

# Employers' Feedbacks on the Performances of the Criminology Graduates of Isabela State University Cabagan

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**Abstract:** *This study focused on the assessment of the employers' feedbacks on the performances of the criminology graduates of Isabela State University Cabagan. Specifically, the following variables were examined: the level of satisfaction of the employers on the performances of the criminology graduates in terms of commitment, knowledge to job, quality of work, communication skill, and public relations; the proficiencies useful to employers; and the degree of inclination of the employers to hiring criminology graduates of Isabela State University Cabagan. A total of 34 employers consisting of the 17 chief of police and 17 deputy chiefs of the Philippine National Police in the province of Isabela served as the respondents of this study. Descriptive design was used in analysis and interpretation of the data in this study which were gathered through a survey questionnaire. Findings showed that the employers displayed affirmative feedbacks on the performances of the criminology graduates of Isabela State University Cabagan. The employers are highly satisfied in terms of commitment, knowledge to job, quality of work, communication skill, and public relations performances of the criminology graduates. Furthermore, the proficiencies most useful to the employers include communication skill, physical agility, computer application, technical knowledge, and critical thinking skill. Finally, the employers are highly inclined to hiring criminology graduates of Isabela State University Cabagan.*

**Keywords:** Commitment, Knowledge to job, Quality of work, Communication skill, Public relations, Proficiencies, Inclination

## 1. Introduction

Higher education institutions in the Philippines assume significant roles in the economic, social, and cultural development of the country. These institutions are known as one of the best agents to take about development of the nation's human basic through the commitment of affection apprenticeship and accordant trainings. Moreover, higher education institutions have the economic concern to produce graduates proficient for employment having the competencies, skills, and attitudes that are highly regarded by employers and are considered valuable to the country's prosperity and human capital (Aquino et al, 2015). Besides, the capability of an educational academy can be estimated through the proficiencies of its graduates which are bent from the feedbacks of the administration in the assignment situation. Likewise, the outcomes of any educational programs can be gauged in agreement of how the graduates employ the university acquired competencies in the actual assignment condition (Plantilla, 2017).

In Malaysia, a pilot study involving 30 companies which are randomly selected generally revealed that the employers, satisfaction on the engineering graduate workforce with respect to the non - technical attributes is high having about 50% satisfaction level or higher, with the team working attribute scoring the highest value of 63%. Nevertheless, the employers are most dissatisfied with the entrepreneurial skills of the engineering graduates scoring 13% satisfactory level (Omar. M. Z. et al, 2006).

In a parallel study of Tudy (2017) which determined the satisfaction of employers on the performance of new college graduates of CorJesu College, Philippines showed that the employers are highly satisfied with the skills of the new graduates of CorJesu College and strongly suggest that the college is producing graduates who live up to the expectations of the industry. Furthermore, findings indicated

that the school's rigid training among its students is effectiveness in responding to the skills required by the industry.

Similarly, Plantilla (2017) conducted a study that assessment the employers' feedback on the performances of business graduates of the University of Rizal System Pililla in the workplace with respect to knowledge and understanding, skills, and personal qualities. The findings disclosed that employers are very much satisfied on the performances of the graduates in terms of knowledge and understanding of the job, general skills, specialized skills and personal qualities demonstrated in the workplace. Besides, there is no mismatch of knowledge and skills of graduates to the expectations of the employers thereby employers placed a strong preference to the business graduate of the university.

In addition, Aquino (2015) investigated the performances of Batangas State University ARASOF College of Teacher Education graduates through the feedbacks of the employers. The findings showed that employers are satisfied with teachers prepared at BatStateU ARASOF. Employers find the proficiencies of the graduates as very useful for an entry level teacher; hence school heads are very much willing to continue hiring graduates of the university.

Along these notions, Isabela State University - Cabagan Campus started the offering of the Criminology program in year 2006 by virtue of the Board of Regents Resolution Number 14, series of 2006. The Bachelor of Science in Criminology program focusing on the study of crimes and the roles of the various agencies of criminal justice as they operate and react to crime, criminals, and victims is regulated by the Commission on Higher education. The mission of the Criminology program is to provide the community with professionally competent and morally upright graduates who can deliver efficient and effective services in crime prevention, crime detection and

investigation, law enforcement, custody and rehabilitation of offenders, conduct criminological research on the nature and causes of crime, and among others. Moreover, this is a discipline that embraces scholarly, scientific, and professional knowledge concerning the etiology, prevention, control and treatment of crime and delinquency. This includes the measurement and detection of crime, legislation and practice of criminal law, theory testing, policy analysis and program evaluation as well as the law enforcement, judicial and correctional systems.

In addition, the Bachelor of Science in Criminology is a four - year college degree program intended for individuals who wish to have a career in the fields of Law Enforcement, Security Administration, Crime Detection and Prevention or Correctional Administration. The program outcomes of the course is to equipped its graduates with relevant knowledge, skills, attitude, and values shall be able to conduct criminological research on crimes, crime causation, victims, and offenders to include deviant behavior; internalize the concepts of human rights and victim welfare; demonstrate competence and broad understanding in law enforcement administration, public safety and criminal justice; utilize criminalistics or forensic science in the investigation and detection of crime; apply the principles and jurisprudence of criminal law, evidence and criminal procedure; and ensure offenders' welfare and development for their re - integration to the community.

Moreover, the program is now on its fifteenth year of implementation aiming to provide quality criminal justice education through its different resources and has already produced 799 graduates from year 2010 to 2017 comprising of 610 males and 189 females. Most of the graduates have gone on to engagement in the different law enforcement agencies such as the Philippine National Police, Bureau of Fire Protection, and Bureau of Jail Management and Penology. At present there are about 65 graduates who got employed as uniformed personnel in the different municipal police stations in the province of Isabela. Besides, the program has received informal information related to the performances of the graduates from the various employers in the province. From this, there is a need to assess the performances of graduates through an inquiry on the feedbacks of the employers. The employer's feedbacks can establish evidence on the quality of graduates that the institution has produced, hence, this study.

The study aims to determine the employers' feedbacks on the performances of the criminology graduates. Specifically, the study seeks to answer the following:

- 1) What is the level of satisfaction of the employers on the performances of the criminology graduate employees in terms of:
  - 1.1. Commitment,
  - 1.2. Knowledge to job,
  - 1.3. Quality of work,
  - 1.4. Communication skill, and

- 1.5. Public relation
- 2) What are the graduate's proficiencies useful to the employers?
- 3) What is the degree of inclination of the employers in hiring criminology graduates of Isabela State University Cabagan?

## 2. Methodology

This study used descriptive survey that systematically describes the employers' feedbacks on the performances of the criminology graduates of Isabela State University Cabagan. This design covers the assessment on the level of the satisfaction of the employers on the performances of the criminology graduates in terms of commitment, knowledge to job, quality of work, communication skill, and public relations; the graduate's proficiencies useful to the employers; and the degree of inclination of the employers to hiring criminology graduates of Isabela State University Cabagan. Besides, a total of 34 employers consisting of the 17 chief of police and 17 deputy chiefs of the Philippine National Police in the province of Isabela served as the respondents to provide feedbacks on the performances of the criminology graduate employees in their respective agencies. The needed data were gathered through the administration of a structure survey questionnaire and were validated through simple interviews. In addition, the respondents were asked to participate in their own volition having the opportunity to withdraw if of not comfortable.

### Statistical Tools

Weighted mean was utilized in quantifying the level of the satisfaction of the employers on the performances of the criminology graduates in terms of commitment, knowledge to job, quality of work, communication skill, and public relations; and the graduate's proficiencies useful to the employers. On the other hand, frequency count and percentage were applied to quantify the degree of inclination of the employers to hiring criminology graduates. The following four - point Likert scale was used.

Numerical values	Mean Range	Description
4	3.26 - 4.00	Highly satisfied Very useful
3	2.51 - 3.25	Moderately satisfied Useful
2	1.76 - 2.50	Slightly satisfied Somewhat useful
1	1.00 - 1.75	Not satisfied Not useful at all

## 3. Results and Discussions

- 1) The level of satisfaction of the employers on the performances of the criminology graduates.

### 3.1 Commitment

**Table 1:** Level of satisfaction of the employers on the performances of the criminology graduate employees in terms of commitment

Indicators	Mean	Descriptive equivalent
1. Comes to duty on time.	3.74	Highly satisfied
2. Comes to duty well - prepared to complete assigned responsibilities.	3.71	Highly satisfied
3. Makes self - available beyond official time.	3.74	Highly satisfied
4. Demonstrates sensitivity to his/her job objectives.	3.65	Highly satisfied
5. Accomplished assigned task promptly.	3.74	Highly satisfied
Area mean	3.72	Highly satisfied

The preceding table reflects the level of satisfaction of the employers on the performances of the criminology graduates in terms of commitment. The data shows that the employers are highly satisfied on the commitment performances of the criminology graduates as indicated in the area mean 3.72.

This result implies that the criminology graduates have executed great dedication to duty which is evident to the employers.

**3.2 Knowledge to job**

**Table 2:** Level of satisfaction of the employers on the performances of the criminology graduate employees in terms of knowledge to job

Indicators	Mean	Descriptive equivalent
1. Develops plan for the completion of the assigned task.	3.56	Highly satisfied
2. Demonstrates capacity to accomplish assigned task.	3.62	Highly satisfied
3. Integrates up - to - date knowledge to accomplish task.	3.68	Highly satisfied
4. Performs assigned tasks independently even without supervision.	3.56	Highly satisfied
5. Uses resources productively.	3.65	Highly satisfied
6. Shares information on the state of the art theory in his/her discipline.	3.53	Highly satisfied
Area mean	3.60	Highly satisfied

The foregoing table shows the level of satisfaction of the employers on the performances of the criminology graduates in terms of knowledge to job. The result displays that the employers are highly satisfied on the knowledge to job of the criminology graduate employees as reflected in the area mean 3.60. This data denotes that the criminology employees possessed highly satisfying knowledge significant in the performance of duty.

**3.3. Quality of work**

**Table 3:** Level of satisfaction of the employers on the performances of the criminology graduate employees in terms of the quality of work

Indicators	Mean	Descriptive equivalent
1. Performs tasks accurately.	3.65	Highly satisfied
2. Carry out tasks completely.	3.68	Highly satisfied
3. Accomplishes tasks safely.	3.65	Highly satisfied
4. Accomplish task with credibility.	3.71	Highly satisfied
5. Monitors own work to ensure quality.	3.59	Highly satisfied
Area mean	<b>3.66</b>	Highly satisfied

The preceding table displays the satisfaction of the employers to the performances of the criminology graduates in terms of quality of work. The result revealed that the employers are highly satisfied to the quality of works of the criminology graduates as indicated in the area mean 3.66. This data entails that the criminology graduate employees are capable in accomplishing high quality outputs.

**3.4. Communication skill**

**Table 4:** Level of satisfaction of the employers on the performances of the criminology graduate employees in terms of communication skills

Indicators	Mean	Descriptive equivalent
1) Receives and conveys workplace information precisely.	3.47	Highly satisfied
2) Expresses information verbally.	3.59	Highly satisfied
3) Prepares written communication following standard format of the organization.	3.18	Moderately satisfied
4) Communicates information using technology (IT) devices	3.24	Moderately satisfied
5) Participates in workplace meetings/discussion.	3.65	Highly satisfied
Area mean	<b>3.43</b>	Highly satisfied

The above table revealed an area mean of 3.43 which infers that the employers are highly satisfied on the communication skills of the criminology graduate employees. The highest mean of 3.65 is obtained along the participation of the criminology graduates in workplace meetings or discussions. Nevertheless, the lowest means of 3.18 and 3.24 or moderately satisfied are acquired in the indicators “prepares written communication following standard format of the organization” and “communicates information using technology devices” respectively. This result entails the need for enhancement on the skills of the graduates related to written communication and communication through technology devices.

**3.5 Public relations**

**Table 5:** Level of satisfaction of the employers on the performances of the criminology graduate employee in terms of public relations

Indicators	Mean	Descriptive equivalent
1) Maintains a professional appearance before the public.	3.74	Highly satisfied
2) Deals with public courteously.	3.74	Highly satisfied
3) Gives services impartially.	3.71	Highly satisfied
4) Treats the public with tolerance.	3.71	Highly satisfied
5) Observes lawful order in dealing with the public.	3.79	Highly satisfied
Area mean	3.74	Highly satisfied

The preceding table disclosed that the employers are highly satisfied on the performances of the criminology graduate employees with regard to public relations as reflected in the area mean 3.74. This result implies that the criminology graduates have exhibited services in accordance to the public relation standards of the organization.

2. The graduate’s proficiencies useful to employers.

**Table 6:** The graduate’s proficiencies useful to employers

Proficiencies	Mean	Descriptive equivalent
1. Critical thinking skill	3.32	Very useful
2. Communication skill	3.74	Very useful
3. Information Technology/ Computer application	3.56	Very useful
4. Technical knowledge	3.39	Very useful
5. Physical agility	3.63	Very useful

The foregoing table shows the proficiencies involving critical thinking skill, communication skill, information technology/ computer application, technical knowledge, and physical agility are very useful to the employers of the criminology graduates. Specifically, the data revealed that the highest rated proficiency is the “communication skill” with a mean of 3.74. This result implies that communication skill is the primary qualification that the employers require among its employees. Likewise, the second highest rated proficiency is the “physical agility” with a mean of 3.63. This denotes that the employers of the criminology graduates necessitate physical agility among its employees.

3. The degree of inclination of the employers in hiring criminology graduates of Isabela State University Cabagan.

**Table 7:** Degree of inclination of the employers in hiring criminology graduates of Isabela State University Cabagan.

Degree of inclination	Frequency	Percentage
Highly inclined	23	67.65
Inclined	11	32.35
Total	34	100

As gleaned in the preceding table, majority of the employers are highly inclined to hiring criminology graduates of Isabela State University Cabagan as indicated in the percentage 67.65. This result magnifies that the criminology graduates who are currently employed have rendered quality and satisfying performances that convinced the employers to hire graduates from the abovementioned course and university.

**4. Conclusion**

In view of the findings, it can be concluded that the criminology graduates of Isabela State University Cabagan demonstrated the required and satisfying competencies in the performance of work, hence acquired the affirmative feedbacks from the employers. It can be drawn that the Isabela State University Cabagan is providing relevant and quality criminology proficiencies which highly satisfied the needs of the criminal justice employers.

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