



LEVEL OF SATISFACTION ON SCHOOL CANTEEN SERVICES OF GRADE 12 ABM STUDENTS AT BALAYAN SENIOR HIGH SCHOOL

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ABSTRACT

This research, titled "Level of Satisfaction on School Canteen Services of Grade 12 ABM Students at Balayan Senior High School," focuses on assessing the satisfaction level of students toward the school canteen's services. The study aims to determine students' perceptions of the quality, variety, and cleanliness of the food offered and to identify areas that need improvement to better meet their needs and expectations.

The study begins by outlining its objectives, including profiling respondents, determining the level of student satisfaction with canteen services, and proposing recommendations for improvement. Using a descriptive research design and a structured questionnaire, the data were analyzed through statistical tools such as frequency, percentage, and weighted mean.

The study reveals that students are highly satisfied with the fundamental canteen services, particularly in terms of food quality, variety, and cleanliness. These findings indicate that the canteen meets the basic nutritional and sensory expectations of its student customers. However, the results also highlight opportunities to improve service efficiency during peak hours and re-evaluate pricing compared to outside vendors.

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Based on the findings, the study suggests introducing new healthy dishes monthly, offering affordable combo meals, and improving serving portions. This research provides practical insights for canteen management, school administrators, and future researchers to enhance canteen services and sustain student satisfaction.

Keywords: *Student Satisfaction, Canteen Services, Food Quality, Affordability, Cleanliness, Service Speed, Variety of food*



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