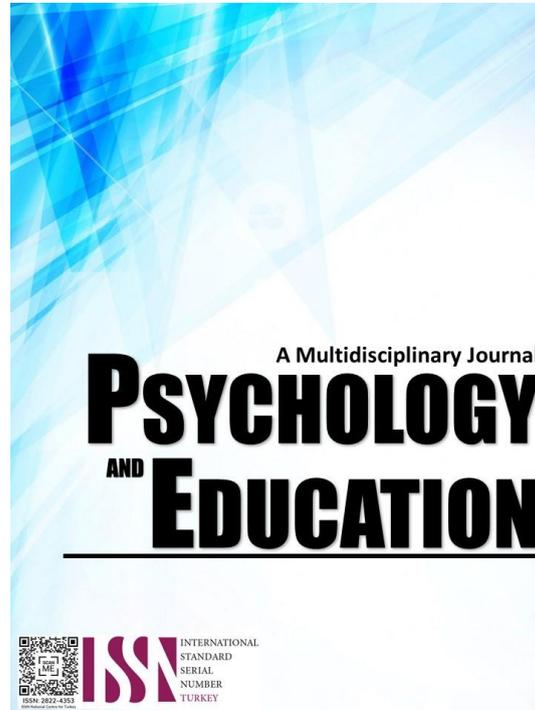


**STUDENTS' SATISFACTION ON THE SCHOOL  
CANTEEN OPERATION OF PILILLA  
NATIONAL HIGH SCHOOL**



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## Students' Satisfaction on the School Canteen Operation of Pililla National High School

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### Abstract

This study aimed to determine the students' satisfaction on the school canteen operation of Pililla National High School during School Year 2022-2023. The researcher used stratified technique - a probability sampling procedure in which each member of the population has an equal chance of being selected, providing a representative sample that accurately reflects the characteristics of the population being studied. The respondents of the study were 279 Junior High School students and were chosen using stratified sampling technique. This study utilized the mix method of research in which the researcher combines the elements of qualitative and quantitative approaches. The study used the researchers made questionnaire, which includes the data about profile such gender and socio-economic status as Part I, the level of satisfaction of junior high school students on school canteen operation in Part II and the typical experiences that influence the level of satisfaction of students in the school canteen operations in Part III. The researcher utilized different data gathering techniques such as questionnaire checklist (hard copy and online) and survey form in order to the conduct of this capstone project and will employ different analytical tools to help and justify the conduct of the study. It was discovered that female respondents' outnumbered male and majority of the students belong to socio-economic status of less than 10, 000, while on the level of satisfaction on school canteen operations, it was found out that cleanliness of the school canteen obtained the highest computed mean and has been identified with the most consistent response among the respondents as revealed by the standard deviation., however, it was also revealed that there is no significant difference in the students' satisfaction on school canteen operations when assessed by the respondents categorized in terms of gender except for the area on nutritional value ( $p < 0.05$ ), and there is no significant difference in the students' satisfaction on school canteen operations based on socio-economic status reflective of the sig. values all greater than  $\alpha = 0.05$ . On the qualitative data, the researchers found out that the experiences that influence student satisfaction in school canteen operations can be complex and multifaceted, and may vary depending on factors such as student demographics, cultural backgrounds, and personal preferences. It is important for canteen operators to take these factors into account when designing and implementing strategies to improve student satisfaction and promote healthy eating habits.

**Keywords:** *school canteen operations, students' satisfaction*

### Introduction

The school canteen is an important part of any educational institution. It is a place where students can buy food and beverages during their break time, providing access to a range of nutritious options that can help the learners stay focused and alert throughout the school day. First consideration, school canteens provide students with easy access to food and beverages. This is especially important for students who may not have access to food at home or who have busy schedules that make it difficult to bring own food. By having a canteen on site, students can easily purchase a variety of healthy and affordable food options that meet their dietary needs. The American Academy of Pediatrics (AAP) recommends that schools promote healthy eating habits by providing nutritious food options and limiting access to unhealthy foods. It was reiterated that "healthy eating is an essential component of optimal child and adolescent health, and schools can play an important role in promoting healthy behaviors" (AAP, 2018). This is in consonance with the recommendation of the Centers for Disease Control and Prevention

(CDC), stated that schools provide nutritious food options, limit access to unhealthy foods, and educate students about healthy eating habits. It was stated also "a healthy diet is critical for optimal physical, mental, and emotional development, and schools have a responsibility to promote healthy eating habits among students" (CDC, 2021). In this regard, the researcher considered that school canteens promote healthy eating habits. By offering a range of nutritious food options, school canteens can help students develop healthy eating habits and realized that good nutrition is essential for maintaining good health and well-being. A review of several studies published in the Journal of Nutrition Education and Behavior found that "schools that promote healthy eating habits among students have a positive impact on academic performance, health outcomes, and overall well-being" (Graziose et al., 2021). The article is a systematic review of several studies that examined the impact of school-based nutrition interventions on academic performance and behavior. The authors found that schools that promote healthy eating habits among students have a positive impact on academic performance, health outcomes, and overall well-being. The article emphasizes the

importance of providing nutritious food options, promoting healthy eating habits, and creating a supportive environment that encourages healthy behaviors among students.

The Department of Education is strongly committed to promoting students' health and well-being through its school curriculum and a variety of initiatives that provide opportunities for physically fit individuals who enjoy eating healthy foods. Schools are encouraged to implement comprehensive health and well-being programs, including food and nutrition education. They help to eliminate malnutrition and provide a platform for students to develop healthy eating habits. According to DepEd Order no. 14 S. 2005, the Instruction to Ensure Consumption of Nutritious and Safe Foods in Schools that all schools must have school canteens is indicated. This is reiterated by DepEd Order No. 13 S. 2017 implementing guidelines on the school canteen. Canteens should not be unhealthy, but rather serve as a venue for the development of eating habits. In order to support the advocacy of the Department of Education, Pililla National High School take the responsibility and well-run school canteen that can contribute to the academic success of students. By providing the learners and its clientele with healthy food options and help build a sense of community within the school. By providing a space for students to socialize and interact with each other, school canteens can help foster a positive school culture that promotes collaboration and inclusivity. This can contribute to the overall well-being of students and help create a more supportive learning environment. In conclusion, the school canteen is an essential part of any educational institution. It provides students with easy access to healthy food options, promotes good eating habits, contributes to academic success, builds community, and generates revenue for the school. As such, it is important for schools to invest in the development and operation of the school canteens to ensure that students have access to the resources needed to succeed both academically and socially. This study is relevant because the satisfaction of students with the school canteen operation can affect their overall academic performance and well-being. A poorly run school canteen can lead to students feeling unsatisfied, hungry, or even sick, which can negatively affect their ability to concentrate and perform well in their studies. Therefore, it is important to assess the satisfaction of students with the school canteen operation and identify areas for improvement. The study will focus on gathering information from students in Pililla National High School (Junior High School) to determine the level of satisfaction with the school canteen operation. The study will explore

factors such as the quality of food and beverages, the cleanliness of the canteen, the variety of food options available, the pricing of items, and the overall customer service provided by the canteen staff. The results of this study can help school administrators and canteen operators to identify areas for improvement in the school canteen operation. By addressing any issues raised by the students, the school canteen can become a more efficient and satisfying service for students, leading to better academic performance and overall well-being.

### Research Questions

This research entitled "Students' Satisfaction on the School Canteen Operation of Pililla National High School" is designed primarily to answer and investigate following questions;

1. What is the profile of the respondents in terms of;
  - 1.1 Gender;
  - 1.2 Socio-economic status?
2. What is the level of satisfaction of students to the school canteen in terms of;
  - 2.1 Nutritional value
  - 2.2 Taste of the food
  - 2.3 Price of the food
  - 2.4 Cleanliness of the school canteen; and
  - 2.5 Diversity of the products?
3. Is there a significant difference in the level of satisfaction of junior high school students in school canteen operations with respect to profile?
4. What typical experiences do junior high school students have that influence how satisfied they are with the school cafeteria services?

### Methodology

#### Sampling

In order to select participants from the target population that would best align with the objectives of the study and meet specific inclusion and exclusion criteria, the researchers employed a stratified technique - a probability sampling procedure in which each member of the population has an equal chance of being selected, providing a representative sample that accurately reflects the characteristics of the population being studied.

Using the above criteria set by the researcher, the respondents comprised 279 Junior High School students from grade 7-10.

### Data Collection

The researcher utilized different data gathering techniques in the conduct of this capstone project and will employ different analytical tools to help and justify the conduct of the study. The researcher developed a survey questionnaire that contains items related to the satisfaction levels of the students on the school canteen operation. The survey questionnaire was instrumented using Alpha Cronbach analysis to structure it in a logical and organized way and sought assistance from the experts to test the validity and reliability of the instrument. The survey questionnaire included questions about nutritional value, taste, price, cleanliness, and a variety of products. The questionnaire was administered via google form and paper and pencil technique. To collect qualitative results, researcher conducted individual and group interviews with some of the students to gather more in-depth information about their satisfaction levels and experiences with the school canteen operation. Interviews was conducted face-to-face.

This study also observed the operations of the school canteen to gather data on the quality of food, cleanliness, and customer service provided to the students and review documents such as canteen operation policies, menus, and pricing to supplement the data gathered through surveys, interviews, and observations.

The researcher first tested the data's normality using Kolmogorov-Smirnov analysis, comparing the cumulative distribution function of the observed data to that of a normal distribution. After determining that the distribution is not normal, the researcher used a non-parametric test to check the null hypothesis. The researchers were able to gain a thorough knowledge of the kids' levels of satisfaction with the running of the school canteen thanks to the combination of these data collection methods. The information gathered was analysed and presented to offer suggestions for improving the school canteen operation and insights on areas that needed development.

## Results

### Demographic Profile of the Respondents

Table 1.1 presents the frequency distribution of the demographic profile of the respondents in terms of gender.

Table 1.1. *Frequency Distribution of the Respondents in Terms of Gender*

<i>Total</i>	<i>279</i>	<i>100.00</i>
<b>Gender</b>	<b>105</b>	<b>36.63</b>
Male	171	61.29
Female	3	2.08
LGBTQ	3	2.08
<b>Total</b>	<b>279</b>	<b>100.00</b>

In the presented data, there were 105 males, 171 females, and 3 individuals who identify as LGBTQ. This translates to 36.63% of the sample being male, 61.29% being female, and 2.08% identifying as LGBTQ. It only means that female outnumbered male.

Based on Hiza, et al (2013) there were significant differences in diet quality based on various demographic factors. It showed variations in diet quality among different age groups, sexes, racial/ethnic groups, income levels, and education levels. The study highlighted that certain subgroups, such as older adults, women, higher-income individuals, and those with higher education levels, tended to have better diet quality.

It is important to note that understanding these differences can help inform targeted interventions and public health strategies to improve diet quality and promote healthier eating habits among specific demographic segments.

The findings of the study have implications for understanding the affordability and accessibility of healthy foods, especially for individuals from lower socio-economic backgrounds. It highlights the importance of considering different price metrics when assessing the cost of healthy foods.

Table 1.2 presents the frequency distribution of the demographic profile of the respondents in terms of socio-economic status.



Table 1.2. *Frequency Distribution of the Respondents in Terms of Socio-Economic Status*

Profile	Frequency	Percentage
Socio-Economic Status		
Less than 10,000	146	52.33
10,001 – 20,000	72	25.81
20,001 – 30,000	28	10.04
30,001 – 40,000	18	6.45
40,001 and above	15	5.37
Total	279	100.00

The table revealed that there were 146 individuals with a socio-economic status of less than 10,000, 72 individuals with a status between 10,001 and 20,000, 28 individuals

between 20,001 and 30,000, 18 individuals between 30,001 and 40,000, and 15 individuals with a status of 40,001 and above.

This means that the numbers decrease further for higher socio-economic status categories, with 28 individuals falling between 20,001 and 30,000, 18 individuals between 30,001 and 40,000, and the smallest group of 15 individuals having a status of 40,001 and above.

The study of Carlson (2014), found that when considering prices per calorie or prices per edible weight, healthier foods tended to be more expensive. However, when prices were evaluated per average portion, healthier foods were more affordable than less healthy options. This suggests that the perception of healthy foods being more expensive depends on the measurement used.

**Level of Satisfaction of Junior High School Students in School Canteen Operations**

Table 2 presents the level of students’ satisfaction in school canteen operations in terms of nutritional value, taste, price, cleanliness, and diversity of products.

Table 2. *Composite Table on the Computed Weighted Mean on the Level of Satisfaction of Junior High School Students in School Canteen Operations*

School Canteen Operations	Results		
Nutritional Value	3.54	1.18	Very Satisfied
Taste of Food	3.48	1.15	Very Satisfied
Price of the Food	3.32	1.21	Satisfied
Cleanliness of School Canteen	3.88	1.08	Very Satisfied
Diversity of Products	3.71	1.15	Very Satisfied
Average Mean	3.59	1.15	Very Satisfied

The table presents that items on Nutritional Value obtained a mean of 3.54 with standard deviation of 1.18, items on Taste of Food have a computed mean on 3.48 with standard deviation of 1.15, next was items on Cleanliness of School Canteen have 3.88 mean and 1.08 standard deviation and items on Diversity of Products have 3.71 mean and 1.15 standard deviation, while all of the were described as Very Satisfied. Lastly, items on Price of Food obtained 3.32 mean

The table revealed that cleanliness of the school canteen obtained the highest computed mean and has been identified with the most consistent response among the respondents as revealed by the standard deviation.

The cleanliness of the school canteen was a significant factor influencing students' satisfaction. A clean and hygienic environment was associated with higher levels of student satisfaction. The study highlighted the importance of maintaining cleanliness in the canteen to enhance students' overall experience and well-being (Ovca & Kolar, 2016).

The findings of the study have implications for school administrators, policymakers, and canteen staff. It is necessary to emphasize on putting cleanliness first in the canteen area in order to increase student satisfaction and enhance their overall health and well-being.

**Significant Difference on the Students’ Satisfaction in School Canteen Operations in terms of nutritional value, taste, price, cleanliness, and diversity of products vis a vis profile.**

Table 3 presents the mean comparison on the students’ satisfaction in school canteen operations in terms of nutritional value, taste, price, cleanliness, and diversity of products based on gender.

Table 3. *Mean Comparison on the Students’ Satisfaction in School Canteen Operations based on Gender*

Profile	Canteen Operations	U Value	Sig	Interpretation	Decision to Ho
Gender	Nutritional Value	7878.500	0.043	Significant	Reject
	Taste of Food	8117.500	0.097	Not Significant	Accept
	Price of the Food	8347.500	0.191	Not Significant	Accept
	Cleanliness of School Canteen	8636.000	0.385	Not Significant	Accept
	Diversity of Products	8251.500	0.145	Not Significant	Accept



As gleaned from the table, it can be said that there is no significant difference in the students' satisfaction on school canteen operations when assessed by the respondents categorized in terms of gender except for the area on nutritional value ( $p < 0.05$ ). While all the rest yielded greater than  $\alpha = 0.05$ .

It only means that there may be variations in dietary preferences and choices between males and females, specifically in relation to the nutritional content of the food they consume. However, it is important to note that further research is needed to explore the underlying reasons behind these differences and to examine the broader context of dietary patterns and behaviors among different genders.

This was similar to the findings of Rozin, Hormes, Faith, and Wansink (2012), revealed that meat consumption is indeed metaphorically associated with masculinity in many cultural contexts. The analysis demonstrated that people commonly use meat-related language and imagery to describe and conceptualize male attributes, power, and social roles. These findings suggest that the metaphorical link between meat and masculinity may shape individuals' food preferences, choices, and identity.

The findings of the study have implications for understanding the sociocultural factors that influence food preferences and behaviors, particularly in relation to gender. The metaphorical association of meat with masculinity may contribute to variations in food choices and consumption patterns among males and females, and it highlights the role of cultural norms and gender identity in shaping dietary practices.

Table 4 presents the mean comparison on the students' satisfaction in school canteen operations in terms of nutritional value, taste, price, cleanliness, and diversity of products based on socio-economic status.

Table 4. Mean Comparison on the Students' Satisfaction in School Canteen Operations based on Socio-Economic Status

Profile	Canteen Operations	H Value	Sig	Interpretation	Decision to Ho
Socio-Economic Status	Nutritional Value	3.090	0.543	Not Significant	Accept
	Taste of Food	1.831	0.767	Not Significant	Accept
	Price of the Food	4.131	0.389	Not Significant	Accept
	Cleanliness of School Canteen	3.924	0.416	Not Significant	Accept
	Diversity of Products	5.240	0.264	Not Significant	Accept

As gathered from the table, there is no significant difference in the students' satisfaction on school canteen operations based on socio-economic status reflective of the sig. values all greater than  $\alpha = 0.05$ . This means that regardless of their monthly family income, the level of their satisfaction in all the areas of canteen operations are the same.

Yeoh et al. (2018) stated that there are identified several factors that influence customer satisfaction in school canteens. These factors included food quality, pricing, service quality, variety of food choices, convenience, cleanliness, ambiance, and nutritional aspects. The review highlighted the importance of these factors in determining customer satisfaction and provided an overview of the research findings related to each factor.

The identified factors can help stakeholders understand the aspects that contribute to customer satisfaction in school canteens. By addressing these factors, school canteen administration and staff can enhance the overall dining experience and satisfaction levels of students and other customers.

### Typical Experiences that Influence the Level of Satisfaction of Students in the School Canteen Operations

There are several experiences that can influence the level of satisfaction of students in school canteen operations. Some of these experiences include: Quality and variety of food: The quality and variety of food offered in the school canteen is a key factor in determining student satisfaction. Students may be more satisfied if the canteen offers a range of healthy and nutritious options, as well as popular and culturally appropriate dishes.

Price and affordability: The price of food is also an important factor that can influence student satisfaction. Students from low-income families may be more satisfied if the canteen offers affordable food options, or if there are discounts or subsidies available for students who cannot afford to pay full price.

Cleanliness and hygiene: The cleanliness and hygiene of the canteen can have a significant impact on student satisfaction. Students may be more satisfied if the canteen is clean and well-maintained, and if there are proper procedures in place to ensure food safety and prevent the spread of disease.

Service quality and staff behavior: The quality of service provided by the canteen staff can also



influence student satisfaction. Students may be more satisfied if the staff are friendly and attentive, and if they provide prompt and efficient service.

**Atmosphere and environment:** The atmosphere and environment of the canteen can also influence student satisfaction. Students may be more satisfied if the canteen is well-lit, spacious, and comfortable, and if there are appropriate facilities available for eating and socializing.

Overall, the experiences that influence student satisfaction in school canteen operations can be complex and multifaceted, and may vary depending on factors such as student demographics, cultural backgrounds, and personal preferences. It is important for canteen operators to take these factors into account when designing and implementing strategies to improve student satisfaction and promote healthy eating habits.

In this manner, Hayes and Sullivan (2014), that non-oral sensory factors can significantly impact taste and flavor perception. Visual cues, such as food appearance and color, can influence taste expectations and affect the perceived intensity and pleasantness of flavors. Auditory cues, such as sound and crunchiness, can also shape taste perception. Additionally, olfactory cues, such as food aroma, can interact with taste sensations to create a multisensory experience and impact flavor perception.

## Discussion

### Demographic Profile of the Respondents

It could be gleaned from the table that the fact that the respondents are from lower-class families could provide important context for interpreting the study's findings and may suggest specific areas for improvement in the school canteen operations. Lower-class families may have more financial constraints, which may affect their level of satisfaction with the school canteen operations. For example, they may find the prices too high, the portion sizes too small, or the food quality lower than what they can afford at home. The study's findings could suggest that the school needs to be more mindful of the financial constraints of its lower-income families. Lower-class families may have limited access to healthy and nutritious food, so they may prioritize nutritional value when evaluating the school canteen's offerings. The study's findings could suggest that the school needs to improve the nutritional value of the food it serves. Lower-class

families may have different expectations and standards for school canteen operations than higher-income families, which could affect their overall satisfaction. The study's findings could suggest that the school needs to consider the specific needs and preferences of its lower-income families when evaluating its canteen operations. The health inequalities are largely determined by socioeconomic factors, such as income and education. The author emphasizes the importance of considering these factors when interpreting health-related research findings (Marmot, 2005).

### Level of Students' Satisfaction on the School Canteen Operations

It only implies that the results showing that cleanliness of the school canteen obtained the highest rank while price of the food was the lowest could be that the respondents prioritize cleanliness over affordability when it comes to their school canteen experience. This could suggest that the school should focus on maintaining a clean and hygienic canteen environment to meet the expectations of its students. On the other hand, the low ranking of the price of the food could indicate that the respondents consider the prices too high or not affordable for their budget. This may suggest that the school needs to review its pricing strategy and ensure that the food is offered at a reasonable price point for its student population. The school may also consider offering discounts or meal plans to make the canteen more affordable for its students. According to Rama and Sarjono (2020), the price of the food was a significant factor in determining student satisfaction and suggested that canteen operators should offer affordable pricing to meet the expectations of their customers. The price of food in the school canteen is an important factor to consider for students from lower-class families. These families may have limited financial resources and may struggle to afford the cost of food at the canteen. As a result, the price of the food can significantly impact their ability to access nutritious meals during the school day. Ensuring that the prices at the canteen are affordable for students from lower-class families is essential to promote equity and ensure that all students have access to healthy food options. It can also help to reduce food insecurity and hunger among students, which can negatively impact their academic performance and overall well-being. Additionally, pricing of food in school canteens can affect students' choices and preferences. Lower prices of healthy food options can encourage students to choose them over more unhealthy options. This can improve students' health outcomes in the long term, which can also benefit their

academic performance. In summary, the price of food in the school canteen is an important consideration for students from lower-class families. Offering affordable pricing can promote equity, reduce food insecurity, and encourage healthier food choices.

Significant Difference on the Students' Satisfaction in School Canteen Operations in terms of nutritional value, taste, price, cleanliness, and diversity of products vis a vis profile. It could be gleaned from the result that school canteen operation in terms of nutritional value are general considerations, and individual differences within genders can also exist. Additionally, the impact of gender on satisfaction levels may vary across different cultural contexts and individual experiences. It only means that male and female even LGBTQ may have different nutritional preferences and dietary needs. Biological and physiological differences between genders can lead to variations in nutrient requirements. Correspondingly, gender roles and societal expectations may shape individuals' attitudes towards food and nutrition. Understanding the impact of gender on satisfaction levels can help canteen operators and food service providers tailor their nutritional offerings to better meet the needs and preferences of different genders. By recognizing and accommodating the unique nutritional requirements and preferences of men and women, canteens can enhance overall satisfaction and improve the dining experience. Gender-specific nutrition education programs can be developed to raise awareness and promote healthier eating habits among students. By providing targeted information on gender-specific nutritional needs and benefits, students can make informed choices and feel more satisfied with the nutritional value of the canteen's offerings.

### Typical Experiences that Influence the Level of Satisfaction of Students in the School Canteen Operations

Understanding the typical experiences of students in school canteen operations is important for improving the quality of school canteen services. By identifying the key factors that influence student satisfaction, canteen operators can develop targeted strategies to address areas of weakness and improve the overall quality of the food service. For example, if the quality and variety of food is found to be a key factor in determining student satisfaction, canteen operators can work to provide more healthy and nutritious food options, as well as popular and culturally appropriate dishes. If price and affordability are identified as important factors, canteen operators can offer

discounts or subsidies for students who cannot afford to pay full price, or explore other innovative pricing strategies to make healthy food options more accessible. Similarly, if cleanliness and hygiene are found to be a key factor, canteen operators can implement more rigorous food safety and hygiene procedures, and invest in regular cleaning and maintenance to ensure that the canteen is clean and well-maintained. If service quality and staff behavior are identified as important factors, canteen operators can provide training and development opportunities for staff to improve their customer service skills, and ensure that there are clear procedures in place for handling customer complaints and feedback. Overall, by taking a student-centered approach and focusing on the experiences of students in school canteen operations, canteen operators can make targeted improvements to the food service that meet the needs and preferences of students, promote healthy eating habits, and enhance overall student satisfaction and well-being.

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