LANDBANK Countryside
Development Foundation Inc.
(LCDFI)

Client Satisfaction Measurement Report

2025

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 on 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).

LCDFI initiated its Client Satisfaction Measurement (CSM) in accordance with the guidelines outlined in the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) 2022-05, Series of 2022, the GCG-ARTA Joint MC No. 1 Series of 2023, and the ARTA MC 2023-05, Series of 2023. LCDFI proceeded to implement the CSM for external services in FY 2025, yielding the following summary of results:

	Score
CC Awareness:	88.37%
CC Visibility:	93.06%
CC Helpfulness:	93.06%
Response Rate:	68.37%
Overall Score: (SQD No.'s 1 to 8)	98.41%

II. Scope:

LCDFI conducted surveys targeting clients who completed transactions between January and December 2025. The surveys were distributed to all clients who utilized LCDFI's external services via email.

Utilizing the standard harmonized CSM questionnaire, the survey comprised demographic inquiries, three (3) questions based on the Citizen's Charter, and eight (8) questions addressing various Service Quality Dimensions:

a. Responsiveness
b. Reliability
c. Access and Facilities
d. Communication
e. Costs
f. Integrity
g. Assurance
h. Outcome

The services LCDFI surveyed are the following:

External Services	Total Transactions	Responses
Request for Customized Trainings	0	0
Issuance of Certification as Scholar and Recommendation Letter	0	0
Issuance of other requested Certification document	0	0
Procurement of Goods and Services	111	22
Processing of Claims/Disbursements	0	0
Internal Services	**Total Transactions**	**Responses**
Issuance of Certification	0	0
Disbursement Voucher	436	352
Request for Petty Cash Fund	0	0
TOTAL	**547**	**374**

Overall, LCDFI received 374 responses out of the 547 transactions conducted in 2025, yielding a response rate of 68.37% for the year. Services that had no clients in 2025 are the following:

External Services	Total Transactions	Responses
Request for Customized Trainings	0	0
Issuance of Certification as Scholar and Recommendation Letter	0	0
Issuance of other requested Certification document	0	0
Processing of Claims/Disbursements	0	0
Internal Services	**Total Transactions**	**Responses**
Issuance of Certification	0	0
Request for Petty Cash Fund	0	0
TOTAL	**547**	**374**

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 is as follows:

Scale	Rating
5	Strongly Agree
4	Agree
3	Neither Agree nor Disagree
2	Disagree
1	Strongly Disagree

The Overall score for the 8 SQDs was computed based on the following formula:

$$\text{Overall Score} = \frac{\text{Number of 'Strongly Agree' answers + Number of 'Agree' answers}}{\text{Total Number of Respondents - Number of 'N/A' answers}}$$

The interpretation of the results is 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. Data Interpretation

A. Demographic Profile

The predominant segment of our client base is comprised of business entities. In the survey, LCDFI obtained responses from 31 participants, and the majority of them were females between 23 and 57 years old. Our findings indicate that this age cohort, as well as females, comprises a significant proportion of our clientele.

Although most respondents claimed to know about the Citizen Charter (CC), not all were familiar. However, the results of SQ1-8 were positive, with most respondents answering all the questions correctly. According to the percentage analysis, the majority of them expressed high satisfaction with our services.

D1. Age and D2. Sex	External	Internal	Overall
1. 19 or lower	**0**	**0**	**0**
2. 20-34	**2.94%**	**39.30%**	**42.24%**
3. 35-49	**1.87%**	**13.10%**	**14.97%**
4. 50-64	**0.54%**	**0**	**.54%**
5. 65 or higher	**0**	**0**	**0**
6. Did not specify	**1.07%**	**41.18%**	**42.25%**
1. Male	**0.80%**	**65.24%**	**66.04%**
2. Female	**4.81%**	**28.61%**	**33.42%**
3. Did not specify	**0.27%**	**0.27**	**0.54%**

Looking at the table most of the respondents that got the high percentage are ages ranging from 20-34 and 35-49 also most of the respondents were male.

D3 Region	External	Internal	Overall
1. Region I	**0**	**0**	**0**
2. Region II	**0.80%**	**0**	**0.80%**
3. Region III	**1.34%**	**13.10%**	**14.44%**

4. Region IV-A	0.27%	0	0.27%
5. MIMAROPA	0	0	0
6. Region V	0.27%	0	0.27%
7. Region VI	0.27%	0	0.27%
8. Region VII	0.27%	0	0.27%
9. Region VIII	0	0	0
10. Region IX	0	0	0
11. Region X	0.27%	0	0.27%
12. Region XI	0.80%	0	0.80%
13. Region XII	0.27%	0	0.27%
14. Region XIII	0	0	0
15. NCR	0.53%	29.41%	29.94%
16. CAR	0.27%	0	0.27%
17. BARMM	0	0	0
18. Did not specify	0.53%	51.60%	52.13%

As shown in the table, most transactions are from Region IV-A, followed by Regions II and III.

Customer Type	External	Internal	Overall
D4. Citizen	0	0	0
D4. Business	5.88%	0	5.88%
D4. Government	0	94.12%	94.12%
D4. Did not specify	0	0	0

Our customers are mostly Business type, with the remaining percentage being Government type.

B. Count of CC and SQD results

While most respondents knew the existence of a Citizen's Charter (CC), 97.1% of clients were unaware. Meanwhile, among those who knew the CC, 94.1% were able to see LCDFI's CC. However, only 94.9% 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	15	68.2%
CC1. I know what a CC is but I did NOT see this office's CC	2	9.1%
CC1. I learned of the CC only when I saw this office's CC	2	9.1%
CC1. I do not know what a CC is and I did not see one in this office	3	13.6%
CC2. Easy to see	15	68.2%
CC2. Somewhat easy to see	4	18.2%
CC2. Difficult to see	0	0
CC2. Not visible at all	0	0
CC2. N/A	3	13.6%
CC3. Helped very much	18	81.8%
CC3. Somewhat helped	1	4.6%
CC3. Did not help	0	0%
CC3. N/A	3	13.6%

Most of the respondents were 'Outstanding' with LCDFI in terms of the 8 service quality dimensions. The data below shows the breakdown of the results per service quality dimension.

EXTERNAL:

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	Disagree	Not Applicable	Total Responses	Overall
SQD0	18	4	0	0	0	0	22	**100%**

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	Disagree	Not Applicable	Total Responses	Overall
Responsiveness	16	5	0	0	0	1	22	**100%**
Reliability	17	5	0	0	0	0	22	**100%**
Access and Facilities	18	4	0	0	0	0	22	**100%**
Communication	9	7	1	0	0	5	22	**94.12%**
Costs	8	4	1	0	0	9	22	**92.31%**
Integrity	13	5	0	0	0	4	22	**100%**
Assurance	12	7	0	0	0	3	22	**100%**
Outcome	14	5	1	0	0	2	22	**95%**
Overall	**107**	**42**	**3**	**0**	**0**	**24**	**176**	**97.68%**

C. Overall score per service

Looking at the scores per service, **external** respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 92.31%-100%.

As a result, LCDFI recorded an Overall score of 97.68%, which translates to 'Outstanding'.

Internal Services	Responses	Percentage
CC1. I know what a CC is and I saw this office's CC	**348**	**98.86%**
CC1. I know what a CC is but I did NOT see this office's CC	**2**	**0.57%**
CC1. I learned of the CC only when I saw this office's CC	**2**	**0.57%**
CC1. I do not know what a CC is and I did not see one in this office	**0**	**0%**
CC2. Easy to see	**333**	**94.60%**
CC2. Somewhat easy to see	**18**	**5.12%**
CC2. Difficult to see	**0**	**0%**
CC2. Not visible at all	**0**	**0%**
CC2. N/A	**1**	**0.28%**
CC3. Helped very much	**333**	**94.60%**
CC3. Somewhat helped	**18**	**5.12%**
CC3. Did not help	**0**	**0%**
CC3. N/A	**1**	**0.28%**

INTERNAL:

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	Disagree	Not Applicable	Total Responses	Overall
SQD0	315	37	0	0	0	0	352	**100%**

Service Quality Dimensions	Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	Disagree	Not Applicable	Total Responses	Overall
Responsiveness	299	53	0	0	0	0	352	**100%**
Reliability	299	53	0	0	0	0	352	**100%**
Access and Facilities	315	37	0	0	0	0	352	**100%**
Communication	297	31	23	0	0	1	352	**93.45%**
Costs	290	8	1	0	0	53	352	**99.67%**
Integrity	314	38	0	0	0	0	352	**100%**
Assurance	298	53	0	0	0	1	352	**100%**
Outcome	314	38	0	0	0	0	352	**100%**
Overall	**2,426**	**311**	**24**	**0**	**0**	**55**	**2,816**	**99.13%**

D. Overall score per service

Looking at the scores per service, **internal** respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 93% - 100%. As a result, LCDFI recorded an Overall score of 99.13%, which translates to 'Outstanding'.

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

Not Applicable

VI. Continuous Agency Improvement Plan for FY 2026:

For the year 2026, 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 while increasing awareness and visibility of the Customer Survey Measurement to further improve its services.

Approved by:

ROY C. OSCILLADA
Officer-in-Charge/Executive Director
LANDBANK Countryside Development Foundation, Inc. (LCDFI)