



LBP Resources and Development Corporation

Formerly: LB (Land Bank) Realty Development Corporation

A Subsidiary of the Land Bank of the Philippines
VAT Reg. TIN 000-129-546

BS EN ISO 9001:2015

A PEZA Accredited Corporation



May 14, 2024

CLIENT SATISFACTION MEASUREMENT RESULTS

In compliance with the implementation of the Harmonized Client Satisfaction Measurement, LBP RESOURCES AND DEVELOPMENT CORPORATION (LBRDC) hereby resubmits its Client Satisfaction Measurement Results as instructed.

This document hereby attests that the said report was done with due diligence with the best capacity available thereof to ensure its accuracy and compliance with the Guidelines outlined in ARTA M.C. 2022-05 and its amendment ARTA M.C. 2023-05.


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PRESIDENT AND CHIEF EXECUTIVE OFFICER
LBP RESOURCES AND DEVELOPMENT CORPORATION (LBRDC)



LBP Resources and Development Corporation

HARMONIZED CSM REPORT
2023 (2nd Edition)



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I. Overview

LBRDC is a non-chartered organization created under Batas Pambansa Blg. 68 or the Corporation Code of the Philippines and registered with the Securities and Exchange Commission on May 8, 1975 with registration no. 61385. It was initially created as an investment diversification vehicle for landowners whose properties have been covered by the agrarian reform program. LBRDC has expanded its business lines which include property management and maintenance services and brokering, offers various manpower services such as contract and project staffing, permanent placement/headhunting, and job contracting (i.e. janitorial and messengerial services). Recently, LBRDC has ventured into air-conditioning unit (ACU) preventive maintenance services of Land Bank Branches, Cash Centers and Accounting Centers in NCR North and South areas.

II. Scope

LBRDC conducted the survey throughout the year from Jan. 2023 to Dec. 2023 which is based on the Citizen's Charter 2023 (3rd Edition).

LBRDC Surveyed every client that visited the offices as well as those that contacted LBRDC 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 LBRDC surveyed are the following:

| Services | Responses | Number of Transactions |
|---|-----------|------------------------|
| Appraisal and Credit Investigation Department (ACID) | | |
| Appraisal Services | 0 | 12 |
| Construction Management Department (CMD) | | |
| Request for Quotation | 5 | 31 |
| Property Management and Maintenance Services (PMMS) | | |
| Release of Referror's Fee | 2 | 35 |
| Request for Service Quotation | 0 | 63 |
| Purchasing Unit (PU) | | |
| Delivery of Goods/Services | 10 | 98 |
| Special Economic Zone (SEZ) | | |
| Roof Maintenance and Minor Repair | 0 | 29 |
| Grand Total | 17 | 221 |

In aggregate, 17 people were able to answer the survey, among a population of 221. This resulted in a 7.69% response rate for 2023.

III. Methodology

The survey was administered online via use of Google Forms and through the use of the survey form prescribed by ARTA. A link and QR was forwarded through email from the clients. The email was obtained through direct contact to the clients.

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:

| PERCENTAGE | RATING |
|----------------------|--------------------------|
| Below 60.0% | Poor |
| 60.0% - 79.9% | Fair |
| 80.0% - 89.9% | Satisfactory |
| 90.0% - 94.9% | Very Satisfactory |
| 95.0% - 100% | Outstanding |

IV. Results of the Harmonized CSM for FY 2023:

A. Count of CC and SQD results

While the majority of respondents know the existence of Citizen's Charter (CC).

Meanwhile, among the 17 respondents, only 12 responded regarding the Citizen's Charter. Of those who answered, 25% knew about the CC and saw it in the office, while 33.33% who knew the CC did not see it inside the office. Unfortunately, 41.67% does not know what a CC is and did not see it in the office.

On the visibility of the CC, 76.47% responded with N/A while 23.53% found the CC Easy to See.-

For the usefulness of the CC 76.47% responded with N/A, 17.65% helped them very much while 5.88% stated it somewhat helped them.

| External Services | Responses | Percentage |
|---|-----------|------------|
| CC1. I know what a CC is and I saw this office's CC | 3 | 25% |
| CC1. I know what a CC is but I did NOT see this office's CC | 4 | 33.33% |
| CC1. I learned of the CC only when I saw this office's CC | 0 | 0% |
| CC1. I do not know what a CC is and I did not see one in this office. | 5 | 41.67% |
| CC2. Easy to see | 4 | 23.53% |
| CC2. Somewhat easy to see | 0 | 0% |
| CC2. Difficult to see | 0 | 0% |
| CC2. Not visible at all | 0 | 0% |
| CC2. N/A | 13 | 76.47% |
| CC3. Helped Very Much | 3 | 17.65% |
| CC3. Somewhat Helped | 1 | 5.88% |
| CC3. Did Not Help | 0 | 0% |
| CC3. N/A | 13 | 76.47% |

Meanwhile, the score of LBRDC's services are at **Fair** in terms of the service quality dimensions with an average of **79.73%** for all scores.

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 | N/A | Responses | Rating |
|---------------------------------------|-------------------|----------|----------------------------|-------|----------------|-----|-----------|--------------|
| SQD 1 Responsiveness | 2 | 2 | 3 | 3 | 7 | 0 | 17 | 58.82 |
| SQD 2 Reliability | 2 | 0 | 0 | 3 | 7 | 5 | 17 | 83.33 |
| SQD 3 Access and Facilities | 0 | 2 | 1 | 1 | 8 | 5 | 17 | 75 |
| SQD 4 Communication | 0 | 0 | 1 | 2 | 9 | 5 | 17 | 91.67 |
| SQD 5 Costs | 0 | 0 | 0 | 2 | 8 | 7 | 17 | 100 |
| SQD 6 Integrity | 2 | 0 | 0 | 2 | 8 | 5 | 17 | 83.33 |
| SQD 7 Assurance | 2 | 0 | 0 | 2 | 8 | 5 | 17 | 83.33 |
| SQD 8 Outcome | 0 | 2 | 0 | 3 | 7 | 5 | 17 | 83.33 |
| SQD 0 Overall | 2 | 0 | 5 | 3 | 7 | 0 | 17 | 58.82 |

B. Average Score per Service

Based on SQD 0 for the rating per service provided, the Purchasing Unit Services receives the highest rating of 90% while the Construction and Maintenance Department along with the Property Management and Maintenance Services can be deemed with negligible rating due to the small number of respondents.

Basing on SQD 0 alone, the overall rating for LBRDC is at **52.94 %** or **Poor**.

The aforementioned result can be attributed to very low response turn out from surveyed respondents.

| External Services | Overall Rating |
|--|----------------|
| Property Management and Maintenance Services (PMMS) | |
| Release of Referror's Fee | 0% |
| Purchasing Unit (PU) | |
| Delivery of Goods/Services | 90% |
| Construction Management Department (CMD) | |
| Request for Quotation | 20% |
| Overall | |

V. **Results of the Agency Action Plan reported in FY 2023: N/A**

VI. **Continuous Agency Improvement Plan for FY 2024: N/A**