



**LANDBANK Countryside
Development Foundation, Inc.**



**LANDBANK Countryside
Development Foundation
Inc. (LCDFI)**

LCDFI CSM Report

2023 (1st Edition)



I. Overview:

The LANDBANK Countryside Development Foundation, Inc. (LCDFI) is a non-stock, non-profit corporate foundation of the Land Bank of the Philippines established in March 8, 1983.

The Foundation embodies LANDBANK's commitment to spur development in the countryside particularly among its priority sectors such as the small farmers and fishers, agrarian reform beneficiaries (ARBs), Countryside Financial Institutions (CFIs), small and medium enterprises (SMEs) and Overseas Filipino Workers (OFWs).

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

II. Scope:

LCDFI conducted survey for clients who have completed a transaction covering January to December 2023.

LCDFI surveyed every client who availed of LCDFI external services through email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services LCDFI surveyed are the following:

External Services	Responses	Total Transactions
LCDFI Procurement of Goods and Services	35	45
Request for Certification under Gawad Patnubay Scholarship Program	10	11
TOTAL	46	56



In aggregate, 42 people were able to answer the survey, among a population of 56. This resulted in 75% response rate for 2023.

Services that had no clients in 2023 are the following:

1. Training request for LANDBANK Borrowing Cooperatives/Priority Clients
2. Request for Customized Trainings
3. Program Funding and Release
4. Availment of Project Likas Saka and Project Coco BiNHi
5. Request for Dwarf and Hybrid Coconut Nursery Seedlings
6. Request for Livestock or Poultry Components
7. Processing of Claims/Disbursements
8. Selection and Hiring of Applicants

III. Methodology:

For LCDFI clients, emails containing the client satisfaction measurement form were sent.

The 8 SQD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows:

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

IV. Results of the LCDFI CSM for FY 2023:

A. Count of CC and SQD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 31.7% of clients were still unaware of the CC.

Meanwhile, among those that knew the CC, 48.3% were able to see LCDFI's CC. However, only 62% of clients were able to use it as a guide for their service.



External Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC	20	48.8%
CC1. I know what a CC is but I did NOT see this office's CC	6	14.6%
CC1. I learned of the CC only when I saw this office's CC	2	4.9%
CC1. I do not know what a CC is and I did not see one in this office	13	31.7%
CC2. Easy to see	14	33.3%
CC2. Somewhat easy to see	10	23.8%
CC2. Difficult to see	0	0%
CC2. Not visible at all	1	2.4%
CC2. N/A	17	40.5%
CC3. Helped very much	17	40.5%
CC3. Somewhat helped	9	21.4%
CC3. Did not help	2	4.8%
CC3. N/A	14	33.3%

Meanwhile, most respondents were 'Very Satisfied' with LCDFI in terms of the 8 service quality dimensions, recording a score range of 4.29-4.45.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable	Responses	Rating
Responsiveness	0	0	1	20	16	4	41	4.41
Reliability	0	0	1	19	18	4	42	4.45
Access and Facilities	0	0	2	19	17	3	41	4.39
Communication	0	0	1	20	15	6	42	4.39
Costs	0	0		15	10	17	42	4.40
Integrity	0	0	0	19	15	7	41	4.44
Assurance	0	0	1	22	12	7	42	4.31
Outcome	0	0	2	23	13	4	42	4.29
Overall	0	0	8	157	116	52	333	4.38

A. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.19-4.38. No service garnered a score of 3.99 or lower.

As a result, LCDFI recorded an Overall score of 4.29, which translates to 'Very Satisfied'.



The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
LCDFI Procurement of Goods and Services	4.19
Request for Certification under Gawad Patnubay Scholarship Program	4.38
Overall	4.29

V. Results of the Agency Action Plan reported in the previous year:

Not Applicable

VI. Continuous Agency Improvement Plan for FY 2024:

For the year 2024, LCDFI shall immediately send out the survey links to each client upon completion of service.

LCDFI shall continuously review its Citizen’s Charter through its Committee on Anti-Red Tape to further improve its services.

Approved by:

ROY C. OSCILLADA
Executive Director