

EXPLORING STUDENT MANAGEMENT SYSTEM THROUGH STUDENT SATISFACTION AS PERCEIVED BY GRADE 12 HUMANITIES AND SOCIAL SCIENCE AT BESTLINK COLLEGE OF THE PHILIPPINES

ABSTRACT

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This study explores the Student Management System (SMS) and its role in influencing student satisfaction among Grade 12 Humanities and Social Sciences (HUMSS) students at Bestlink College of the Philippines. The SMS is a vital digital tool used by educational institutions to streamline processes such as accessibility, communication, tracking academic progress, and generating data-driven insights. This research aims to assess how students perceive the SMS in terms of these key functions and how these perceptions contribute to overall student satisfaction. The study utilizes an exploratory-descriptive research design. A total of 212 Grade 12 HUMSS students enrolled for the academic year 2024–2025 were selected using cluster sampling. A validated survey questionnaire, reviewed by an adviser, grammarian, and statistician, served as the primary data-gathering tool. Respondents' perceptions were measured using a Likert scale, and the data were analyzed using statistical tools such as frequency, percentage, ranking, and weighted mean. The findings revealed that the SMS was perceived to be effective in supporting various aspects of student satisfaction. The communication indicator received the highest weighted mean of 3.43, interpreted as "Strongly Agree," followed by accessibility (3.35), data-driven insights (3.34), and tracking process (3.33), all also rated as "Strongly Agree." These results reflect the students' overall positive perception of the SMS across different functional dimensions. The study highlights the significance of evaluating students' perspectives on educational technologies like the SMS to enhance user satisfaction. To improve the system further, the study recommends enhancing system reliability to reduce technical issues and broadening communication tools to foster more interactive learning. An action plan is suggested to refine data accuracy and strengthen the SMS framework based on student feedback. These insights aim to contribute to ongoing efforts to improve the functionality and responsiveness of student management systems in educational institutions.

RECOMMENDED CITATION

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