

# Maritime Students' Satisfaction on the Services Rendered by the Canteen

Danrev John R. Labay<sup>1</sup>, Emmanuel Raymond D. Macuha<sup>1</sup>,  
Henri Alexis O. Mondragon<sup>1</sup>, Arvin Klein E. Sarmiento<sup>1</sup>,  
Mark Renz B. Veron<sup>1</sup>, Luisito Salazar<sup>1</sup>, Beverly T. Caiga<sup>2</sup>

Asia Pacific Journal of  
Maritime Education

Vol. 1 No. 1, 7-12

January 2015

P-ISSN: 2423-2033

apjme@lpubatangas.edu.ph

www.apjme.apjmr.com

<sup>1</sup>*Lyceum International Maritime Academy, Lyceum of the Philippines University, Batangas City, Philippines*

<sup>2</sup>*College of Education, Arts and Sciences, Lyceum of the Philippines University, Batangas City, Philippines*

<sup>2</sup>*beverlycaiga@yahoo.com*

## ABSTRACT

*This research work was pursued to gain insights on the level of satisfaction of students in the Lyceum International Maritime Academy (LIMA) Campus on the services rendered by its Canteen. This study would determine the level of satisfaction of the LIMA students on the current services that are rendered by the LIMA canteen and also propose problems for the problems that are cited. This study utilized a descriptive research method with (240) Maritime students that were chosen on the basis of random sampling. Results showed that the respondents of the study are satisfied. The LIMA students agreed that the canteen to the problems like lack of space, chairs and tables, and poor ventilation. The respondents are also aware that the LIMA Canteen also has problems that are needed to be improved. Since the study's objective is to propose some plans of actions on the following problems, we would be able to suggest solutions to these problems involving the persons involved. So far, the LIMA Canteen is accomplishing its vision and mission to further satisfy the needs of their customers.*

**Key words:** *Canteen, LIMA Students, Problems, actions*

## INTRODUCTION

Canteen is a store in a camp or school in which foods, drinks, and small supplies are sold. It is a place where someone can energize himself. All canteens have the responsibility to its customer of providing quality food services through proper maintenance and observation of good hygiene. Also, it is committed to provide clear communication between the school and canteen services to be able to keep positive relationships among teaching staff, students and canteen personnel (Merriam-Webster Inc., 2014).

Canteen services are important educational resources that provide the students food choices and other small supplies. It includes food services, and bookshop for some schools and universities. Its mission is to provide work and self-improvement opportunities to assist in a community. It is necessary for a canteen to provide services and merchandise at high quality and reasonable prices to the inmate population in an efficient and profitable manner.

Satisfaction of employees and clients is an important element of success for any organization and

any sector of the economy (Bay, An & Laguador, 2014). Employees' service to customer has the strongest influence on relationship quality (Bencito, 2014). School canteens need to be productive and it can be evaluated through certain measures. These may include student support, number of canteen workers and profitability. Profit from the operations of a school canteen is often a significant source of revenue for a school. Therefore, it is of great importance that the nutritious food items attract students and are offered at a price affordable to the students, and that will contribute to their profit (Department of Education and Early Childhood Development, 2013).

Schools are in a different position to develop healthy dietary behaviors. The school canteen should provide menus that promote healthy diet. It needs to make sure that students get the right amount of nutritious foods and at the same time not limiting their food choices. It is important that the food prepared by the school cafeteria contains all the nutrients needed by a student (Brener et al., 2009).

The students deserve to eat good quality foods