

# Satisfaction Survey of Cashiering Office: A Case Study

Princess Ann G. Galario, Jasper D. Bitco, Sandee Chel G. Segalle, Lurjille C. Genelosa, Eduard T. Caayaman

**Princess Ann G. Galario**

Grade-11 Abm Student's  
Northwestern Agusan Colleges  
Nasipit, Agusan del Norte  
Caraga, Philippines

[princessgalario.com@gmail.com](mailto:princessgalario.com@gmail.com)

<https://orcid.org/0009-0008-2135-7240>

**Jasper D. Bitco**

Grade-11 Abm Student's  
Northwestern Agusan Colleges  
Nasipit, Agusan del Norte  
Caraga, Philippines

[bitcojasperrian@gmail.com](mailto:bitcojasperrian@gmail.com)

<https://orcid.org/0009-0009-5486-393X>

**Sandee Chel G. Segalle**

Grade-11 Abm Student's  
Northwestern Agusan Colleges  
Nasipit, Agusan del Norte  
Caraga, Philippines

[segallesandeechel@gmail.com](mailto:segallesandeechel@gmail.com)

<https://orcid.org/0009-0001-9709-1193>

**Lurjille C. Genelosa**

Grade-11 Abm Student's  
Northwestern Agusan Colleges  
Nasipit, Agusan del Norte  
Caraga, Philippines

[lurjillegenelosa@gmail.com](mailto:lurjillegenelosa@gmail.com)

<https://orcid.org/0009-0006-5917-6600>

**Eduard T. Caayaman**

Research Instructor – Senior High  
Northwestern Agusan Colleges  
Nasipit, Agusan del Norte  
Caraga, Philippines

[eduardcaayaman@gmail.com](mailto:eduardcaayaman@gmail.com)

<https://orcid.org/0009-0006-1398-9075>

**Abstract:** *The focus of the research study was on how satisfied customers were with the cashier's office's services at the school. The study will be important for student and parent support services since it will show how to improve services and what should be retained while also allowing students and parents to be content with the services they receive. To gather feedback from all of the customers on their services, a survey was also conducted as part of the research project. The questionnaires were used because the data had already been provided. To allow respondents to openly express their opinions about the services they received, the researchers produced questionnaires. The study's respondents, or participants, are the parents and students who will transact business with the cashier's office at Northwestern Agusan Colleges. According to the findings, the respondents were quite pleased with the service. The study will help the school improve the services provided by the cashier.*

**Keywords:** Satisfaction Rating of Cashiering Office

## 1. INTRODUCTION

The researchers looked into how satisfied Northwestern Agusan Colleges' customers were with the cashier's office's offerings. Customers will be able to voice their opinions and level of satisfaction with the service through the survey that the researchers conduct, and the cashier's office will also learn about the consumer feedback regarding the service they gave. Additionally, the researcher wants to provide you with knowledge and information on how to satisfy their customers particularly. The researchers foremost aim is to understand how satisfied consumers are with the level of quality service that the cashiering office offered. Thus, this study will serve as a guide for the services at this current day and in the future.

Customer satisfaction surveys, often known as CSAT surveys, are questionnaires that businesses use to learn how satisfied

their clients are with their branding, goods, services, or customer support. Companies are curious to learn more about prospects for advancements that benefit both the organization and customers in addition to the advantages. Overall, the goal of customer satisfaction surveys is to obtain input from customers that can be utilized to enhance all aspects of the customer experience, from the goods and services a business provides to the administrative procedures that support customer pleasure.

Their service is offered differently, and they communicate differently with their customers. Their distinction is that they operate slowly without considering the perspectives of others, thus the researcher decided to conduct a survey to learn about the customers' viewpoints and whether they were satisfied with the service provided by the cashiers. Conducting a satisfaction survey will allow customers to be heard and will prompt action on their various complaints. However, it is not only about the

customers; if this problem is not resolved as quickly as possible, it will harm the school's reputation because the more individuals who testify, the worse the situation would become.

In the study of “Customer satisfaction (CSAT) surveys” of Nielsen(2013) states that 84% of the customers they surveyed believed that word-of-mouth recommendations were the most reliable. It’s crucial to track how your customers feel using a customer satisfaction survey because every experience could draw or repel future customers who hear about you in this way.

On the study of “Student Services: It’s Impact on Student Satisfaction” of Rhey Manuel A. Siao Jr., Bienvenido M. Flores (2020) emphasizes that providing students with a high-quality education is higher education institutions’ main objective, the data showed that most students were aware of the institution’s student services and were generally satisfied with them. The aim of this study was to ascertain the extent of students’ awareness and satisfaction of the student services. However, statistics showed that some students were not aware of the cashier’s services, which led to students’ unhappiness with such services as well. Furthermore, research showed a strong correlation between student satisfaction, services for students, and student awareness. Assurance, responsiveness, reliability, and empathy were among the independent factors of this study that had no effect on students' satisfaction. However, research showed that student satisfaction with the student services was significantly influenced by tangibility and student awareness. Thus, if students weren’t aware of the services available to them, it was clear that they weren’t satisfied, and if the physical facilities on the campus of the higher education institution weren’t updated, it also influenced how satisfied they were with the services available to them.

**2. METHODOLOGY**

**2.1 RESEARCH QUESTIONS**

**NAME OF PARTICIPANTS:**

\_\_\_\_\_

**AGE:** \_\_\_\_\_

**FOR EACH STATEMENT BELOW PLEASE RATE YOUR LEVEL OF SATISFACTION**

	VD	D	N	S	VS
<b>The length of time it took to be assisted by a representative of the</b>					

<b>cashier’s office</b>					
<b>The professional courtesy of the representative from the cashier’s office</b>					
<b>The cashier’s office representative overall knowledge of your question or situation.</b>					
<b>The accuracy of the information you received from the representative from the cashier’s office</b>					
<b>Your overall experience you received from the cashier’s office</b>					

**2.2 RESEARCH DESIGN**

The researchers used a questionnaire to conduct a survey in order to gather qualitative data - asking questions related to satisfaction of clients of cashiering office of Northwestern Agusan Colleges. The collected data from the respondents is then made to come up with answers for the questions the researchers are looking for in this study, also enabling them to diagnose the problem and the level of satisfaction of the clients

**2.3 RESEARCH LOCALE**

The researchers have conducted research on the school of Northwestern Agusan Colleges, Bayview Hill, Nasipit, Agusan del Norte, regarding the Respondents satisfactory level of their school’s Cashiering office.

**2.4 PARTICIPANTS OF THE STUDY**

The researchers of the study are parents and students of Northwestern Agusan Colleges in the A.Y. 2022 - 2023. A total of 200 participants comprising of 9 parents and 191 students.

Group	No	%
Parent	9	4.5%
Student	191	96%

### 2.5 DATA COLLECTION PROCEDURE

The researchers secured permission from the School Academic Director. They crafted a questionnaire for the survey. The survey is done on May Day of 10 2023.

### STATISTICAL TOOL

Frequency - the number of times the value occurs in the data.

Likert scale – is a psychometric scale commonly involved in research that employs questionnaires.

Binomial Test- uses sample data to determine if the population proportion of one level in a binary variable equals a specific claimed value.

### 3. RESULTS AND DISCUSSION

**Table 1.1: Obtained responses towards respondent's level of satisfaction towards the length of time to be assisted in cashier office.**

Variable	Level	Binomial Test			
		Counts	Total	Proportion	p
Age	1	45	200	0.225	< .001
	2	72	200	0.360	< .001
	3	58	200	0.290	< .001
	4	10	200	0.050	< .001
	5	15	200	0.075	< .001
length of time	1	6	200	0.030	< .001
	2	10	200	0.050	< .001
	3	92	200	0.460	0.289
	4	89	200	0.445	0.137
	5	3	200	0.015	< .001

Note. Proportions tested against value: 0.5.

Presented in table 1.1 is the data on the level of satisfaction based on age towards the length of time to be assisted in the cashier's office. The table shows that the customers were dissatisfied of the service due to the slow transaction of the cashier

Based on the study of Christinfischer (2021), there are specialists in the fields of queue theology and waiting lines. There are formulas to evaluate whether queue structure is ideal for a business and what you can afford on having cashiers on hand vs. making customers wait that can be found in many operations management books and courses. In any case, if you don't want customers to have to wait for a cashier to show up, there will always be some downtime. Likewise, there will always be peak periods when customers must wait longer.

The study highlights that the customers are dissatisfied with the cashier's slow transactions, which are primarily caused by client demand. As a result, lines get longer and customers have to wait longer. They must be alert and attentive of their surroundings in order to discover a solution since only then can they alter their conduct to satisfy client requests. Because consumers can profit from the flexibility that faster payments offer, such as the opportunity to execute a last-minute payment, the study strongly suggests speeding up the transaction. Additionally, this ability customers can avoid late fees, the possibility of account overdrafts, and harm to their credit scores, resulting in more sales in less time. Therefore, by reducing the time between payment initiation, clearing, and settlement, speedier payments could aid in lowering various hazards in the current system.

**Table 1.2: Obtained responses towards respondent's satisfaction level to the professional courtesy of the representative from the cashier's office.**

Binomial Test				
Variable	Level	Counts	Total	Proportion p
Age	1	45	200	0.225 < .001
	2	72	200	0.360 < .001
	3	58	200	0.290 < .001
	4	10	200	0.050 < .001
	5	15	200	0.075 < .001
professional courtesy	1	5	200	0.025 < .001
	2	21	200	0.105 < .001
	3	91	200	0.455 0.229
	4	79	200	0.395 0.004
	5	4	200	0.020 < .001

Note. Proportions tested against value: 0.5.

Table 1.2 shows that respondents are satisfied with the professional courtesy they received from the cashier office.

Based on the article “Common mistakes that cashiers made” of Haileyesus (2010) states that cashiers must be proficient in existing cash-handling rules and regulations. Failing to express these rules clearly may result in arbitrary actions causing damage to the firm. Clear policies offer clear roadmaps for managing unforeseen circumstances, provide direction, and promote accountability. Failing to give attention to your customers is one of the professional courtesy mistakes you have made in cashier office, it can be tough to give change while not paying attention. Counting change more than once might seem to be a good idea to verify that the change is right. However, it may require more time and result in higher labor costs. In business, wasted processing time results in higher expenses. In this situation, dealing with cash is significantly more difficult. Thus, giving your full attention to the transactions you made plays a great role in cashier office in order to prevent mistakes.

Cashier’s responsibilities include being courteous such as actively listening to the customers, conveying information effectively, being coordinated and professional to his/her actions. This professional courtesy has shown in our cashier office as the respondents were satisfied with the professionalism they offered.

**Table 1.3: Obtained responses towards satisfaction level of the cashier's overall knowledge to the customer's questions and concerns.**

Binomial Test				
Variable	Level	Counts	Total	Proportion p
Age	1	45	200	0.225 < .001
	2	72	200	0.360 < .001
	3	58	200	0.290 < .001
	4	10	200	0.050 < .001
	5	15	200	0.075 < .001
overall knowledge	1	4	200	0.020 < .001
	2	13	200	0.065 < .001
	3	98	200	0.490 0.832
	4	82	200	0.410 0.013
	5	3	200	0.015 < .001

Note. Proportions tested against value: 0.5.

Table 1.3 shows that respondents are satisfied with the overall knowledge that cashier office has offered.

Based on the study Samson Haileyesus It switching from one cash register to another in the middle of a shift is a regular error made by cashiers. Although the change may have been necessary to accommodate customers, the absence of a sign-in procedure may make it difficult to track cash movement and increase the risk of theft. Without a sign-in procedure, it would be challenging for management to identify which cashier made a mistake while operating the register and fix the problem. Cashiers frequently fail to notice attempts by customers to slip in counterfeit money during transactions. As a result, many firms are at danger of fraud when they mistakenly receive false money. Cashiers can learn to identify fake money just by looking at them with the correct training. It is crucial that cashiers give customers the right amount of change when handing them their change. There is nothing more unpleasant than receiving the wrong change while making a purchase, thus cashiers should take care to offer the right change and minimize counting errors. The key to preventing a bad reputation is to keep your distance from irate clients. Cashiers should endeavor to count change back to customers even if they are not overly busy. To deliver change quickly and accurately, they can also hand customers coins first, followed by bills. Giving change when distracted can be difficult. It could seem like a good idea to count the change more than once to ensure that it is accurate.

Given that they handle the majority of the financial transactions in your organization, cashiers are crucial to its success. They manage the money for your company, but they can also affect customer retention and fraud prevention.

**Table 1.4: Obtained responses towards respondent's satisfaction level to the accuracy received from the cashier office.**

Binomial Test					
Variable	Level	Counts	Total	Proportion	p
Age	1	45	200	0.225	< .001
	2	72	200	0.360	< .001
	3	58	200	0.290	< .001
	4	10	200	0.050	< .001
	5	15	200	0.075	< .001
accuracy	2	62	200	0.310	< .001
	3	126	200	0.630	< .001
	5	12	200	0.060	< .001

Note. Proportions tested against value: 0.5.

Table 1.4 shows that respondents are satisfied with the accuracy they received from the cashier office.

Based on Andrea Lombardi’s Article Cashiers are mostly likely under a lot of stress. They are responsible for providing excellent customer service as well as guaranteeing accuracy during each transaction in a crowded retail atmosphere. They could feel compelled to be speedy and efficient. Furthermore, keeping too much cash on hand when doing transactions and pickups will make your work messy. There is a greater chance of error or unintentional loss in this circumstance. The cashier can become a target for a would-be fraudster as a result. Instead of timing pick-ups, schedule them to happen when the cash drawer reaches a specific amount. In this manner, there is always enough money on hand. Utilizing cash recyclers, which more securely hold your cash until it is ready for pickup, is an even more effective option. Transactional errors are the point-of-sale terminal is a hectic place throughout the day. Your cashiers might work rapidly to ring up clients and count back change while trying to keep long lines moving as they execute dozens of transactions an hour at times. If a client requests anything more complicated, like utilizing a coupon or receiving a refund, your cashiers may make more mistakes. In this scenario, it is far more possible for a cashier to count change improperly, ring in the erroneous amount, or neglect to check for counterfeits. By teaching your employees how to use proper cash handling procedures, you can cut down on these common mistakes. Additionally, automation can help cut down on errors. Manually Counting Cash is a manual cash handling can be inaccurate and inefficient. In addition, it drives up labor costs due to the time involved. When balancing the cash registers, if your employees have to double or triple check their counting, it could take much longer than you anticipate. Investing in technology for automated cash management like currency counters and discriminators will ensure that your cash counting process is error-free and effective. Checking for counterfeits without the right equipment is a counterfeiting technology has advanced right alongside the advancements in security features on bills. Cashiers can sometimes spot counterfeit bills by simply looking at them if they have the right training. The majority

of devices are simple to integrate into the workflow of your cashiers, and the appropriate technology enhances accuracy. Your staff will be able to identify and confidently reject bills more easily if they use a counterfeit detector. Cashiers may switch between cash registers in order to maintain efficiency at the point-of-sale terminals, particularly during busy days. Even though this can help keep customers moving through the store, switching cash registers can be a big problem because it makes your employees less accountable in maintaining proper cash handling procedures.

Cashiers must handle money promptly and properly. If your company is losing money, it may be time to look into some of these five blunders. Even the finest cashiers make mistakes from time to time. Avoiding these common blunders is a step in the right direction. However, it is not always practicable to provide each cashier their own till. This is when a coin and banknote recycler might come in handy. This device keeps a running account of what comes in and out of it, totaling up all your money and then resetting it for usage. It also includes extra security measures that provide you with enhanced protection. A cash recycler may be your best chance for reducing mistakes in a busy retail setting.

**Table 1.5: Obtained responses towards respondent's satisfaction level to their overall experience from the cashier's office.**

Binomial Test					
Variable	Level	Counts	Total	Proportion	p
Age	1	45	200	0.225	< .001
	2	72	200	0.360	< .001
	3	58	200	0.290	< .001
	4	10	200	0.050	< .001
	5	15	200	0.075	< .001
overall experience	2	61	200	0.305	< .001
	3	123	200	0.615	0.001
	5	16	200	0.080	< .001

Note. Proportions tested against value: 0.5.

Table 1.5 shows that respondents are satisfied with their overall experienced in the cashier office thus this denoted that cashiers are showing professionalism, accuracy, and proper mannerism in handling transactions.

According to Samson Haileyesus’ study, it is a common mistake for cashiers to transfer from one cash register to another in the middle of a shift. The change might have been necessary to accommodate customers, but without a sign-in procedure, it might be difficult to keep track of cash movement and expose more people to theft. It would be difficult for management to figure out which cashier made a mistake while operating the register without a sign-in

procedure. Attempts by customers to insert counterfeit money into transactions are routinely overlooked by cashiers. Therefore, mistakenly accepting false currency increases the risk of fraud for many firms. With the right training, cashiers may learn to recognize bogus currency simply by glancing at it.

Customer's overall experienced in cashier office plays a vital role to the organization or company's reputation, thus it must be handled professionally and accurately in clear mannerism. Through the obtained data in this table shows that respondents are satisfied therefore conclude that they are contented with the overall experienced they received from the cashier office. One of the factors that affects customers' experience in your cashier service is how you entertain and acknowledge a customer and offered an accurate service. Cashiers who are willing to go above and beyond are most likely to be given an exceptional work performance.

#### 4. CONCLUSION

In this section, researchers conclude the following obtained study and results based on the data collected and analysis from the study:

1. Respondents are satisfied with the length of time it took to be assisted at the cashier's office.
2. Respondents are satisfied with the professional courtesy they received from the cashier's representative's office.
3. Respondents are satisfied with the overall knowledge they received from the representative of the cashier's office.
4. Respondents are satisfied with the accuracy they received in the cashier's office.
5. Respondents are satisfied with their overall experience from the cashier office.

#### 5. RECOMMENDATIONS

Based on the findings and conclusions, the researchers drawn the following recommendations:

1. Providing the respondent with a faster service.
2. Giving the respondent the satisfaction that they need.
3. Widen the queuing area of the cashier's office to avoid tightness of the place.
4. Secure the respondents trust in paying.
5. Provide more accurate information on the implemented system inside the cashier's office.

#### 6. REFERENCES

Accounting Office. (2022c, March 24). University of Negros Occidental-Recoletos.

[https://www.google.com/url?q=https://www.uno-r.edu.ph/about-us/administration/accounting/%23::~:~:text=3DThe%2520Accounting%2520Office%2520is%2520responsible,as%2520maintenance%2520of%2520internal%2520control.&sa=U&ved=2ahUKEwiY6OqP6Mf\\_AhVNg2MGHT1mCSUQFnoECBEQBQ&usg=AOvVaw0iSJasi\\_cJFffYaqrPw5jc](https://www.google.com/url?q=https://www.uno-r.edu.ph/about-us/administration/accounting/%23::~:~:text=3DThe%2520Accounting%2520Office%2520is%2520responsible,as%2520maintenance%2520of%2520internal%2520control.&sa=U&ved=2ahUKEwiY6OqP6Mf_AhVNg2MGHT1mCSUQFnoECBEQBQ&usg=AOvVaw0iSJasi_cJFffYaqrPw5jc)

Corona, K. (2023). What Is a Customer Satisfaction (CSAT) Survey? Pipefy. <https://www.pipefy.com/blog/customer-satisfaction-survey/#::~:~:text=A%20customer%20satisfaction%20survey%2C%20or,services%2C%20or%20customer%20support%20experience>

Siao, R. M. A., Jr, & Flores, B. M. (2021). Student Services: Its Impact on Student Satisfaction. Asian Journal of Business and Governance, 10(1). <https://doi.org/10.7828/ajobg.v10i1.1419>

Galabo, N. R. (2019). Canteen Service Quality And Student Satisfaction. ResearchGate. [https://www.researchgate.net/publication/333836421\\_Canteen\\_Service\\_Quality\\_And\\_Student\\_Satisfaction](https://www.researchgate.net/publication/333836421_Canteen_Service_Quality_And_Student_Satisfaction)

Haileyesus, S. (2022). 10 Common Mistakes Cashiers Make. Small Business Trends. <https://smallbiztrends.com/2021/09/common-mistakes-cashiers-make.html>

Christinfischer. (2021). Dealing with cashier idle time. Tellermate UK. <https://www.tellermate.com/news-and-resources/dealing-with-cashier-idle-time/>

<https://www.cashtechcurrency.com/blog/5-incredibly-common-mistakes-cashiers-make-every-day>