



## THE IMPACT OF SCHOOL LEADERSHIP ON CLIENTELE OUTCOMES IN PUBLIC SECONDARY SCHOOLS IN REGION V: A CORRELATIONAL STUDY

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### ABSTRACT

This study examined the impact of school leadership on clientele outcomes in public secondary schools in Region V using a quantitative correlational research design. Specifically, it assessed the leadership styles of secondary school principals in terms of transformational, transactional, instructional, and shared leadership; determined the status of clientele outcomes along the dimensions of job satisfaction, organizational commitment, and collective efficacy; and analyzed the relationship between leadership styles and these outcomes. Data were collected from 551 respondents composed of teachers, student leaders, and General Parent-Teacher Association (GPTA) members using a validated survey questionnaire. Descriptive statistics, particularly weighted mean, were used to determine the level of leadership practices and clientele outcomes, while Pearson's correlation coefficient was employed to examine the relationship between the variables. Findings revealed that the leadership styles of secondary school principals were generally manifested at positive levels, with respondents indicating Agree to Strongly Agree ratings across the four leadership domains. Clientele outcomes likewise reflected favorable levels of job satisfaction,

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# INSTABRIGHT e-GAZETTE

ISSN: 2704-3010

Volume VII, Issue III

February 2026

Available online at <https://www.instabrightgazette.com>



organizational commitment, and collective efficacy. Variations across provinces were observed, indicating contextual differences in leadership practices. Inferential analysis further revealed a statistically significant positive relationship between principals' leadership styles and clientele outcomes. These findings highlight the importance of effective leadership practices in enhancing stakeholder experiences and promoting overall school effectiveness in public secondary schools.

**Keywords:** *Educational Leadership, Principal Leadership Styles, Clientele Outcomes, Public Secondary Schools, Region V Philippines.*



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