

Stakeholders' Satisfaction on the Physical Plant and Facilities of the Pangasinan State University

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Abstract. This study dedicated on Pangasinan State University - Lingayen Campus stakeholders' satisfaction with the physical plant and services. This assessment found the respondents' profile in terms of age, sex, and civil status; the respondents' level of satisfaction with the physical plant and facilities of Lingayen Campus in terms of campus, buildings, classrooms, offices, and functional rooms, assembly and athletic facilities, medical and dental clinic, student center, and food services/canteen; and, the respondents' ideas for improving the physical plant and services at Pangasinan State University - Lingayen Campus. This research featured 200 pupils, 78 members of the teaching staff, and 66 members of the non-teaching staff, with a total of 344 respondents. For the three groups of respondents in this sample, three sets of questionnaires were used. The collected data was tabulated, evaluated, and represented using frequency and percentage, as well as overall weighted mean rating. According to the results of this survey, the majority of the student-respondents are between the ages of 21 and 22, which is the typical age range for fourth-year students, the majority of the students are female (108 out of 200), and the majority of the students as respondents were single. The majority of non-teaching faculty staff respondents is between the ages of 20 and 25. The majority of faculty members are female and married, while the majority of non-teaching staff are male and married. The respondents perceived that the most common issues are that the comfort room is not well-maintained, that the cleanliness of comfort rooms is not observed, that there is a shortage of usable infrastructure to run activities, that there is a lack of supervision or attention for the facilities and equipment, that there is a lack of ventilation in classrooms for students, and that the cleanliness of the campus as a whole is not observed, a lack of discipline in terms of solid waste management, a lack of lights for students during evening lectures, a lack of internet access on campus, CCTV, and computers. The following was strongly recommended based on the findings: The campus management must prioritize appointing janitors or a repair team to maintain the cleanliness, hygiene, and repair of the comfort rooms on a daily basis. Both physical buildings and appliances should be inspected and monitored on a daily basis. The university should repair and preserve the cleanliness of the buildings by providing adequate restrooms. The utility staff shall control the washing, repair, and servicing of machinery. There must be enough seats in the classrooms. A better drainage system is needed for volleyball and beach volleyball courts. The state of the washroom and toilets inside the canteen must be kept clean for buyers/clients.

Keywords: Stakeholders' Satisfaction, Pangasinan State University, Physical Plant and Facilities, School Administration.

INTRODUCTION

Physical plant and facilities are one of the major needs to operate a university. It stands as a workplace of the teaching personnel and non-teaching staff and a place that student needs. Physical plant and facilities include school campus, building, and other physical infrastructure, equipment, and services that complement institution and program effectiveness. The Pangasinan State University-Lingayen Campus is a public higher educational institution. It is expected that there is a massive number of enrollees. The physical plant and facilities of any university should be clean, comfortable, and safe that foster a good learning environment and meet the operational needs of all. The students and the maintenance should keep the comfort rooms, classrooms, faculty rooms, pathways, and other facilities of the university to be safe from any danger and comfortable to be in. Through the years, the university rapidly developed its physical facilities within the university. As of now, there is ongoing building construction of a five-storey Golden Lion Hotel. The university also had built some buildings like Legacy Building, Science Laboratory Building. It has also developed the Convention Hall, Covered Court, Comfort Rooms, and some Faculty Rooms. There is a massive development in the university in terms of physical facilities that is why the researcher is interested to conduct this study. This study will inform the students about the status of the physical plant and facilities of the University and will lead them to be more aware of the responsibilities of taking extra care of the different facilities that the University has. It may also inform Pangasinan State University Administration about the facilities they have that need attention improvement or renovation. The researcher would like to conduct this study to gain more knowledge and to know the satisfaction of the physical plant and facilities in Pangasinan State University-Lingayen Campus through the years.

Statement of the Problem

This study determined the stakeholders' satisfaction with the physical plant and facilities of Pangasinan State University-Lingayen Campus.

Specifically, it sought to answer the following questions:

1. What is the profile of the respondents in terms of:
 - a. Age;
 - b. Sex; and

- c. Civil Status?

2. What is the level of satisfaction of the respondents to the physical plant and facilities of PSU Lingayen Campus in terms of:

- a. Campus;
 - b. Buildings;
 - c. Classrooms;
 - d. Offices and functional rooms;
 - e. Assembly and athletic Facilities;
 - f. Medical and Dental Clinic;
 - g. Student center; and
 - h. Food Services/Canteen?

3. What are the suggestions of the respondents to improve the physical plant and facilities of the Pangasinan State University-Lingayen Campus?

Scope and Delimitations of the Study

This study determined the stakeholders' satisfaction with the physical plant and facilities of Pangasinan State University-Lingayen Campus. The respondents of this study are the students, teaching personnel, and non-teaching staff. This study has conducted using a set of questionnaires as instruments in gathering data. Data inputs are categorized into the following: the profile of the respondents, the level of satisfaction of the respondents to the PSU facilities in terms of Campus, Buildings, Classrooms, Offices, Staff and function rooms, Assembly and Athletics facilities, Medical and Dental clinic, Students center, Food services/canteen and the suggestions of the respondents to improve the physical plant and facilities of Pangasinan State University-Lingayen Campus. This study was conducted in the year 2018.

METHODOLOGY

This study collected the stakeholders' satisfaction with the physical plant and facilities of Pangasinan State University-Lingayen Campus. In this study, the researcher has utilized the descriptive survey method as the research design [1] [2] [7]. The descriptive method of research is a fact-finding study with adequate and accurate interpretation of findings. Since this study will focus on knowing the stakeholders' satisfaction with the physical plant and facilities of Pangasinan State University-Lingayen Campus then, the descriptive survey method of research is the appropriate method.

Population and Sample of the Study

The researcher determined the stakeholders' satisfaction with the physical plant and facilities of Pangasinan State University-Lingayen. This study was conducted in Pangasinan State University-Lingayen Campus; the researcher used the quota stratified sampling for the 4,817 students into 200 students as the total population by dividing them by department. Purposive Quota of 78 teaching personnel with a total population of 156 and randomly selected 66 non-teaching personnel in gathering data needed in the study.

Data Gathering Instruments

A questionnaire has used to gathered data about the major and specific problems of the study [3] . It is composed of three parts: the first part deals with the profile of the respondents; the second part is the level of satisfaction of the respondents to the physical facilities of PSU-Lingayen Campus in terms of; Campus, Buildings, Offices, and Functional room, Classroom, Assembly and Athletic facilities, Medical and Dental Clinic, Student Center, Food Services/Canteen; the last part is the suggestions of the respondents to improve the physical facilities of PSU-Lingayen Campus.

Data Gathering Procedure

The researcher asked permission from the Campus Executive Director of PSU-Lingayen to conduct the researcher about the physical facilities of the university and to distribute questionnaires. Upon the approval of the request, the researcher has been distributed the questionnaire among the respondents which was immediately retrieved often accomplishing it. Afterward, the data were tabulated, analyzed, and interpreted.

Statistical Instrument

The following statistical tools were used in analyzing and interpreting data. For problem number one (1) the profile of the respondents has been analyzed using frequency and percentage distribution was used [4].

The formula for percentage is as follows:

$$P = f/n \times 100$$

Where:

P=Percentage

f=frequency

n=number of respondents

For problem two (2), the level of satisfaction of the respondents to the physical facilities of Pangasinan State University, Lingayen Campus has been analyzed using average weighted mean with the formula:

$$AWM = \frac{\sum fx}{n}$$

Where:

AWM = Average Weight Mean

Σ = summation

F = Frequency

X = Point Value

N = Number of Respondents

The Likert scale with the following five-point rating scale was used to determine the Stakeholder's satisfaction of physical facilities in PSU, Lingayen Campus in terms; Campus, Buildings, Classroom, Assembly and Athletic facilities, Medical and Dental Clinic, Student Center, Food Services/Canteen.

SCALE	RANGE	DESC. RATING
5	4.21-5.00	Very Highly Satisfied
4	3.21-4.20	Highly Satisfied
3	2.61-3.20	Satisfied
2	1.81-2.60	Moderately Satisfied
1	1.00-1.80	Less Satisfied

For problem number three (3), the suggestions of the respondents to improve the physical facilities of Pangasinan State University-Lingayen Campus have been treated using ranking.

RESULTS AND DISCUSSIONS

This presents the data gathered from the subject respondents, which were classified, analyzed, and interpreted following the specific problems of the study. For easier understanding, the statistical data are presented in tables accompanied by a necessary textual explanation.

PART I. Profile of the Respondents

Table 1.a

Distribution of the Students According to Age, Sex, Civil Status.

AGE OF STUDENT	FREQUENCY	PERCENTAGE (%)
17-18	45	22.5
19-20	63	31.5
21-22	76	38.0
23 and above	16	8
Total	200	100.0
SEX OF STUDENTS	FREQUENCY	PERCENTAGE (%)
Male	92	46.0
Female	108	54.0
Total	200	100.0
CIVIL STATUS OF STUDENTS	FREQUENCY	PERCENTAGE (%)
Single	196	98.0
Married	4	2.01
Total	200	100.0

Table 1. reveals that out of 200 students, 76 or 38.0% are with the bracket of 21-22 and a majority of students as respondents are female with the number of 108 or 54. 0% and most of them are single with the number of 196 or 98.0%.

This table shows that the majority of the students as respondents belong to the age bracket of 21-22 years old which is the most common bracket of 3rd and 4th-year students. This table also shows that majority of the respondents are female because according to the Registrar's Office there are more female enrollees in Pangasinan State University-Lingayen Campus, and the majority of them are single, therefore they will have more time to focus on their studies.

Table 1.b

Distribution of the Teaching Personnel and Non-Teaching According to Age, Sex, Civil Status.

AGE OF STUDENT	FREQUENCY	PERCENTAGE (%)
20-25	31	21.53
26-30	29	20.14
31-35	16	11.11
36-40	26	18.05
41-45	14	9.72
46-50	10	6.94
51-55	6	4.17
56-60	8	5.56
60 and above	4	2.78
Total	144	100.0
SEX OF STUDENTS	FREQUENCY	PERCENTAGE (%)
Male	71	49.31
Female	73	50.69
Total	144	100.0
CIVIL STATUS OF STUDENTS	FREQUENCY	PERCENTAGE (%)
Single	65	45.14
Married	76	52.78
Widow/er	3	2.08
Total	144	100.0

Table 1.b explains the distribution of the teaching and non-teaching personnel in terms of age, sex, and civil status. It can be seen from the table above that the ages 20-25 got the highest frequency of 31 or 21.53%. On the other hand, ages 60 and above gained the lowest frequency of 4 or 2.78%. In terms of sex, the females have a frequency of 108 or 54.0% while males have only 92 or 46.0%. It means that most of the respondents are female. The table

indicates also that 76 or 52.78% of the respondents are married while 3 or 2.08% are widows/ed.

It implies that most employees in Pangasinan State University-Lingayen Campus belong to the prime adulthood stage. As cited by Fernandez [5] prime adulthood is the period following the stage before old age, according to Erik Erikson's stages of human development.

The majority of the Teaching and Non-Teaching staff are within the prime adulthood; it can help students to be more comfortable with their instructor in terms of communication when their age is close to each other.

It also implies that most teaching and non-teaching staff in Pangasinan State University-Lingayen Campus, according to the data from the Human Resource Office most of employees are female. Regarding the result under civil status, most of them are married. It implies the teaching and non-teaching personnel are in the state of life where they have a greater sense of responsibility.

PART II. Level of Satisfaction of the respondent of Physical Plant and Facilities.

The average of the whole respondents is being combined to distinguish the Satisfaction of Physical Plant and Facilities of Pangasinan State University-Lingayen Campus.

Legend

- AWM - Average Weighted Mean DescRating**
- 5 – Very Highly Satisfied**
 - 4 – Highly Satisfied**
 - 3 - Satisfied**
 - 2 – Moderately Satisfied**
 - 1– Less Satisfied**

Table 2.a

Level of Satisfaction as perceived by the Student, Faculty Members, and Non-Teaching Staff in terms of the Campus.

Campus	Student		Faculty		Non-teaching	
	AWM	Descriptive Meaning	AWM	Descriptive Meaning	AWM	Descriptive Meaning
1. The condition of the covered walks that protect students from inclement weather.	3.60	Highly Satisfied	3.50	Highly Satisfied	3.74	Highly Satisfied
2. Traffic safety in and outside the campus;	3.35	Highly Satisfied	3.46	Highly Satisfied	3.47	Highly Satisfied
2. 1 Implementation of a waste management program; and	3.59	Highly Satisfied	2.67	Highly Satisfied	3.42	Highly Satisfied
2.2 Proper utilization, repair, and upkeep of school facilities and equipment.	3.43	Highly Satisfied	2.77	Highly Satisfied	3.32	Highly Satisfied
3. The effectiveness of the system/mechanism to ensure the cleanliness and orderliness of the school campus.	3.55	Highly Satisfied	3	Highly Satisfied	3.59	Highly Satisfied

4. The condition Campus security force in the campus that effectively and actively ensures the safety of the academic community.	3.67	Highly Satisfied	3.35	Highly Satisfied	3.56	Highly Satisfied
5. The Cite Development Plan is posted at the entrance of the university campus.	3.61	Highly Satisfied	3.39	Highly Satisfied	3.70	Highly Satisfied
6. The state campus roads and pathways are accessible and in good condition.	3.62	Highly Satisfied	3.51	Highly Satisfied	3.83	Highly Satisfied
7. The Campus well-planned, clean, and properly landscaped environment.	3.59	Highly Satisfied	3.29	Highly Satisfied	3.71	Highly Satisfied
8. The cleanliness and orderliness of the school campus.	3.70	Highly Satisfied	3.05	Satisfied	3.77	Highly Satisfied
Average Weighted Mean	3.57	Highly Satisfied	3.2	Satisfied	3.63	Highly Satisfied

Table 2.a shows the level of satisfaction of the students in terms of Campus by using Average Weighted Mean. All the indicators are rated as Highly Satisfied with the total Average Weighted Mean of 3.57 and a total Descriptive Meaning of Highly Satisfied.

It implies that the security and maintenance of the university are highly effective, it can be seen clearly in table 2.a that students are highly satisfied with all of the indicators of the campus.

Table 2.a reveals the level of satisfaction of the Teaching Personnel in terms of Campus by using the Average Weighted Mean. "The condition of the covered walks that protect students from inclement weather" has the highest Average Weighted Mean with 3.50 while "Implementation of a waste management program" got the lowest Average Weighted Mean with 2.67. The total Average

Weighted Mean was 3.2 and the total Descriptive Meaning was satisfied.

It implies that the Teaching Staff are more concerned about the cleanliness and Waste Management of the University for the area to be more comfortable and safer.

The study reveals the level of satisfaction of Non-Teaching Personnel in terms of Campus. All of the indicators are rated as Highly Satisfied with the total Average Weighted Mean of 3.63 and a total Descriptive Meaning of Highly Satisfied.

It also applies that the security and maintenance of the university are highly effective, it can be seen clearly at the table above that the Non-Teaching Personnel are highly satisfied with all of the indicators of the campus.

Table 2.b

Level of Satisfaction as perceived by the Student, Faculty Members, and Non-Teaching Staff in terms of the Building.

Building	Student		Faculty		Non-teaching	
	AW M	Descriptive Meaning	AW M	Descriptive Meaning	AW M	Descriptive Meaning
1. The condition of emergency/fire escapes which are readily accessible from any point of the building	3.47	Highly Satisfied	3.24	Highly Satisfied	3.70	Highly Satisfied
2. The entrance and exit points permit the use of the buildings for some public and other functions with minimum interference to school activities.	3.42	Highly Satisfied	3.40	Highly Satisfied	3.59	Highly Satisfied
3. The condition of corridors, doorways, and alleys are well-constructed to facilitate movement.	3.51	Highly Satisfied	3.40	Highly Satisfied	3.68	Highly Satisfied
4. The observance of the no vandalism policy.	3.66	Highly Satisfied	3.31	Highly Satisfied	3.61	Highly Satisfied
5. The provisions of buildings provide facilities for the disabled (differently disabled) person as provided by law effectively.	3.50	Highly Satisfied	2.92	Satisfied	3.32	Highly Satisfied
6. The condition of water facilities in all buildings.	3.17	Satisfied	2.74	Satisfied	3.39	Highly Satisfied
7. The cleanliness and maintenance of the buildings by janitorial staff with proper washroom and equipment for cleaning, repair, and maintenance	3.17	Satisfied	2.90	Satisfied	3.36	Highly Satisfied
8. The provisions of bulletin boards, display boards, and waste disposal containers located inside the buildings	3.49	Highly Satisfied	3.03	Satisfied	3.42	Highly Satisfied
9. The fire exit is conspicuously located.	3.47	Highly Satisfied	3.1	Satisfied	3.41	Highly Satisfied
10. The fire exit kept clear of obstruction at all times.	3.31	Highly Satisfied	3.1	Satisfied	3.33	Highly Satisfied
11. The condition of fire extinguisher installed adjacent to each other.	3.57	Highly Satisfied	3.23	Highly Satisfied	3.64	Highly Satisfied
Average Weighted Mean	3.43	Highly Satisfied	3.11	Satisfied	3.50	Highly Satisfied

Table 2.b shows the level of satisfaction of the students in terms of Buildings by using the Average Weighted Mean. “The condition of water facilities in all buildings” and “The cleanliness and maintenance of the buildings by janitorial staff with proper washroom and equipment for cleaning repair, and maintenance” are two indicators that rated as Satisfied while the rest of the indicators were rated as Highly Satisfied. The total Average Weighted Mean of the Buildings as perceived by the students was 3.43 with the total Descriptive Meaning of Highly Satisfied.

Table 2.b implies that the buildings of Pangasinan State University-Lingayen Campus are ready when it comes to emergencies because they complied the needs of a building to have a sense of being safe, the building also implies that the area is functional for the students. The water supply and cleanliness and maintenance of washrooms of the buildings are only rated as Satisfied by Students.

Table 2.b reveals the level of satisfaction of the Teaching personnel in terms of Buildings by using the Average Weighted Mean. “The entrance and exit points permit the use of the buildings for

some public and other functions with minimum interference to school activities” and “The condition of corridors, doorways, and alleys which are well-constructed to facilitate movement” has the highest Average Weighted Mean with 3.40 while the “The condition of water facilities in all buildings” has lowest with the 2.74.

This is since the concern of the Teaching Personnel that needs some attention ate the water supply, fire exits, and the cleanliness of the building. They will be more comfortable at their workplace if the area is well ventilated. The study reveals the level of satisfaction of Non-teaching Personnel in terms of Building. All of the indicators are rated as Highly Satisfied with the total Average Weighted Mean of 3.50 and a total Descriptive Meaning of Highly Satisfied.

This study, reveals that the Non-Teaching Personnel was satisfied in the buildings of Pangasinan State University-Lingayen Campus because PSU maintains the cleanliness of the area. The study also shows that the buildings are ready for fire emergencies.

Table 2.c

Level of Satisfaction as perceived by the Student and Faculty Members Staff in terms of the Classroom.

Classroom	Student	Descriptive Meaning	Faculty	Descriptive Meaning
	AWM		AWM	
1. Classrooms are sufficient and conduct for learning	3.63	Highly Satisfied	3.09	Satisfied
2. Classrooms are marked and arrange about their relative functions.	3.63	Highly Satisfied	3.29	Highly Satisfied
3. Classrooms are well-lighted and ventilated, and with good acoustics.	3.50	Highly Satisfied	3.18	Satisfied
4. Classrooms are provided with chairs, and other needed furniture and supplies.	3.72	Highly Satisfied	2.46	Satisfied
5. Classrooms are maintained and kept clean by janitors and students.	3.46	Highly Satisfied	3.86	Highly Satisfied
6. The fire exit is conspicuously located.	3.33	Highly Satisfied	3.13	Satisfied
7. The fire exit kept clear of obstruction at all times.	3.42	Highly Satisfied	3.08	Satisfied

8. The condition of the fire extinguisher installed adjacent to each other	3.46	Highly Satisfied	3.10	Satisfied
Average Weighted Mean	3.52	Highly Satisfied	3.15	Satisfied

Table 2.c shows the level of satisfaction of the students in terms of Classroom by using the Average Weighted Mean. All the indicators are rated as Highly Satisfied with the total Average Weighted mean of 3.52 and a total Descriptive Meaning of Highly Satisfied.

The result implies that the University complied with the indicators to satisfy the students in terms of a safe and comfortable classroom that serves as a learning area for the students. The students rated the Classrooms in terms of Functional equipment and safety and the result says that the University met the standard.

The functional equipment and the safety were rated by the students and the result of the survey says that the University met the standards.

Table 2.c shows the level of satisfaction of the Teaching Personnel in terms of Classrooms by using the Average Weighted Mean. "Classrooms are marked and arranged concerning their relative functions" with an Average Weighted Mean of 3.29 and "Classrooms are maintained and kept clean by janitors and students" with an Average Weighted Mean of 3.86 are only indicators that are rated by respondents as Highly Satisfied while the rest are rated as Satisfied.

The result implies that the University complied with those indicators to satisfy the students in terms of a safe and comfortable classroom that serves as a learning area for the students. The functional equipment and the safety were rated by teaching and the University met their standards.

Table 2.d

Level of Satisfaction as perceived by the Non-Teaching in terms of the Offices.

Offices	AWM	Descriptive Meaning
1. The accessibility of the offices to the stakeholders.	3.79	Highly Satisfied
2. All offices that are accessible and conveniently located following their functions	3.76	Highly Satisfied
3. The offices and workplaces for officials, faculty, and administrative staff.	3.91	Highly Satisfied
4. The administration and faculty offices and staff rooms are clean, well-lighted, and ventilated.	3.86	Highly Satisfied
5. The storerooms are strategically located.	3.48	Highly Satisfied
6. The internal and external communication.	3.59	Highly Satisfied
7. The fire exit is conspicuously located.	3.45	Highly Satisfied
8. The fire exit kept clear of obstruction at all times.	3.59	Highly Satisfied
9. The fire extinguishers are installed adjacent to each other.	3.72	Highly Satisfied
Average Weighted Mean	3.69	Highly Satisfied

The study reveals the level of satisfaction of Non-Teaching Personnel in terms of offices. All of the indicators are rated as Highly Satisfied with the

total Average Weighted Mean of 3.69 and total descriptive meaning of Highly Satisfied.

This is because this study shows the Non-Teaching Personnel is Highly Satisfied with the offices given to them as their workplace because of the safety within the area in terms of emergencies. The cleanliness of the area is observed and maintain, therefore, they are more comfortable working in their workplace.

Table 2.e

Level of Satisfaction as perceived by the Student, Faculty Members, and Non-Teaching Staff in terms of Assembly and athletic Facilities.

	Students		Faculty		Non-teaching	
	AWM	Descriptive Meaning	AWM	Descriptive Meaning	AWM	Descriptive Meaning
Convention Hall						
1. The lighting and ventilation;	4.02	Highly Satisfied	4.08	Highly Satisfied	3.23	Highly Satisfied
2. Operative restroom, laboratories, and toilet	3.62	Highly Satisfied	3.85	Highly Satisfied	.83	Highly Satisfied
3. Chairs and tables	3.88	Highly Satisfied	4.01	Highly Satisfied	4.09	Highly Satisfied
Average Weighted Mean	3.84	Highly Satisfied	3.98	Highly Satisfied	4.05	Highly Satisfied
Volleyball Court	AWM	Descriptive Meaning				
1. Clean and well-maintained drainage system;	3.20	Satisfied				
2. Well-maintained surface appropriate for use.	3.24	Highly Satisfied				
Average Weighted Mean	3.22	Highly Satisfied				
Beach Volleyball Court	AWM	Descriptive Meaning				
1. Clean and well-maintained drainage;	3.15	Satisfied				
2. Well-maintained surface appropriate for use.	3.24	Highly Satisfied				
Average Weighted Mean	3.19	Satisfied				
Football Field	AWM	Descriptive Meaning				
1. Clean and well-maintained drainage system;	3.42	Highly Satisfied				
2. Well-maintained surface appropriate for use.	3.46	Highly Satisfied				
Average Weighted Mean	3.44	Highly Satisfied				

Note: Only the 200 students were asked to fill in/answer the questions because they are the ones who need and use those athletic facilities during their Physical Education subject. Compare to the other respondents, the 200 students use the athletic facilities the most, varsity players need and use the facilities to train and improve their skills. The other student also uses the athletic facilities during their vacant time.

Table 2.e shows the level of satisfaction of the students in terms of Assembly and Athletic Facilities by using the Average Weighted Mean. Assembly and Athletic Facilities of Pangasinan State University-Lingayen Campus with their average weighted mean are the following: Convention Hall with the total average weighted mean of 3.84, the other facility is the volleyball court with an average weighted mean of 3.22, and the other facility is the beach volleyball with the average weighted mean of 3.19. The last one is the football field with the total average weighted mean of 3.46. The total descriptive rating of almost all is highly satisfied, except the beach volleyball with a total of 3.19 that was rated as satisfied.

The result implies that the student is satisfied with Convention Hall because the area can occupy the student during the event. The students are highly satisfied with Convention Hall in terms of lightning and ventilation for the student to make

themselves comfortable and able to see clearly what activity is going on during a certain event. However, beach volleyball is not being used by the students because it is unavailable due to the projects of the University.

Table 2.e reveals the level of satisfaction of the teaching personnel in terms of Convention Hall by using the average weighted mean. All of the indicators are rated as highly satisfied, the total average weighted mean was 3.98 and the total descriptive meaning is highly satisfied.

This is because the Teaching Personnel is highly satisfied with the Convention Hall of Pangasinan State University-Lingayen Campus. The convention hall was just newly renovated equipped with the new and top-of-the-line facilities therefore, it was rated high.

The study reveals the level of satisfaction of Non-Teaching Personnel in terms of Convention Hall. All of the indicators are rated as highly satisfied with the total average weighted mean of 4.05 and total descriptive meaning of highly satisfied.

This is because the Non-Teaching Personnel is highly satisfied with the Convention Hall of Pangasinan State University-Lingayen Campus. The convention hall was just newly renovated equipped with the new and top-of-the-line facilities therefore, it was rated high.

Table 2.f

Level of Satisfaction as perceived by the Student, Faculty Members, and Non-Teaching Staff in terms of the Medical and Dental Clinic

Medical and Dental Clinic	Student		Faculty		Non-teaching	
	AW M	Descriptive Meaning	AW M	Descriptive Meaning	AW M	Descriptive Meaning
1. Medical and Dental Clinic managed by medical and dental officers.	3.79	Highly Satisfied	4.04	Highly Satisfied	4.06	Highly Satisfied
2. Medical/Dental Clinic/Office lighted and ventilated the ample space.	3.83	Highly Satisfied	4.12	Highly Satisfied	4.09	Highly Satisfied
3. There is available safe and clean water.	3.66	Highly Satisfied	3.65	Highly Satisfied	3.92	Highly Satisfied
4. Medical and dental equipment are sufficient.	3.67	Highly Satisfied	3.69	Highly Satisfied	3.74	Highly Satisfied
5. Medical and dental supplies are sufficient.	3.65	Highly Satisfied	3.65	Highly Satisfied	3.70	Highly Satisfied

6. Storage facilities (refrigerator, steel cabinets, trays, etc.) and functional.	3.53	Highly Satisfied	3.76	Highly Satisfied	3.80	Highly Satisfied
7. Medical/dental supplies available are properly labeled.	3.58	Highly Satisfied	3.77	Highly Satisfied	3.89	Highly Satisfied
8. The fire exit is conspicuously located.	3.54	Highly Satisfied	3.72	Highly Satisfied	3.64	Highly Satisfied
9. The fire exit kept clear of obstruction at all times.	3.51	Highly Satisfied	3.71	Highly Satisfied	3.67	Highly Satisfied
10. The fire extinguisher is installed adjacent to each other.	3.54	Highly Satisfied	3.77	Highly Satisfied	3.85	Highly Satisfied
Average Weighted Mean	3.63	Highly Satisfied	3.79	Highly Satisfied	3.85	Highly Satisfied

Table 2.f shows the level of satisfaction of the students in terms of Medical and Dental clinics by using the average Weighted Mean. All the indicators are rated as highly satisfied with the total average weighted mean of 3.63 and a total descriptive rating of highly satisfied.

The Medical and Dental Clinic of the Pangasinan State University-Lingayen Campus was rated by students, faculty, and non-teaching staff as 'Highly Satisfied' with all of its indicators. Therefore, the Clinic is safe and comfortable for the students, faculty, and non-teaching staff who are not feeling well and need some rest, the Clinic also has a stock of medicine for the patients.

Table 2.f reveals the level of satisfaction of the teaching personnel in terms of Medical and Dental clinics by using the average weighted mean. All the indicators are rated as highly satisfied with the total average weighted mean of 3.79 and a total descriptive mean of highly satisfied.

It implies that the University complied with all the indicators to satisfy the teaching personnel in terms of a safe and comfortable clinic for the stakeholders of Pangasinan State University-Lingayen Campus, the clinic also has a stock of medicine for the sick patient. Add to this is the proper ventilation needed when the patient needs to rest and the approachable works in the clinic.

The study reveals the level of satisfaction of Non-Teaching Personnel in terms of Medical and Dental clinics. All of the indicators are rated as highly satisfied with the total average weighted mean of 3.85 and total descriptive meaning of highly satisfied.

It implies that the University complied those indicators to satisfy the non-teaching personnel in terms of a safe and comfortable clinic for the stakeholders of Pangasinan State University-Lingayen Campus, the clinic also has a stock of medicines for the sick patient. Likewise, the proper ventilation needed when the patient needs to rest and the approachable staff in the clinic also adds to the satisfaction of the clients.

Table 2.g

Level of Satisfaction as perceived by the Student in terms of the Student Center/Supreme Student Council.

Student Center/Supreme Student Council.	AWM	Descriptive Meaning
1. Student center is appropriate for student activities.	3.58	Highly Satisfied
2. Student center is well lighted provided with good ventilation.	3.49	Highly Satisfied
3. Conference/meeting room is available good convenience for student's use.	3.45	Highly Satisfied
4. There are rooms and facilities for table games, music appreciation, and TV or video viewing.	3.26	Highly Satisfied
5. Clean and sanitary toilets for men separate from those of women are available, clean, and well maintained.	3.24	Highly Satisfied
Average Weighted Mean	3.40	Highly Satisfied

Table 2.g shows the level of satisfaction of the students in terms of Student Center/Supreme Student Council by using the average weighted mean. All the indicators are rated as highly satisfied with the total average weighted mean of 3.40 and total descriptive meaning of highly satisfied

The table above implies that the office of the student leaders is well-maintained and equipment is available for the students who will conduct an event within the campus.

Table 2.h

Level of Satisfaction as perceived by the Student, Faculty Members, and Non-Teaching Staff in terms of the Food Services/Canteen.

Food Services/Canteen	STUDENT		FACULTY		NON-TEACHING	
	AW M	Descriptive Meaning	AW M	Descriptive Meaning	AW M	Descriptive Meaning
Canteen's lighting and ventilation.	3.40	Highly Satisfied	2.99	Satisfied	3.30	Highly Satisfied
Canteen's dining tables and chairs.	3.47	Highly Satisfied	3.12	Satisfied	3.52	Highly Satisfied
Canteen's water supply	3.46	Highly Satisfied	3.05	Satisfied	3.53	Highly Satisfied
Cleanliness and orderliness.	3.42	Highly Satisfied	3.19	Satisfied	3.52	Highly Satisfied
Prompt services are provided.	3.46	Highly Satisfied	3.92	Satisfied	3.30	Highly Satisfied
The condition of wash area and toilet are provided and clean			2.84	Satisfied	3.23	Highly Satisfied

The fire exit is conspicuously located.	3.39	Highly Satisfied	3.01	Satisfied	3.38	Highly Satisfied
The fire exit kept clear of obstruction at all times.	3.56	Highly Satisfied	3.01	Satisfied	3.44	Highly Satisfied
The fire extinguisher was installed adjacent to each other.	3.41	Highly Satisfied	2.99	Satisfied	3.45	Highly Satisfied
Average Weighted Mean	3.45	Highly Satisfied	3.01	Satisfied	3.41	Highly Satisfied

Table 2.h shows the level of satisfaction of the students in terms of Food Service/Canteen by using the average weighted mean. All the indicators are rated as highly satisfied with the total average weighted mean of 3.45 and total descriptive meaning of highly satisfied.

The result implies that the canteen complied with the indicators to satisfy the students in terms of safe and clean area for the foods. The area is comfortable for the students and can provide the foods and drinks they needed for a whole day on the campus.

The study reveals the level of satisfaction of Teaching Personnel in terms of Food Services. All of the indicators are rated as satisfied with the total average weighted mean of 3.01 and a total descriptive mean of satisfied.

This implies that the teaching personnel has a moderate satisfaction on how the canteen works, this study simply means that the canteen and food services need to improve.

The study reveals the level of satisfaction of Non-Teaching Personnel in terms of Food Services/Canteen. All of the indicators are rated as highly satisfied with the total average weighted mean of 3.41 and a total descriptive mean of highly satisfied.

The non-teaching personnel is highly satisfied with the canteen and with the place where food was cooked and served. Fire safety is also observed and cleanliness is also maintained.

PART III. The suggestion of the Respondents to Improve the Physical Plant and Facilities of Pangasinan State University-Lingayen Campus.

This part is the suggestion of the respondents to improve the Physical Plant and Facilities of the Pangasinan State University-Lingayen Campus.

Table 3.a

This table presents the suggestion of the student to improve the physical plant and facilities of Pangasinan State University.

SUGGESTION	FREQUENCY	RANK
The cleanliness of the Comfort Rooms should be kept	36	1
There should be more Equipment and Facilities	9	2.5
The cleanliness of the Campus should be observed	9	2.5
Ventilation of Classrooms	6	4
Proper segregation and disposal of solid waste	4	5
More lights of the building for the evening class should be install	2	6
Proper drainage system	1	9
School canteen should be improve	1	9

To have more computers	1	9
To have a CCTV within the campus	1	9
To have public Wi-Fi within the campus	1	9

Table 3.a shows that the top suggestion by the respondents in terms of comfort rooms, "cleanliness of comfort rooms" which got the highest.

The result shows that the top suggestion by the student is "Cleanliness of the comfort rooms" in Pangasinan State University. This since there is an insufficient number of janitors to maintain cleanliness

and who is in charge of cleaning the comfort rooms. Likewise, most of the toilets are clogged and need pair. According to Cruz [6], The most popular criticism about bathrooms is their cleanliness, or lack thereof. Though cleaning schedules can be tailored to the facility's use, often cleanliness problems can be tracked back to the restroom's design.

Table 3.b

This table presents the suggestion of the teaching personnel to improve the physical plant and facilities of Pangasinan State University

SUGGESTION	FREQUENCY	RANK
Strict monitoring or attention for the facilities equipment	12	1
Cleanliness of the comfort rooms	7	2
Improve rooms and buildings	6	3
Provide canteen in the west campus	3	2.25
West campus new improvement for doors	3	2.25
A more efficient way for proper maintenance and safekeeping	2	6.65
More food center on the campus	2	6.65
There should be facilities for the disabled person	1	8.5
Install gates and locks in each building wherein the utility personnel/guards are in charge of opening and closing the said gates per building/college unit.	1	8.5
There should be facilities for the disabled person	1	8.5

Table 3.b shows that the strict monitoring or attention for the facilities equipment has the highest number of suggestions from the teaching personnel.

The result shows that the top suggestion by the teaching personnel is "strict monitoring or attention for the facilities equipment". This suggestion is in

line with what is stated in the AACCUP survey instrument under Physical Plant and Facilities, to have strict monitoring with the equipment and facilities of the Campus to maintain and keep the equipment functional for the students, faculty, and non-teaching staff who need to use the equipment and facilities.

Table 3.c

This table represents the suggestion of the non-teaching staff to improve the physical plant and facilities of Pangasinan State University

SUGGESTION	FREQUENCY	RANK
Accounting and cashier office should be side by side for the convenience of a student during the assessment	3	1.5
Fire exits in each department's building	3	1.5
West campus new improvement for doors	2	4.5
Improve rooms and buildings	2	4.5
More improvement for the tools or materials of school	2	4.5
Proper and responsible utilization of all users/recipients	2	4.5
The more efficient way of proper maintenance and safekeeping of the facilities	1	7

Table 3.c shows that the top suggestion by the non-teaching staff to improve the facilities of Pangasinan State University is in terms of the accounting and cashier office should be side by side for the convenience of a student during the assessment.

The result that suggests that "accounting and cashier offices should be side by side for the convenience of a student during assessment" implies that these two offices should be located beside each other because their tasks complement each other so that if the location well organized and arranged the process will be easier. Based on the observation of the researcher during the gathering of data, some buildings do not have emergency/fire exits.

CONCLUSIONS

The researcher drew the following conclusions based on the observations in the preceding paragraph:

1. The majority of the students who responded are under the age of 20, female, and single. The majority of teaching and non-teaching staff are between the ages of 21 and 25, and the majority of teachers are female and married, while non-teaching staff are predominantly male and married, while respondents are married.
2. The satisfaction in terms of Campus according to students is highly satisfied, faculty are satisfied, and non-teaching are

highly satisfied. The satisfaction in terms of Buildings according to students are highly satisfied, faculty are satisfied, and non-teaching are highly satisfied. In terms of Classrooms according to students are highly satisfied and faculty are satisfied. The satisfaction in terms of offices and functional rooms according to non-teaching staff are highly satisfied. The satisfaction in terms of assembly and athletic facilities according to students are highly satisfied, faculty and non-teaching staff are satisfied with the convention hall. The satisfaction in terms of a medical and dental clinic according to students, faculty, and non-teaching are highly satisfied. The satisfaction in terms of student center according to a student are highly satisfied. The satisfaction in terms of food services/canteen according to students are highly satisfied, faculty are satisfied, and non-teaching are highly satisfied.

3. To improve the physical plant and facilities of the campus, the students suggest the Cleanliness of the Comfort Rooms; the teaching personnel suggests that Strict monitoring or attention for the facilities equipment; while the non-teaching personnel suggest that the Accounting and cashier office should be side by side for the convenience of a student during assessment and Fire exits in each department's building.

RECOMMENDATIONS

Based on the aforementioned findings and conclusions of the study, the following are hereby presented:

1. The campus administration shall prioritize appointing janitors or a maintenance crew to maintain the cleanliness, upkeep, and maintenance of the comfort rooms on a regular basis.
2. All physical buildings and infrastructure should be inspected and monitored on a regular basis.
3. The university should repair and maintain the water infrastructure in all buildings.
4. The utility staff must still keep the buildings clean by including a decent washroom. The utility staff shall control the washing, repair, and servicing of machinery.
5. There must be enough seats in the classrooms.
6. A proper irrigation system for volleyball and beach volleyball courts is needed.
7. The washroom and toilets in the canteen must be kept tidy for buyers/clients.

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