

LAND BANK OF THE PHILIPPINES

		Component			Annual Target	3 rd Quarter		
	Objective / Measure	Formula	Wt	Rating System		Accomp	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	10% increase from end-2023 figures	5.0%	230,017 [267.93%] ₱93.68 billion
		b. Consumer Loan Portfolio	Actual Accomplishment	5.0%	(Actual/Target) x Weight	₱85.80 billion	5.0%	[109.18%]
	SM 2	a. No. of LGUs onboarded as merchants in the Link.Biz/e-Gov Pay with active utilization	Actual Accomplishment	5.0%	(Actual/Target) x Weight	Additional 200 LGUs	1.58%	63; onboarding ongoing for a pipeline of LGUs; with projected yearend accomplishment of 255 [31.5%]
		b. Increase in Volume and Value of Institutional Transactions	Actual Accomplishment	5.0%	(Actual/Target) x Weight	Volume - 19.57 million [10% increase] Value - ₱1,047 billion [10% increase]	4.48%	Volume - 19.41 million [99.0%] Value – ₱940.22 bn [80.0%]
	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	a. Outstanding Loans and Investments to Agriculture, Fisheries and Rural Development (AFRD)	Total Outstanding Loan and Investment Amount	7.5%	(Actual/Target) x Weight	₱825.0 billion ¹	6.65%	₱731.76 billion [88.70%]
		b. Outstanding Loans and Investments to Environmental, Social and Sustainable Development-related projects	Total Outstanding Loan and Investment Amount	5.0%	(Actual/Target) x Weight	₱129.25 [10% increase from end-2023 figures]	4.08%	₱105.36 billion [81.51%]
			Sub-total	32.5%			26.79%	
FINANCIAL	SO 3	Optimize bank resources for higher returns, while supporting green, national and local government programs						
	SM 4	Net Income After Tax (NIAT)	(Interest Income + Other Operating Income) - (Interest Expense + Provision for Losses + Other Operating Expenses + Provision for Income Tax)	7.5%	(Actual/Target) x Weight	₱45.0 billion ²	4.19%	₱25.14 billion [55.86%]
	SM 5	Increase in Private Deposits	Actual Accomplishment	5.0%	(Actual/Target) x Weight	₱1,236 billion [20% increase from end-2023 figures]	3.98%	₱982.87 billion [79.52%]
	SM 6	Increase in Commercial and Treasury Loans	Outstanding Regular / Commercial and Treasury Loans	5.0%	(Actual/Target) x Weight	₱1,300 billion	5.0%	₱1,549.14 billion [119.16%]
	SM 7	Cost-to-income Ratio	Annualized Non-Interest Expenses / Annualized Total Operating Income	2.5%	{1 - [(Actual/Target) / Target] x Weight}	55%	2.5%	50.68% [109%]
	SM 8	Efficient Utilization of Corporate Budget ³	Total Disbursement / Board-approved COB (both net of PS cost)	2.5%	(Actual/Target) x Weight	90%	1.52%	54.6% [60.67%]

¹ With request for downward adjustment to PHP720.0 Bn

² With request for downward adjustment to PHP 35.0 Bn

³ Net of Interest Cost Budget. However, LANDBANK is hereby advised to properly document the factors averred to have affected the timely achievement if its respective targets

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		Sub-total	22.5%			17.19%		
STAKEHOLDERS	SO 5	Cultivate relationship with customers and other 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 9	Overall Customer Satisfaction	Actual Accomplishment	5.0%	(Actual/Target) x Weight Below 80% = 0%	90%	N/A	<ul style="list-style-type: none"> Conducted preparations for the 2024 Customer Satisfaction Measurement
	SM 10	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	5.0%	(Actual/Target) x Weight	100%	4.99%	99.90%
	SM 11	Average Percentage of Service Availability of Internet Banking Services ⁴ (iAccess, WeAccess, MBA)	Total service availability in days / 365 days	7.5%	(Actual/Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	7.5%	99.49% [110.54%]
	SM 12	Percentage of Service Availability of Automated Telling Machines (ATMs) ⁵	Total number of onsite ATMs with at least 80% availability / Total number of onsite ATMs	5.0%	(Actual/Target) x Weight	90% Onsite ATMs with at least 80% availability	5.0%	97.52% onsite ATMs with at least 80% availability [108.27%]
			Total number of Offsite ATMs with at least 75% availability / Total number of Offsite ATMs	2.5%	(Actual/Target) x Weight	80% of Offsite ATMs in NCR with at least 75% availability 70% of Offsite ATMs in the Field Units with at least 75% availability	2.5%	Offsite ATMs with at least 75% availability NCR – 90.11 % (112.6%) Countryside – 93.64% (133.77%)
		Sub-total	25.0%			19.99%		
INTERNAL PROCESS	SO 6	Achieve increased productivity, efficiency and seamless work experience through innovation and adoption of a unified platform						
	SM 12	Workstreams established	Actual Accomplishment	5.0%	(Actual / Target) x Weight	2 digital workflows established	N/A	<ul style="list-style-type: none"> Completed the establishment of the eDelivery System workstream Ongoing development of other focused workstreams (secretariat, user services and support workstreams)
	SM 14	Maintain Quality Management System	Actual accomplishment	7.5%	All or nothing	Conduct 2023 Internal IMS Assessment based on IMS Assessment Plan	N/A	<ul style="list-style-type: none"> Conducted activities in relation to the maintenance of ISO certification
			Sub-total	12.5%				
LEARNING & GROWTH	SO 7	Acquire, develop, engage talent critical for future-ready organizational capabilities						
	SM 15	Improvement on the Competency Level of the Organization	Actual Accomplishment	7.5%	All or nothing	Board-approved enhanced Competency Model (Position Competency Profiles of Critical Positions)	N/A	<ul style="list-style-type: none"> Completed activities to address the identified competency gaps based on the 2023 assessment Completed activities relative to the procurement of online platform approved by ICT-BAC
			Sub-total	7.5%				
			TOTAL	100%		63.97%		

⁴ Based on Information Technology Infrastructure Library (ITIL) version 3 Availability Management. ITIL provides an internationally accepted set of standards on IT services

⁵ 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