

Satisfaction of Nigerian Marine Engineering Students on Machine Shop

**Asia Pacific Journal of
Maritime Education**
Vol. 1 No. 2, 23-30
June 2015
P-ISSN: 2423-2033
E-ISSN: 2467-513X
apjme@lpubatangas.edu.ph
www.apjme.apjmr.com

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Abstract - This study aimed to determine the Level of Satisfaction of Marine Engineering Students in using the LIMA Machine Workshop and the problems encountered with regards to service provided by the Machine Workshop. Descriptive type of research was employed in the study. Results show that students are satisfied with using LIMA Marine Engineering Workshop provided by the school administration while the ratio of machine to students does not satisfy the students. The quality of equipment used during workshop affects students' performance. The students' knowledge on the use of equipment in the Machine Workshop is limited in compliance with Section A-III/1 STCW 1978 amended.

Keywords: Marine Engineering Students, LIMA Machine Workshop, Level of satisfaction

INTRODUCTION

Satisfaction characterizes the quality of products and services that the organization delivers to its customers that serves as the basis for continuous improvement (Buted et al., 2014). To establish as a baseline standard of performance and a possible standard of excellence, LIMA should put the interests of the students at the forefront (Dacuray et al., 2014). Satisfaction of clients is an important element of success for any organization and any sector of the economy (Bay, An & Laguador, 2014).

Physical plant and facilities are major considerations in developing the proficiency of the students to handle equipment and machines needed for their respective fields of specialization (Maristela et al., 2015). Marine Engineering workshops include extensive facilities for bench/hand fitting and the use of machine tools, welding, marine power plant and electrical maintenance, laboratories for Thermodynamics, mechanical and control engineering experiments, a specialized control laboratory for electronic navigational systems operations and control systems. Training in the Global Maritime Education of Marine Engineering cadets covers all marine engineering workshop skills elements, including use

and care of hand tools, measuring equipment, drilling machines, centre lathes, vertical milling machines, off-hand grinding machines and welding equipment. The training then advances to cover maintenance skills, assembly skills and electrical/electronic practice (Engineering Workshop, 2014).

Learning is an interactive process that occurs in a specific environment (Velasco et al., 2015). Furthermore, a marine engineering workshop is working environment where industrial materials are cut, fabricated, and finished to prepare them for use. Machine shops are employed in the creation of new parts, as well as repairs to existing equipment and parts. Marine engineering cadets may have specialized training, depending on the type of work done at the marine engineering workshop, as some machining tasks require a unique skill set, as well as a deep understanding of the kind of work the finished parts will be (Heavy equipment like lathes and drill presses is commonly installed) in a marine engineering workshop. The facility is well ventilated to address concerns about particulates and can have rasps, files, and other smaller supplies for finishing tasks available as well as painting booths for painting or coating finished products.