



## QUALITY OF EXTENSION SERVICE DELIVERY AMONG EXTERNAL CAMPUSES OF EASTERN SAMAR STATE UNIVERSITY

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### ABSTRACT

Extension or community outreach programs are mandated by the Commission on Higher Education (CHED) to State Universities and Colleges (SUCs) faculty and staff as an integral component of higher learning. The study aimed to determine the quality of extension service delivery among the external campuses of the ESSU system with a focus on the profile of the faculty involved in extension, the quality of extension service delivery relative to client's satisfaction and institutional standards and the problems met by the faculty in delivering extension services. The study utilized a researcher-made questionnaire that consisted of three sets. The measures of central tendency particularly the weighted mean, was used as the main statistical tool of the study. The study found out that the 177 faculty are graduates of degree programs while others have advanced degrees. Most of them attend local and Institutional In-House Extension Review either as a team leader or as a member. The study discovered that the extension services were Satisfactorily Delivered with suggestions for improved delivery of service. The extension service client-respondents noted that through the services they received their families' chance of obtaining income improved and that the program imparted good values and it answered the needs of the majority of the community. The study found out that the most common problems met by the faculty were: lack of interest among faculty members in conducting extension programs, their inability to formulate extension programs and lack of funds.

*Keywords:* quality of extension service delivery, extension services, descriptive, Eastern Samar, Philippines