



# Canteen Operation and Management Assessment

Trisha Jane Minguito<sup>1</sup>, Mhel Unice Capunan<sup>2</sup>  
Student<sup>1,2</sup>

Jagobiao National High School - Senior High Department, Philippines

## Abstract:

The Department of Education is strongly committed to support student's health and well-being through its curriculum in schools and arrange of initiatives that offer opportunities to promote individuals to be physically fit and engaged healthy diet and well-being progress which include food and nutrition education. This study use the descriptive correlation design of the variable in the Canteen Operation and Management Assessment, the survey was conducted among all Junior and Senior High School student of Jagobiao National High School. As a result the researchers found that the perception of students has relationship between the qualities of food choices, customer service, facilities and enhances in promoting healthy food choices among all student in any grade level of Jagobiao National High School. In addition the researcher conclude that the status of canteen practices can affect the perception of students towards its quality of food services and facilities. Therefore there is a significant relationship between the perceptions of students towards the school canteen practices.

**Keywords:** satisfaction, Customer service, healthy nutrition

## 1. INTRODUCTION

### CHAPTER 1

**Rationale:** The Department of Education is strongly committed to support students' health and well-being through its curriculum in schools and arrange of initiatives that offer opportunities to promote individuals to be physically fit and engage healthy diet and well-being progress which include food and nutrition education. Policies and Guidelines to make an available healthier food and beverage choices among the learners and DepEd personnel and their stakeholders. (Department of Education Order No. 13, s.2017). Department of Education prohibits the operations of a school canteen selling unhealthy products like powdered juice drinks, instant noodles, fish balls, chips or chichirya among others. On March 17, 2017. The Department of Education released new guidelines for public schools canteen. The canteen should provide a variety of foods and dishes that enhances the skills and knowledge of students learned in the classroom about food and nutrition. Recognizing the importance of eating the right kind of food for children's growth and development, many schools today accept food and services as an integral part in promoting healthy diet among students. Although a classroom teacher of school administration hence greater effort must be exerted in its operation. Plenty of students have little financial allowance for snacks in the school canteen and can't provide and or buy the proper need of healthy food or food with high nutritional value. Therefore school canteen should insure the nutritional value and affordability of food served to the students who have little financial allowance providing them with enough nutrition they need. Based on the foregoing canteen operation there is enough need for the students, though assessment of the program being implemented in the school. Particularly schools are recommended as a relevant setting to improve children dietary intake as they provide access to almost all children during a key development period. Children can choose and decide their dietary intake while at school. This study aimed to give knowledge to the students since they spend more time in schools

**Statement of the Problem:** This study aimed to assess the canteen management practices as basis to enhance the selected

students of Jagobiao National High School, specifically. It sought to answer the following questions.

1. What is the profile of the patrons of the school canteen in terms of grade level
2. What is the status of the school canteen practices as perceived by the customers of school canteen practices to what extent do the customer perceived in terms of:
  - 2.1 Quality of food
  - 2.2 Quality of customer service
  - 2.3 Prices of the commodities
  - 2.4 Utilization of Canteen facilities
  - 2.5 Efficiency of canteen staff
3. Is there a significant difference between the perception of the canteen personnel and students on the status of the school canteen practices?
4. What are the comments or suggestion of the students to improve the school canteen practices?

### Hypothesis

Ho = There is no significant difference between the perception of the canteen personnel and students on the status of the school canteen practices.

H1 = There is a significant different between the perception of the canteen personnel and students on the status of the school canteen practices.

**Significance of the Study:** This research study entitled "Canteen Operation and Management Assessment" will be very helpful and will benefit of the following. The study would benefit **Students** as they will learn the proper serving of healthy food choices while in school, this would be a good start for healthy life while just eating healthy food that required. The study would also benefit the **Teachers** as they will teach the students on how to serve and choice a proper meals in the school canteen as per requirement of The Department of Education. The study would also benefit the **Parents** as they will be guided with their children's on insuring the healthy, nutritious food and beverage. Lastly, the study would also benefit **Future Researchers** who would be researching on a related study with Canteen Operation and Management Assessment.

## CHAPTER II

### Review of Related Literature

The Department of Education issues of the Policy and Guidelines on Healthy Food and Beverage choices in Schools that promoting healthy eating habits among the youth towards its availability of healthy nutritious and affordable menu choices were implemented to all school (Department of Education Order No. 13, s. 2017). The policy establishes healthy diet and positive eating behavior and provide healthy eating environment to all learners were school ask to develop own healthy menu insuring that the food and drinks offered are nutritious, affordable and achieving dietary energy balance it get from carbohydrates, fat and protein to maintain healthy weight (Philippine Dietary Reference Intake, 2015). Other study shows that the lack of available food policies or guidelines to further enforce the need to prepare healthy food for the consumption of students in highlighting the positive impacts of healthy food and intervention (Ardzejewska et al., 2013). The canteen in school shall not sell food and beverage with high in fat, sugar and/ or sodium should be a shift towards healthier fat consumption. This would help providing more foods with unsaturated fats and limiting foods with saturated and Trans fat. The success of school food policies in reducing access o foods high in fat and sugar, with less frequents purchases of these items in school (Neumark- Sztainer et al., 2005) and reduced adolescent body mass index (Taber, 2012) have been reported. The Nutritional Guidelines for Filipinos (2012) have similarly advised the consumption of more fruit and vegetables in the Filipino diet and limit the intake of foods that are high in fats, sugar and salt. There are no substantial literatures about the nutritional values of foods and drinks offered at school canteens. However, some studies support the idea that children might not be eating the right kind of foods at school. A study conducted in the USA by (Anderson et al ., 2003) showed that children at school may be exposed to large variety of unhealthy foods and drinks such as snack foods and soft drinks which can be found on food stores inside the school. School canteen has traditionally been managed with profit as a high priority and often with little consideration to the educational influence of the food services. School canteens are in prime position to influence children's diets (Bell & Swinburn, 2005) and encourage the choices of healthy food options. The study conducted by Cleland, 2004 shows the trend of canteen users to consume higher amounts of energy than children who bring lunch from home. This statistics highlights the importance of the school canteen in providing the opportunity to promote healthy eating behavior. One factor a students could not physically fit is due to skipping breakfast or meal while it's staying in school. This stated in the study of Shaw (1998) breakfast was the most frequently skipped meal and this trend is worrying since breakfast in the meal that replenishes the body and brain with energy after a night's fast. Student might have the misconception of skipping meals would reduce one's body weight. However studies shown that skipping of breakfast in significantly associated with obesity in accordance of Ma et al., 2003. In Shannon and Chen (1998) agreed that school-based nutrition education programs offer an avenue for influence student knowledge, attitudes and behavior in choosing nutritious food and beverage. There should be opportunity for purchasing of healthy snacks to facilitate healthy behavior among all leaners. As a mean that the school canteen is an integral part of improving the dietary supplement of nutritious food it rendered. This in accordance to the study conducted by Sacks, (2008) say that food supply is an area recognized as being able to contribute to healthy eating choices though policy implementation and intervention. While health

and health equity advocates have sought ways to expand opportunities for physical activity in communities by increasing access to school as means to promote health and wellness and particular, to decrease childhood obesity (Saelens, Sallis, Frank, 2003). This study confirms that perceive value does act as a partial mediating role in the relationship between quality and customer satisfaction. A recent comprehensive assessment of the successful programs in preventing obesity in schools across the United States revealed that modifying the foods and drinks offered at school canteens such as offeringand encouraging students to use water only as their beverage has been effective in preventing obesity among students (Nihiser et al., 2013). The result of a study in the Philippines on a childhood obesity showed that children in public schools are prone to obesity because they are exposed to calorie-rich foods and sedentary behavior at home and in school (Tanchoco et al., 2006). It is important for schools to realize their shared responsibility to provide nutritious and safe food to their students. Malik, 2012 prove that if management wants to enhance customers satisfaction evaluations it would be more beneficial to influencing customers perception of the service performance than altering their expectations. School meals are significant because they are one of the most perceptible instruments for policy intervention in children's diet to hold up development of healthy eating patterns (Moy, Gan, SitiZaleh, 2006). It is important challenge for public health practitioners to ensure the effective health promotion programs are maintained in the community for a length of time sufficient to achieve stated goals such as influencing individual behaviors; modifying the environment and changing the public policy (O'Loughlin et al, 1998) were it also proposed the customer satisfaction delivered from a comparison between the expected reward and the actual cost of buying. A related study proposed that a customer satisfaction derived from a comparison between the expected reward and the actual cost of buying. On the distribute food in the designated area, which makes the school food distributed warmth and cleanliness, managed with hygiene also students can have their meals in pleasant and hygiene place (Churchill and Suprenant, 1982). However school cafeterias take a lot of space and small space provokes dissatisfaction on prolonged distribution time (Lee, 2005) specifically in times of snacks and lunch were students flocked in the canteen. School years represent an ideal time to introduce skills are paramount and positive influence can be sustained and reinforced due to the number of year spend in school (Pyle et al., 2006). Nutrition education strategies based on knowledge of health even motivation to change is not enough to promote healthy habit. This in accordance to the study of (Abey& Drummond, 2014) that behavior and attitude change may need to occur and awareness created of what constitute a healthy diet and weather this can fit into the concept of nutrition. Indeed, when looking at the school canteen as the supporting measure to assist with student learning and behavior in the classroom and playground, the concept of treat needs to be more closely scrutinized. While Shannon and Chen (1998) agreed that school based nutrition education programs offer an avenue for influence the student knowledge, attitude and behavior as a childhood is a critical time for immediate and long term nutritional well-being, this program components will encourage modification in behavior that will extend into adulthood. In Hochbaum (1981) argued that social, economic and environmental factors are important influences on food selection. The change will not occur if social, economic and environmental conditions are not conductive to change, "Ample and convincing evidence that knowlegde of what constitutes good nutrition by itself has

only limited, if any, effect on nutrition related practices” (p.50). School provide an ideal medium to provide knowledge and education. However there are many rewards and competing agendas such as literary numeracy, student attendance and mental well-being on school time and not all teachers are adequately trained in teaching health education (Sutherland, Gill, Binns, 2004). “ Schools based learning of nutrition may difficult to handle yet service quality may a key to considered performance measure for excellence in education and determining a factor of academic institutions as one education service provider. School can play an important role in promoting healthy habit. Health promotion message can be delivered in schools enabling students to develop lifelong attitudes and skills. Poor oral health can have a detrimental effect on children’s quality of life, their performance at schools and their success in later life” this stated in Kwan, Peterson, Pine, & Borutta, (2005). Meanwhile, (Donaldson & Ruciman, 1995) with its lasting effect on the students while it is quite easy to measure the quality of goods using certain technical specification, it is more difficult to measure the service quality of goods which depends on various factors. Nutbeam et al. (1987) viewed school health promotion as particularly valuable because it is a cost of effective way of reaching most of the population; schools have clear mandate and schools can directly influence people through education and organization a change (p.152). A support study by Simons- Morton et al. (1998) have that agreed adding that schools are in a unique position to influence the diet of children. The school canteen and the school environment are a part of the total picture. Gillespie (1981). Have developed a theoretical framework to describe the influence on children’s knowledge, attitudes and behavior as this related to the important of nutrition and the healthy dietary foods served and provided by the school canteen. A school canteen with DepEd policy implementation and intervention should be opportunity to facilitate healthy behavior among all learners as students also recognized healthy and nutritious food and beverage in promoting healthy diet and lifestyle.

**CHAPTER 3**

**Research Methodology**

**Design:** This study use the descriptive correlation design of the variable in the canteen operation and management assessment. This design used guide as a tool to gather the data.

**Respondents:** The survey was conducted among all Junior and Senior High School student of Jagobiao National High School. The current population of this school was 1805. These classified that 485 of Grade 7, 450 of Grade 8, 315 of Grade 9, 301 of Grade 10, 145 Grade 11, 109 of Grade 12. This formally conducted to the 217 respondent which randomly selected to answer the survey questionnaire.

**Environment:** The study was conducted in Jagobiao National High School were composed of 1,805 of students and teachers. This school has been part of K-12 curriculum program which only offered Academic Strand. ABM (Accountancy Business Management) HUMSS (Humanities and Social Sciences) GAS (General Academic Strand) has been offered. The respondents of the study focus both Junior High and Senior High Schools students of Jagobiao National High School. The students randomly choose because of their understanding in choosing right choices of nutritious food and beverages 217 students were focused to take the survey questionnaire in this research. There were 51 of selected grade 7, 40 for grade 8, 40 of grade 9, 30 of grade 10, 30 grade 11, 26 of grade 12.

**Instrument:** In this study, the researchers intend to use the survey questionnaire as a research tool instrument. The questionnaire composed of 10 related questions for the research. Cluster sampling is used in attending the research. All the selected respondents were ask to answer the 25 item questions.

**Data Gathering:** The research gathered the data through a survey. The researcher ask first permission to the teachers, then went to each selected classroom to conduct the survey. Then the survey questionnaire were personally handed out to the respondents which are the selected students. Meanwhile, the researcher give some feedback and explanation to the survey questionnaire. Afterward, the answer was evaluated for three to four days for thorough treatment of data.

**CHAPTER 4  
PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA**

The researchers made an effort in presenting the data collected through a table. The data were collected, appropriately, analyzed and keenly interpreted on the basis of the respondents answer.

**Table.1. Quality of food**

Indicators	Weighted Mean	Interpretation
1. The canteen promotes and sells healthy choices of foods with nutritional value.	3.93	Agree
2. The canteen sells appropriate amount of foods that can sustain the needs of the students.	3.72	Agree
3. The canteen serves foods that are fresh, newly cooked and prepared.	3.68	Agree
4. The canteen has a registered food safety and hygiene plan that is regularly audited and followed by canteen staff	3.66	Agree
5. The canteen is committed to the promotion of healthy and nutritious foods to the students.	3.74	Agree
Over-all Weighted Mean	3.75	Agree

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N=270

The table about shows the weighted mean under the category of Quality of Food prepared by the school canteen management and staff toward the recommendation of choices of nutritious foods while students staying in schools. It shows that the over-all weighted mean is 3.75 which is interpreted that most of the students are agree to the food in the school

canteen. This statement “The canteen promotes and sells healthy choices of food with nutritional value” got the highest weighted mean of 3.93. This followed by the statement “The canteen is committed to the promotion of healthy and nutritious foods to the customer” and “The canteen sells appropriate amount of foods that can sustain the needs of the

customers” got a 3.74 and 3.72, respectively. These indicates that the school canteen portray the recommendation of serving healthy and nutritious and appropriate foods in sustaining the needs of each students while staying long in school. While the statements “The canteen serves food that are fresh, newly cooked and prepared” and “The canteen has a registered food

safety and hygiene plan that is regularly audited and followed by canteen staff” was got a weighted mean of 3.68 and 3.66, shows that students agree to the serving of freshly cooked and prepared food in the school canteen show casing the sustainable food safety and hygiene while preparing this food

**Table. 2. Quality of customer services**

Indicators	Weighted Mean	Interpretation
1. The canteen staff members show food and safety practice ensure quality and maintain food safety	3.72	Agree
2. The canteen management practice kind and honesty.	3.75	Agree
3. Chairs and tables are arranged to attain comfort and pleasant, for the students.	3.61	Agree
4. The courteousness to our customers is prohibited.	3.43	Neutral
5. The quality appearance of our physical facilities are maintained.	3.56	Agree
Over-all Weighted Mean	3.61	Agree

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N= 270

Table 2 shows the weighted mean for the Quality of Customer Service exerted by the canteen management and staff toward the valued customers. It has the over-all weighted mean of 3.618 that interpreted as agree. Both of the statement got an interpretation of agree, shows that statement “ The canteen management practice kind and honesty” , “ The canteen staff show of food and safety practices to ensure quality and maintain food safety” , “Chairs and tables are arranged to attain comfort and pleasant for the customers” and “The

quality appearance of our physical facilities are maintained” are all got 3.75 , 3.74, 3.61 this means that students comfort is practice in the school canteen and staff to sustain the kindness and honestly in serving the students and ensuring their safety while eating the nutritious food it serves. While the statement “The courteousness to our customer is prohibited” got 3.43 which interpreted as Neutral means that canteen staff prohibit/improve of being courteous towards its customers.

**Table.3. Prices of the commodities**

Indicators	Weighted Mean	Interpretation
1. Healthy canteen choices are sold at competitive prices.	3.57	Agree
2. The canteen sells food at affordable prices.	3.67	Agree
3. The canteen provides cheap but nutritious foods for snacked lunch time for supplement for the customer.	3.61	Agree
4. The canteen offer cost serving meals to the students	3.69	Agree
5. Variation and price of foods sells depends on the quality and quantity	3.58	Agree
Over-all Weighted Mean	3.62	Agree

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N= 270

The table above shows the weighted mean for the Prices of the Commodities given by in accordance of comfort and affordability to the customers. Which got an over-all weighted mean of 3.62 that interpreted as agree this means that most of the customer agree to the prices implemented by the school canteen management towards the needs and accordance to the affordability of the customer to buy nutritious foods. For the content, the statement” The canteen offer cost serving meals to the student”, “The canteen sells food at affordable prices” and “The canteen provides cheap but nutritious food for snacked, lunch time for supplement for the customer” are got a weighted mean of 3.696, 3.673, 3.618 which all interpreted as agree

means that the affordability of the cheap but nutritious foods sells by the school canteen was much prefer to buy than those who sells nutritious but expensive foods. This also prove that the canteen follows the recommendation headed by the higher institution (DepEd recommendation for the school canteen). While the statements “Variation and prices of food sells depend on its quality and quantity”, “healthy canteen choices are sold at competitive prices” are both got a weighted mean of 3.58 and 3.57 which interpreted as agree without entails that the canteen exerted right pricing of foods in accordance of its quality and quantity and a competitive prices without changing it nutrition value.

**TABLE. 4. UTILIZATION OF CANTEEN FACILITIES**

Indicators	Weighted Mean	Interpretation
1. There is enough space to accommodate the lot of students during snacks or lunch time.	3.562	A
2. Spoon and fork etc. are sanitized	3.691	A
3. Safety and good quantity of food, equipment and facilities are maintain.	3.705	A
4. The variation and lightning facilities are maintained to make a comfortable environment while staying at the canteen	3.673	A
5. The equipment and working areas are arranged efficiently to save time and effort	3.737	A
Over-all Weighted Mean	3.674	A

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N= 270

Table 4 shows the weighted mean of Utilization of School Canteen Facilities. “The equipment and working areas are arranged efficiently to save time and effort” this statement got a highest weighted mean of 3.73 which interpreted as agree that indicated the school canteen working areas commonly in the kitchen and equipment are efficiently arranged for safety of the staffs and workers to save times while serving the customer. The statements “Safety good quantity of food equipment and facilities are maintain. “Spoon and fork etc. are

sanitized” , “The variation and lightning facilities are maintained to make a comfortable environment while staying at the canteen and there is enough space to accommodate the lot of students during snacks and lunch time” got a weighted mean of 3.70 , 3.69 , 3.67 and 3.56 respectively which interpreted as agree means student agree that canteen facilities are engaging food safety , maintaining comfort-ability and good sanitation and hygiene for all customers while staying long anytime at the canteen.

**Table.5.Efficiency of Coop Staff**

Indicators	Weighted Mean	Interpretation
1. Suggestion are easily managed and complaints are entertained in the canteen	3.72	Agree
2. The harmonious and friendly relationship with the costumers is established by the staff	3.63	Agree
3. The payment are accurately change and counted for the customers	3.66	Agree
4. The canteen staffs show awareness of the canteen policies prescribed by the Department of Education.	3.72	Agree
5. The canteen staff rendered good relation with the customer.	3.76	Agree
Over-all Weighted Mean	3.70	Agree

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N= 270

Table 5 shows the weighted mean of Efficiency of Food in school canteen “The canteen staff rendered good relation to the customers”. This statement got a weighted mean of 3.76 which interpreted as agree. Students agree to the good relation rendered by all canteen staff rewards its customer especially in staying in the canteen. The statements “The canteen staffs show awareness of the canteen policies prescribed by the Department of Education “and “Suggestion are easily arranged and complaints are entertained in the canteen” both got a

weighted mean of 3.72 which means that customers agree to the awareness and easy to come of each canteen staff in any complaints at suggestion rendered by the customers to the canteen. While the statements “The payment accurately change and counted for the customers” , “The harmonious and friendly relationship at the customers is established by the staff.” got a weighted mean of 3.66 and 3.63 which interpreted as agree most of the students agree to the rendered change of payment and friendly relation at the canteen staff to its customers.

**Table 6**

Variables	x2	D.f (5)	x2 (0.05)	R/FR Decision	S/NS Interpretation
1. Quality of Foods	34.94	5	11.07	Reject	Significant
2. Quality of Customer Service	26.69	5	11.07	Reject	Significant
3. Prices of Commodities	17.58	5	11.07	Reject	Significant
4. Utilization of Canteen Facilities	44.98	5	11.07	Reject	Significant
5. Efficiency of Coop-Staffs	29.18	5	11.07	Reject	Significant

**Legend:** Strongly Disagree (SD), 1.00-1.50, Disagree (D) 1.51-2.60, Neutral (N) 2.61-3.40, Agree (A) 3.41-4.20, Strongly Agree (SA) 4.21-5.00 N= 270

The table above shows computed values in canteen operation and management assessment. For the Quality of Food the X<sup>2</sup>

comp = 34.94 for quality of customer service the X<sup>2</sup> comp is 26.69 for the prices and commodities, X<sup>2</sup> comp = 17.58, while

$X^2$  comp of 44.98 is for Utilization of Canteen Facilities, and  $X^2$  comp = 29.18 for Efficiency of Coop Staff. For quality of food, the computed value is 34.94 while its critical value is 11.07. This implied that there is a significant difference between the perceptions of student on the status of the school canteen practices because the computed value is greater than the critical value. Therefore, the  $H_0$  is rejected. There's also a significant different between the perceptions of student toward the school canteen practices in terms of the Quality of customer service, the  $H_0$  is also rejected because the computed value of 26.69 is greater than its critical value  $X^2_{.05}$  (11.07). Therefore, the null hypothesis is rejected. In terms of the Prices of the Commodities, the computed value is 17.58 and critical value of 11.07 this implied that the computed value is greater than its critical value. Therefore, the null hypothesis is rejected and there is a significant correlation of the perception of the students to the status of the school canteen practices. For the Utilization of canteen facilities, the computed value of 44.98 is greater than its critical value of 11.07. This can also be inferred that there is a significant different between the perception of the student to the status of the canteen practices because the null hypothesis ( $H_0$ ) is rejected. Lastly, the Efficiency of Canteen Staff has a computed value of 29.18 is greater than its critical value 11.07. Therefore, there is a significant different between the perception of the student to the status of school canteen practices. Thus, the null hypothesis ( $H_0$ ) is rejected. In general, the results of the present study revealed that the status of health promoting behaviors of the school canteen was prohibited among the students of Jagobiao National High School. The necessity of the implementation of health education and promotion programs with an emphasis on these behaviors is recommended. Meanwhile, to encourage health eating behavior, the best practice guidelines for students care service in Jagobiao National High School was recommended with healthy nutrition policy. Government health policy aimed at influencing behavior change through ensuring healthy food and drinks options are available within school. School canteens are an integral part of the school environment and a supplier of food and should be perfectly placed within the school system to offer a practical example of good nutrition. In complement school activities and curriculum in relation to promoting healthy eating habits and food choices. (DepEd Order No, 13 s., 2017).

## CHAPTER 5 SUMMARY OF FINDINGS, CONCLUSION, AND RECOMMENDATION

This chapter presents the summary and the major findings of the study. Based on these findings, conclusion were made and recommendations were suggested.

### Summary of Findings

The present study aimed to determine the relationship of the school canteen practices as perceived by the customer and the grade level of the students. The study reveals that the profile of students of Jagobiao National High School and school canteen practices yields a significant relationship. School canteens are an integral part of the school environment and a supplier of food and should be perfectly placed within the school system to offer a practical example of good nutrition. In addition school activities and curriculum in relation to promoting healthy eating habits and food choices. This implies that there is a significant correlation of the perception of the students to the status of the school canteen practices. This shows that the

perception of any students in all grade level in Jagobiao National High School will affect the status of school canteen products.

## 2. CONCLUSION

Since the study implies that there is a significant different between the perception of any grade level to the status of the school canteen practices. Therefore, the researcher conclude that the status of canteen practices can affect the perception of students towards its quality of food, services and facilities. In addition, the implementation of the (DepEd Order No, 13, 2017) School canteens is defined to be integral part in improving the healthy nutrition towards student while staying long in schools. School canteen's food and beverages should be perfectly placed within the school policy and guidelines prescribed by the Department of Education. As a result the researchers found that the perception of students has relationship between the quality of food choices and customer service and facilities and enhances in promoting healthy food choices among all student in any different grade level of Jagobiao National High School.

### Recommendation

Based on the findings of the researchers, the following recommendations are needed.

1. Students must be aware, to the different food choices sells in the canteen as it help them in promoting healthy lifestyle and educational and or physical performance in their study.
2. The school management should also be implemented a study about on having a healthy food choices toward the awareness and knowledge in promoting a healthy eating habit among all learners.
3. School canteen management and staff would possible help in keeping the students eating a healthy food in terms of its quality, affordability and comfort in staying long in the canteen and they may also improve their knowledge and skills in helping the students on their healthy habit and lifestyle toward its dietary balance while they are in school.

### Limitation of the Study

Although this research paper was carefully prepared, there are still various limitations that the researchers met. In this research, the study has a limited number of respondents that focuses to all grade level and the data collected do not represent the majority of JNHS students, since it conducted only to the selected random section. Lastly, the researchers only wanted to know the relationship between the perceptions of all students in different grade level.

## 3. REFERENCES

- [1]. Abery E. & Drummond C. (2014). Implementation of mandatory nutritional guidelines on South Australian primary school canteens: A qualitative study Finders University 17(1), 41-53, doi: 10.1177/1365480213519183
- [2]. Ardzejewska, K., Tadros, R. & Baxter, D. (2013). A descriptive study on the barriers and facilitators to implementation of the NSW (Australian) healthy school canteen strategy. Health Education Journal, 72(2), 136-145. Retrieved from doi: 10.1177/0017896912437288

- [3]. Bell, AC. Swinburn, BA. (2005). School canteens: Using ripples to create a wave of healthy eating. *Medical Journal of Australia*, 183(1), 5-6. Retrieved from <http://www.mja.com.au>
- [4]. Churchill, GA. &Suprenant, C. (1982). An Intervention into the Determinants of Customer Satisfaction. *Journal of Marketing Research*, 19 (14), 491-504. Retrieved from <http://dx.doi.org/10.2307/3151722>
- [5]. Cleland, V., Worsly, A. & Crawford, D. (2004). What are grade 5 and 6 children buying from school canteens and what do parents and teachers think about it? *Nutrition and Dietetics*, 61(3), 145-150
- [6]. Donaldson B, &Ruciman F. (1995) Service quality in further education: An Insight into management perceptions of service quality and those of the actual service provider. *Journal of Marketing Management*. 11(1-3),243-256. doi:10. 1080/0267257X. 1995.9964340
- [7]. Department of Education (2017). Policy and Guidelines on Healthy Food and Beverage Choices in Schools and in DepEd Offices. Retrieved from [www.deped.gov.ph](http://www.deped.gov.ph)
- [8]. Department of Science and Technology-Food and Nutrition Research (2015). Philippine Dietary Reference Intakes. Retrieved from <http://www.nnc.gov.ph>
- [9]. Gillespie, A. (1981). A Theoretical Framework for studying school nutrition education program. *Journal of Nutrition*, 13(4), 150-152
- [10]. Hochbaum, G.M. (1981). Strategies and their rationale for changing people's eating habits. *Journal Nutrition Education*, 13(4), 150-156
- [11]. Kwan, SY., Peterson, PE., Pine CM &Borutta A. 2005 Health promoting schools; and opportunity for oral health promotion. *Bull World Health Organization*. 83(9), 677-685 doi:50042-96862005000900013
- [12]. Lee, KA & Lyn ES (2006). Comparison of student satisfaction with foodservice of middle school by place for meal service in Butan area *Journal of the Korean Society of Food Science and Nutrition*. 34: 209-218
- [13]. Malik, S.U. (2012). Customers Satisfaction, Perceived Service and Mediating Role of Perceived Value. *International Journal of Marketing Studies*, 1(1). doi: 10.5539/ijms.vunip68
- [14]. Ma Y., Bertone, ER.,Stranck, EJ 3<sup>rd</sup>., Reed, GW., Herbert JR., Cohen, NL., Meriam PA., Ockene IS (2003). Association between eating patterns and obesity in a free- living US adult population. *American Journal Epidemiol*, 158, 85-92 doi: 10. 1093/her/cyr036
- [15]. Moy FM., Ying GC.,&Kassim, S.Z.M. (2006). Eating Patterns of School Children and Adolescents in Kuala Lumpur. *Malaysia Journal Nutrition*, 12(1), 1-10.
- [16]. Neumark-Sztainer, D. French S.A., Hannan, P.J., Story, M. & Fulkerson JA. (2005). School lunch and snacking patterns among high school students: associations with school food environment and policies. *International Journal of Behavior Nutrition and Physical Activity*, 2(1), 14-20. Retrieved from <http://www.ncbi.nlm.nih.gov/pubmed>
- [17]. Nihiser, A.M. (2013). Preventing Obesity through School. *Journal of Law, Medicine & Ethics, Supplement*, 2(41),27-34.Retrievedfrom<http://xsite.dlsu.edu.ph/conferences/dlsu/research-congrass/2014/-pdf/proceedings/FNH-1013-FT.pdf>
- [18]. NikRosmawati, N.M., Wan Manan, W.M., Noor Izani, N.J., NikNurain, N.H. and Razlina, A.R. (2017) . Impact of food nutrition intervention controlled trial. *International Food Research Journal*, 24(3), 1046-1056. Retrieved from <http://www.ifrj.upm.edu.my>
- [19]. Nutritional Guidelines for Filipinos. (2012). Retrieved from <http://www.fm.dost.gov.ph>
- [20]. O'Loughlin J, Renaud L, Richard L. et al. (1998) Correlates of the sustainability of community based heart health promotion interventions. *Prev Med*.27: 702-712 doi:10.1017/S1368980010001242
- [21]. Pyle, S. A., Sharkey, J., Yetter, G., Felix E., Furlong, M.J., & Poston, W.S.C. (2006). Fighting an epidemic: The role of schools in reducing childhood obesity. *Psychology in the Schools*, 43(3), 361-376 [https://www.researchgate.net/publication/270637318\\_Implementation\\_of\\_mandatory\\_nutritional\\_guidelines\\_in\\_South\\_Australian\\_primary\\_school\\_canteens\\_A\\_qualitative\\_study](https://www.researchgate.net/publication/270637318_Implementation_of_mandatory_nutritional_guidelines_in_South_Australian_primary_school_canteens_A_qualitative_study)
- [22]. Sacks, G.S. (2008). A systematic policy approaches to changing the food system and physical activity environments to prevent obesity. *Australia and New Zealand Health Policy*, 5(13),pp5-13. doi:10.1071?HE14009
- [23].Saelens,BE, Sallis, JF., & Frank D. (2003). Environmental Correlates of Walking and Cycling: Findings from the Transportation, Urban Design, and Planning Literatures. *Annals of Behavioral Medicine*. 25(2):80-91
- [24]. SaifUllah Malik, (2012). Customer Satisfaction, Perceived Service Quality Mediating Role of Perceived Value. *International Journal of Marketing Studies*. 1(1):<http://dx.doi.org/10.5539/ijms.v4n1p68> doi:10.5539/ijmsv4n1p68
- [25]. Shannon, B. & Chen, A.N. (1998). A three year school based nutrition education study. *Journal of Nutrition Education* 20(3). 114-123
- [26].Shaw, E.M.(1998). Adolescent breakfast skipping. *Australian Study Adolescence*, 33(132),851-861. Retrieved by <http://pdfs.semanticscholar.org/ea93/2b4185c3fdbc8694d202eb8643e659abb.pdf>
- [27]. Simons-Morton, B., Parcel, G., Kolbe, L. (1988). Health Promotion: Integrating Organizational Change and Student Learning Strategies. *Health Education & Behavior* 15(4)
- [28]. prevention? *Nutrition and Dietetics*, 61,137-144
- [29]. Taber, D.C. (2012). Weight status among adolescent in states that govern competitive food nutrition content. *Pediatrics*, 130(3), 437-444 Retrieved from <http://scholar.google.com.ph>
- [30]. Tanchoco, C., Florentino, R., Orbeta., S., Consuelo., O., Yunchingfat, G, Narciso, Z., Lumba, C., Galeng, M. (2006). Effectiveness of the "whiz kids" through fitness program. Manila: FNRI-DOST, PASOO. Retrieved from <http://www.fnri.dost.gov.ph>

#### 4. INSTRUMENT

Name:

Grade & Section:

Age:

Gender:

Direction: Please rate the following question and answer it honestly.

<b>Quality of Food</b>					
1. The canteen promotes and sells healthy choices food with nutritional value.					
2. The canteen sells appropriate amount of foods that can sustain the needs of the customer.					
3. The canteen serve foods that are fresh, newly cooked and prepared.					
4. The canteen has a registered food safety and hygiene plan that is regularly audited and followed by the canteen staff.					
5. The canteen is committed to the promotion of healthy and nutritious food to the customer.					
<b>Quality of Customer Services</b>					
1. The canteen staff members show food and safety practice to ensure quality and maintain food safety.					
2. The canteen management practice kind and honesty.					
3. Chairs and tables are arranged to attain comfort and pleasant to the students.					
4. The courteousness of our customer is prohibited.					
5. The quality of appearance of our physical facilities are maintained.					
<b>Prices and Commodities</b>					
1. Healthy canteen choices are sold at competitive prices.					
2. The canteen sells food and affordable prices.					
3. The canteen provides cheap but nutritious foods for snacked lunch time for supplement for the customer.					
4. The canteen offer cost serving meals to the students.					
5. Variation and price of foods sells depends on the quality and quantity.					
<b>Utilization of Canteen Facilities</b>					
1. There is enough space to accommodate the lot of students during snacks and or lunch.					
2. Spoon and fork etc, are sanitized.					
3. Safety and good quantity of food, equipment and facilities are maintained.					
4. The variation and lightning facilities are maintained to make a comfortable environment while staying at the canteen.					
5. The equipment and working areas are arranged efficiently to save time and effort.					
<b>Efficiency of Coop Staff</b>					
1. Suggestion are easily managed and complaints are entertained in the canteen.					
2. The harmonious and friendly relationship with the customers is established by the staff.					
3. The payment accurately change and counted for the customers.					
4. The canteen staffs show awareness of the canteen policies prescribed by the department of education.					
5. The canteen staff rendered good and relation with the customer.					

#### Appendices Summary of Computation

##### A. Quality Of Food

15.74	12.35	9.62	8.95	12.65	8.02
32.66	32.66	25.62	19.21	18.57	26.26

10.30	0.05	0.16	12.16	0.27	0.79
3.81	0.13	3.94	0.01	5.26	7.49

##### B. Quality of Customer Services

21.38	16.77	12.58	12.16	17.19	10.90
29.61	23.22	17.41	16.38	23.80	15.09

4.79	0.17	0.75	6.16	2.60	1.18
2.80	0.31	0.25	3.49	1.36	1.39

##### C. Prices of the Commodities

22.32	17.51	13.13	12.69	17.94	11.38
26.32	20.64	15.48	14.96	21.16	13.411

2.99	0.05	10.03	4.38	0.13	0.06
5.30	1.14	0.57	5.998	0.13	0.08

**D. Utilization of Canteen Facilities**

19.97	15.66	11.75	11.35	15.66	10.18
30.78	24.14	12.07	15.09	16.29	15.69

10.57	1.63	0.43	5.42	0.63	1.33
7.58	0.01	4.57	5.86	6.39	0.50

**E. Efficiency of Canteen Staff**

20.44	16.03	12.02	11.62	16.03	10.42
30.55	23.96	17.97	17.37	23.96	15.57

11.09	0.39	0.52	4.36	0.14	1.47
8.43	0.09	0.13	2.16	0.09	0.55

**Computation of Chi Square****A. Quality of Food**

Grade Level	1.00-3.40	3.41-5.0	Total
7	25	25	50
8	10	30	41
9	11	19	30
10	5	24	30
11	15	26	41
12	6	20	26
Total	73	144	217

**B. Quality of Customer Service**

Grade Level	1.00-3.40	3.41-5.0	Total
7	32	18	50
8	18	21	41
9	8	18	30
10	4	24	30
11	12	29	41
12	13	14	26
Total	87	124	217

**C. Prices of the Commodities**

Grade Level	1.00-3.40	3.41-5.0	Total
7	31	15	50
8	14	26	41
9	13	17	30
10	6	18	30
11	20	21	41
12	11	15	26
Total	95	112	217

**D. Utilization of Canteen Facilities**

Grade Level	1.00-3.40	3.41-5.0	Total
7	35	16	50
8	16	24	41
9	10	20	30
10	4	25	30
11	13	27	41
12	7	19	26
Total	85	131	217

**E. Efficiency of Canteen Staff**

Grade Level	1.00-3.40	3.41-5.0	Total
7	36	15	50
8	14	26	41
9	10	20	30
10	5	24	30
11	15	26	41
12	7	19	26
Total	87	130	217