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# Knowledge, Skills, And Practices of Global Service Standards Among Graduate Students at Saint Joseph Institute of Technology (SJIT)

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## ABSTRACT

This study employed a descriptive research design to examine the knowledge, skills, and practices (KSP) related to global service standards among graduate students at Saint Joseph Institute of Technology (SJIT). Using convenient sampling within the "Global Trends in Service Excellence" course, data was collected through a 30-item knowledge test and a survey questionnaire assessing skills and practices. Descriptive statistics, including mean, frequency, and percentage, were utilized for analysis. Results demonstrated a strong foundation in understanding global service standards. Additionally, student respondents showed high proficiency in collaboration, creativity, critical thinking, digital literacy, and dedication to customer-focused, ethical, and sustainable practices. While adaptability remains an area for potential growth, the findings suggest that SJIT graduate students are well-positioned to succeed in the global service environment. This study offers valuable insights for educators and institutions aiming to prepare students for careers in a globalized service sector.

## KEYWORDS

global service standards, knowledge, skills, practices, graduate students, descriptive research.

## INTRODUCTION

In the crucible of today's globalized marketplace, competence transcends technical prowess alone. Saint Joseph Institute of Technology, guided by its vision to forge innovative and globally competitive professionals, recognizes the imperative of equipping its graduates with the knowledge, skills, and practices demanded by international service standards.

Moreover, in an increasingly interconnected world, the ability to navigate and excel within a globalized service landscape is no longer a luxury but a necessity. As economies intertwine and technological advancements eliminate borders, the demand for professionals with the knowledge, skills, and practices of global service standards has skyrocketed (World Economic Forum, 2023). This demand is particularly acute in higher education, where

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