harm the respondents and that the benefits of this study will be for the respondents.

Chapter 3

RESULTS AND DISCUSSIONS

In this chapter, the researcher presents the analyzed and interpreted data that professionals gathered in textual and tabular forms.

Level of School Canteen Management among the students in Pantukan in terms of Staffing

Table 1 shows the level of school canteen management among the students in Pantukan in terms of staffing. The data presented shows that item number 4, "We always wear proper clothes to be neat," has the lowest mean score of 4.15. The next item is number 5. We seek out opportunities for growth with a mean score of 4.15. The next item is number 3: "We always keep ourselves clean while serving the food," with a mean score of 4.22. The next item is number 2. We are readily available to answer the student's questions and concerns, with a mean score of 4.29. The item with the highest mean score is item 1. We dealt well with the order request challenge with a mean score of 4.25. All are described as high.

Galvez (2018) says that effective canteen management requires that everyone involved in the operation understand the policy's goals and objectives, that the canteen

staff and committee come up with a plan to carry out those goals, and that the staff is properly trained and supervised.

ITEMS	MEAN	DESCRIPTION
We deal well with the order est.We handle the order well.	4.34	High
We are readily available to answer the student's questions and concerns.	4.29	High
We always keep ourselves clean while serving the food.	4.22	High
We always wear proper clothes to be neat and professional.	4.15	High
We seek out opportunities for growth.	4.15	High
OVER ALL MEAN	4.25	HIGH

Level of School Canteen Management among the students in Pantukan in terms of Food and services

Table 2 shows the level of school canteen management among the students in Pantukan in terms of food and services. The data presented shows that item number 2, spoon and fork, is provided sufficiently; the lowest mean score is 4.02. The next item is number 3; the servings are properly proportioned to eat, with a mean score of 4.07. The next item is number 5; Our canteen provides good services. With a mean score of 4.07, the next item is number 4. Our canteen provides nutritious food, with a mean score of 4.14. Item number one received the highest mean score; we handle order requests well with a mean score of 4.15, while we challenge ourselves with a mean score of 4.09. All are described as high.

The quality of food service is one of the most relevant items of quality perceived by customers. In health care, the satisfaction of patients is ultimately related to the quality of provided service, as cited by Ciommo et al. (2015). According to the authors of the study, the three main factors that contribute to student satisfaction are a pleasant atmosphere, cleanliness, and food quality (Yumul, Longga, Dimmal, Mariano, Sotto, and Pangilinan. 2014). The facility should be well-lit and ventilated. Additionally, the canteen needs to make sure that all of the tables, equipment, and utensils are clean.

ITEMS	MEAN	DESCRIPTION
We serve delicious food.	4.15	High
Spoon and fork are provided sufficiently.	4.02	High
The servings are properly proportioned to eat.	4.07	High
Our canteen provides nutritious food.	4.14	High
Our canteen provides good services.	4.07	High
OVER ALL MEAN	4.09	HIGH

Level of School Canteen Management among the students in Pantukan in terms of Facilities

Table 3 shows the level of school canteen management among the students in Pantukan in terms of facilities. The data shows that item number 5 in our canteen has the biggest space for the students to eat. The lowest mean score is 401. The next item is

number 1: Our canteen provides proper ventilation with a mean score of 4.05. The next item is number 3. We properly cleaned and sanitized the utensils, with a mean score of 4.05. The next item is number 4: "Our disposal areas are provided sufficiently, with a mean score of 4.06." The item with the highest mean score is item number 2: "We clean the equipment used in our canteen with a mean score of 4.09." with a mean score of 4.05. All are described as high.

According to Stoncham (2017), the canteen manager is the one who manages the financial stability of the canteen. The school canteen needs to have enough resources for the students to buy more nutritious foods that are affordable. It is important to know how to balance the expenses with the profit. Improving the nutritional value of food sold in school canteens can be a challenge. School canteens need to follow and be recognized for following the good practice guidelines, balanced with the need to build the capacity of schools. Canteen managers and suppliers should make innovative and delectable healthy options available on school canteen menus. This is especially important, considering fresh and healthy foods are frequently more expensive than highly processed alternatives.

ITEMS	MEAN	DESCRIPTION
Our canteen provides proper ventilation.	4.05	High
We clean the equipment used in our canteen.	4.09	High
We properly clean and sanitize the utensils.	4.05	High

Our disposal areas are provided sufficiently.	4.06	High
Our canteen has the biggest space for the students to eat.	4.01	High
OVER ALL MEAN	4.05	HIGH

Level of School Canteen Management among the students in Pantukan in terms of Financial Stability

Table 4 shows the level of School Canteen Management among the students in Pantukan in terms of Financial Stability. The data presented shows that item number 2, Our canteen offers food that the student can afford. The lowest mean score is 3.94. The next item is number 3; Our canteen offers a variety of options with a mean item score of 3.96. The next item is number 4; Our canteen provides enough resources with a mean item score of 3.96. The next item is number 5, Our canteen, with a mean item score of 4.02. The item with the highest mean score is item 1; Our school canteen offers affordable food and beverages with a mean score of 4.04. With a mean score of 3.98. All are described as high.

Financial stability school canteen managers should know how to handle the transparency of the profit of the school canteen. Moreover, the school canteen should sell the foods and beverages at an affordable price since the customers are the students. (DepEd Order 13 series 2017).

ITEMS	MEAN	DESCRIPTION
Our school canteen offers affordable food and beverages.	4.04	High
Our canteen offers food that the	3.94	High

student can afford..		
Our canteen offers a variety of options.	3.96	High
Our canteen provides enough resources.	3.96	High
Our canteen has a stable profile.	4.02	High
OVER ALL MEAN	3.98	HIGH

Level of Food Services Satisfaction among the students in Pantukan in terms of Nutritional Value

Table 5 shows the level of school canteen management among the students in Pantukan in terms of Nutritional Value. The data shows that item number 3, The food being served, is good for my health. The lowest mean score is 4.07. The next item is number 4; The food standards are based on DepEd orders with a mean item score of 4.07. The next item is number 2. The items in the canteen are neat, presentable, and have the necessary nutritional content, with a mean item score of 4.14. The next item is number 1; The menu choices always contain nutritional levels with a mean item score of 4.24. The item with the highest mean score is item number 5. The nutritional level of food is essential. With a mean score of 4.27. With a mean score of 4.16. All described is Satisfied.

Unfortunately, foods of lower nutritional value are more available than healthier snacks in the nation's schools. (Kuhner, 2012). There is no substantial literature about the nutritional values of foods and drinks offered at school canteens.

ITEMS	MEAN	DESCRIPTION
The menu choices always contain nutritional levels.	4.24	Satisfied

The items in the canteen are neat, presentable, and have the necessary nutritional content.	4.14	Satisfied
The food being served is good for my health.	4.07	Satisfied
The food standards are based on DepEd orders.	4.07	Satisfied
The nutritional level of food is important.	4.27	Satisfied
OVER ALL MEAN	4.16	Satisfied

Level of Food Services Satisfaction among the students in Pantukan in terms of Taste of Food

Table 6 shows the level of school canteen management among the students in Pantukan in terms of Taste of food. The data shows that item number 3, "the taste of food," is consistent and that the lowest mean score is 3.98. The next item is number 2. The quality of the food is fresh, with a mean item score of 4.05. The next item is number 5. The food is clean and fresh, with a mean item score of 4.11. Next item is number 4, The food served is delicious with a mean item score of 4.12. The item which got the highest mean score is item number 1. Our school canteen display is made with premium products to provide delicious food with a highest mean score of 4.19 . challenging with a mean score of 4.09 All are described as Satisfied.

Taste of food is important to accomplish customer satisfaction. Presentation of food enhances dining customer satisfaction. Customer’s concerns of healthy food substantially

affect customer's expectations and choice of a restaurant. Taste of food is important to accomplish customer satisfaction. Presentation of food enhances dining customer satisfaction, Cairns JE, Rundle-Thiele S, Ong DL (2020)

ITEMS	MEAN	DESCRIPTION
Our school canteen display is made with premium products to provide delicious food.	4.19	Satisfied
The quality of the food is fresh.	4.05	Satisfied
The taste of food is consistent.	3.98	Satisfied
The food served is delicious.	4.12	Satisfied
The food is clean and fresh.	4.11	Satisfied
OVER ALL MEAN	4.09	Satisfied

Level of Food Services Satisfaction among the students in Pantukan in terms of Price

Table 7 shows the level of school canteen management among the students in Pantukan in terms of Price. The data shows that in item number 5, The food is reasonable for the price, and the lowest mean score is 4.00. The next item is number 4. The price of the food at the school canteen is lower than the price of food outside of the school campus with a mean item score of 4.05. The next item is number 3; Food prices are affordable for the servings, with a mean item score of 4.05. The next item is number 2. Eating in the canteen fits my weekly budget with a mean item score of 4.07. The item which got the highest mean score is item number 1. The cost of food varies based on its quality and

quantity. With a mean score of 4.16. With a mean score of 4.06. All are described as Satisfied.

Bartlby Research (2014) says that the prices are not enough to sell the product. Price is one of the biggest problems among students, the canteen must ensure that they sell low-cost items that can fill the hunger of the students and it should have nutritional content. Finally, the school canteen should communicate with its customers to determine whether or not they are satisfied.

ITEMS	MEAN	DESCRIPTION
Food cost varies based on quality and quantity.	4.16	Satisfied
Eating in the canteen fits my weekly budget.	4.07	Satisfied
Food prices are affordable for the servings.	4.05	Satisfied
The price of the food at the school canteen is lower than the price of food outside of the school campus.	4.05	Satisfied
The food is reasonable for the price.	4.00	Satisfied
OVER ALL MEAN	4.06	Satisfied

Level of Food Services Satisfaction among the students in Pantukan in terms of Food Consistency

Table 8 shows the level of School Canteen Management among the students in Pantukan in terms of Consistency. The data presented shows that item number 4, The

food is palatable to taste. The lowest mean score is 4.02. The next item is number 3; The food is served hot and fresh, with a mean item score of 4.02. The next item is number 5. The texture of the food is consistent with the mean item score of 4.07. The next item is number 2. The food is smooth, moist, and has a pourable texture, with a mean item score of 4.12. The item which got the highest mean score is item number 1. Food taste is consistent and tasteful, with a mean score of 4.17. With a mean score of 4.08. All are described as Satisfied.

ITEMS	MEAN	DESCRIPTION
The taste of food is consistent and tasteful.	4.17	Satisfied
The food is smooth, moist and has a pourable texture.	4.12	Satisfied
The food is served hot and fresh.	4.02	Satisfied
The food is palatable to taste.	4.02	Satisfied
The texture of food is consistent.	4.07	Satisfied
OVER ALL MEAN	4.08	Satisfied

Summary on the level of School Canteen Management

Table 9 shows the summary of the school canteen management in terms of staffing, food and services, facilities, and financial stability. It has an overall mean score of 4.09 with a meaningful description of HIGH which means that the level of the school canteen is.

Based on the gathered data, Staffing gained an overall mean score of 4.25 which is described as High. Food and services gathered an overall mean score of 4.09 with a

description of High. Facilities gathered an overall mean score of 4.05 with a description of High. Lastly, Financial stability gathered an overall mean score of 3.98 with a description of High. Furthermore, the overall mean score for the four indicators of the school canteen management is 4.09, which is described as high.

Table 9

Summary on the level of School Canteen Management

INDICATORS	MEAN	INTERPRETATION
Staffing	4.25	High
Food and services	4.09	High
Facilities	4.05	High
Financial Stability	3.98	High
OVER ALL	4.09	High

Summary on the level of Food Services Satisfaction

Table 10 shows the summary of the food service satisfaction in terms of nutritional value, price, taste of food, and food consistency. It has an overall mean score of 4.10 with a meaningful description of Satisfied, which means the school canteen's level.

Based on the gathered data, the Nutritional value gained an overall mean score of 4.16 which is described as satisfied. Price gathered an overall mean score of 4.09 with a description as satisfied. Taste of food gathered an overall mean score of 4.06 with a description as satisfied. Lastly, Food consistency gathered an overall mean score of 4.08 with a description as satisfied. Furthermore, the overall mean score for the four indicators of food services satisfaction is 4.10, which is described as satisfied.

Table 10

Summary on the level of Food Services Satisfaction

INDICATORS	MEAN	INTERPRETATION
Nutritional Value	4.16	Satisfied
Price	4.09	Satisfied
Taste of food	4.06	Satisfied
Food Consistency	4.08	Satisfied
Overall MEAN	4.10	Satisfied

Relationship between the levels of school canteen management and food service satisfaction among the students in Pantukan

Variables	r-value	Interpretation	p-value a=0.05	Description Ho	Conclusion on Relationship
A. School Canteen Management					
B. Food Services Satisfaction	0.693	Positive Correlation	.001	Rejected	There is a significant Relationship
Coefficient of Determination (r^2)					0.480

This table shows the relationship between the levels of school canteen management and food services satisfaction among the students in Pantukan. In our dependent variable, which is "Food services satisfaction," Based on the gathered result, the result of our r-value is 0.693, and the interpretation of that is a "Positive Correlation" However, the result of our p-value is ".001," and it is rejected. Therefore, we conclude that "conclusion". There is no significant relationship between the school canteen management and food service satisfaction among the students in Pantukan.

The coefficient of determination (r^2) is the proportion of the variance in the dependent variable that is predictable from the independent variable. In other words, 48% of the variation is attributed to school canteen management among the students in Pantukan. At the same time, the remaining 52% is attributable to food service satisfaction among the students in Pantukan.

CHAPTER 4

SUMMARY, CONCLUSION, AND RECOMMENDATION

This chapter contains the summary, conclusion, and recommendations from the researchers based on the study's findings.

SUMMARY

The summary is posted based on the findings of the study:

1. The level of School Canteen Management in terms of Staffing gained an overall mean score of 4.25 which is described as High. Food and services gathered an overall mean score of 4.09 with a description of High. Facilities gathered an overall mean score of 4.05 with a description of High. Lastly, Financial stability gathered an overall mean score of 3.98 with a description of High. The overall mean of school canteen management among the students in Pantukan is High.

2. The Food Services Satisfaction in terms of Nutritional value gained an overall mean score of 4.16 which is described as High. Price gathered an overall mean score of 4.06 with a description of High. Taste of food gathered an overall mean score of 4.09 with a description of High. Lastly, Food consistency gathered an overall mean score of 4.08 with a description of High. The overall mean food service satisfaction among the students in Pantukan is High.

3. The null hypothesis that there is no significant relationship between the school canteen management and food services satisfaction among the students in Pantukan is rejected since the p-value is .001 and below the $\alpha=0.05$.

CONCLUSION

Based from the data derived, the following conclusions are drawn:

1. The level of School Canteen Management among the students in Pantukan is High.
2. The level of Food Services Satisfaction among the students in Pantukan is very satisfied.
3. There is a significant relationship between the level of school canteen management and the level of food service satisfaction among the students in Pantukan.

RECOMMENDATION

On the basis of the foregoing conclusions, the researcher arrived at the following recommendations:

1. The school canteen management had a good service level of staffing, food and services, facilities and financial stability. The study found that the school canteen personnel may provide more space and proper ventilation for customers. Therefore, it will be beneficial to the personnel staff, canteen managers, and the customers in the school canteen.
2. The school administrator, canteen managers, and staff may take action through designing and planning the necessary improvements of the school canteen.
3. The future researchers may conduct a similar study in qualitative research that may look for other factors that can affect the school canteen management and food service satisfaction among the students in Pantukan.

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APPENDICES

Letter of Intent

December 1, 2022

CHUCHIE F. YOG
School Principal
Tambongon National High School
Pantukan Davao de Oro

Dear Ma'am;

Greetings!

We, the third year students enrolled in BTLED Home Economics students enrolled in Kolehiyo ng Pantukan. We are undergoing a research entitled " **SCHOOL CANTEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN**"

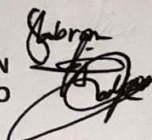
In line with this, we would like humbly ask for your approval to allow us to secure the total population of female and male student's class form to fourth year of all programs in this academic year 2022-2023.

Your usual favorable response is highly appreciated. We will forever grateful for your assistance to this humble request.

God bless and more power. Thank you very much.

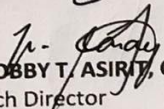
Respectfully Yours;

FATIMA JOY LOBRON
ANAMAE DE GUZMAN
KATE DIANE MALINAO

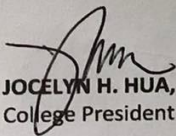


Noted:

DR. LYNARD BOBBY T. ASIRIT, CESE
Research Director

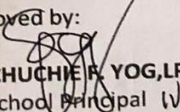


FDR. DR. JOCELYN H. HUA, DFRIEdr
College President



Approved by:

DR. CHUCHIE F. YOG, LPT
School Principal IV



LETTER OF PERMISSION TO CONDUCT STUDY

February 3, 2023

CORAZON SALIENTIES
SCHOOL PRINCIPAL
Napnapan National High School
Pantukan, Davao De Oro

Dear Ma'am Corazon,

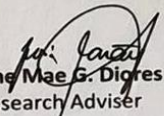
The undersigned are currently working on their research entitled " SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN" to the students of Napnapan National High School in partial fulfillment of the requirement for the degree of Bachelor of Technology and Livelihood Education Major in Home Economics at Kolehiyo Ng Pantukan.

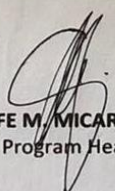
In view of this, the researchers would like to request permission from your good office To conduct a survey to the Students of Napnapan National High School as respondents for the Aforementioned purpose. Rest assured that any information gathered will be used Solely for the purpose and will be treated with utmost confidentiality.

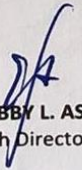
Sincerely yours,

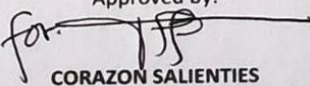
Ana Mae C. De Guzman
Fatima Joy M. Lobron
Kate Diane A. Malinao
Researchers

Noted by:


Irene Mae G. Digres
Research Adviser


MHARFE M. MICAROZ, MAed
Program Head


DR. LYNARD BOBBY L. ASIRIT, CESE
Research Director

Approved by:

CORAZON SALIENTIES
Principal

Letter of Intent

December 1, 2022

MR/MRS CORAZON S. SALIENTIES
School Principal
Napnapan National High School
Napnapan, Pantukan Davao de Oro

Dear Ma'am

Greetings!

We, the third year students enrolled in BTLED Home Economics students enrolled in Kolehiyo ng Pantukan. We are undergoing a research entitled "**SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN**"

In line with this, we would like humbly ask for your approval to allow as to secure the total of population of the Senior High School students of all programs in this academic year 2022-2023.

Your usual favorable response is highly appreciated. We will forever grateful for your assistance to this humble request.

God bless and more power. Thank you very much.

Respectfully Yours;

FATIMA JOY LOBRON
ANA MAE DE GUZMAN
KATE DIANE MALINAO

Noted by:

DR. LYNARD BOBBY T. ASIRI, CESE
Research Director

FDR. DR. JOCELYN H. HUA, DFRIEdr
College President

Approved by:

DR. CORAZON S. SALIENTIES, LPT
School Principal

Grade 11		
Male	Female	Total
46	37	83

Grade 12		
Male	Female	Total
30	42	72

LETTER OF PERMISSION TO CONDUCT STUDY

February 3, 2023

CORAZON SALIENTIES
SCHOOL PRINCIPAL
Napnapan National High School
Pantukan, Davao De Oro

Dear Ma'am Corazon,

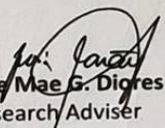
The undersigned are currently working on their research entitled " SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN" to the students of Napnapan National High School in partial fulfillment of the requirement for the degree of Bachelor of Technology and Livelihood Education Major in Home Economics at Kolehiyo Ng Pantukan.

In view of this, the researchers would like to request permission from your good office To conduct a survey to the Students of Napnapan National High School as respondents for the Aforementioned purpose. Rest assured that any information gathered will be used Solely for the purpose and will be treated with utmost confidentiality.


Sincerely yours,

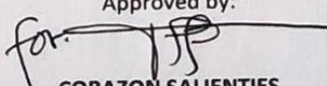
Ana Mae C. De Guzman
Fatima Joy M. Lobron
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Researchers

Noted by:


Irene Mae G. Digres
Research Adviser


MHARFE M. MICARUZ, MAEd
Program Head


DR. LYNARD BOBBY L. ASIRIT, CESE
Research Director

Approved by:

CORAZON SALIENTIES
Principal

Letter of Intent

December 1, 2022

MR/MRS. MARY JANE LOMOC SO
School Principal
Napnapan Elementary School
Napnapan, Pantukan Davao de Oro

Dear ma'am:

Greetings!

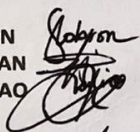
We, the third year students enrolled in BTLED Home Economics students enrolled in Kolehiyo ng Pantukan. We are undergoing a research entitled **"SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN"**

In line with this, we would like humbly ask for your approval to allow us to secure the total population of male and female student's class form Grade five to six level for the academic year 2022-2023.

Your usual favorable response is highly appreciated. We will forever grateful for your assistance to this humble request.

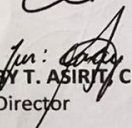
Respectfully Yours;

FATIMA JOY LOBRON
ANAMAE DE GUZMAN
KATE DIANE MALINAO

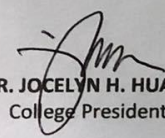


Noted by:

DR. LYNARD BOBBY T. ASIRI, CESE
Research Director




FDR. DR. JOCELYN H. HUA, DFRIEdr
College President



Approved by:

DR. MARY JANE LOMOC SO, LPT
School Principal

Male Female total
18 - 17 = 35 

Letter of Intent

December 1, 2022

MR/MRS CORAZON S. SALIENTIES
School Principal
Napnapan National High School
Napnapan, Pantukan Davao de Oro

Dear Ma'am

Greetings!

We, the third year students enrolled in BTLED Home Economics students enrolled in Kolehiyo ng Pantukan. We are undergoing a research entitled " **SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN**"

In line with this, we would like humbly ask for your approval to allow as to secure the total of population of the Senior High School students of all programs in this academic year 2022-2023.

Your usual favorable response is highly appreciated. We will forever grateful for your assistance to this humble request.

God bless and more power. Thank you very much.

Respectfully Yours;

FATIMA JOY LOBRON
ANA MAE DE GUZMAN
KATE DIANE MALINAO

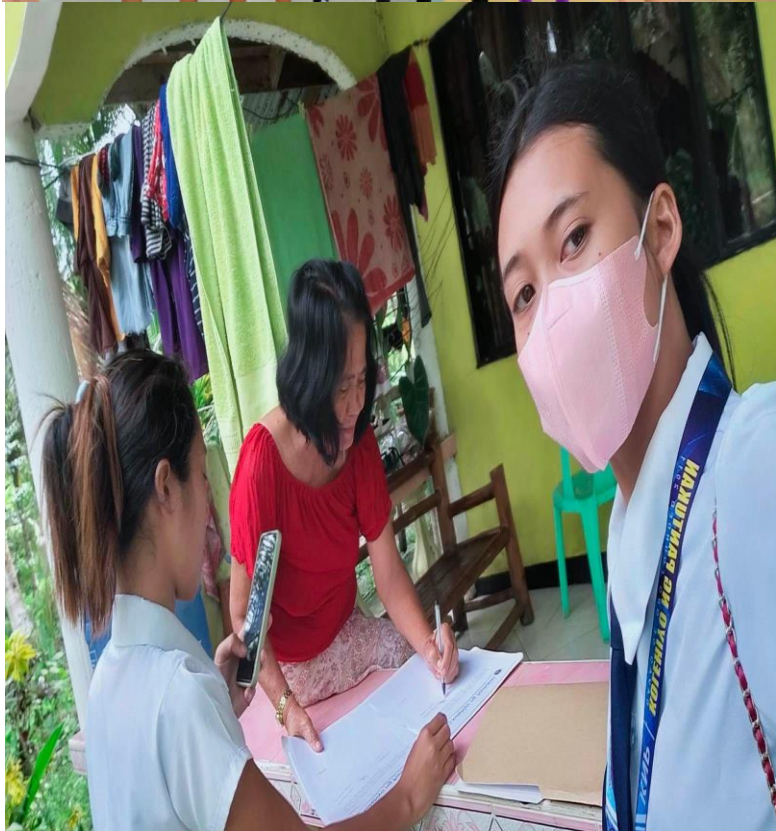
Noted by:

DR. LYNARD BOBBY T. ASRIT, CESE
Research Director

FDR. DR. JOCELYN H. HUA, DFRIEdr
College President

Approved by:

DR. CORAZON S. SALIENTIES, LPT
School Principal





VALIDATION SHEETS



Kolehiyo ng Pantukan

Juan A. Sorenas Campus, Kingking, Pantukan, Davao de Oro



VALIDATION SHEET FOR RESEARCH QUESTIONNAIRE

TITLE	SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN
--------------	--

Name of Evaluator:	Eufrosina P. Mines, EdD
Highest Degree:	Doctor of Education
<i>Kindly check the appropriate box for your rating.</i>	
Points Equivalent	5 - Excellent 4 - Very Good 3 - Good 2 - Fair 1 - Poor

ITEMS	5	4	3	2	1
1. Clarity of Directions And Items <i>The vocabulary level, language, structure, and conceptual level of questions suit the level of participants. The best directions and the items are written in a clear and understandable manner.</i>				/	
2. Presentation and Organization of Items <i>The items are presented and organized in a logical manner.</i>			/		
3. Suitability of Items <i>Each item is appropriate and represents the substance of the research. The questions are designed to determine the conditions, knowledge, perception and attitudes that are supposed to be measured.</i>			/		
4. Adequateness of Items per Category or Indicator <i>The items represent the coverage of research adequately. The number of questions per area category is representative enough of all the questions needed for research.</i>			/		
5. Attainment of Purpose <i>The instruments as well as a whole, fulfill the objectives for which it was constructed.</i>				/	
6. Objectivity <i>Each item questions only one specific answer or measures only one behavior and no aspect of the questionnaire is a suggestion of the researcher.</i>			/		
7. Scale and Evaluation Rating Scale (for survey questionnaires only) <i>The scale accepted is appropriate for the items</i>	/				

REMARKS: Please incorporate the corrections indicated to improve your questionnaire before administering this to your target respondents



EUFROSINA P. MINES, EDD
Signature over Printed Name



Kolehiyo ng Pantukan

Juan A. Sarenas Campus, Kingking, Pantukan, Davao de Oro



VALIDATION SHEET FO RESEARCH QUESTIONNAIRE

TITLE	SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN
--------------	--

Name of Evaluator:	Lynatd Bobby L. Asirit, PhD, CESE
Highest Degree:	PD StraMa
<i>Kindly check the appropriate box for your rating.</i>	
Points Equivalent	5 - Excellent 4 - Very Good 3 - Good 2 - Fair 1 - Poor

ITEMS	5	4	3	2	1
1. Clarity of Directions And Items <i>The vocabulary level, language, structure, and conceptual level of questions suit the level of participants. The best directions and the items are written in a clear and understandable manner.</i>		/			
2. Presentation and Organization of Items <i>The items are presented and organized in a logical manner.</i>		/			
3. Suitability of Items <i>Each item is appropriate and represents the substance of the research. The questions are designed to determine the conditions, knowledge, perception and attitudes that are supposed to be measured.</i>		/			
4. Adequateness of Items per Category or Indicator <i>The items represent the coverage of research adequately. The number of questions per area category is representative enough of all the questions needed for research.</i>		/			
5. Attainment of Purpose <i>The instruments as well as a whole, fulfil the objectives for which it was constructed.</i>		/			
6. Objectivity <i>Each item questions only one specific answer or measures only one behavior and no aspect of the questionnaire is a suggestion of the researcher.</i>		/			
7. Scale and Evaluation Rating Scale (for survey questionnaires only) <i>The scale accepted is appropriate for the items</i>		/			
REMARKS: Approved!					

LYNARD BOBBY L. ASIRIT, PhD, CESE
Signature over Printed Name



Kolehiyo ng Pantukan

Juan A. Sarenas Campus, Kingking, Pantukan, Davao de Oro



VALIDATION SHEET FO RESEARCH QUESTIONNAIRE

TITLE	SCHOOL CANTEEN MANAGEMENT AND FOOD SERVICES SATISFACTION AMONG THE STUDENTS IN PANTUKAN
--------------	--

Name of Evaluator:	ALBEB Q. TARAY, MBA
Highest Degree:	MBA
<i>Kindly check the appropriate box for your rating.</i>	
Points Equivalent	5 - Excellent 4 - Very Good 3 - Good 2 - Fair 1 - Poor

ITEMS	5	4	3	2	1
1. Clarity of Directions And Items <i>The vocabulary level, language, structure, and conceptual level of questions suit the level of participants. The best directions and the items are written in a clear and understandable manner.</i>	/				
2. Presentation and Organization of Items <i>The items are presented and organized in a logical manner.</i>	/				
3. Suitability of Items <i>Each item is appropriate and represents the substance of the research. The questions are designed to determine the conditions, knowledge, perception and attitudes that are supposed to be measured.</i>	/				
4. Adequateness of Items per Category or Indicator <i>The items represent the coverage of research adequately. The number of questions per area category is representative enough of all the questions needed for research.</i>	/				
5. Attainment of Purpose <i>The instruments as well as a whole, fulfil the objectives for which it was constructed.</i>	/				
6. Objectivity <i>Each item questions only one specific answer or measures only one behavior and no aspect of the questionnaire is a suggestion of the researcher.</i>	/				
7. Scale and Evaluation Rating Scale (for survey questionnaires only) <i>The scale accepted is appropriate for the items</i>	/				
REMARKS: APPROVED.					

ALBEB Q. TARAY, MBA
Signature over Printed Name



Kolehiyo ng Pantukan

Juan A. Sarenas Campus, Kingking, Pantukan, Davao de Oro



Directions: Kindly check (/) the rating that accurately describes your choices using the scale described below.

5 - Strongly agree

This means that the level of school canteen management is very high.

4 - Agree

This means that the level of school canteen management is high.

3 - Moderately Agree

This means that the level of school canteen management is average.

2 - Disagree

This means that the level of school canteen management is low.

1 - Strongly Disagree

This means that the level of school canteen management is very low.

(School Canteen Management) STAFFING	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
We deal with the order request.					
We are readily available to answer the student's questions and concerns.					
We always keep ourselves clean while serving the food.					
We always wear proper clothes to be neat and professional.					
We seek out opportunities for growth.					

FOOD SERVICES	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
We serve delicious food.					
Spoon and fork are provided sufficiently.					



Kolehiyo ng Pantukan

Juan A. Sarenas Campus, Kingking, Pantukan, Davao de Oro



The servings are properly proportioned to eat.					
Our canteen sells nutritious food.					
Our canteen provides good services.					

FACILITIES	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
Our canteen provides proper ventilation.					
We clean the equipment used in our canteen.					
We properly clean and sanitize the utensils.					
Our canteen has the biggest space for the students to eat.					
Our disposal areas are provided sufficiently.					
FINANCIAL STABILITY	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
Our canteen has expensive food items.					
Our School canteen has a lack of kitchen facilities.					
Our school canteen has limited supply.					
Our canteen provides enough resources.					
Our canteen has a stable profit.					



PART II. FOOD SERVICES SATISFACTION

Directions: Kindly check (/) the rating that accurately describes your choices using the scale described below.

5 - Strongly agree

This means that the level of food service satisfaction is very high

4 - Agree

This means that the level of food service satisfaction is high

3 - Moderately Agree

This means that the level of food service satisfaction is average

2 - Disagree

This means that the level of food service satisfaction is low

1 - Strongly Disagree

This means that the level of food service satisfaction is very low

FOOD SERVICES SATISFACTION (NUTRITIONAL VALUE)	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
The menu choices always contain nutritional levels.					
The items in the canteen are neat, presentable, and have the necessary nutritional content.					
The food being served is good for my health.					
The food standards are based on DepEd orders.					
The nutritional level of food is important.					
(Taste of Food)	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
Our school canteen display					



Kolehiyo ng Pantukan

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is made with premium products to provide delicious food.					
The quality of the food is fresh.					
The taste of food is consistent.					
The food served is delicious.					
The food is clean and fresh.					
(Price)	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
The cost of food varies based on its quality and quantity.					
Eating in the canteen fits my weekly budget.					
Food prices are affordable for the servings.					
The price of the food at the school canteen is lower than the price of food outside of the school campus.					
The food is reasonable for the price.					
(Food consistency)	Strongly Agree (5)	Agree (4)	Moderately Agree (3)	Disagree (2)	Strongly Disagree (1)
The taste of food is consistent and tasteful.					
The food is smooth, moist and has a pourable					



Kolehiyo ng Pantukan

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texture.					
The food is served hot and fresh.					
The food is palatable to taste.					
The texture of food is consistent.					

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Table with columns for demographic variables (N1-N9) and dependent variables (DV1-DV6). Rows represent individual subjects (RC0001 to RC0146). The table contains binary data (0/1) for each variable.

SOPI 1	1.1 Describles	N	Mean	SD
	V/1.1	241	4.34	0.698
	V/1.2	241	4.29	0.689
	V/1.3	241	4.23	0.711
	V/1.4	241	4.22	0.691
	V/1.5	241	4.15	0.740
	V/1	241	4.26	0.515
	1.2 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	V/2.1	241	4.15	0.610
	V/2.2	241	4.02	0.739
	V/2.3	241	4.07	0.689
	V/2.4	241	4.14	0.729
	V/2.5	241	4.07	0.674
	V/2	241	4.09	0.418
	1.3 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	V/3.1	241	4.05	0.791
	V/3.2	241	4.09	0.687
	V/3.3	241	4.05	0.717
	V/3.4	241	4.05	0.693
	V/3.5	241	4.01	0.739
	V/3	241	4.05	0.561
	1.4 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	V/4.1	241	4.04	0.760
	V/4.2	241	3.94	0.764
	V/4.3	241	3.96	0.703
	V/4.4	241	3.96	0.706
	V/4.5	241	4.02	0.677
	V/4	241	3.96	0.575
OVERALL	Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	V/1	241	4.25	0.515
	V/2	241	4.09	0.418
	V/3	241	4.05	0.561
	V/4	241	3.96	0.575
	V	241	4.09	0.436
SOPI 2	2.1 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	DV1.1	241	4.24	0.736
	DV1.2	241	4.14	0.697
	DV1.3	241	4.07	0.716
	DV1.4	241	4.07	0.726
	DV1.5	241	4.21	0.661
	DV1	241	4.15	0.556
	2.2 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	DV2.1	241	4.19	0.666
	DV2.2	241	4.05	0.672
	DV2.3	241	3.99	0.691
	DV2.4	241	4.12	0.656
	DV2.5	241	4.11	0.713
	DV2	241	4.09	0.542
	2.3 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	DV3.1	241	4.16	0.726
	DV3.2	241	4.07	0.723
	DV3.3	241	4.05	0.696
	DV3.4	241	4.05	0.689
	DV3.5	241	4.00	0.733
	DV3	241	4.06	0.556
	2.4 Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	DV4.1	241	4.17	0.717
	DV4.2	241	4.12	0.663
	DV4.3	241	4.02	0.696
	DV4.4	241	4.02	0.690
	DV4.5	241	4.07	0.661
	DV4	241	4.08	0.517
OVERALL	Describles	N <th>Mean</th> <th>SD</th>	Mean	SD
	DV1	241	4.16	0.556
	DV2	241	4.09	0.542
	DV3	241	4.05	0.556
	DV4	241	4.08	0.517
	DV	241	4.10	0.460
SOPI 3	Correlation Matrix	IV	DV	
	V	Pearson's r	—	—
		p-value	—	—
		N	—	—
	DV	Pearson's r	0.633	—
		p-value	0.001	—
		N	241	—
				—
			0.000	—
			0.001	—
				—
	Pst			

Statement of the Problem

This study also aims to know the school canteen management and food service satisfaction among the students in Pantukan.

Specifically, this research sought to answer the following questions:

- What is the level of school canteen management among the students in Pantukan in terms of;
 - 1.1 Staffing;
 - 1.2 Food services;
 - 1.3 Facilities and;
 - 1.4 Financial stability;
- What is the level of food service satisfaction among the students in Pantukan in terms of;
 - 2.1 Nutritional value;
 - 2.2 Price;
 - 2.3 Taste of food and;
 - 2.4 Food consistency;
- Is there any significant relationship between the levels of school canteen management and food service satisfaction among the students in Pantukan?

Null Hypotheses

The following hypothesis will be tested at 0.05 levels of significance.

H01: There is no significant relationship between the domain of school canteen management and the food services satisfaction among the students in Pantukan.

REFERENCES

1. Prayitno (2022). *Manajemen Sistem Informasi: Teori dan Aplikasi*. Yogyakarta: Andi.

2. Ghozali (2021). *Statistik Multivariat: Teori dan Aplikasi*. Semarang: Pustaka Rizki Offset.



GC3140	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
GC3141	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
GC3142	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100



A. PERSONAL INFORMATION

Name: Ana Mae C. De Guzman
Age: 21
Date of Birth: September 25,2001
Address: Purok 5 hacienda Napnapan Pantukan Davao De Oro
Civil Status: Single
Place of Birth: Purok 5 Hacienda Napnapan Pantukan
Name of Father: Alberto M. De Guzman
Name of Mother: Imelda C. De Guzman
Email Address: deguzmananamee1@gmail.com

B. EDUCATIONAL BACKGROUND

Elementary: Napnapan Elementary School
High School: Napnapan National High School
Tertiary: Kolehiyo ng Pantukan (on going)



A. Personal Information

Name: Kate Diane A. Malinao
Address: Purok 4. Sta. Teresa Magnaga Pantukan Davao De Oro
Civil Status: Single
Date of Birth: January 07,2000
Place of Birth: Sta. Teresa Magnaga Pantukan Davao de Oro
Mother's Name: Analyn Malinao
Father's Name: Nicanor Malinao
Email Address: katediane_malinao@knp.edu.ph

B. Educational Attainment

Elementary:
Elizalde National High School
Junior High:
Elizalde National High School
Senior High:
Pantukan National High School
Vocational:
Davao Oriental Polytechnic Institute (Lupon School of Fisheries)
Tertiary:
Kolehiyo Ng Pantukan (On going)



A. PERSONAL INFORMATION

Name: Fatima Joy M. Lobron
Age: 21
Date of Birth: October 15,2001
Address: Purok 4 Fatima, Napnapan Pantukan Davao De Oro
Civil Status: Single
Place of Birth: Purok-4 Fatima, Napnapan Pantukan
Name of Father: Alejandro E. Lobron
Name of Mother: Perlita M. Lobron
Email Address: fatimajoylobron2001@gmail.com

B. EDUCATIONAL BACKGROUND

Elementary: Napnapan Elementary School
High School: Napnapan National High School
Tertiary: Kolehiyo ng Pantukan (on going)