

LAND BANK OF THE PHILIPPINES
2023 Performance Scorecard

		Component			Annual Target	FY 2023	
	Objective / Measure	Formula	Weight	Rating System		Weight	Accomplishment / Remarks
SOCIO-ECONOMIC IMPACT	SO 1	Accelerate financial inclusion by making the financial services accessible and responsive to all sectors of the society (through digitalization)					
		<i>Expand retail customer base</i>					
	SM 1	a. BDA Accounts	Actual Accomplishment	5.0%	(Actual/Target) x Weight	20,000 New BDA Accounts	5.0% 78,047 [390.23%]
		b. Increase in number of New MSMEs	Actual Accomplishment	7.5%	(Actual/Target) x Weight	Additional 1,500	1,805 [120.33%]
		<i>Growth in Digital Banking Transactions</i>					
	SM 2	a. Fund Transfer	Actual Accomplishment	7.5%	(Actual/Target) x Weight	10% increase from 2022 baseline figure or target: 41,374,205	53,965,041 [130.43%]
		b. Bills Payment	Actual Accomplishment	7.5%	(Actual/Target) x Weight	10% increase from 2022 baseline figure or target: 9,166,590	10,560,971 [115.21%]
	SO 2	Sustain support to the National Government's socio-economic agenda including food security enhancement, better infrastructure, and transition to a green and blue economy					
	SM 3	Increase Outstanding Loan Portfolio – Regular Loan	Total Outstanding Loan Amount	10.0%	(Actual/Target) x Weight	₱1.0 trillion	₱1,147.07B [114.7%]
		Sub-total		37.5%			37.5%
FINANCIAL	SO 3	Improve profitability from more diversified income source for strong capital and institutional sustainability					
	SM 4	Net Income After Tax	(Interest Income + Other Operating Income) - (Interest Expense + Provision for Losses + Other Operating Expenses + Provision for Income Tax)	10.0%	(Actual/Target) x Weight	₱35.0 B	₱40.27 B [115.06%]

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SO 4	Optimize bank resources for higher returns, while supporting green, national and local government programs						
SM 5	Cost-to-income Ratio	Annualized Non-Interest Expenses / Annualized Total Operating Income	2.5%	(Actual/Target) x Weight	50%	2.45%	51.01% [98%] <i>₱51.37B Operating Expense</i> <i>₱100.71B Operating Income</i>
SM 6	Efficient Utilization of Corporate Budget	Annual Net Interest Income / Average Earning Assets	2.5%	(Actual/Target) x Weight	90	2.22%	79.97% [88.86%]
Sub-total			15.0%			14.67%	
SO 5	Cultivate relationship with customers and their stakeholders through timely, appropriate, and accessible products and services on various customer touchpoints and platforms that will address the current and future requirements of our diverse customer base						
SM 7	Customer Satisfaction Measurement	Number of respondents who gave a rating of at least Satisfactory / Total number of respondents	5.0%	(Actual/Target) x Weight Below 80% = 0%	90%	5.0%	<ul style="list-style-type: none"> Completed activities related to the administration of the 2023 Client Satisfaction Measurement through the SMILES; Obtained overall average satisfaction rating of 98%
SM 8	Percentage of Loan Application Processed within the Applicable Turn-around Time (TAT)	Number of loan proposals processed within prescribed TAT / Number of loan proposals processed	10.0%	(Actual/Target) x Weight	100%	9.98%	99.82% 17 out of 9,384 loan accounts exceeded the TAT
SM 9	Service Availability of Internet Banking Services ¹ (iAccess, WeAccess, MBA)	Total service availability in days / 365 days	5.0%	(Actual/Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	5.0%	99.58% [110.6%]

¹ Based on Information Technology Infrastructure Library (ITIL) version 3 Availability Management. ITIL provides an internationally accepted set of standards on IT services

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	SM 10a	Percentage of Service Availability of Automated Telling Machines (ATMs) ²	Total number of onsite ATMs with at least 80% availability / Total number of onsite ATMs	2.5%	(Actual/Target) x Weight	90% Onsite ATMs with at least 80% availability	2.5%	97.71% onsite ATMs with at least 80% availability [108.35%]
	SM 10b		Total number of Offsite ATMs with at least 75% availability / Total number of Offsite ATMs	2.5%	(Actual/Target) x Weight	80% of NCR-Offsite and 70% of Field Units-Offsite ATMs with at least 75% availability	2.5%	
	Sub-total			25.0%			24.98%	
SO 6 Adopt a seamless work experience in a unified digital platform								
INTERNAL PROCESS	SM 11	Workstreams established	Actual Accomplishment	7.5%	(Actual / Target) x Weight	2 digital workflows established	7.5%	Established 2 workstreams <ul style="list-style-type: none"> • Service Desk • Inventory tracking
	SM 12	Maintain Quality Management System	Actual accomplishment	5.0%	All or nothing	Conduct 2023 Internal IMS Assessment based on IMS Assessment Plan	5.0%	Completed IMS Assessments of 90 Field Units and 18 Head Office Units
				2.5%	All or nothing	Facilitate certification of the Bank's QMS	2.5%	Obtained ISO 9001:2015 QMS certification from Certification with the recommendation from the Certification International Philippines (CIPI);
Sub-total			15.0%			15.0%		
SO 7 Acquire, develop, engage talent critical for future-ready organizational capabilities								
LEARNING & COMPETENCY	SM 13	Improvement on the Competency Level of the Organization	Actual Accomplishment	5.0%	All or nothing	Board-approved enhanced Competency Model (Position Competency)	5.0%	<ul style="list-style-type: none"> • Conducted activities related to the Subject Matter Experts' enhancement of Position

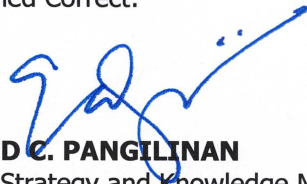
² Additional ATM monitoring status equivalent for a downtime/unavailability of the machine: offline/no connection; cash dispenser error; card reader error; and no cash available

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					Profiles of Critical Positions)		Competency Profiles (PCP) <ul style="list-style-type: none"> Obtained Board approval on the enhanced PCP on 7 August 2023
		Actual Accomplishment	2.5%		Competency Assessment using the enhanced PCPs (baseline data)	2.5%	<ul style="list-style-type: none"> Obtained the services of Profiles Asia Pacific, Inc., provider for online competency assessment Completed the administration of the competency assessment
Sub-total			7.5%			7.5%	
TOTAL			100%			99.65%	

Certified Correct:



ELCID C. PANGILINAN
SVP, Strategy and Knowledge Management Group

MAR 22 2024
Date



ALAN V. BORNAS
EVP, Operations Sector

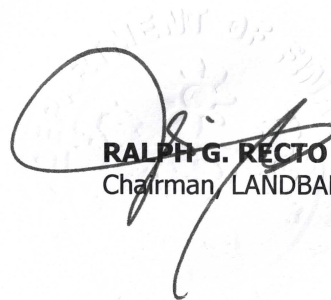
MAR 22 2024
Date

Approved by:



MA. LYNETTE V. ORTIZ
President and CEO

MAR 22 2024
Date



RALPH G. RECTO
Chairman, LANDBANK Board of Directors



MAR 22 2024
Date