



**IMPLEMENTATION AND CLIENTS' SATISFACTION ON THE MODIFIED
PAG-IBIG 2 SAVINGS PROGRAM OF HOME
DEVELOPMENT MUTUAL FUND**

LENIE PATULOT FELICIDARIO
Accounting and Loans Support Assistant

Laguna College of Business and Arts

+63 939 226 4484

lenie_felicidario@yahoo.com

ABSTRACT

Quality of service implementation and client satisfaction are two significant elements in organizational management and sustainability. The operational conditions, as well as the high level of competition, are forces that require the company to strictly adhere to excellent services. Client satisfaction is a modern approach to quality in businesses and organizations and it contributes to the formation of the truly client-focused organizations and cultures. Measuring customer satisfaction provides fast, relevant, and objective input on the preferences and expectations of customers. In this manner, a company's performance may be evaluated for a set of satisfaction dimensions that show a corporate organization's strong and weak aspects. A better organization with clear policies and objectives that enable enhanced employee competencies while increasing client satisfaction emerges from successful implementation.

The research attempted to further investigate the relationship between the level of implementation and the level of client satisfaction on the Modified Pag-IBIG 2 Savings Program of Home Development Mutual Fund and discussed the issues and concerns, as well as the difficulties encountered, that could potentially impede meeting the goal of client satisfaction and retention.

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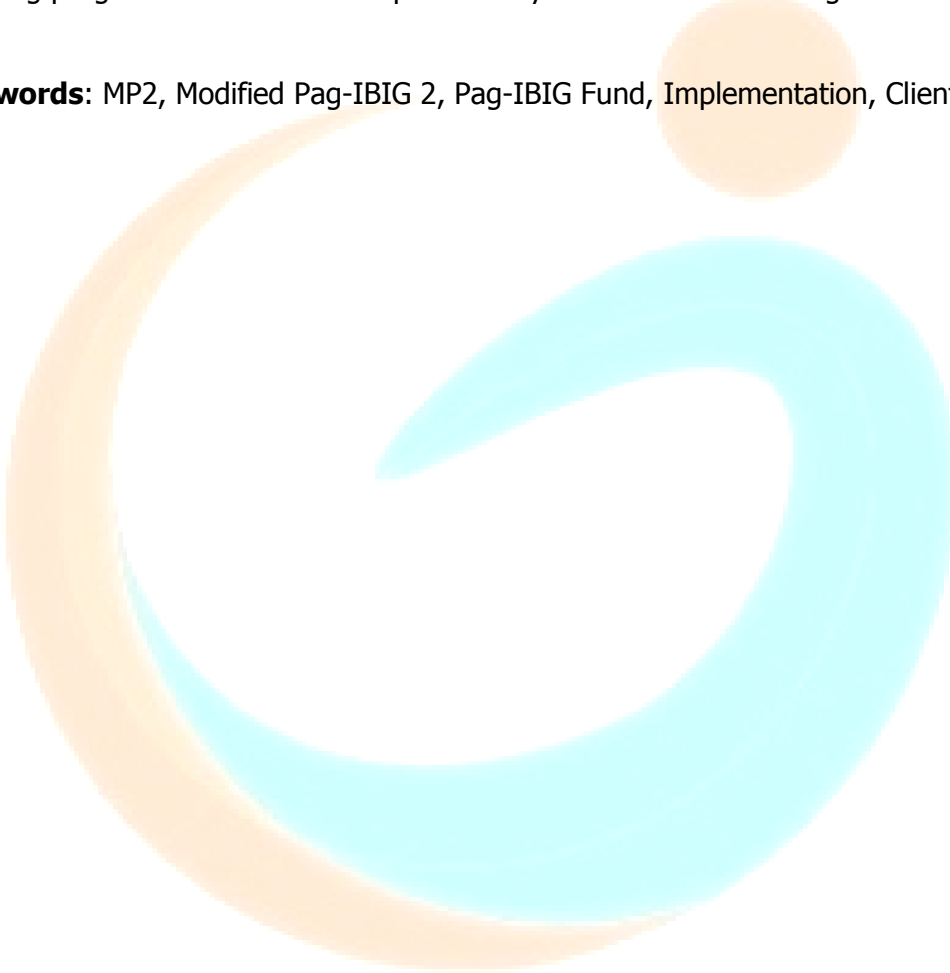
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A total of 175 surveys were collected at random using a researcher-made questionnaire and the model was analyzed and evaluated using the Mean, Four-point Likert Scale, and Pearson Product-moment Correlation. The analysis revealed the existence of a small but significant positive relationship between the level of implementation and client satisfaction. Furthermore, the study proposed an action plan to develop and improve additional techniques to reinforce the ongoing program and increase the productivity and confidence of Pag-IBIG Fund employees.

Keywords: MP2, Modified Pag-IBIG 2, Pag-IBIG Fund, Implementation, Clients' Satisfaction



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INTRODUCTION

Effective implementation is more than just an element in ensuring the success of initiatives. Programs that are administered effectively have a better chance of reaching their goals and delivering positive effects for people.

Implementation and long-term results go hand in hand in our environment. In some circumstances, sophisticated efforts never get off the ground. Good work is done in terms of problem analysis, but the solutions are difficult to apply, and attention dwindles. In other circumstances, numerous businesses struggle for good implementation and achieve positive results, but the benefits diminish with time.

The rapid change and increased competition in the service industry are critical for service providers to focus on providing superior service quality to maintain their competitive position. Moreover, providing high-quality service necessitates service providers' awareness of issues and weaknesses related to their performance, as well as how customers perceive the quality of the services provided. Durlak (2008), as cited in Lau & Faulkner (2019), stated that the standard of implementation played a significant role in achieving results and that the level of implementation influenced the outcomes. Furthermore, if a program was poorly or even moderately implemented, its targets were unlikely to be met, or the outcomes would be insignificant.

The birth of the Home Development Mutual Fund (HDMF), more popularly known as the Pag-IBIG Fund, was an answer to the need for a national savings program and affordable shelter financing for Filipino worker. Pag-IBIG Fund introduces innovative benefit programs that heed the calls for the expansion of its membership through the Modified Pag-IBIG 2 savings program. It is a voluntary program that provides a higher earning potential than a regular savings account.

Pag-IBIG Fund has been showing strong financial performance over the years, thus pushing the Modified Pag-IBIG 2 rates up. Its strong performance has been attributed to the agency's operational efficiency and its strong housing loan payment collection. However, compared to other government institutions that face challenges globally, Pag-IBIG Fund has some setbacks in its service delivery. The first set-back is company knowledge related, employees must advance their knowledge before facing its members. To do so, series of orientations and teachings should impose. Second setback is that, in a modern and digital environment, with the ease of online channels through the internet, people's feedback on a product and service has a great

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effect on every company. With this, businesses are increasing their need to focus their initiatives to improve customer satisfaction levels by fulfilling the needs and desires of their customers.

Given the opportunity that all members of different sectors in the society are capable of enrolling in the program, realizing its beneficial effects, the main purpose of the study was to tackle the implementation and clients' satisfaction with the Modified Pag-IBIG 2 savings program. In the end, it attempted to create an action plan for the improvement and enhancement of quality of service to meet the needs and client satisfaction.

MATERIALS AND METHODS

Descriptive-correlational method of research was used in determining the relationship between the implementation of the Modified Pag-IBIG 2 savings program as an independent variable and the level of clients' satisfaction as the dependent variable. The descriptive analysis was applied as the study described the current status of an identified variable; together with correlational analysis, it attempted to evaluate the extent of a relationship between variables by using statistical data.

The goal of employing the descriptive correlational method, according to McCombes (2020), was to observe and characterize the variables and correlations that naturally exist. This entailed gathering data that characterized certain groups or situations. The descriptive correlational method was used to collect data through the use of a survey questionnaire and personal information. The research was conducted at Samsung Electro-Mechanic Philippines Corporation in Calamba Premiere International Park (CPIP), Brgy Batino, Calamba City, Laguna. As a partner employer of Pag-IBIG Fund, SEMPHIL has one of the most numbered employees enrolled in the program which was why they were chosen as the respondents. In this study, a simple random sampling technique was applied in selecting the corresponding number of respondents. The sampling was established with the effect size of .27 to quantify the magnitude of the difference between populations, margin of error of .05, and confidence level of .95, calculated with the expertise of the researcher's statistician using the G*Power. Of the 502 population of SEMPHIL actively enrolled in the Modified Pag-IBIG 2 savings program, a total of 175 (35% of their total numbers) employees were selected as respondents. The respondents of the study were the employees of SEMPHIL Inc who were actively enrolled in the Modified Pag-

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IBIG 2 savings program for the fiscal year 2021. The group of respondents included three (3) supervisors, nine (9) team leaders, six (6) quality assurance (QA), and one hundred fifty-seven (157) production operators.

A researcher-made questionnaire was the tool used in obtaining the primary data from every respondent. The questionnaire consisted of two parts with ten (10) questions each variable. The first part assessed the implementation of Modified Pag-IBIG 2 savings program tailored to the guidelines of Circular No. 276 (amended Circular No. 407) in terms of fund image, dividend repayment, risk reduction, affordability, and liquidity. The second part determined the level of clients' satisfaction in a ServQual model form with determinants including reliability, responsiveness, assurance, empathy, and tangibility. The four-point Likert scale was used to develop specific responses and evaluate the quantitative value of the dimension being measured. The instrument was pilot-tested on 10 employees not included in the group of respondents. The Cronbach's Alpha was used in the measurement of the instrument's internal data reliability and consistency. This instrument was validated and approved by the experts.

For the analysis of the quantitative data, the Mean and the four-point Likert scale were used in describing the level of the implementation and the level of clients' satisfaction with Modified Pag-IBIG 2 savings program of Pag-IBIG Fund, while, the Pearson product-moment correlation was utilized to measure the strength and direction of relationship that exists between the level of implementation and clients' satisfaction on Modified Pag-IBIG 2 savings program of Pag-IBIG Fund.

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RESULTS AND DISCUSSIONS

Discussion per problem and per table/thematic chart followed by discussion, interpretation/reflection, and supporting literature.

Table 1.1

Level of Implementation on the Modified Pag-IBIG 2 Savings Program of Pag-IBIG Fund in terms of Fund Image.

Indicators	Mean	Interpretation
<i>Pag-IBIG company policy is clear.</i>	<i>4.00</i>	<i>FI</i>
<i>Pag-IBIG company vision and mission are clear.</i>	<i>3.97</i>	<i>FI</i>
<i>Pag-IBIG follows all the regulations of government agencies.</i>	<i>3.97</i>	<i>FI</i>
<i>Pag-IBIG has leaders consistently monitor the services offered by the Fund.</i>	<i>3.94</i>	<i>FI</i>
<i>Pag-IBIG employees have all the time assisting and interacting with the members.</i>	<i>3.93</i>	<i>FI</i>
<i>Pag-IBIG has employees regularly practicing service quality.</i>	<i>3.86</i>	<i>FI</i>
<i>Pag-IBIG office is open daily to serve the members.</i>	<i>3.87</i>	<i>FI</i>
<i>Pag-IBIG has a website for members' concerns and/or complaints.</i>	<i>3.82</i>	<i>FI</i>
<i>Pag-IBIG invests in customer health and safety during this pandemic.</i>	<i>3.80</i>	<i>FI</i>
<i>Pag-IBIG follows all safety protocol from IATF.</i>	<i>3.89</i>	<i>FI</i>
Composite Mean	3.91	FI

Legend: 3.26 - 4.00 Very Satisfied – Fully Implemented (FI) 2.51 - 3.25 Satisfied – Implemented (I) 1.76 - 2.50 Moderately Satisfied – Moderately Implemented (MI) 1.00 - 1.75 Not Satisfied - Not Implemented (NI)

Table 1.1 shows the level of implementation on the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund in terms of Fund Image. The employees of SEMPHIL Inc. were very satisfied with the image displayed by the Fund with a composite mean of **3.91**. This means that the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund was **Fully Implemented** in terms of Fund Image. "Pag-IBIG company policy is clear" had the highest mean which was **4.00** and was

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interpreted as **Fully Implemented**. "Pag-IBIG invests in customer health and safety during this pandemic" had the least mean which was 3.80 and was interpreted as **Fully Implemented**. The foregoing findings imply that SEMPHIL Inc. employees are very satisfied with Pag-IBIG Fund's image. Their policies are sound, well-known by clients, and play a major role in motivating employees to act in specified ways when providing services, allowing the organization to achieve its operational objectives more efficiently than it otherwise would. Pag-IBIG Fund is always developing tactics to ensure that every member is well-served and informed about the product even at this time of the global pandemic. In this regard, Pag-IBIG Fund performed admirably during the pandemic while maintaining the highest levels of transparency and honesty in the workplace.

To support the study, Tortorella and Fogliatto (2017) cited that the leadership style was one of the determinants to identify company profile. For instance, companies will be able to recognize behavior in the implementation activities when assessing the leadership style, which was very interesting because leadership behavior was one of the key factors to expect in the servicing company.

According to the research conducted by Grindle (2017), deduced that the role of implementation was to create a connection that enabled public policy goals to be realized as outcomes of government action. Likewise, it entailed the creation of a "policy implementation mechanism" in which specific means were planned and pursued with the aim of arriving at a specific end result. Thus, this would mean a worthy examination and analysis that is concerned with the impact of content and context of the implementation.

Furthermore, Sialm and Tham (2015) claimed that the impact of spill overs across various business sections of openly traded economic corporations together with the decisions of mutual fund shareholders on investment were influenced not only by the prior performance of the mutual funds but also by the preceding performance of the funds' running corporations and that the company brand's image had a huge effect on the actions of its customers.

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Table 1.2

Level of Implementation on the Modified Pag-IBIG 2 Savings Program of Pag-IBIG Fund in terms of Dividend Repayment.

Indicators	Mean	Interpretation
<i>The dividend is tax-free.</i>	4.00	FI
<i>The dividend is higher than other time deposits.</i>	4.00	FI
<i>A higher dividend rate attracts the member.</i>	4.00	FI
<i>Pag-IBIG maintains a reasonably stable dividend policy.</i>	3.89	FI
<i>The dividend rate is properly announced every year.</i>	3.86	FI
<i>Pag-IBIG maintains an uninterrupted record of dividend payment.</i>	4.00	FI
<i>Pag-IBIG has a consistent annual dividend payout.</i>	4.00	FI
<i>The dividend rate gets higher every year.</i>	3.77	FI
<i>The dividend announcement excites the member.</i>	3.96	FI
<i>The dividend is the best reason to enroll in the program.</i>	4.00	FI
Composite Mean	3.95	FI

Legend: 3.26 - 4.00 Very Satisfied – Fully Implemented (FI) 2.51 - 3.25 Satisfied – Implemented (I) 1.76 - 2.50 Moderately Satisfied – Moderately Implemented (MI) 1.00 - 1.75 Not Satisfied - Not Implemented (NI)

Table 1.2 shows the level of implementation on the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund in terms of Dividend Repayment. The employees of SEMPHIL Inc. were very satisfied with the dividends generated by the Fund with a composite mean of **3.95**. This meant that the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund was **Fully Implemented** in terms of Dividend Repayment. Six (6) out of ten (10) indicators garnered equally the highest mean of **4.00** and interpreted as **Fully Implemented**. “The dividend rate gets higher every year” had the least with **3.77** mean and interpreted as **Fully Implemented**.

These findings indicate that members are very satisfied with the dividend repayment of the Modified Pag-IBIG 2 savings program because they identify it as an important indicator of a company's value, and dividend growth is an important gauge for investors to evaluate. As a result, the Fund's ability to pay out regular dividends—or cash distributions—to its members goes a long way toward demonstrating its fundamental strength and durability. The tax-free dividend yield of

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the Pag-IBIG Fund is attractive to its members, and this feature immediately encourages them to save more effectively and efficiently. The findings also indicate that the breakdown of dividend smoothing that occurred as a result of COVID-19 is less severe, and there is no significant increase in risk exposure as a result of the event. In parallel, evidence of long-term stability was established based on the liquidity of the Pag-IBIG Fund and the dividend return of the Modified Pag-IBIG 2 mutual fund.

It is consistent with the findings of Pástor and Vorsatz (2020), mentioned the two main constructs of the implementation. First, the fund with high sustainability ratings can still perform well in times of crisis and view sustainability as a necessity for the performance, and second, the research showed how volatile the market. On the other hand, findings on fund performance to sustainability found that socially accountable mutual funds tended to outpace during market downturns. At the same time, evidence of sustainability was set up on the performance of Pag-IBIG Fund's liquidity and Modified Pag-IBIG 2 dividend return.

Furthermore, Tamrin, et al. (2017) reiterated that because of the series of corporate failures and the downfall of well-known corporations, the topic of corporate governance concerning the dividend pay-out policy has sparked international interest and discussion. The dividend policy was a very important decision for the company. In addition, the number of dividends distributed by a company may affect the decision of its member whether to pursue investment because the determination of the number of dividends to be declared as one of the factors to decide.

Table 1.3

Level of Implementation on the Modified Pag-IBIG 2 Savings Program of Pag-IBIG Fund in terms of Risk Reduction.

Indicators	Mean	Interpretation
<i>MP2 savings is secured by the government.</i>	<i>4.00</i>	<i>FI</i>
<i>MP2 savings is voluntary.</i>	<i>4.00</i>	<i>FI</i>
<i>Pag-IBIG has a convenient online payment facility.</i>	<i>3.91</i>	<i>FI</i>
<i>MP2 savings is perfect for investors with a low-risk appetite.</i>	<i>4.00</i>	<i>FI</i>
<i>MP2 savings has yearly high economic performance.</i>	<i>3.88</i>	<i>FI</i>

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<i>MP2 savings performs better annually.</i>	<i>3.87</i>	<i>FI</i>
<i>MP2 is short-term savings with a higher return.</i>	<i>3.90</i>	<i>FI</i>
<i>Pag-IBIG has sufficient funds to generate a return.</i>	<i>3.97</i>	<i>FI</i>
<i>MP2 registration is online.</i>	<i>3.98</i>	<i>FI</i>
<i>Pag-IBIG website helps check balances.</i>	<i>3.94</i>	<i>FI</i>
Composite Mean	3.91	FI

Legend: 3.26 - 4.00 Very Satisfied – Fully Implemented (FI) 2.51 - 3.25 Satisfied – Implemented (I) 1.76 - 2.50 Moderately Satisfied – Moderately Implemented (MI) 1.00 - 1.75 Not Satisfied - Not Implemented (NI)

Table 1.3 illustrates the level of implementation of the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund in terms of Risk Reduction. The employees of SEMPHIL Inc. were very satisfied with the reduced risk implemented by the Fund with a composite mean of **3.91**. This meant that the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund was **Fully Implemented** in terms of Risk Reduction. As shown, "MP2 savings are secured by the government, voluntary, and low-risk appetite" got a perfect mean of **4.00** and construed as **Fully Implemented** while "MP2 savings performs better annually" had the lowest mean with **3.87** but still interpreted as **Fully Implemented**.

The results of the findings infer that SEMPHIL Inc employees are very satisfied with the MP2 program in terms of Risk Reduction because it is the indicator that the lower the risks, the greater the number of members who will invest in the program. Since the earnings from the Modified Pag-IBIG 2 savings program are guaranteed by the government, members who participate in the program do not have to be worried about how the market performs because there is no risk of losing money. Comparatively speaking, a member can begin saving with the Fund at a low cost of investment. It is designed for members who do not have a large amount of extra money to begin with, particularly for those who are advised to only invest the money that they will not need immediately. As a result, Modified Pag-IBIG 2 is a budget-friendly savings program because it is open to all members regardless of their financial circumstances. Pag-IBIG Fund's business is characterized by the measurement, monitoring, and control of financial risks that are achieved through the implementation of an effective risk management system. These steps are necessary to make certain that all potential financial risk exposures are properly identified, assessed, evaluated, and managed. To achieve this, a risk culture must be established,

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which will have an impact on daily operations and decision-making. The Fund developed risk management policies and procedures to address specific financial risks, and through its internal audit functions, it ensures that these policies and procedures are followed to the letter.

This is following the definition provided by Cuthbertson et al. (2016) stated that the empirical findings on fund characteristics in the impact of organizational structure, together with governance and strategy on both fund risk-taking and future performance. Moreover, the role of management was prevalent in the performance of mutual fund industry. As a result, the Pag-IBIG Fund, as mandated by its charter, invests at least 70% of its investible money in housing finance to meet the needs of the poor. In addition, it made investments in government and corporate bond issues.

Moreover, Heald and Hodges (2018) claimed that government guarantees have become an increasingly significant policy tool in community set-up outlay and in assisting the banking and financial sectors in this global financial crisis. In fact, various arrangements involving securities became a feature of financial repossession. In conclusion, budgeting practices of every company were still the preserved way and bring closer the connections with numerical accounting. In this case, it will become increasingly attractive to governments.

Table 1.4

Level of Implementation on the Modified Pag-IBIG 2 Savings Program of Pag-IBIG Fund in terms of Affordability.

Indicators	Mean	Interpretation
<i>MP2 is budget-friendly.</i>	4.00	FI
<i>Saving in MP2 has small capital needed.</i>	4.00	FI
<i>MP2 has no fees or charges.</i>	3.94	FI
<i>MP2 savings is ideal for a low-income family member.</i>	4.00	FI
<i>Low amount of investment.</i>	4.00	FI
<i>The amount of savings depends on the financial status of the member.</i>	4.00	FI
<i>MP2 is an economical demand.</i>	3.85	FI
<i>MP2 is sustainable and low-cost.</i>	4.00	FI
<i>Members have no penalties if fail to remit.</i>	4.00	FI

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<i>Member's payments do not need to be consistent.</i>	<i>4.00</i>	<i>FI</i>
Composite Mean	3.98	FI

Legend: 3.26 - 4.00 Very Satisfied – Fully Implemented (FI) 2.51 - 3.25 Satisfied – Implemented (I) 1.76 - 2.50 Moderately Satisfied – Moderately Implemented (MI) 1.00 - 1.75 Not Satisfied - Not Implemented (NI)

Table 1.4 illustrates the level of implementation of the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund in terms of Affordability. The employees of SEMPHIL Inc. were very satisfied with the affordability of the MP2 program of the Fund with a composite mean of **3.98**. This meant that the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund was **Fully Implemented** in terms of Affordability. The highest mean of **4.00**, interpreted as **Fully Implemented** was the results of eight (8) out of (10) indicators. On the other hand, "MP2 is an economical demand" had the lowest mean of **3.85** and was interpreted as **Fully Implemented**. According to the findings above, clients from SEMPHIL Inc are very satisfied with the affordability of the Modified Pag-IBIG 2 savings because it is an excellent driver for newcomers as it is designed for people who have a monthly minimum requirement of P500 pesos, as opposed to banks, which require a high maintaining balance to be eligible for the program. The MP2 savings program was implemented from low- to medium-term investments with higher potential income to meet the needs of the majority of Filipinos who come from low- and middle-income households, as well as the needs of the poor. Members are not bound to a contract or required to pay a premium consistently.

Evidently, the research conducted by Emrouznejad et al. (2016) deduced that typically, the conventional data envelopment analysis (DEA) model assessed decision-making units by utilizing the best relative efficiency approach. It was true that academic investments were dependent on human resources and economic support, but on the other hand, competitiveness varied and was determined by whom to compete with. In this context, business firm positioned itself based on its self-scale.

In a similar vein, West (2018) mentioned that factors to an empirical investigation of affordable care act impacted the stock price change that assisted individual and institutional investors in making well-informed financial decisions. Previous research has attributed a

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substantial part of the change in stock prices to announcements concerning corporate financial reports, global events, and economic conditions.

Table 1.5
Level of Implementation on the Modified Pag-IBIG 2 Savings Program of Pag-IBIG Fund in terms of Liquidity.

Indicators	Mean	Interpretation
<i>Members have an option to withdraw (yearly or compounding)</i>	4.00	FI
<i>MP2 can serve as emergency funds.</i>	3.86	FI
<i>MP2 can serve as retirement funds.</i>	3.94	FI
<i>MP2 can be withdrawn through a cheque.</i>	4.00	FI
<i>MP2 has a short-term maturity.</i>	4.00	FI
<i>MP2 claim filing is online to ease the transaction process.</i>	3.90	FI
<i>Members are allowed to maintain 2 or more MP2 savings account.</i>	4.00	FI
<i>Savings can be withdrawn prior to maturity.</i>	4.00	FI
<i>MP2 has the flexibility of withdrawal.</i>	3.83	FI
<i>MP2 withdrawal takes short time.</i>	3.87	FI
Composite Mean	3.94	FI

Legend: 3.26 - 4.00 Very Satisfied – Fully Implemented (FI) 2.51 - 3.25 Satisfied – Implemented (I) 1.76 - 2.50 Moderately Satisfied – Moderately Implemented (MI) 1.00 - 1.75 Not Satisfied - Not Implemented (NI)

Table 1.5 illustrates the level of implementation on the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund in terms of Liquidity. The employees of SEMPHIL Inc. were very satisfied with the withdrawal implementation of the program with a composite mean of **3.94**. This meant that the Modified Pag-IBIG 2 savings program of Pag-IBIG Fund was **Fully Implemented** in terms of Liquidity. Several results scored **4.0** perfect mean and were interpreted as **Fully Implemented**. Meanwhile, “MP2 has the flexibility of withdrawal” had the lowest mean of **3.83** and was interpreted as **Fully Implemented**.

The findings infer that the members have several reasons to be very satisfied with the liquidity of their Modified Pag-IBIG 2 savings account. Members can withdraw their savings

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immediately, saving them the hassle of having to wait until they reach maturity. Except for the fact that it has a 5-year lock-in period, it does not have many disadvantages, realistically speaking. It is possible to get around this by having the dividends released during the lock-in period, though not in full. The returns are still promising though, so it is worth looking into. It is an option for members to receive MP2 Dividends over the course of the 5-year full maturity period, with dividends compounded on an annual basis. Another option is to pay out dividends on an annual basis, with dividends credited to accounts enrolled in any Pag-IBIG Fund-accredited financial institution. The Fund's active asset-liability management and a combination of techniques, which include maintaining a highly liquid investment portfolio, actively monitoring funding requirements for operations, programs, or projects, maturing liabilities, and responsibilities to members, all of which contribute to maintaining liquidity. An emergency credit facility has been established to assist with unanticipated liquidity requirements.

Relative to the importance of liquidity, Ojung'a (2020) reiterated that mutual fund institutions were identified as key institution in funds mobilization. According to the study's findings, financial market liquidity and regulatory framework all had statistically significant effects on mutual fund growth. Contrary to popular opinion, financial market liquidity had no significant impact on the growth of mutual fund institutions, according to this study.

A similar statement was made by Ghenimi, Chaibi, & Brahim Omri (2017), who noted in their paper that the global financial crisis has resulted in a series of failures among most conventional banks and that their study investigates the main sources of banking fragility. Members who cannot afford banking services can take advantage of the mutual fund, which is available to meet their short-term investment needs. Thus, the findings aid in the understanding of bank risk among bank managers and serve as a foundation for regulatory initiatives aimed at improving the joint risk management of liquidity and credit risks.

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Table 2.1

Level of Clients' Satisfaction in the Service Quality of Pag-IBIG Fund Employees to the Program in terms of Reliability.

Indicators	Mean	Interpretation
<i>Pag-IBIG employees provide service as promised.</i>	3.75	HS
<i>Pag-IBIG employees are dependable in handling customers' service problems.</i>	3.75	HS
<i>Pag-IBIG employees perform services right the first time.</i>	3.89	HS
<i>Pag-IBIG employees inspire trust and confidence in clients.</i>	3.91	HS
<i>Pag-IBIG employees are willing to listen carefully and help clients.</i>	3.91	HS
<i>Pag-IBIG employees have speed and ease of procedures.</i>	3.77	HS
<i>Pag-IBIG employees maintain error-free records.</i>	3.83	HS
<i>Pag-IBIG employees render quality service.</i>	3.95	HS
<i>Pag-IBIG employees have product and service knowledge.</i>	3.97	HS
<i>Pag-IBIG employees provide accurate information and services.</i>	3.91	HS
Composite Mean	3.86	HS

Legend: 3.25-4.00 Always - Highly Satisfied (HS) 2.50-3.24 Often - Satisfied (S) 1.75-2.49 Seldom – Moderately Satisfied (MS) 1.00-1.74 Never – Not Satisfied (NS)

Table 2.1 illustrates the level of clients' satisfaction with the service quality of Pag-IBIG Fund employees to the program in terms of reliability. The employees of SEMPHIL Inc. are always satisfied with the employees' reliability in service with a composite mean of **3.86**. This meant that the level of clients' satisfaction with the service quality of Pag-IBIG Fund employees was **Highly Satisfied** in terms of Reliability. "Pag-IBIG employees have product and service knowledge" had the highest mean of **3.97** and was interpreted as **Highly Satisfied** while "Pag-IBIG employees provide service as promised" had the lowest mean both with **3.75** and interpreted as **Highly Satisfied**.

As a result of the findings, the tables indicate that employees of SEMPHIL Inc are always satisfied with the reliability of Pag-IBIG Fund's employees because it is a relatively more important factor in the provision of services. Members-clients enrolled in the modified Pag-IBIG 2 savings program are far more likely to be satisfied if they believe that employees are knowledgeable and dependable about the Fund's offered services and that employees can deliver correctly and

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accurately and that employees are easy to work with. More specifically, the overall mean of 3.86 indicates that the products and services have received widespread positive feedback. To achieve this, consistency in service delivery, as well as compliance with pledges and consumer promises, are required.

Mao and James (2020) provided evidence to support their findings, stating that customers' expectations are shaped by their previous experiences with a company's products or services, as well as advertising and word-of-mouth information. Furthermore, they agreed that customers' expectations serve as benchmarks for their evaluations of the quality of service they receive. In a similar vein, service providers must recognize that meeting or exceeding client expectations consistently is the foundation of providing high-quality service. Furthermore, Iqbal et al. (2016) stated that increasing customer satisfaction can result in repeat new purchases as well as positive word-of-mouth advertising, both of which can result in increased revenue and profitability for the company. Based on the results presented above, knowledge of the products offered and the quality of service provided serve as entry points for client satisfaction.

Table 2.2

Level of Clients' Satisfaction in the Service Quality of Pag-IBIG Fund Employees to the Program in terms of Responsiveness.

Indicators	Mean	Interpretation
<i>Pag-IBIG employees are prompt in service to clients.</i>	3.84	HS
<i>Pag-IBIG employees give adequate information about the product.</i>	3.86	HS
<i>Pag-IBIG employees are sympathetic and reassuring.</i>	3.86	HS
<i>Pag-IBIG employees are always ready for needed documents.</i>	3.95	HS
<i>Pag-IBIG employees are responsive to the needs of clients.</i>	3.87	HS
<i>Pag-IBIG employees are friendly and courteous.</i>	3.91	HS
<i>Pag-IBIG employees show professionalism.</i>	3.98	HS
<i>Pag-IBIG employees have quality service and cooperation.</i>	3.84	HS
<i>Pag-IBIG employees are swift in delivering the result.</i>	3.82	HS

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<i>Pag-IBIG employees show the frequency of the service.</i>	<i>3.81</i>	<i>HS</i>
Composite Mean	3.87	HS

Legend: 3.25-4.00 Always - Highly Satisfied (HS) 2.50-3.24 Often - Satisfied (S) 1.75-2.49 Seldom – Moderately Satisfied (MS) 1.00-1.74 Never – Not Satisfied (NS)

Table 2.2 shows the level of clients' satisfaction with the service quality of Pag-IBIG Fund employees to the program in terms of responsiveness. The employees of SEMPHIL Inc. were always satisfied with the employees' responsiveness to the needs of clients with a composite mean of **3.87**. This meant that the level of clients' satisfaction in the service quality of Pag-IBIG Fund employees was **Highly Satisfied** in terms of Responsiveness. "Pag-IBIG employees show professionalism" had the highest mean which was **3.98** and was interpreted as **Highly Satisfied**. "Pag-IBIG employees show the frequency of the service" had the lowest mean which was **3.81** and was interpreted as **Highly Satisfied**.

The findings suggest that the majority of the Fund's employees demonstrate professionalism, promptness, and courtesy when dealing with clients and responding to requests for assistance, that is why employees of SEMPHIL Inc are really satisfied with their service. In general, member clients' expectations for responsiveness are met by their perceptions of the Fund's excellent service, which they believe is a result of the Fund's excellent service. To measure the Fund's ability to solve problems quickly, respond to customer complaints effectively, and assist customers in meeting their needs, responsiveness is used as one of its key performance indicators (KPIs).

As previously stated, the implications of the survey's findings are similar to those made by Ocampo et al. (2019), stated the importance of service quality evaluation performance among employee-related issues. Similarly, the evaluation focused on how well and responsive were the employee personnel in the agency servicing sector. Responsiveness and promptness of services were the most important dimension and sub-dimension of the study, hence, the proposed approach enabled government administrators to direct their efforts and resources toward enhancing service quality in key areas of responsibility. Responsiveness was a metric that tests the ability to solve a problem quickly, deal with consumer complaints efficiently, and be able to assist customers as well as meet their needs. In other words, responsiveness was the response of firms to what their customers wanted.

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Also worth mentioning was that the research conducted by McFadden et al. (2015) confirmed that the ability to provide goal clarity was considered to be a critical component and that improvements in staff responsiveness were generally attributed to positive outcomes. The findings lent support to the notion that information gathered from employees should be tailored to the needs of clients and used to respond quickly to their inquiries.

Table 2.3
Level of Clients’ Satisfaction in the Service Quality of Pag-IBIG Fund Employees to the Program in terms of Assurance.

Indicators	Mean	Interpretation
<i>Pag-IBIG employees are knowledgeable of the product offered.</i>	3.94	HS
<i>Pag-IBIG employees maintain clients' confidentiality.</i>	3.90	HS
<i>Clients have confidence and trust in employees in service.</i>	3.89	HS
<i>Clients have a safe transaction with employees.</i>	3.87	HS
<i>Pag-IBIG employees are well-versed in procedure explanation.</i>	3.87	HS
<i>Pag-IBIG employees can easily resolve problems and complaints.</i>	3.91	HS
<i>Pag-IBIG employees can meet the allotted response time.</i>	3.85	HS
<i>Pag-IBIG employees provide high-quality information.</i>	3.85	HS
<i>Pag-IBIG employees can answer questions with confidence.</i>	3.77	HS
Composite Mean	3.87	HS

Legend: 3.25-4.00 Always - Highly Satisfied (HS) 2.50-3.24 Often - Satisfied (S) 1.75-2.49 Seldom – Moderately Satisfied (MS) 1.00-1.74 Never – Not Satisfied (NS)

Table 2.3 explains the level of clients’ satisfaction with the service quality of Pag-IBIG Fund employees to the program in terms of the assurance. The employees of SEMPHIL Inc. were always satisfied with the assurance assumed by the employees with a composite mean of **3.87**. This means that the level of clients’ satisfaction in the service quality of Pag-IBIG Fund employees was **Highly Satisfied** in terms of Assurance. “Pag-IBIG employees are knowledgeable of the product offered” had the highest mean of **3.94** and was interpreted as **Highly Satisfied** while

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"Pag-IBIG employees can answer questions with confidence" had the lowest mean of **3.77** and was interpreted as **Highly Satisfied**.

The findings indicate that SEMPHIL Inc employees are always satisfied with the Fund employees' assurance in providing services based on their knowledge. The high expectations of member-clients for the provision of professional services, excellent technical knowledge, attitude courtesy, and strong communication skills are met with high acceptance by the organization's members. As a result, assurance helps to build the reputation of the Fund and the confidence of its clients by encouraging them to place their trust in the firm's services. The behavior of the Fund's employees, particularly when it comes to instilling trust in customers, courtesy and friendliness, and knowledge of how to respond to customers' questions, is typically correlated with how satisfied customers are with the service provided by the organization.

This finding was consistent with the findings of Olatokun and Ojo (2016), who discovered that customer satisfaction with mobile service providers was highly correlated with provider assurance. They also stated that to increase customer satisfaction, mobile service providers should prioritize expanding staff knowledge and expertise, fostering trust and dependability, and being pleasant to customers and clients. According to the results of hypotheses testing, there was a statistically significant relationship between assurance and customer satisfaction.

It is similar to the findings of a study conducted by Mendoza et al. (2020), stated that internet usage and awareness of online payment methods and other electronic transactions amongst Filipinos remained uncertain due to various behavioral factors. Equally, their study assessed service quality determinants that may cause online banking to impact customer satisfaction. In conclusion, it was found that effectiveness and implementation had the utmost effect on the apparent value and loyalty retention of customers. Assurance was a component that strengthened a firm's reputation and customer confidence by delivering professional advice, exceptional technical knowledge, attitude civility, and effective communication skills so that clients can rely in the firm's services.

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Table 2.4

Level of Clients' Satisfaction in the Service Quality of Pag-IBIG Fund Employees to the Program in terms of Empathy.

Indicators	Mean	Interpretation
<i>Pag-IBIG employees are giving clients individual attention.</i>	3.75	HS
<i>Pag-IBIG employees are never too busy to respond to requests.</i>	3.93	HS
<i>Pag-IBIG employees have the best interest at heart.</i>	3.78	HS
<i>Pag-IBIG employees understand your specific needs.</i>	3.78	HS
<i>Pag-IBIG employees are approachable and readily available.</i>	3.81	HS
<i>Pag-IBIG employees are polite and respectful in conversation.</i>	3.91	HS
<i>Pag-IBIG employees are friendly.</i>	3.91	HS
<i>Pag-IBIG employees are caring and concerned to members.</i>	3.95	HS
Composite Mean	3.85	HS

Legend: 3.25-4.00 Always - Highly Satisfied (HS) 2.50-3.24 Often - Satisfied (S) 1.75-2.49 Seldom – Moderately Satisfied (MS) 1.00-1.74 Never – Not Satisfied (NS)

Table 2.4 illustrates the level of clients' satisfaction in the service quality of Pag-IBIG Fund employees to the program in terms of empathy. The employees of SEMPHIL Inc. were always satisfied with the employees' empathy for the welfare of the clients with a composite mean of **3.85**. This means that the level of clients' satisfaction in the service quality of Pag-IBIG Fund employees was **Highly Satisfied** in terms of Empathy. "Pag-IBIG employees are caring and concerned to members" had the highest mean which was **3.95** and was interpreted as **Highly Satisfied**. "Pag-IBIG employees are giving clients individual attention" had the lowest mean which was **3.75** and was interpreted as **Highly Satisfied**.

Based on the results of the table, employees of SEMPHIL Inc are awfully satisfied with the Fund employees as they establish connections with their clients, acknowledge their feelings, and provide positive experiences to achieve their end goals. Client satisfaction and loyalty are increased as a result of employees' courteous and friendly demeanor and interactions. This implies that empathic behavior on the part of employees, as well as demonstrating a genuine concern

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for customers, contributes to increased customer satisfaction. To provide clients with care, compassion, and the feeling of always being accepted at any time, empathy is the best preparation. The performance of the Pag-IBIG Fund is heavily influenced by human factors. Increased customer understanding is directly proportional to the level of concern a firm has for its customers.

In light of the data presented above, Tas Ergin (2019), concluded that empathy had an impact on service quality in the mobile service market. Customers' high regard for customer service, as well as their willingness to pay attention to it, could explain this outcome. They looked for mobile service providers that had convenient operating hours so that they can access their counters whenever possible, and they appreciated customer service that assisted them in receiving the best possible service for their needs, according to their preferences.

Likewise, Yuliandiastary et al. (2019) mentioned that providing great services to the end user with respect to the processing of the activities and the efficiency of the process significantly affected customers' development and perspective on the service, thus, customers' satisfaction was achieved when carried out by service quality. Empathy was the best preparation for clients with care, and compassion, and felt always accepted at any time. Human factors were at the heart of this performance. The greater the firm's concern for its customers, the greater the customer understanding.

Table 2.5
Level of Clients' Satisfaction in the Service Quality of Pag-IBIG Fund Employees to the Program in terms of Tangibility.

Indicators	Mean	Interpretation
<i>Pag-IBIG Fund provides modern equipment.</i>	3.95	HS
<i>Pag-IBIG Fund has a visual service location and appealing facilities.</i>	3.95	HS
<i>Pag-IBIG Fund employees hold professional appearance.</i>	3.96	HS
<i>Pag-IBIG Fund has quality visual materials and services.</i>	3.98	HS
<i>Pag-IBIG Fund has an accessible service place.</i>	3.96	HS
<i>Pag-IBIG Fund has displayed signages.</i>	3.97	HS

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<i>Pag-IBIG Fund has a spacious waiting area.</i>	<i>3.97</i>	<i>HS</i>
<i>Pag-IBIG Fund provides drinking water and restrooms.</i>	<i>3.97</i>	<i>HS</i>
<i>Pag-IBIG Fund has enough light and air circulation.</i>	<i>3.97</i>	<i>HS</i>
<i>Pag-IBIG Fund provides tables and chairs.</i>	<i>3.97</i>	<i>HS</i>
Composite Mean	3.96	HS

Legend: 3.25-4.00 Always - Highly Satisfied (HS) 2.50-3.24 Often - Satisfied (S) 1.75-2.49 Seldom – Moderately Satisfied (MS) 1.00-1.74 Never – Not Satisfied (NS)

Table 2.5 demonstrates the level of clients' satisfaction in the service quality of Pag-IBIG Fund employees to the program in terms of tangibility. The employees of SEMPHIL Inc. were always satisfied with the physical facility, equipment, personnel, and communication materials of the Fund with a composite mean of **3.96**. This means that the level of clients' satisfaction in the service quality of Pag-IBIG Fund employees was **Highly Satisfied** in terms of Tangibility. The indicator with the highest mean of **3.98** was "Pag-IBIG Fund has quality visual materials and services" and interpreted as **Highly Satisfied** while the indicator with the lowest mean of **3.95** was "Pag-IBIG Fund has a visual service location and appealing facilities" and interpreted as **Highly Satisfied**.

When it comes to tangibility, the survey's findings indicate that the firm's clients are extremely satisfied with the images of its facilities, equipment, machines, employees' attitudes, materials, manuals, and information systems, among other aspects of the company. The most recent equipment item has a high significance value, indicating that members are generally pleased with the equipment and physical facilities of the Pag-IBIG Fund in general. Members' perceptions and expectations are rounded out by the availability of open spaces, water, and a clean environment.

Jin et al. (2014) deduced the significance of statistical analysis on the influence of tangible and intangible factors on customers' satisfaction and loyalty to online tourism. Among tangible factors, ease of use had a significant influence on satisfaction, while brand reputation was the only significant predictor of satisfaction among intangible factors. This study also confirmed the link between customer satisfaction and customer loyalty.

In addition, Altejar and Dizon (2019) reiterated that product quality and customer service quality were key parts behind every business' success which extended the market appreciation and were significant points in meeting the client's satisfaction. Moreover, this

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study focused on the impact of customer service and product quality on customer satisfaction and loyalty at one of the area's largest restaurant chains. Finally, one of the most common research topics among service researchers was the relationship between service quality and consumer satisfaction. Tangibles were the images of the facilities, equipment, machines, attitude of staff, materials, manuals, and information systems of the firm. In other words, the tangibles referred to the effect of physical facility, equipment, personnel and communication materials on customers.

Table 3

Test of Significant Relationship between the Implementation and the Level of Clients' Satisfaction with the Modified Pag-IBIG 2 Savings Program.

Implementation	Satisfaction	r value	p-value	Remarks	Decision
<i>Fund Image</i>	<i>Reliability</i>	<i>.176*</i>	<i>0.02</i>	<i>Significant</i>	<i>Reject Ho</i>
	<i>Responsiveness</i>	<i>0.086</i>	<i>0.258</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Assurance</i>	<i>-0.004</i>	<i>0.957</i>	<i>Significant</i>	<i>Reject Ho</i>
	<i>Empathy</i>	<i>-0.038</i>	<i>0.613</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Tangibility</i>	<i>0.027</i>	<i>0.723</i>	<i>Not Significant</i>	<i>Accept ho</i>
<i>Dividend Repayment</i>	<i>Reliability</i>	<i>0.022</i>	<i>0.771</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Responsiveness</i>	<i>0.123</i>	<i>0.106</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Assurance</i>	<i>-0.076</i>	<i>0.316</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Empathy</i>	<i>0.067</i>	<i>0.38</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Tangibility</i>	<i>-0.011</i>	<i>0.888</i>	<i>Not Significant</i>	<i>Accept ho</i>
<i>Risk Reduction</i>	<i>Reliability</i>	<i>0.097</i>	<i>0.201</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Responsiveness</i>	<i>.201**</i>	<i>0.008</i>	<i>Significant</i>	<i>Reject Ho</i>
	<i>Assurance</i>	<i>-0.009</i>	<i>0.905</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Empathy</i>	<i>-0.099</i>	<i>0.191</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Tangibility</i>	<i>-0.022</i>	<i>0.769</i>	<i>Not Significant</i>	<i>Accept ho</i>
<i>Affordability</i>	<i>Reliability</i>	<i>-0.092</i>	<i>0.228</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Responsiveness</i>	<i>0.053</i>	<i>0.486</i>	<i>Not Significant</i>	<i>Accept ho</i>
	<i>Assurance</i>	<i>-0.039</i>	<i>0.61</i>	<i>Not Significant</i>	<i>Accept ho</i>

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	<i>Empathy</i>	0.045	0.553	Not Significant	Accept <i>ho</i>
	<i>Tangibility</i>	-0.006	0.933	Not Significant	Accept <i>ho</i>
	<i>Reliability</i>	-0.004	0.959	Not Significant	Accept <i>ho</i>
	<i>Responsiveness</i>	0.05	0.51	Not Significant	Accept <i>ho</i>
<i>Liquidity</i>	<i>Assurance</i>	.202**	0.007	Significant	Reject <i>Ho</i>
	<i>Empathy</i>	-0.046	0.547	Not Significant	Accept <i>ho</i>
	<i>Tangibility</i>	0.036	0.641	Not Significant	Accept <i>ho</i>

** . Correlation is significant at the 0.01 level

* . Correlation is significant at the 0.05 level

(2-tailed).

Table 3 shows the Test of Significant Relationship between the Implementation and the Level of Clients' Satisfaction with the Modified Pag-IBIG 2 Savings Program. The findings show that there were very small positive significant relationships between the following: fund image implementation and reliability satisfaction of the clients with the Modified Pag-IBIG 2 Savings Program; risk reduction implementation and responsiveness satisfaction of the clients with the Modified Pag-IBIG 2 Savings Program; and liquidity implementation and assurance satisfaction with the Modified Pag-IBIG 2 Savings Program. This means that the more the fund image is implemented contributes a little increase in the reliability satisfaction of the clients with the Modified Pag-IBIG 2 Savings Program. In addition, the more the risk reduction is implemented contributes a little increase in the responsiveness satisfaction of the clients with the Modified Pag-IBIG 2 Savings Program. Furthermore, the more the liquidity is implemented contributes a little increase in the responsiveness satisfaction of the clients with the Modified Pag-IBIG 2 Savings Program.

However, it was found that there was no significant relationship between the remaining implementation indicators with the rest of the satisfaction indicators.

It was discovered through a reliability test and statistical analysis that an instrument to measure service quality within the Fund had statistically significant strength, as it provided statistically acceptable five-factor models. A total of three significant variables were identified after determining whether the five service quality dimensions were appropriate for the study's purposes. These three variables were then used in investigating their relationship with characteristics of the Fund's Modified Pag-IBIG 2 savings program concept. Therefore, the Fund's image, risk reduction, and liquidity are important in meeting the clients' satisfaction with its

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products and services through the reliability, responsiveness, and assurance gained through the service of its employees are all important considerations.

There were, however, a few exceptions that were particularly inapplicable to the needs of the members. Clients' satisfaction with the Modified Pag-IBIG 2 savings program is not significantly influenced by dividend repayment and affordability, but they have a significant impact on the program's practical implications. Both of these variables may be interpreted by clients as further modifications to the Funds' ability to deliver their products and services to meet the expectations of their benefactions. Members may have different criteria when it comes to their perceptions of service quality, and as a result, they may be more critical of both the core and fringe services that are offered to them.

Several researchers, including Nwachukwu et al. (2018) stated that the employee commitment to strategy implementation was correlated with employee satisfaction; thus, the more committed employees to firms' strategy implementation, the higher the level of satisfaction with their firms. Therefore, employee commitment to strategy implementation had positive impact on employee satisfaction.

In addition, Luturlean et al. (2019) mentioned that increasing employee's job satisfaction through the implementation of transformational leadership and work stress level management had a positive relationship with employee job satisfaction. However, transformational leadership did not have significant relationship with work stress. This therefore meant that there was no mediation of work stress either.

Furthermore, according to Shrivastava (2018), deduced that there was a significant correlation between the performance management system and satisfaction and a moderate correlation between employee job satisfaction and commitment. Therefore, the findings that an effective performance management system was the only mantra to build the loyalty index of the employee to keep them happy as happy minds worked best.

Too, Topalović (2015) reiterated that the result of the research in implementation of total quality management to improve production performance and to enhance the level of customer satisfaction pointed out that top management commitment, courtesy and responsibility towards the customers were the significant factors of satisfaction.

Client satisfaction is widely regarded as an important factor that can have an impact on a company's overall performance. Providing excellent customer service is critical in today's highly competitive environment, and it is the foundation of every successful company.

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CONCLUSIONS

Pag-IBIG Fund's implementation in terms of Fund Image, Dividend Repayment, Risk Reduction, Affordability, and Liquidity are fully implemented and that SEMPHIL Inc. employees are highly satisfied with the service quality of its people. Even in times of worldwide pandemic, Pag-IBIG Fund is constantly innovating techniques to ensure every member is well-served and informed through constantly attending to members' queries and requests. In addition, members are really satisfied with the higher dividend payback, which, they see as a significant income added to their investment. Dividend growth, strength, and durability are an important benchmark for them. The statistics indicate that SEMPHIL Inc employees are relatively satisfied with the MP2 program in terms of risk reduction because the Fund guarantees its earnings. It is also created to satisfy the needs of the Filipinos at a modest cost, being affordable hailed by the majority. Moreover, members have several reasons to be satisfied with their MP2 savings account's liquidity. Members can access their funds instantly or receive the dividends over the 5-year full maturity period, compounded annually.

The quality of service of the Fund's employees in terms of Reliability, Responsiveness, Assurance, Empathy, and Tangibility indicate widespread positive feedback from SEMPHIL Inc employees. It is concluded that clients are more likely to be satisfied if servicing employees are reliable about the Fund's services, can deliver consistently, are easy to work with, can respond and solve problems and complaints quickly, have the technical knowledge, courtesy, strong communication skills, establish connections with their clients, acknowledge their feelings, and provide positive experiences. These are relatively important factors in public service delivery. Consistency in service delivery and adherence to pledges and consumer promises are needed, thus, trust in the firm's services helps to build the Fund's reputation and its clients' satisfaction and loyalty. In terms of tangibility, the survey found SEMPHIL Inc. employees are extremely satisfied with the most recent facilities, equipment, machines, materials, manuals, and information systems. Members' impressions and expectations are rounded out by the availability of open spaces, water, and a clean environment.

There is a significant relationship between the Fund Image, Risk Reduction, and Liquidity which are correlated with the Reliability, Responsiveness, and Assurance. Therefore, the null hypothesis is rejected because the probability value is less than the threshold of significance at

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.05. While the probability values for Dividend Repayment and Affordability are greater than the level of significance of .05, the null hypothesis should be accepted in this case.

As a result of this study, a proposed service enhancement program be established to incorporate additional strategies on an ongoing basis to strengthen the current program of Modified Pag-IBIG 2 savings while simultaneously increasing employee productivity and confidence levels.



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