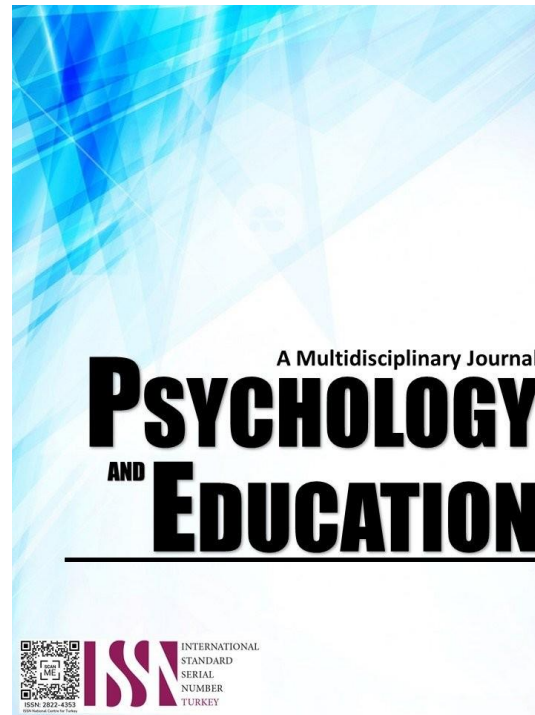


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A Mixed-Method: Evaluation and Assessment of Student Organizations Office Basis for Implementation of Project Proposal

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Abstract

This study evaluates the implementation of the 7S framework and Documented Information Processing (DIP) in the Office of Student Organizations at President Ramon Magsaysay State University (PRMSU) across seven campuses. The research employs a mixed-methods approach, combining qualitative and quantitative data to assess the efficiency of IT equipment, office management, and administrative processes related to student organizations. Data were gathered from 20 Supreme Student Government (SSG) Presidents through surveys, interviews, and focus group discussions. Findings indicate that the overall implementation of 7S practices—Sort, Set in Order, Shine, Standardize, Sustain, Safety, and Savings—was satisfactory, though specific areas such as "Set in Order" and "Savings" received lower satisfaction ratings in certain campuses. Similarly, the evaluation of DIP for student organization recognition, renewal, and activity approval showed high satisfaction, with most respondents acknowledging the proper documentation and processing of organizational requirements. However, gaps in IT infrastructure, office supplies, ventilation, and electricity supply emerged as key concerns affecting operational efficiency. The study underscores the need for institutional improvements, particularly in IT equipment procurement, to support student organization functions. It also highlights PRMSU's commitment to ISO standards and the Sustainable Development Goals (SDG 17) by strengthening administrative processes. The findings serve as the basis for a project proposal aimed at enhancing student services and operational frameworks. Future studies may explore long-term impacts of improved IT integration on student organization performance and engagement.

Keywords: *7S framework, Documented Information Processing, student organizations, IT equipment, administrative efficiency, mixed-methods, PRMSU*

Introduction

In the modern workplace, IT equipment serves as the backbone of operations, facilitating communication, streamlining processes, and enabling productivity. From computers and servers to network infrastructure and software applications, these technological tools empower employees to perform tasks more efficiently and effectively.

One of the primary benefits of IT equipment in offices is its role in enhancing communication. Email, instant messaging, video conferencing, and collaboration platforms enable seamless interaction among team members, regardless of their physical location. This fosters teamwork, accelerates decision-making processes, and promotes innovation.

In addition, following the 7S and Documented Information Processing (DIP) set by the International Organization for Standardization (ISO) is important in every office to be more efficient in doing their function.

In higher education institutions, student affairs and services refer to the programs and services that focus on students' academic support experiences in order to achieve holistic student development. Services related to student development, welfare, and institutional programs and services are included in the category of academic support services (CMO 9 S2013). The fundamental services and initiatives required in the Philippines to guarantee and advance students' well-being are known as student welfare services. Student Affairs and Services (SAS) is the most adaptable and pertinent delivery unit that aims to lessen the effects and give students support and development, according to McCarthy (2020).

In President Ramon Magsaysay State University, the Student Organizations Office include Student Welfare Services which are basic services and programs needed to ensure and promote the well-being of students. Likewise, the Student Development Services are services and programs designed for the exploration, enhancement, and development of the student's full potential for personal development, leadership, and social responsibility through various institutional activities.

Since President Ramon Magsaysay State University is ISO certified, it is expected that they should abide by the standards set beforehand. And since PRMSU is committed to providing holistic development for students, it is important that the institution provide sufficient equipment that they can utilize to fully execute their functions as one of the stakeholders of the university.

This study aimed to evaluate the process and IT equipment available in the different offices of student organizations across the seven campuses of PRMSU. In addition, this also served as the basis for drafting the proposal to purchase additional IT equipment to be utilized by their office. It also addresses Sustainable Development Goals (SDGs) number 17; it focuses on strengthening the means of implementation and revitalizing the Global Partnership for Sustainable Development Technology.

Research Questions

Specifically, it sought to answer the following questions:

1. How is the implementation of 7s in terms of:
 - 1.1. sort;
 - 1.2. set in order;
 - 1.3. shine;
 - 1.4. standardize;
 - 1.5. sustain;
 - 1.6. safety; and
 - 1.7. savings?
2. How is the implementation of Documented Information Processing (DIP) in terms of:
 - 2.1. recognition and renewal of student organizations; and
 - 2.2. approval of student activities?
3. What are the other concerns of the office that they want to address by the institution?

Methodology

The study employed descriptive mixed methods. Descriptive mixed-method design in research refers to a research approach that aims to describe and understand a phenomenon by combining qualitative and quantitative data collection and analysis methods. It involves collecting both qualitative and quantitative data concurrently and analyzing them equally. This design allows researchers to gain a comprehensive understanding of the research topic by examining it from multiple angles and perspectives. According to Magetti (2018), mixed-method designs is an increasingly popular approach to designing research in the social sciences that is used to combine the respective advantages of qualitative and quantitative analytical procedures and to strengthen the empirical analysis.

Ethical standard was strictly followed in the conduct of research. A total of twenty (N=20) Supreme Student Government Presidents and students enrolled in PRMSU across all seven (7) campuses participated. A purposive sampling was utilized to defined population.

In the conduct of the study, selected SSG Officers visited each campus to evaluate the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations using a survey questionnaire. To determine the other concerns of the office that they want to address by the institution the researchers utilized the narrative inquiry and focused group discussion.

The researchers used descriptive statistics to determine the frequency and percentage of participant responses on how they would evaluate the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations. The data collated from the interview were analyzed, interpreted, and thematized with the aid of descriptive phenomenological analysis. The content of each response derived from all open-ended questions was reviewed, summarized, and organized by shared themes.

Results and Discussion

Prmsu Student Organizations Implementation of 7S Documented and Information Processing (DIP)

There was a total of twenty (N=20) respondents who successfully completed the survey questionnaire and interview.

Table 1.

<i>Sta. Cruz Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	3.00	Satisfied
2.	Set In Order	2.66	Dissatisfied
3.	Shine	2.83	Satisfied
4.	Standardize	3.00	Satisfied
5.	Sustain	3.16	Satisfied
6.	Safety	3.33	Very Satisfied
7.	Savings	2.16	Dissatisfied
GWM		2.87	Satisfied
Recognition And Renewal Of Student Organizations			
1.	Requirements for recognition and renewal of student organizations are complete.	3.33	Very Satisfied
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	3.66	Very Satisfied
GWM		3.49	Very Satisfied
Approval Of Student Activities			
1.	Requirements in conducting students' activities are complete.	3.33	Very Satisfied
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	3.33	Very Satisfied

GWM 3.33 Very Satisfied

The table 1 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of Sta. Cruz Campus. Out of twenty (20) respondents, sort got a mean of 3.00 interpreted as satisfied, set in order got a mean of 2.66 interpreted as dissatisfied, shine got a mean of 2.83 interpreted as satisfied, standardize got a mean of 3.00 interpreted as satisfied, sustain got a mean of 3.16 interpreted as satisfied, safety got a mean of 3.33 interpreted as Very Satisfied, and savings got a mean of 2.16 interpreted as dissatisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 3.49 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.33 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.66 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.49 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.33 interpreted as Very Satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 3.33 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.33 interpreted as Very Satisfied.

Table 2.

Table 2.				
Candelaria Campus				
Implementation Of 7s Practices Within The Delivery Unit				
No.	Title	Mean	Interpretation	
1.	Sort	2.66	Satisfied	
2.	Set In Order	1.66	Very Dissatisfied	
3.	Shine	2.83	Satisfied	
4.	Standardize	2.83	Satisfied	
5.	Sustain	3.16	Satisfied	
6.	Safety	3.33	Very Satisfied	
7.	Savings	4	Very Satisfied	
GWM		2.92	Satisfied	
Recognition And Renewal Of Student Organizations				
1.	Requirements for recognition and renewal of student organizations are complete.	3.16	Satisfied	
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	3.33	Very Satisfied	
GWM		3.24	Satisfied	
Approval Of Student Activities				
1.	Requirements in conducting students' activities are complete.	3.16	Satisfied	
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	3.16	Satisfied	
GWM		3.16	Satisfied	

The table 2 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of Candelaria Campus. Out of twenty (20) respondents, sort got a mean of 2.66 interpreted as satisfied, set in order got a mean of 1.66 interpreted as Very Dissatisfied, shine got a mean of 2.83 interpreted as satisfied, standardize got a mean of 2.83 interpreted as satisfied, sustain got a mean of 3.16 interpreted as satisfied, safety got a mean of 3.33 interpreted as Very Satisfied, and savings got a mean of 4 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 2.92 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.16 interpreted as satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.33 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.24 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.16 interpreted as satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 3.16 interpreted as satisfied. The Grand Weighted mean of the evaluation is 3.16 interpreted as Satisfied.

The table 3 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of Masinloc Campus. Out of twenty (20) respondents, sort got a mean of 3.00 interpreted as satisfied, set in order got a mean of 2.66 interpreted as dissatisfied, shine got a mean of 3.00 interpreted as satisfied, standardize got a mean of 3.17 interpreted as

satisfied, sustain got a mean of 3.17 interpreted as satisfied, safety got a mean of 3.17 interpreted as satisfied, and savings got a mean of 3.00 interpreted as satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 3.07 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.33 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.33 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.33 interpreted as Very Satisfied.

Table 3.

<i>Masinloc Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	3.00	Satisfied
2.	Set in order	3.00	Satisfied
3.	Shine	3.00	Satisfied
4.	Standardize	3.17	Satisfied
5.	Sustain	3.17	Satisfied
6.	Safety	3.17	Satisfied
7.	Savings	3.00	Satisfied
GWM		3.07	Satisfied
Recognition and renewal of student organizations			
1.	Requirements for recognition and renewal of student organizations are complete.	3.33	Very Satisfied
2.	Recognition and renewal forms are properly signed by the authority based on the dip.	3.33	Very Satisfied
GWM		3.33	Very Satisfied
Approval of student activities			
1.	Requirements in conducting students' activities are complete.	3.33	Very Satisfied
2.	Approval letter and project proposal are properly signed by the authority based on the dip.	3.33	Very Satisfied
GWM		3.33	Very Satisfied

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.33 interpreted as Very Satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 3.33 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.33 interpreted as Very Satisfied.

Table 4.

<i>Iba Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	4.00	Very Satisfied
2.	Set In Order	4.00	Very Satisfied
3.	Shine	4.00	Very Satisfied
4.	Standardize	3.83	Very Satisfied
5.	Sustain	4.00	Very Satisfied
6.	Safety	3.83	Very Satisfied
7.	Savings	4.00	Very Satisfied
GWM		3.90	Very Satisfied
Recognition And Renewal Of Student Organization			
1.	Requirements for recognition and renewal of student organization are complete.	4.00	Very Satisfied
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	4.00	Very Satisfied
GWM		4.00	Very Satisfied
Approval Of Student Activities			
1.	Requirements in conducting students' activities are complete.	3.83	Very Satisfied
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	4.00	Very Satisfied
GWM		3.90	Very Satisfied

The table 4 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student

organizations of Iba Campus. Out of twenty (20) respondents, sort got a mean of 4.00 interpreted as very satisfied, set in order got a mean of 4.00 interpreted as very satisfied, shine got a mean of 4.00 interpreted as very satisfied, standardize got a mean of 3.83 interpreted as s very satisfied, sustain got a mean of 4.00 interpreted as very satisfied, safety got a mean of 3.83 interpreted as very satisfied, and savings got a mean of 4.00 interpreted as very satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 3.90 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 4.00 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 4.00 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 4.00 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.83 interpreted as Very Satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 4.00 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.90 interpreted as Very Satisfied.

Table 5.

<i>Botolan Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	3.16	Satisfied
2.	Set In Order	3.00	Satisfied
3.	Shine	2.50	Satisfied
4.	Standardize	3.00	Satisfied
5.	Sustain	3.00	Satisfied
6.	Safety	3.16	Satisfied
7.	Savings	3.00	Satisfied
GWM		3.00	Satisfied
Recognition And Renewal Of Student Organizations			
1.	Requirements for recognition and renewal of student organizations are complete.	3.66	Very Satisfied
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	3.50	Very Satisfied
GWM		3.58	Very Satisfied
Approval Of Student Activities			
1.	Requirements in conducting students' activities are complete.	3.33	Very Satisfied
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	1.66	Very Dissatisfied
GWM		2.49	Dissatisfied

The table 5 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of Botolan Campus. Out of twenty (20) respondents, sort got a mean of 3.16 interpreted as satisfied, set in order got a mean of 3.00 interpreted as satisfied, shine got a mean of 2.50 interpreted as satisfied, standardize got a mean of 3.00 interpreted as satisfied, sustain got a mean of 3.00 interpreted as satisfied, safety got a mean of 3.16 interpreted as satisfied, and savings got a mean of 3.00 interpreted as satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 3.00 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.66 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.50 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.58 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.33 interpreted as Very Satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 1.66 interpreted as Very Dissatisfied. The Grand Weighted mean of the evaluation is 2.49 interpreted as Dissatisfied.

The table 6 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of San Marcelino Campus. Out of twenty (20) respondents, sort got a mean of 3.00 interpreted as satisfied, set in order got a mean of 3.16 interpreted as satisfied, shine got a mean of 3.00 interpreted as satisfied, standardize got a mean of 2.80 interpreted as satisfied, sustain got a mean of 3.00 interpreted as satisfied, safety got a mean of 3.00 interpreted as satisfied, and savings got a mean of 3.00 interpreted as satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 3.0 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out

of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.30 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.16 interpreted as Satisfied. The Grand Weighted mean of the evaluation is 3.23 interpreted as Satisfied.

Table 6.

<i>San Marcelino Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	3.00	Satisfied
2.	Set In Order	3.16	Satisfied
3.	Shine	3.00	Satisfied
4.	Standardize	2.80	Satisfied
5.	Sustain	3.00	Satisfied
6.	Safety	3.00	Satisfied
7.	Savings	3.00	Satisfied
GWM		3.0	Satisfied
Recognition And Renewal Of Student Organization			
1.	Requirements for recognition and renewal of student organization are complete.	3.30	Very Satisfied
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	3.16	Satisfied
GWM		3.23	Satisfied
Approval Of Student Activities			
1.	Requirements in conducting students' activities are complete.	3.16	Satisfied
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	3.16	Satisfied
GWM		3.16	Satisfied

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.16 interpreted as satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 3.16 interpreted as satisfied. The Grand Weighted mean of the evaluation is 3.16 interpreted as Satisfied.

Table 7.

<i>Castillejos Campus</i>			
<i>Implementation Of 7s Practices Within The Delivery Unit</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Sort	3.00	Satisfied
2.	Set In Order	3.16	Satisfied
3.	Shine	3.00	Satisfied
4.	Standardize	2.80	Satisfied
5.	Sustain	3.00	Satisfied
6.	Safety	2.80	Satisfied
7.	Savings	3.00	Satisfied
GWM		2.9	Satisfied
Recognition And Renewal Of Student Organization			
1.	Requirements for recognition and renewal of student organization are complete.	3.80	Very Satisfied
2.	Recognition and Renewal Forms are properly signed by the authority based on the DIP.	3.80	Satisfied
GWM		3.80	Very Satisfied
Approval Of Student Activities			
1.	Requirements in conducting students' activities are complete.	3.50	Satisfied
2.	Approval Letter and Project Proposal are properly signed by the authority based on the DIP.	3.50	Satisfied
GWM		3.50	Very Satisfied

The table 7 shows the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations of Castillejos Campus. Out of twenty (20) respondents, sort got a mean of 3.00 interpreted as satisfied, set in order got a mean of 3.16 interpreted as satisfied, shine got a mean of 3.00 interpreted as satisfied, standardize got a mean of 2.80 interpreted as satisfied, sustain got a mean of 3.00 interpreted as satisfied, safety got a mean of 2.80 interpreted as satisfied, and savings got a mean of 3.00 interpreted as satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s is 2.9 interpreted as Satisfied.

For the implementation of Documented Information Processing (DIP) for Recognition and Renewal of the Student Organizations, out of twenty (20) respondents, Requirements for recognition and renewal of student organizations are complete got a mean of 3.80 interpreted as Very Satisfied and Recognition and Renewal Forms are properly signed by the authority based on the DIP got a mean of 3.80 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.80 interpreted as Very Satisfied.

For the implementation of Documented Information Processing (DIP) for Approval of Student Activities of the Student Organizations, out of twenty (20) respondents, Requirements in conducting students' activities are complete got a mean of 3.50 interpreted as Very Satisfied and Approval Letter and Project Proposal are properly signed by the authority based on the DIP got a mean of 3.50 interpreted as Very Satisfied. The Grand Weighted mean of the evaluation is 3.50 interpreted as Very Satisfied.

Table 8.

<i>Summary</i>			
<i>No.</i>	<i>Title</i>	<i>Mean</i>	<i>Interpretation</i>
1.	Implementation Of 7s Practices Within the Delivery Unit	3.09	Satisfied
2.	Recognition And Renewal of Student Organizations	3.52	Very Satisfied
3.	Approval Of Student Activities	3.26	Very Satisfied
	GWM	3.29	Very Satisfied

The table 8 shows the summary of evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations across all campuses. The Implementation Of 7s Practices Within the Delivery Unit got a mean of 3.09 interpreted as very satisfied. The Recognition and Renewal of Student Organizations got a mean of 3.52 interpreted as very satisfied. The Approval of Student Activities got a mean of 3.26 interpreted as very satisfied. The Grand Weighted mean of the evaluation of the implementation of 7s and Documented Information Processing (DIP) in the office of student organizations across all campuses is 3.29 interpreted as Very Satisfied.

A study by Tomažević et al. (2017) investigates the impact of ISO 9001 implementation on customer satisfaction in public administration institutions. The research highlights that ISO 9001-certified organizations experience higher levels of client satisfaction due to improved process efficiency, better service quality, and a strong emphasis on customer feedback. This systematic approach ensures that services are consistently delivered to meet client expectations, leading to enhanced satisfaction.

Another study examined the engineering design services in Saudi Arabia and concluded that the implementation of ISO 9001 resulted in varying levels of customer satisfaction across different projects. The research emphasized the need for continuous evaluation and improvement of quality management systems to maintain and enhance customer satisfaction

Other Concerns Of The Office That They Want To Address By The Institution

Table 9.

<i>Other Concerns Of The Office That They Want To Address By The Institution</i>
Themes
Building
Electricity Supply
I.T Equipment
Office Supplies
Offices
Ventilations

The table 9 shows the consolidated concerns of the respondents based from the focused group discussion. As indicated on the table above the following: Building, Electricity Supply, I.T Equipment, Office Supplies, Offices, and Ventilations.

Conclusions

The implementation of 7s in the Office of Student Organizations across all campuses is satisfactory.

The implementation of Documented Information Processing (DIP) in the office of student organizations across all campuses is very satisfactory.

Building, Electricity Supply, I.T Equipment, Office Supplies, Offices, and Ventilations are the themes emerged after the conduct of focused group discussion.

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