

## **BIBLIOGRAPHY**

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## **ABSTRACT**

This study was conducted to determine the benefits derived by members from the services of the La Trinidad Vegetable Trading Post Multi Purpose Cooperative, to identify the reasons of the members in joining the cooperative and to know if the members are satisfied with the services of the cooperative.

This study was conducted at La Trinidad Vegetable Trading Post Multi Purpose Cooperative from December 2008 to January 2009 with fifty respondents.

The main reason of members in joining the cooperative is to avail of the service, gain and contribute knowledge and skills.

Most members are aware of the economic benefits and social benefit derived from the cooperative operations though some were not aware of the inherent benefits dependent on their relationship and support of the cooperative operations. This indicates a lack of appreciation on their part. So it is recommended that the cooperative should improve its member's education program to ensure that all members truly understand the reciprocal relation between membership and the cooperative.

Majority of the members rated the services of the cooperative as satisfactory. This means that they are just satisfied with the all the services that the cooperative is giving them and the cooperative could still provide more so that their level of satisfaction would increase.



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## **INTRODUCTION**

### Rationale of the Study

The La Trinidad Vegetable Trading Post Multi-Purpose Cooperative (LTVTP-MPC) was registered on September 09, 1992 with the Cooperative Development Authority (CDA) under Philippine laws. First as La Trinidad Vegetable Trading Post Allied Services Cooperative (LTVTPASC) and later amended as it is named today upon the insistence of the CDA in accordance with their new cooperative guidelines.

Records show that the cooperative started its operation with an initial paid-up share capital of thirteen thousand five hundred pesos (P13,500.00) evenly contributed by the 15 member incorporators at P900.00 each. The organizers were Atty. Narciso U. Bolislis, Rose Alangdeo, Murphy Paayas, Josephine Isabelo, Adolfo Pendog, Bernadette Santos, Marry Badilla, Ignacio Malinias, Juna Bay-an, Ofelia Igueldo, Jason Erico, Simplicio Pocte, Cresencio Francisco, Emilia Salipan and Saturnine Gawec.

In the course of time, membership was opened to the residents of La Trinidad who are either private or government employees, businesspersons, traders or producers engaged in the vegetable industry. As of February 28, 2003, the total number of members was 897. Together, they contributed a paid-up share capital of eleven million two hundred forty thousand thirty-six pesos and eighty centavos (P11, 240,036.80). The total assets of the cooperative for the same period was thirty six million eighty three thousand two hundred twenty six pesos and sixty-nine centavos (P36, 083,226.69). This includes a four (4)-story building located at Wangal, la Trinidad, Benguet. The foregoing remarkable growth of the cooperative in ten (10) years, speaks well of the loyalty of the



management staff, the strong well focus determination and commitment of the board of directors, officers and committees that had been serving the cooperative as volunteers in the beginning years.(Pre-Membership Education Seminar Manual)

The study intends to find out if the financial growth of the cooperative benefited the members.

### Statement of the Problem

In consideration of the need to understand what the members' perception of the cooperative, the following must be determined:

1. What are the reasons of members in joining the cooperative?
2. What are the benefits derived by the members from cooperative's services?
3. Are the members satisfied with the services of the cooperative?

### Objectives of the Study

In pursuit of the necessity to learn more about members' perception of the cooperative, this study aimed to find out:

1. The reasons of members in joining the cooperative.
2. The benefits received by the members from the cooperative's services.

Classified to:

- a. Economic Benefit
  - b. Social Benefit
3. To find out if these services satisfied the member.



### Importance of the Study

This study was conducted to provide information to the members and officers of the Cooperative as an input for making plans and decisions to improve the operation of the Cooperative.

This would also serve as reference to faculty members, students and other researchers who are doing similar studies.

### Scope and Limitation

This study was focused on the benefits derived by the members of La Trinidad Vegetable Trading Post MPC.





## **REVIEW OF LITERATURE**

### Cooperative Defined

A cooperative is a duly registered association of persons, with a common bond of interest, who have voluntarily joined together to achieve a lawful common social or economic end, making equitable contributions to the capital required and accepting a fair share of the risks and benefits of the undertaking in accordance with universally accepted accounting principles (Art. 3 RA 6938).

### Cooperative Principles

- a. Open and voluntary membership (for those who qualify)
- b. Democratic control
- c. Limited interest on share capital and giving patronage refund
- d. Continuing cooperative among cooperative
- e. Autonomy and independence
- f. Concern for relevance to the community

Cooperative is not only an organization it is also an organism. As such, it has its own nature.

1. Member- owned
2. Member- controlled
3. Member- patronized
4. Service- oriented
5. Community- oriented



6. Self-help organization
7. Autonomous
8. Not for charity

When one of the above is missing, the organization is not a cooperative. (Pre-Membership Education Seminar Manual)

### Objectives of Cooperative

The primary objectives of a cooperatives is to provide goods and services to its members and thus enable them to attain increased income and savings, investments, productivity, and purchasing power and promote among them equitable distribution of net surplus. Through maximum utilization of economies of scale, cost sharing and risks sharing without, however, conducting the affairs of the cooperative for eleemosynary or charitable purposes (Abasolo et al., 1996).

The objectives of La Trinidad Vegetable Trading Post Multi-Purpose Cooperative as stated in their Pre-membership Education Seminar Manual are the following:

- a. To expand the services of the cooperative to cater to the needs of the members.
- b. To maintain sustainability and competitiveness through a continuous increase in assets.
- c. To strengthen savings mobilization in order to inculcate to the members the value of thriftiness.
- d. To review and update policies.



e. To strictly implement approved policies in order to have a smooth flow of operations.

f. To properly utilize funds in order to increase income through satisfactory patronage refund and dividends.

g. To render social and environmental services to the community, paying need to international cooperative principles.

h. To enhance the knowledge, capabilities and attitudes of cooperative members through continuous education.

i. To linkage with other cooperative, lending agencies, government organizations, non-government organizations and local government units with the objectives.

#### Key of Success in Cooperatives

Onagan et al., (1993) stated that quality and responsibility of booth officers and members of a certain cooperative would result to high arte of success. Thus, all members have faith on their own ability. To run their business continuously, a high degree of loyalty among members, towards their association and their responsibility in supporting the financial needs of the cooperative give many contributions to progress of the cooperative.

Fajardo and Abella (1999) mentioned several factors that have been contributing to the success of credit cooperative in the past. The following factors were, as based on a survey of successful credit cooperatives in the Philippines:

a. Continuous trainings and education of the officers, members, and employees,



b. Appropriate and adequate organizational structures to cooperative with the varying and increasing needs and problems of the cooperative members and the community,

c. Progressive and people-oriented policies on loans, savings, education, management and community development,

d. Presence of effective, honest, and dedicated cooperative and community leaders,

e. Active involvement and participation of the officers and members in the affairs of their cooperative and the community,

f. Trust and confidence in cooperatives officers,

g. Dependence on self-help process in achieving their programs and projects,

h. Wise selection of cooperative officers,

i. Spirit of cooperative and camaraderie prevails among the officers, members and employees of the cooperatives,

j. Efficient service from the promotion of social and economic advancement of the cooperative members, good public relation and

k. Availability of competent and honest manager.

Bencio, et al (1999) also pointed out that the successful operation and progress of the business or their kind of business can be achieved through seminars and training. The motto “Education is the Key to Success” applies to all business ventures as well as to cooperatives.

Furthermore, Batanes (2006) cited that one effective way to get the best possible results is to include the participation of those who work for the implementation and those



who will be affected by the plans of the organization. Implementation is easier if workers are consulted in planning their own work. Supportive management utilizes participation to improve the operation of the organization. Management consults its employees about the plans, policies, goals and problems of the organization. Through this process, employees and members who will be affected by the plans of the organization. Implementation is easier if workers are consulted in planning their own work. Supportive management utilizes participation to improve the operation of the organization. Management consults its employees about the plans, policies, goals and problem of the organization. Through this process, employees and members feel a sense of responsibility and involvement in the objectives of the organization. A significant factor in the management concept of participation is that it motivates the employees, officers and members to contribute their ideas and experiences to appropriate situations within the sphere of their competence. They are given the encouragement and opportunity to unfold their resourcefulness, creativity and talents towards the goals of the organization.

Another positive effect of participation is that it encourages the officers and members to accept responsibilities in-group activities. When people accept responsibility, they become interested in the affairs of the organizations. They like to do job because they feel their responsibility to accomplish it. This leads to better teamwork, which is very important in achieving the goals of the organization.



### Members Benefits

Leung (1993) explained that in a competitive market, members would increasingly seek providers who serve them best. In order to maintain members' loyalty in the cooperative, it should offer prompt credit at low-interest loans to keep existing members to attract new ones. It should provide what members' needs at the time they need it. Cooperative members derived several benefits from the operations of their cooperatives. The main benefit is economic since the members get a share of the cooperatives' net surplus that are annually returned to the members, it is called patronage refund. Economic benefits may come in forms of higher interest on savings accounts and lower interest on loans, credit availability, hospitalizations and mutual assistance, and dividends on share capital.

According to the Cooperative Development Authority, other benefits derive from cooperatives are:

- a. Cooperative members develop the habit of thrift and saving.
- b. Cooperative serves as the training for its members in simple business operation, democratic leadership and responsibilities citizenship.
- c. It offers opportunities to its members' benefits and progress, purposes that may redound to their material benefits and progress.
- d. A cooperative teaches its members and make every members a better individual and a better members of the society. For a cooperative to receive, economic is by way of patronizing its services. Members who do not patronize the services of the cooperative are not entitled to patronage refund but only entitled on their capital share invested in the cooperative.



Oyang (2006) cited that benefits of cooperatives are difficult to measure since some are tangible or direct as in the case of net margins in savings while others are intangible or indirect such as the greater for some types of cooperatives in specific areas that most benefits is evaluated in economic terms as well as social.



## **METHODOLOGY**

### Locale and Time of the Study

This study was conducted at the La Trinidad Vegetable Trading Post Multipurpose Cooperative. The study was conducted from December 2008 to January 2009.

### Respondents of the Study

The respondents of the study were the members of La Trinidad Vegetable Trading Post Multi-Purpose Cooperative. Fifty members were taken as respondents and were chosen at random.

### Data Collection

The information was collected through a survey questionnaire given to members/respondents about their reasons in joining the cooperative, the benefits derived from the cooperatives services and if these services satisfy the respondents.

### Data Gathered

The data gathered included the benefits of members from the services, their level of satisfaction derived, and the reasons of members in joining the cooperative.





### Data Analysis

The data gathered was analyzed and summarized based on the objectives of the study. Descriptive statistics-frequency and percentage was use in the analysis.



## RESULT AND DISCUSSION

### Profile of the Respondents

Table 1 presents the background information of the respondents in terms of educational attainment, occupation, and number of years as member of the cooperative.

Educational attainment. Twenty-three or 46% of the respondents have at least graduated from high school, 44% graduated from college and 8% graduated from elementary. This implies that all the members had formal education.

Occupation. As to the occupation of the respondents, 78% were vegetable traders, 8% farmers, 6% vendors, 6% paper and plastic retailers, and 2% supplier of paper and plastic materials that are used by the traders in packaging vegetables. This shows that the members of the cooperative have different occupations. However, a significant number of the members were traders. This is expected because most of the people at the trading post are traders. The farmers were at the same time traders or who had been traders before but are now engage in farming. The paper and plastic retailers are the ones providing these materials to the farmers and have stalls within the vicinity of the trading post while the supplier of paper and plastic is supplying the retailers.

Number of years as member of the cooperative. As to the years of membership in the cooperative, sixteen or 32% have been a member for 2-3 years, 32% for 4-5 years, 16% for 6-7 years, 10% for 8-9 years, 6% for 10-14 years and 4% for at least a year. This implies that a significant number of members were relatively new in the cooperative.



Table 1. Profile of the Respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Educational Attainment		
Elementary	4	8
High School	23	46
College	22	44
Vocational Course	1	2
<b>TOTAL</b>	<b>50</b>	<b>100</b>
Occupation		
Trader	39	78
Farmer	4	8
Plastic and Paper Supplier	1	2
Plastic and Paper Retailer	3	6
Vendor	3	6
<b>TOTAL</b>	<b>50</b>	<b>100</b>
Number of years in the cooperative		
1 month-1 year	2	4
2-3	16	32
4-5	16	32
6-7	8	16
8-9	5	10
10-11	2	4
12-14	1	2
<b>TOTAL</b>	<b>50</b>	<b>100</b>



### Reasons in Joining the Cooperative

Table 2 shows the reasons of the respondents in joining the cooperative. Majority (76%) joined the cooperative to have easy access on savings deposit, 68% to have easy access to credit, 38% to gain knowledge and skills through seminars, 34% to contribute their knowledge and skills to the cooperative and 8% to visit other places through fieldtrips.

This implies that most of the members' reasons in joining the cooperative are to avail of its services and gain knowledge and skills through seminars. This then implies that the reason of joining the cooperative is not always based on economic reasons but also on social development as well.

Table 2. Reasons in joining the cooperative

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Easy access to credit	34	68
Easy access to savings deposit	48	76
Contribute knowledge and skills	17	34
Gain knowledge and skills	19	38
Visit other places through fieldtrips	4	8

\*multiple response



### Services Availed

The services of the cooperative are savings deposit, time deposit, emergency loan and regular loan.

Table 3 shows the services of the cooperative availed by the members for the last two years. The finding shows that all (100%) of the respondents had savings deposit with the cooperative. This is so because it is one of the requirement for membership. A member should open and maintain a savings account of one thousand pesos with the cooperative. Forty two or 84% availed of the regular loan, 50% availed of the emergency loan, and 34% availed of the time deposit. Result shows that majority of the members are borrowing from the regular loan than from the emergency loan. This maybe because the emergency loan is small, could be availed in case of emergency and the time of paying is very short.

The finding also implies that majority of the members were patronizing the services of the cooperative.

Table 3. Services availed by the respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Savings Deposit	50	100
Time Deposit	17	34
Emergency Loan	25	50
Regular Loan	42	84

\*multiple response



### Frequency of Patronizing the Savings and Time Deposit

Savings deposit. Table 4. Shows how often the respondents patronize the savings deposit. Their transaction could be a withdrawal or a saving with the cooperative. Most (46%) of the respondents transact with the cooperative once a week, 16% no definite time, 12% twice a week, 10% daily, another 10% once a month, 4% quarterly and 2% three times a month.

This finding shows that majority of the respondents go to the cooperative almost every week either to save or withdraw from their savings deposit. There were some that could not determine how often they patronize the savings deposit. According to these respondents, they go to save at the cooperative every time they have an extra cash.

Time deposit. Table 5 shows how often the respondents transact their time deposit with the cooperative for the last two years. Five (10%) of them have no definite time in transacting their time deposit, 10% once a month, 6% bi-monthly, another 6% quarterly, 2% once a week.

Table 4. Frequency of patronizing the savings deposit of the cooperative

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Once a week	23	46
Daily	5	10
Twice a week	6	12
Once a month	2	10
Three times a month	1	2
Quarterly	2	4
No definite time	8	16
<b>TOTAL</b>	<b>50</b>	<b>100</b>



Table 5. Frequency of patronizing the time deposit

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Once a week	1	5.88
Once a month	5	29.41
Bimonthly	3	17.65
Quarterly	3	17.65
No definite time	5	29.41
TOTAL	17	100

Number of Times Aailed of Emergency Loan for  
the Past Two Years

Table 6 shows the number of times the respondents availed emergency loan for the past two years. Most (56%) of the respondents availed emergency loan for 1-2 times, 24% for 3-4 times, 16% for 5-6 times, and 4% availed for 7-8 times. This finding shows that emergency loan was less availed by the respondents.

Table 6. Number of times availed emergency loan for past two years.

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
1-2	14	56
3-4	6	24
5-6	4	16
7-8	1	4
TOTAL	25	100



### Number of Times Availed of Regular Loan for the Past Two Years

Table 7 shows the number of times the respondents availed regular loan for the past two years. Majority (88%) of the respondents availed regular loan for 1-2 times while 12% availed for 3-4 times. The regular loan is normally paid in 12 months and therefore this finding shows that very few borrowed regular loan at a very short term thus they were able to borrow 3 or 4 times in two years.

### Benefits Received

Benefits received by the members from the services of the cooperative were categorized as economic benefits and social benefits. Economic benefits may come in the forms of higher interest on savings accounts, lower interest on loans, credit availability, patronage refund, dividends on share capital, etc. (Leung, 1993). Social benefits received by members could be in the form of improvement in their character traits or improved knowledge and skill. They could be derived through continuous cooperative education among members and stronger ties between members.

Table 7. Number of times availed regular loan for past two years.

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
1-2	37	88
3-4	5	12
TOTAL	42	100





Economic Benefits. Table 8 shows the economic benefits received by the respondents in patronizing the services of the cooperative. Majority of the respondents mentioned high interest on savings deposit (82%) and lower interest on loan (72%). Some of the respondents said, “the more we save the more we earn.” Those who mentioned lower interest on loan as a form of economic benefit they derived from the cooperative avoided borrowing from loan sharks that charge 10% per month. Sixteen or 32% said that interest on share capital is high and 4% said that patronage refund is high.

Since not all have indicated patronage refund and dividend as part of the benefits they derived, this may imply that some members were not informed on these inherent economic benefits derived from their support of the cooperative operations or it may be that they receive lesser amounts than what they expected.

These findings corroborate the statement of Leung about the economic benefits derived by the members from the cooperative.

Table 8. Economic Benefits

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
High interest on savings deposits	41	82
Low interest on loan service	36	72
High interest on share capital	16	32
High patronage refund	9	18

\*multiple response



### Social Benefits

Table 9 shows the social benefits received by the respondents from the cooperative with the corresponding weighted average score were as follows: closer relationship with members (2.24, satisfactory); improved camaraderie or social dealing with people (2.12, satisfactory); improved leadership qualities (2.24, satisfactory); able to acquire new skills (1.96, satisfactory); and able to gain additional knowledge (2.12, satisfactory)

The result implies that the cooperative's objective to render social and environmental services to the community and to enhance the knowledge, capabilities and attitudes of the cooperative members through continuous education are being fulfilled.

Table 9. Social Benefits

PARTICULARS	LEVEL OF SATISFACTION	
	WA	D
Closer relationship with members	2.24	S
Improvement on social dealing/ camaraderie	2.12	S
Improved leadership qualities	2.24	S
Acquired skills	1.96	S
Gained knowledge	2.12	S

Legend: WA= Weighted Average  
D= Qualitative description

Scale used: 1 - 1.667= Very Satisfied (VS)  
1.668 - 2.334= Satisfied (S)  
2.335 - 3= Not Satisfied (NS)



### Reasons in Preferring to Save Money in the Cooperative

Table 10 shows why the respondents prefer to save their money in the Cooperative. Majority of the respondents (84%) said that the cooperative offers higher interest on savings deposit, 50% said the cooperative has longer time allowed for transactions compared to the banks. Normally, cooperative opened at eight o'clock and close at 5 o'clock while banks open at 9 o'clock and close at 3 o'clock. Sixty two percent indicated high interest on savings deposit as their reason and 44% reasoned that their cooperative allows them to withdraw/save even without their passbook.

This implies that members have different reasons in preferring to deposit their money in the cooperative.

### Uses of Loans Availed from the Cooperative

Table 11 shows how the loans acquired from the cooperative helped the respondents. Majority (70%) of the respondents said they used the money loaned for business investment, 56% used their loan to support their children in school, 24% bought farm supply, 8% purchased stocks for their store, another 8% used for their medication, 6% used it for placement fee of their children for employment abroad and 2% bought construction materials in building a house.

This findings shows that the loan availed by the members were for varied purposes.



Table 10. Reasons in saving money to the cooperative

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
High interest on savings deposit	42	84
Longer time allowed for transaction	25	50
High interest on savings deposit	31	62
The cooperative allows us to save/withdraw even without passbook	22	44

\*multiple responses

Table 11. Uses of loans availed from the cooperative.

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
For business investment	35	70
Is able to buy stocks for store	4	8
Is able to buy farm supply	12	24
Is able to buy construction materials in building a house	1	2
Is able to support my children in school	28	56
Is able to send my children abroad to work	3	6
For medication	4	8

\*multiple responses



### Percent Increase in Annual Income of Respondents Who Used Their Loan for Business

Table 12 shows how many percent did the respondent's annual income increased when they invested their loan. Most (42%) of the respondents said that their annual income increased by 5-6%, 26% had an increase of 9-10%, 12% had 3-4%, and 10% had 7-8%.

This finding implies that the cooperative has contributed in uplifting the economic status of the members. This further implies that the cooperative is partially fulfilling its objective to cater the needs of the members with its services.

### Extent of Satisfaction from Interest on Savings Deposit

Table 13 shows the extent of satisfaction by members from the interest rate on savings deposit and time deposit. Majority of the respondents said the interest rate on savings and time deposits were satisfactory, 28% mentioned very satisfactory while 14% said it was unsatisfactory.

This finding presents that majority were satisfied with the current interest rate on savings and time deposit that the cooperative offers. The respondents who indicated unsatisfactory commented that the cooperative should make the interest higher.



Table 12. Percent of Annual Income Increase

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
1 – 2%	9	18
3 – 4%	6	12
5 – 6%	21	42
7 – 8%	5	10
9 – 10%	13	26

Table 13. Extent of satisfaction on the interest rate on savings and time deposits

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Very Satisfactory	14	28
Satisfactory	29	58
Unsatisfactory	7	14

#### Extent of Satisfaction on Interest Rate on Loans

Table 14 shows the extent of satisfaction of the respondents from the interest rate on loans. Majority of the respondents (54%) said the current interest rate on loan is satisfactory, 18% said it is very satisfactory while 22% said it is unsatisfactory. Their dissatisfaction was that the interest on loan is high. The accumulated interest gets higher, this is one of the reasons why some of the debtors refused to pay their loan which makes them delinquent.



Table 14. Extent of satisfaction on interest rate on loans

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Very Satisfactory	9	18
Satisfactory	27	54
Unsatisfactory	11	22

Level of Satisfaction Received by Members  
from the Services of the Cooperative

Table 15 shows the rating of the respondents with the services of the cooperative. For savings deposit, the respondents rated it as satisfactory with a weighted average of 2.20. The respondents also rated both the time deposit and the loan services as satisfactory. The corresponding weighted averages were 2.00 and 2.26, respectively. In the same manner, the respondents also rated the hospitalization loan and the mortuary aid services as satisfactory with a weighted average of 2.090 and 1.55, respectively.

Table 15. Level of satisfaction received by members from the services of the cooperative.

PARTICULARS	LEVEL OF SATISFACTION	
	WA	D
Savings deposit	2.20	S
Time deposit	2.00	S
Loan/credit	2.26	S
Hospitalization and Fund	2.090	S
Mortuary Aid Fund	1.55	VS



Legend: WA= Weighted Average  
D= Qualitative description  
Scale used: 1 - 1.667= Very Satisfactory (VS)  
1.668 - 2.334= Satisfactory (S)  
2.335 - 3= Not Satisfactory (NS)





## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### Summary

This study was conducted to determine the benefits received by the members from the services of the La Trinidad Vegetable Trading Post Multi-Purpose Cooperative as well as the reasons of members in joining the Cooperative and to find out whether the members are satisfied or not with the services of the cooperative.

A survey questionnaire was used to gather the needed information. Fifty members were taken as respondents.

Majority of the members were engaged in vegetable trading. Some were farmers and some were vendors. Majority joined the cooperative less than five years ago. Members joined the cooperative (LTVTPMPC) to avail of its services, gain and contribute knowledge and skills. This then implies that the reasons of the members in joining the cooperative is not always based on economic but on social development as well.

The services of the cooperative that were patronized by majority of the members were the savings deposit and the credit. It was found out that the economic benefits received by the members, as they perceived, were the higher interest on savings and time deposits and low interest on loan. Very few mentioned patronage refund and dividend as part of the economic benefits they derived. This may imply that some members were not informed on these inherent economic benefits derived from their support of the cooperative operations. The result on social benefits implies that cooperatives' objectives to render social and environmental services to the community and to enhance the



knowledge, capabilities and attitudes of the cooperative members through continuous education were fulfilled.

Finding showed that the cooperative is fulfilling one of its objectives to strengthen savings mobilization in order to inculcate to the members the value of thriftiness.

Findings also showed that members availed of loan for varied purposes. However, majority used it for business investments. These investments contributed to the increase in the income of the respondents. This shows therefore that the cooperative has contributed in uplifting the economic status of the members. This further showed that the cooperative is partially fulfilling its objective to cater the needs of the members with its services.

It was found that most of the respondents were satisfied with the services of the cooperative. Only few were unsatisfied with the interest on savings deposit, which according to them is low and they suggested for an increase. Some also were not satisfied with the interest rate on loan because they found it high. They also suggested that it should be lowered.

### Conclusions

Based from the findings of the study the following conclusions were made:

1. Most of the members' reasons in joining the cooperative are to avail of its services and gain knowledge and skills through seminars.
2. Most of the members are aware of the economic benefits and social benefits derived from the cooperative operations though some were not aware of the inherent



benefits dependent on their relationship and support of the cooperative operations. This indicates a lack of understanding by the members of these factors.

3. Majority of the respondents rated the services of the cooperative as satisfactory. This means that they are just satisfied with the all the services that the cooperative is giving them and the cooperative could still provide more so that their level of satisfaction would increase.

### Recommendations

1. Since the cooperative is able to continuously fulfill most of its objectives as well as the members' intents in joining, it is recommended that the cooperative should further strengthen its operations; this would be desirable in order to meet all of its objectives through policy review and strategy formulation.

2. It is also recommended that the cooperative should improve its member's education program to ensure that the members truly grasp the cooperatives policies, objectives, its operations and reciprocal relation between membership and the organization.



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APPENDIX A

Communication Letter to the Manager

DEPARTMENT OF AGRICULTURAL ECONOMICS  
AND AGRIBUSINESS MANAGEMENT (DAEAM)  
Benguet State University  
La Trinidad, Benguet

October 2008

Tanny Atayoc  
Manager  
La Trinidad Vegetable Trading Post Multi Purpose Cooperative  
Km5 La Trinidad Trading Post

Sir:

Warm Greetings!

I, Ramil W. Bacbac, a student of Benguet State University taking up Bachelor of Science in Agribusiness major in Cooperative Management. I am presently conducting a research titled “BENEFITS DERIVED BY MEMBERS FROM THE SERVICES OF LA TRINIDAD VEGETABLE TRADING POST” as a requirement for the degree.

In connection, may I request permission to conduct my study and float my questionnaires to your members?

Thank you very much for your favorable action regarding this request. Your action will be highly appreciated.

Sincerely yours,

BACBAC, RAMIL W.  
(Researcher)

Noted:

EVANGELINE B. CUNGIHAN  
Adviser



## APPENDIX B

Letter to the Respondents

DEPARTMENT OF AGRICULTURAL ECONOMICS  
AND AGRIBUSINESS MANAGEMENT (DAEAM)  
Benguet State University  
La Trinidad, Benguet

Sir/Madam,

I, Ramil W. Bacbac, a student of Benguet State University taking up Bachelor of Science and Agribusiness major in Cooperative Management. I am presently conducting a research titled “BENEFITS DERIVED BY MEMBERS FROM THE SERVICES OF LA TRINIDAD VEGETABLE TRADING POST” as a requirement for the degree.

In connection, I request a portion of your most precious time to answer the attached questionnaire and asking for your honest answer/opinion. Rest assured that all information you provide would be treated with utmost confidentiality.

Thank you very much for sharing me a part of your time.

Sincerely Yours,

RAMIL W. BACBAC



APPENDIX C

Survey Questionnaire

I. Respondent Profile

1. Name (optional): \_\_\_\_\_

2. Educational Attainment:

\_\_\_\_\_Elementary

\_\_\_\_\_College

\_\_\_\_\_High School

\_\_\_\_\_Vocational Course

3. Occupation: \_\_\_\_\_

4. Main source of income: \_\_\_\_\_

5. Number of years as member of the cooperative \_\_\_\_\_

II. Reasons

1. Which of the following is a reason that made you join the cooperative?

\_\_\_\_\_to have easy access to credit

\_\_\_\_\_to have easy access to savings deposits

\_\_\_\_\_to contribute my knowledge and skills in the cooperative

\_\_\_\_\_to gain knowledge and skills through trainings seminars

\_\_\_\_\_to visit other places through field trips

\_\_\_\_\_others (pls. specify) \_\_\_\_\_

III. Benefits Derived

1. What are the services of the cooperative you have availed?

\_\_\_\_\_savings deposit

How often do you transact your savings deposit with the coop?

( ) Once a week      ( ) twice a week



( ) Daily                      others (specify) \_\_\_\_\_

\_\_\_\_\_ time deposit

How often do you transact your time deposit with the coop?

( ) Once a week              ( ) twice a week

( ) Daily                      others (specify) \_\_\_\_\_

\_\_\_\_\_ credit / loan

\_\_\_\_\_ a. Emergency Loan

For the last two years, how many times did you avail this service? \_\_\_\_\_

\_\_\_\_\_ b. Regular Loan

For the last two years, how many times did you avail in this service? \_\_\_\_\_

Others (pls. specify) \_\_\_\_\_

2. What benefits did you receive from the cooperative?

a. Economic Benefits

\_\_\_\_\_ high interest on savings deposit

\_\_\_\_\_ low interest on loan service

\_\_\_\_\_ high interest on share capital

\_\_\_\_\_ high patronage refund

Others (pls. specify) \_\_\_\_\_





## b. Social Benefits (please rate the level of satisfaction you've receive)

Benefits	Very Satisfactory	Satisfactory	Not Satisfactory
1. Closer relationship with members			
2. Improvement on social dealing/ camaraderie (overcome shyness)			
3. Leadership qualities were develop or improve			
4. Acquired skills on (pls. specify) _____			
5. Gained knowledge on (pls. specify) _____			
Others (pls. specify) _____			

## 3. Why do you prefer to save your money in the cooperative?

\_\_\_\_\_ high interest on savings deposit

\_\_\_\_\_ longer allowed for transaction

\_\_\_\_\_ high interest on share capital

\_\_\_\_\_ the coop allows us to withdraw/save even without passbook

Others (pls. specify) \_\_\_\_\_

## 4. How do loan services of the cooperative help you?

\_\_\_\_\_ for business investment,

How much of your loan was invested to your

business? \_\_\_\_\_

Did it contribute to your income?

\_\_\_\_\_ Yes

\_\_\_\_\_ No



a. If yes, how many percent did your annual income increases?(pls. specify)\_\_\_\_\_

b. How many did you employ in your business investment?  
(Pls. specify) \_\_\_\_\_

\_\_\_\_\_ is able to buy stocks for store,

How much of the loan was use? \_\_\_\_\_

\_\_\_\_\_ is able to buy farm supply at the time it is needed,

How much of the loan was use? \_\_\_\_\_

\_\_\_\_\_ is able to buy construction materials in building a house,

How much of the loan was use? \_\_\_\_\_

\_\_\_\_\_ is able to support my studies?

How much of the loan was use? \_\_\_\_\_

\_\_\_\_\_ is able to support my children in school

How many children supported? \_\_\_\_\_

Others (pls. Specify) \_\_\_\_\_

5. What is the extent of your satisfaction in terms of:

a. Interest rate on savings and time deposits?

\_\_\_\_\_ very satisfactory                      \_\_\_\_\_ Unsatisfactory

\_\_\_\_\_ Satisfactory                              \_\_\_\_\_ Very Unsatisfactory

b. Interest rate on loans?

\_\_\_\_\_ Very satisfactory                      \_\_\_\_\_ Unsatisfactory

\_\_\_\_\_ Satisfactory                              \_\_\_\_\_ Very Unsatisfactory

6. Are you satisfied with the services of the cooperative?



\_\_\_\_Yes

\_\_\_\_No

If no, what improvements would you suggest for better service of the

Cooperative? \_\_\_\_\_

If yes, what is your rating on the services of the cooperative? (Pls. check)

SERVICES	Very Satisfactory	Satisfactory	Not Satisfactory
Savings Deposit			
Time Deposit			
Loan/Credit			
Hospitalization and Fund			
Mortuary Aid Fund			

