



## Assessment of the Canteen Management System of the Selected Public Secondary Schools from the South Cluster, the Division of Cavite

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### Abstract

The goal of this study was to determine the canteen management system level of performance as perceived by Parents and Teachers Association (PTA) Officers, Technology and Livelihood Education (TLE) teachers, and school heads and principals in the selected public secondary schools from the south cluster in Division of Cavite. Descriptive design was used in this study. The Yamane's formula was used to calculate 93 sample size from 122 population. The instruments used in collecting data was the Canteen Management System Questionnaire with rating scale for the perceived canteen management performance, and the statistical treatment which consisted of frequency, percentage, mean, F-test. The level of performance in canteen management as shown in the indicators and as presented, the respondents perceived that the south cluster division of Cavite is "Effective" with the composite weighted mean of 3.35. Additionally, from the computed F-ratio value of 62.14 is higher than the critical value of F 3.35 and as confirmed by p value of 7.87494E-11 less than .05 level of significance as to canteen management system, thus, the alternative hypothesis from the variable is accepted. This study was limited in the identification of the respondents' perception on the management system of canteens in the selected public secondary from the south cluster schools in Division of Cavite for the school year 2018-2019.

### Introduction

Canteen has been part of the everyday life of the students because it refreshes them, replaces their used-up energies and provides needed nutrition to maintain good health. Learning could increase with a canteen that provides excellent services and achieves its purpose in supporting learners physically. Maslow's theory of needs hierarchy claims that before an individual could proceed to another level of needs, he/she should satisfy the basic

needs or physiological needs (Zarate, 2006). It means that the students should satisfy their hunger first before they could fully realize educational needs.

Whilst, the goals of the department of education in school canteen management are: 1) to promote nourishment 2) uphold and provide healthy foods 3) create an avenue for related learning experience among Home Economics students 4) adheres to Article 2 of Republic Act No. 6938 (cooperative law)

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5) provide affordable and excellent service and 6) encourage professionalism through transparency and accountability. This proves the noble intention of the department in providing principle-based services and clearly shows that the efforts center on the welfare of the students (Department of Education Order No. 8 Series of 2007).

Since, this is the case, canteen proponents are propelled to increase efficiency and effectiveness in managing the school canteen operations. With the enormous and fast paced information that shapes our needs, wants and identities concomitantly, this would also imply that canteen management must cope with the requisites of this change. Assessing, reshaping and improving performance indicators are the key steps to comply with the mandate of excellence among our colleagues.

Over the years, the canteen management all over Cavite Province is in the brink of bankruptcy because of the overwhelming demand that exhausts its resources. Competition in different kinds, training and seminar needs for the faculty, school operation expenditures and feeding programs for the undernourished students, these are major income allocation areas that should be provided for by the canteen. However, most of the time canteen profit is way behind with its funding capacity that is why canteen managers resorted to the diversion of funds to satisfy monetary needs in a particular activity. For this reason, research suggestions have been brought about to seek possible ways to increase the productivity of the canteen, most especially in profit.

Finally, this study provides a clear view of status and condition of the school canteens in the south cluster municipalities and as a result, the report could be utilized in formulation of school policies and programs. This quest is still far from over however, it could be a beginning that would end financial limitation among school expenditures.

### Theoretical framework

This study is based on the contention of Hallam (2003) as cited in Perkins, Valerdi, Nightingale, & Rifkin (2010) he said that assessment is used as a tool for improvement and understanding the capabilities of an organization. In creating solutions and adjustments, a clear diagnosis of the condition and status of the operation must be learned and grasped wherein, the performance meter should be appropriately set to identify what it intends to measure.

More so, this study is also guided by the practice

assessment theory of Hoogvet in Tirona (2014). It points out the improvement of the performance of people in an organization is the primary purpose of assessment and evaluation. It also suggests that evaluators should be part of the program or practice because they are the ones who understand the operations.

### Conceptual framework

The study used the System Model Approach and it was presented through Input-Process-Output.

In the Input box are the variables which include the demographic profile of the respondents (official designation, age, sex and length of service), the efficacy of canteen management based on the standard of Revised Implementing Guidelines on the Operation and Management of School Canteens in Public Elementary and Secondary Schools as perceived by the stakeholders (School Student Officers, Technology Livelihood Education Teachers, and School Heads and Principals).

In the Process box are the procedures to be used by the researcher which include the survey questionnaire and data analysis through statistical tools.

In the Output box presents the anticipated results of the study which contains the description of the respondents' perception on the canteen management efficacy. The conceptual framework of the study is shown as follow:

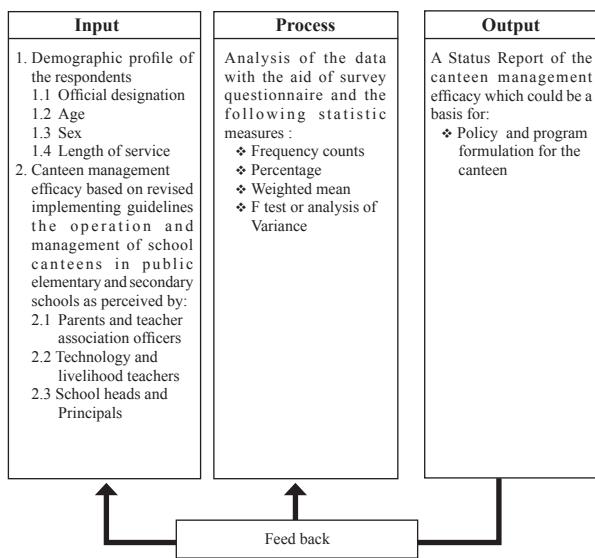


Figure 1 Paradigm of the study

## Literature review

According to Zarate (2006) appraisal or assessment is a process that measures the performance of an individual based on the predetermined goals and functions of the organization. In application, management efficacy of the canteens could also be assessed based on the practice exhibited by the persons involved in an endeavor and compared on the set norms.

Rue (1997) as cited in Zarate (2006) pointed out the role of understanding the nature of work in evaluating the management performance because this provides a clear view of the expectation in terms of job requirements. Furthermore, Remoquillo (2003) postulated three management duties: 1) management manages the so called 4 Ms-money, manpower, materials and machines 2) management performs planning, organizing, staffing, directing, coordinating 3) management provides salary and motivational reinforcement. Accordingly, regular or periodic assessment and evaluation gives a clear management condition and financial situation of the business organization that might threaten operational instability (de Vera, 2012; Verbano & Venturini; 2013). With these, the researchers are able to grasp the bounds and scopes of management role and standards in the organization, specifically, in relation to school canteens.

Canteen management in Philippine public schools is challenged with two major aims. First, it should promote nutritious refreshment choices for the students and second, it should serve as an income generating unit for schools to augment the monthly operational budget (Department of Education Order No. 8 Series of 2007). Since the school canteens and small and medium enterprises (SMEs) essentially have similarities in terms of providing services which aim to satisfying patrons, the Tasmanian School Canteen Association (2014) has seen the value of the marketing methods and management practices to be worthwhile in achieving sustainable goals for canteen operations. Several studies have pointed out the importance of systematic means to carry out business processes that would result in better operational performance (Carmen, 2013; Nwaizugbo & Anukam, 2014). In addition, canteen management system is considered to be cost effective and efficient for service delivery, financial management and stock inventory (DACCESS, 2014; Healthy Canteen Kit, n.d.; Limton Innovative Systems, 2016; Sanjudharan et al., 2018)

## Objectives

The goal of this study was to determine the

canteen management system as perceived by parent association officers, Technology and Livelihood Education (TLE) teachers, and school heads and principals in the selected public secondary schools from the south cluster, Division of Cavite.

Specifically, this study sought answers to the following questions:

1. What is the level of performance of canteen operation as assessed by:

- 1.1 Parents association officers;
- 1.2 TLE teachers; and
- 1.3 School heads and principals?

2. Is there significant difference between the responses in canteen management performance as perceived by:

- 2.1 Parents association officers;
- 2.2 TLE teachers; and
- 2.3 School heads and principals?

## Research methodology

This study utilized the descriptive method of research. As defined by Best & Khan (2006), this design capitalizes on the quantitative approach to describe the happening or the phenomenon by the use of scientific tools where, eventually, builds assumption of the future events.

As for the present study, it investigated and analyzed the prevailing practice of the canteen management procedures based on set standards in order to calibrate practices based on the known facts. With this process, it purported that the method was indeed appropriate.

### 1. Sampling

The respondents were based from the 122 stakeholders in the schools from the south cluster in the division of Cavite this present school year -2018 to 2019. Yamane's formula was utilized to calculate the sample size.

**Table 1** Population and sample size

Schools	Population				Sample			
	TLE	SH/P	PTA	total	TLE	SH/P	PTA	total
Bendita NHS	6	3	8	17	5	2	6	13
Gen. Emilio								
Aguinaldo NHS	6	3	8	17	5	2	6	13
Kayitinga NHS	6	3	8	17	5	2	6	13
Lumampong NHS	3	3	8	14	2	2	6	10
Tagaytay NHS	14	3	8	25	11	3	6	20
<b>Total</b>	<b>45</b>	<b>21</b>	<b>56</b>	<b>122</b>	<b>36</b>	<b>15</b>	<b>42</b>	<b>93</b>

Stratified random sampling was used to choose the respondents in this study. This sampling technique implied that the respondents were selected based on their assigned cluster in the total population, wherein, samples were divided equally according to the rate of each cluster population (Subong, 2005). Afterwards, the researcher randomly selected the respondents using the fish bowl technique.

## 2. Research instrument

The researchers utilized an originally made survey questionnaire as a research instrument. The questionnaire is composed of two parts. First part deals with the demographic profile of the respondents and the second part comprises the efficacy of canteen management. In order to ensure content validity, it was presented to three experts for assessment. Then, samples were given to the respondents of the nearby high school with the same orientation and school category. To ensure reliability, the researchers calculated the internal consistency using Cronbach's alpha and the result was .87 which means that the survey questionnaire is indeed reliable. For the purpose of interpretation in the responses, a four-point Likert scale was adopted.

**Table 2** The scale used by respondents

Scale	Range	Interpretation
1	1.00-1.49	Ineffective
2	1.50-2.49	Somewhat Effective
3	2.50-3.49	Effective
4	3.50-4.00	Highly Effective

**Table 3** Level of performance of canteen management in the selected schools in the South, division of Cavite

Criteria	PTA		School heads and Principals		Teachers and stake personnel		Composite		Rank
	WM	DI	WM	DI	WM	DI	WM	DI	
1. Sets goal/s, objectives/s and policy/policies according to the prevailing guidelines of the department of Education	2.88	E	3.60	HE	3.53	HE	3.34	E	5
2. Ensures the information familiarity of the set goal/s, objective/s and policies of the concerned individuals (i.e., canteen staff)	3.21	E	3.60	HE	3.44	E	3.42	E	2
3. Develops operational plan to achieve the set policy goal/s for the canteen.	3.00	E	3.80	HE	3.42	E	3.41	E	3
4. Establishes a standard operating procedure to guide the canteen staff.	2.90	E	3.67	HE	3.33	E	3.30	E	9
5. Implements the standard operating procedure/s effectively and appropriately.	2.95	E	3.60	HE	3.44	E	3.33	E	6.5
6. Provides adequate training/s and support/s for the canteen staff.	2.81	E	3.60	HE	3.44	E	3.17	E	10
7. Monitors and assesses the performance of the staff according to the standard operating procedure/s.	2.98	E	3.80	HE	3.19	E	3.19	E	8
8. Performs efficient inventory procedure/s regularly.	2.81	E	3.67	HE	3.50	HE	3.33	E	6.5
9. Accomplishes accurate accounting and financial procedure/s regularly.	3.02	E	3.60	HE	3.58	HE	3.40	E	4
10. Complies with the legal requirements pertinent to the food/s, safety measure/s. and occupational health standard/s.	3.24	E	3.60	HE	3.64	HE	3.49	E	1
OVERALL WM	2.98	E	3.65	HE	3.42	E	3.35	E	

## 3. Data collection

Survey questionnaires were administered to 93 respondents in three different categories namely: 1) the TLE teachers (36), 2) the school heads and principals (15) and 3) the school student officers (42). The questionnaires were personally disseminated and after some time gathered. And finally, the results were classified, tabulated, and analyzed.

## 4. Ethical Issues

The first step was to submit the action research proposal and wait for its approval. Then, the researchers informed the respondents about the study and conferred their participation.

## 5. Data analysis

The strategies used in analyzing the gathered data were percentage, weighted mean and f-test. 1) Percentage was utilized to make a description of the respondents' demographic profile and determine the percent rating of each category. 2) Weighted mean was used to determine the scores of the parents/respondents. 3) And finally, F-test or One-Way Analysis of Variance (ANOVA) was utilized to know the significant differences of the respondents' cluster perception, particularly in the canteen management system.

## Results

**Problem 1.** Based on the gathered data from the 93 respondents surveyed. The summary of the results is listed below:

As shown, in Table 3, the assessment of the level of performance of canteen management is rated as "Effective" with the total weighted mean of  $\bar{x} = 3.35$ .

Specifically, rank 1 "Complies with the legal requirements pertinent to the food/s, safety measure/s, and occupational health standard/s of the Revised Implementing Guidelines on the Operation and Management of School Canteens in Public Elementary and Secondary Schools." ( $\bar{x} = 3.49$ ), followed by rank 2 "Ensures the information and familiarity of the set goal/s, Objective/s and policy/policies of the concerned individuals (i.e., canteen staff)" ( $\bar{x} = 3.42$ ), rank 3 "Develops operational plan to achieve the set policy goal/s for the canteen" ( $\bar{x} = 3.41$ ), and rank 4 "Accomplishes accurate accounting and financial procedure/s regularly" ( $\bar{x} = 3.40$ ).

Rank 5 "Sets goal/s, objective/s, and policy/policies according to the prevailing guidelines of the Department of Education" ( $\bar{x} = 3.34$ ), followed by two items tied in 6.5 ranking namely: "Implements the standard operating procedure/s effectively and appropriately" and "Performs efficient inventory procedure/s regularly" ( $\bar{x} = 3.33$ ), rank 8 "Monitors and assesses the performance of the staff according to the standard operating procedure/s" ( $\bar{x} = 3.32$ ), rank 9 "Establishes a standard operating procedure to guide the canteen staff" ( $\bar{x} = 3.30$ ), and rank 10 "Provides adequate training/s and support/s for the canteen staff" ( $\bar{x} = 3.17$ ).

**Problem 2.** The difference between the responses of the respondents is analyzed below:

**Table 4** Comparison among the assessment on the Level of performance of canteen management as perceived by the three groups of respondents

Source of Variation	df	F	P-value	F crit	VI	Decision
Canteen management	2	62.14	7.8749E-11	3.35	Significant	Reject H <sub>0</sub>

Table 4 presents the comparison among the assessment on the level of performance as to canteen management. Evidently, from the computed F-ratio value of 62.14 is higher than the critical value of F 3.35 and as confirmed by p value of 7.87494E-11 less than .05 level of significance as to canteen management; thus, the null hypothesis is negated and the difference among the responses is significant. Thus, the alternative hypothesis from the variable is accepted. It means that there is a significant difference between the perceptions of the three groups of respondents as to the variable

presented. Thus, the responses of the three groups were heterogeneous and this would mean that some of the respondents had different perception about the issues under investigation.

## Discussion

**Problem 1.** In general, the respondents perceived that the canteen management system in the schools from the south cluster in the division of Cavite was "Effective" as indicated by the overall mean of 3.35. As revealed in table 3, the highest rank (1) or "Highly Effective" is "Complies with the legal requirements pertinent to the food/s, safety measure/s, and occupational health standard/s set in the standard of the Revised Implementing Guidelines on the Operation and Management of School Canteens in Public Elementary and Secondary Schools" ( $\bar{x} = 3.49$ ). It could be gleaned, the three groups of respondents (PTA Officers, TLE teachers and stake personnel, school heads and principal) perceived that the canteen management operation is compliant with the legal requisites to ensure food and health safety. Whilst, the lowest rank (10) is rated at "Effective" for "Provides adequate training/s and support/s for the canteen staff" ( $\bar{x} = 3.17$ ) This perception implies that all the respondents believed the necessity of staff development programs. These results conform with the postulation of Remoquillo (2003), she said that management should manage every aspect of the operation which for this case, the manpower development.

**Problem 2.** As shown on table 3, PTA officers ( $\bar{x} = 2.98$ ) and TLE teachers/ personnel ( $\bar{x} = 3.42$ ), both perceived the canteen management performance to be "Effective" whilst, the school heads and principals ( $\bar{x} = 3.65$ ), rated it "Highly Effective". The PTA officers, TLE teachers, and school administrators had different views on the level of canteen management and this is true to the contentions of Rue (1997) as cited in Zarate (2006), unless stakeholders and personnel understand the roles and responsibilities, they would not have a clear view of the management system, thus opinion would vary according the preconceived ideas.

## Suggestions

Based on the findings and conclusions presented, the following recommendations are suggested:

1. The school head and the canteen managers could initiate the suggested training program in order to capacitate canteen staff in terms of canteen operations.
2. Canteen managers from south clustered schools

in the division of Cavite could identify standard operating procedures in accordance with the policies and guidelines of the Department of Education that can be adapted and contextualized according to the local needs.

3. Canteen managers are encouraged to set a working plan that includes the performance assessment of each canteen personnel in consonance with the standard operating procedures.

4. The future direction of this study is to compare the results with the opinion of the students in terms of quality food and services.

5. Other researchers are encouraged to have in-depth validation of the results with regards to the parameters of this study.

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