

## **BIBLIOGRAPHY**

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## **ABSTRACT**

This study was conducted to determine the benefits perceived by members from the services of Benguet Rural Peoples' Multipurpose Cooperative, to identify the reasons of the members in joining the cooperative and to know if the members are satisfied with services of the cooperative.

This study was conducted on the members of Benguet Rural Peoples' Multipurpose Cooperative with forty respondents. Most of the respondents were relatively new members of the cooperative and most of them had a formal education. The main reason of members in joining the cooperative is to avail of its credit services, and to develop close association among the clan members. Such purposes are continuously being analyzed.

Most members are aware of the economic and social benefits of the cooperative though the existence of members not aware of the cooperative's inherent benefits from the operation indicates a lack of appreciation on their part.

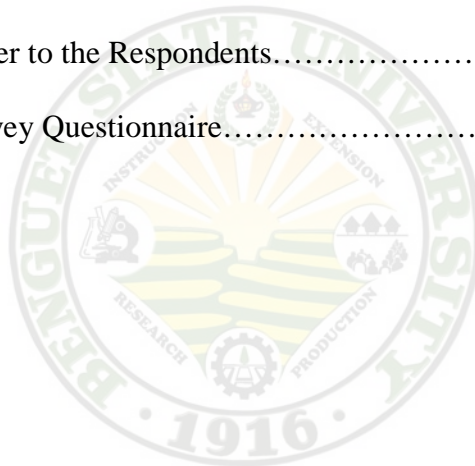
For this, it is recommended that the cooperative further strengthen its members' education programs by ensuring that all members understand the reciprocal relation between membership and the cooperative.



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## INTRODUCTION

### Rationale

The Benguet Rural Peoples' Multipurpose Cooperative started as a clan organization. It was organized to help other members of the clan who are in need of financial assistance. In December 10, 1994 it applied for registration with the Cooperative Development Authority and the certificate of registration was issued on February 2, 1995.

As of December 31, 2006, the cooperatives' paid-up share capital amounted to P 1,759,617.50 with 136 members. The cooperatives' total asset was P 2,396,098.19. The service offered by the cooperative was savings deposit, loan/credit, mutual death aid system.

In the study of Palista (2007) shows the financial performance of the cooperative. The asset yield of the cooperative shows the cooperatives' asset was able to generate P 0 .14 for every one peso of asset invested. The operational self-sufficiency shows that the cooperative has the ability to sustain its operation, the rate of return on members share shows that the earning power of the members' money placed in the cooperative is much higher than the return that they could get if they put their money in a bank. The loan portfolio profitability of the cooperative is very profitable credit operation, the cooperative cost per peso loan of 0.08 shows that the cost of acquiring the funds for lending is very cheap, and the administrative efficiency shows that the cost of managing the cooperative is very low. For the liquidity, the cooperative has the ability to service the withdrawals of members on time. The loans receivable to asset of the cooperative shows



that almost all of the total asset was invested in the loan portfolio and if the cooperative faced with delinquency problem, its reserves would not be enough to meet the needed capital. The total members share to total asset shows that the asset was financed by members' share capital. Moreover, the members' savings to asset was below the standard ratio.

This indicates that the financial performance of the cooperative showed that the cooperative has the ability to sustain its operation for the immediate succeeding years. The cooperative is also very stable in both the short and long term. The asset structure shows a not so good picture of the cooperative. The ratio between the loans receivables to asset and the ratio between the share capital to asset were way above the ideal ratios based on the SOP for Credit Cooperatives in the Philippines. On the other hand, the deposit to asset ratio was quite low.

The problems met by the cooperative were delinquency of loan payment, poor recruitment of members and delayed payment of share capital. To solve these problems, the Board of Directors made a resolution wherein the delinquent members should report to the office or personal visit to remind them of the loan, and for the poor recruitment of members, the Board of Directors decided to give promo incentives to members who would be recruited to join the cooperative.

Since the cooperative has demonstrated its ability to sustain its operation even as it has met problems through its course. As the strength and success of any cooperative lie on its members, it would be of interest to find out what the members think of the organization or how they value it.



This study therefore was conducted to know the benefits perceived by the members from the services of the cooperative.

### 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 perceived benefits by the members from the cooperatives' services?
3. To know if these services satisfy the members?

### Objectives of the Study

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

1. the reasons of members in joining the cooperative
2. the benefits perceived by the members from the cooperatives' services
3. if these services satisfy the members

### Importance of the Study

This study was conducted to aid the cooperative and identifying components of its services that would need improvement to better service its membership.



### Scope and Limitation of the Study

This study focused on the benefits perceived by the members from the main branch of Benguet Rural Peoples' Multipurpose Cooperative.





## **REVIEW OF LITERATURE**

### Cooperative Defined

Various texts will explain that the word cooperative is derived from the French word “cooperari”, the “co” means with, combine with “operari” (to work from opus/operas, work), cooperative delineates the concept of working together and it is a chain that links the weakest to strongest.

A cooperative is defined as 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 to contribution to the capital required and accepting a fair share of the risks and benefits of the undertaking in accordance with universally accepted cooperative principle (Abasolo et al., 1996)

Furthermore, Ignacio (1977) stated that a cooperative is a dynamic form of business enterprise that embodies the philosophy of cooperative. It signifies the voluntary assent of people to form themselves into a group for the promotion of their common needs by mutual action, democratic control and sharing of economic benefits on the basis of patronage refund by members. It is a business enterprise, like any other business which has its primary aim, the promotion of economic welfare of its members.

### Objectives of Cooperatives

The primary objectives of a cooperative 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, costs-sharing and risks sharing without, however, conducting the affairs of the cooperative for eleemosynary or charitable purposes (Abasolo et al., 1996).

The objectives of Benguet Rural Peoples' Multipurpose Cooperative is stated in the study of Palista (2007) are:

- a. To identify their common basic need, interest and aspirations in life,
- b. To pool their human, intellectual and financial resources for the collective solution to the socio-economic needs of members,
- c. To strengthen their bond of relationships
- d. To build-up common capital,
- e. To grant loans for livelihood activities and other related services to the members, and
- f. To support the government and other organizations in their activities that would promote sustainable socio-economic development.

#### Key of Success in Cooperatives

Ongan et al., (1993) stated that quality and responsibility of both officers and members of a certain cooperative will result to high arte of success. Thus, all members have faith in 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 a lot of 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 cooperative 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 fro the promotion of social and economic advancement of the cooperative members, good public relations, and
- k. Availability of competent and honest managers.



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 problems 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 with in 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 will 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 is 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 responsible 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, who make every members a better individual and a better member of the society.



For a cooperative to receive economic benefits from the cooperative 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 are evaluated in economic terms as well as social.



## **METHODOLOGY**

### Locale and Time of the study

This study was conducted on the members of Benguet Rural People's Multi-Purpose Cooperative in Longlong, La Trinidad, Benguet and Balacbac, Baguio City. This study was conducted from January 2008 to February 2008.

### Respondents of the Study

The respondents of the study were the members of Benguet Rural People's Multi-Purpose Cooperative. Forty members were taken as respondents and were chosen at random from the list obtained from the cooperative.

### Research Instruments

A survey questionnaire was constructed and used to gather the information needed in the study. The primary data gathered from the respondents were their: reasons in joining the cooperative, the benefits perceived from the cooperative, and whether the members are satisfied with the cooperatives' services.

### Data Collection

To gather information needed in the study, a survey questionnaire was used. Secondary data pertaining to the services and status of operation of the cooperative were sourced from their records, reports and policies.



### Data Analysis

The data gathered was analyzed and summarized based on the objectives of the study and used descriptive statistics – frequency and percentage to determine trends.





## RESULTS AND DISCUSSION

### Profile of Respondents

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

Educational attainment. Twelve (30%) of the respondents have at least graduated from college, twelve (30%) respondents have at least graduated from high school and fourteen (35%) respondents have at least graduated from elementary. This implies that most of the members had formal education.

Occupation. As to the occupation of the respondents, sixteen (40.0%) of the respondents were farmers. Nine (22.5%) were housewife while five (12.5%) respondents were businessmen and four (10%) respondents were drivers. Other respondents were an engineer, teacher, mechanic, and students. This shows that a significant number of the members were farmers. It also shows that regardless of the source of income or occupation, anyone can be a member of a cooperative.

Number of years as members of the cooperative. As to the number of years of membership in the cooperative, most (42.5%) of the respondents have been member for one to four years. Twelve (30%) respondents have been member for five to eight years, and eleven (27.5%) respondents have been member for nine to twelve years. This implies that a significant number of the members were relatively new to the cooperative.



Table 1. Profile of the respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
<u>Educational Attainment</u>		
No Formal Education	1	2.5
Elementary	14	35.0
High school	12	20.0
College	12	30.0
Vocational course	1	2.5
<b>TOTAL</b>	<b>40</b>	<b>100</b>
<u>Occupation</u>		
Farming	16	40.0
Engineering	1	2.5
Teaching	1	2.5
Driving	4	10.0
Businessmen	5	12.5
Mechanic	1	2.5
Housewife	9	22.5
Student	3	7.5
<b>TOTAL</b>	<b>40</b>	<b>100</b>
<u>Number of Years as Members of the Cooperative</u>		
9-12	11	27.5
5-8	12	30.0
1-4	17	42.5
<b>TOTAL</b>	<b>40</b>	<b>100</b>



### Purpose in Joining the Cooperative

Table 2 shows the purposes of the respondents in joining the cooperative. Most (77.5%) of the respondents joined the cooperative to avail of credit service. Twenty five (37.5%) respondents said to develop close association among the clan, thirteen (32.5%) respondents said to save their money for future use, nine (22.5%) respondents said to support the cooperative in its management. Some respondents' purposes in joining are to gain knowledge through seminars and to visit other places through field trips. This implies that most members' purpose in joining the cooperative are to avail of its services as well as to develop close ties though it is a revelation to find out that access to credit is not the purpose of all who have joined. This further implies that the intention to join is not always based on economic reasons but social development as well.

Table 2. Purpose of respondents in joining the cooperative

PURPOSE IN JOINING	FREQUENCY (F)	PERCENTAGE (%)
Access to loan/credit	31	77.5
Access to savings deposit	13	32.5
To gain knowledge through seminars	6	15.0
To support the cooperative in its management	9	22.5
To develop close association	25	62.5
To visit other place through field trips	2	5.0

\*multiple response



### Services Availed

Table 3 shows the services availed by the respondents from the cooperative. Thirty four (85%) of the respondents have availed credit. This finding concurs with what the manager pointed out in the study of Palista (2007) that about 80-90% of the total members availed of loans from the cooperative. Eleven (27%) respondents have availed savings deposit, and three (7.5%) respondents said they have not availed services of the cooperative. One of the respondents who did not avail service is a new member and the two who said they did not avail joined the cooperative to gain knowledge about cooperative through seminars.

This finding implies that most of the members are patronizing the services of the cooperative though very few have not since their intentions in joining are different. This also implies that the cooperative (BRUPEMCO) is fulfilling one of its objective to provide for the economic needs of the members.

Table 3. Services availed by the respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Savings Deposit	11	27.5
Loan/Credit	34	85.0
No Services Availed	3	7.5

\*multiple response



### Benefits Perceived

Benefits perceived by the members from the services of the cooperative were categorized as economic benefits and social benefits. Economic benefits may come in forms of higher interest on savings accounts, lower interest on loans, credit availability, patronage refund, dividends on share capital, etc (Leung,1993). Social benefits may come in through continuous cooperative education among members and stronger ties between members.

Economic benefits. Table 4 shows the economic benefits perceived by the respondents in patronizing the services of the cooperative. Thirty four (85%) of the respondents said they pay for lower interest on loan as compared to other lending institution. Twenty five (62.5%) respondents said they received patronage refund because of their availment of the cooperative's services while twenty two (55%) respondents' said that another benefit in the dividend they would receive based on the share capital. The number of response for patronage refund is partially affected by the fact that not all respondents availed of the cooperative services. It however is still a wonder why not all have identified or indicated all these listed factors as economic benefits, while obviously they all are specially for a credit cooperative.

These findings indicate that the respondents may have been considering only the immediate effects of their current relations or transactions with the cooperative or they may not be aware of these economic benefits, such as dividend, inherent with the cooperative's operation.



This then implies that some members may not be well versed with how the cooperative works or the benefits inherent with its operation or their support of these operations.

Table 4. Economic benefits perceived by the respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Interest on savings deposit	11	27.5
Low interest on loan	34	85.0
Interest on share capital	22	55.0
Patronage refund	25	62.5

\*multiple response

Social benefits. Table 5 shows the perceived social benefits of members from the cooperative. Thirty one (77.5%) have recognized the closer relationship with clan members as a social benefit from the cooperative. Although in Table 2, only 62.5% of respondents intended to gain stronger ties with clan members in joining the cooperative. This indicates that this objective of theirs has been fulfilled with the addition of 6 more respondents who did not intend this but now realize this social benefit. Ten (25%) respondents said they have acquired knowledge. One said she acquired knowledge about bookkeeping. Four (10%) respondents said their leadership qualities has developed or improved.

The results implies that the cooperatives' objectives to strengthen the bond of relationship among the members of the clan and to improve the social aspect of the



members through sponsoring seminars, and sending members to trainings and to field trips are being fulfilled.

Table 5. Social benefits perceived by the respondents

PARTICULARS	FREQUENCY (F)	PERCENTAGE (%)
Closer relationship with the clan members	31	77.5
Leadership qualities were developed/improved	4	10.0
Acquired knowledge	10	25.0

\*multiple response

#### Actual Uses of Loans Availed from the Cooperative

Table 6 shows the uses of loans availed by the respondents from the cooperative. Among the Thirty four respondents who availed loan, sixteen (40%) of the respondents were able to buy farm supply for their farm. Twelve (30%) respondents said they were able to support the studies of their children, Seven (17.5%) respondents said they use their loan for their business. Other respondents were able to improve their house, able to support her studies, able to build house and able to send children abroad to work.

This findings shows that the loans availed by the members were for varied purposes but nonetheless important to the members themselves.



Table 6. Uses of loans by the respondents

PARTICULAR	FREQUENCY (F)	PERCENTAGE (%)
Business investment	7	17.5
Buy farm supply	16	40.0
Improve house	4	10.0
Build house	1	2.5
Support studies	1	2.5
Support the studies of their children	12	30.0
Send children abroad to work	1	2.5

\*multiple response

#### Satisfaction and Extent of Satisfaction

Table 7 shows that from the services of the cooperative availed by the respondents, 39 (97.5%) of the respondents said they were satisfied with services of the cooperative, while one is not satisfied. The respondent, though having availed credit service from the cooperative said his dissatisfaction is because the cooperative could not provide all his credit needs. The cooperative's loan policy states that the maximum amount to be loaned by a member is twice the paid-up share capital and in times of many applicants for loans, first come first serve principle is applied. Though only one respondent indicated dissatisfaction, it is important to note that such dissatisfaction is rooted on either a certain deficiency in loan of the cooperative on the member's lack of understanding or appreciation of such policies.





Table 7. Extent of satisfaction by the respondents

PARTICULAR	FREQUENCY (F)	PERCENTAGE (%)
Very Satisfactory	5	12.5
Satisfactory	34	85.0
Dissatisfactory	1	2.5

\*multiple response



## **SUMMARY, CONCLUSIONS AND RECOMMENDATIONS**

### Summary

This study was conducted to determine the benefits perceived by the members from the Benguet Rural Peoples' Multipurpose Cooperative as well the reasons of members in joining the cooperative, and to find out whether the members are satisfied with the services of the cooperative.

A prepared questionnaire was used to gather information needed from the forty members taken as respondents. The researcher explained questions that were not understood by the respondents. The data collected was tabulated and analyzed using frequency and percentage.

Findings showed that the member-respondents joined the cooperative (BRUPEMCO) to avail of the services of the cooperative, to strengthen clan relations and to gain knowledge through seminars.

Most of the respondents availed credit/ loan and savings deposit service of the cooperative. The respondents perceived economic benefits from the services availed as well as social benefits.

The economic benefits perceived by majority of the respondents are the low interest on loans, and the expected patronage refund and dividend. Since not all have indicated the benefits in patronage refund and dividend, this may imply that some members are not well versed or informed on these inherent economic benefits derived from their support of cooperative operations. Most members have realized the social



benefit of closer ties among clan members of the cooperative implying that the cooperative continues to fulfill this social objective of theirs.

Findings also showed that the loans availed from the cooperative were used for varied, albeit important purposes.

It was found out that most of the respondents were satisfied with the services of the cooperative and only one is not satisfied. The dissatisfaction may be due to his misunderstanding of the loan policies or that there may be certain deficiencies in the policy itself.

### Conclusions

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

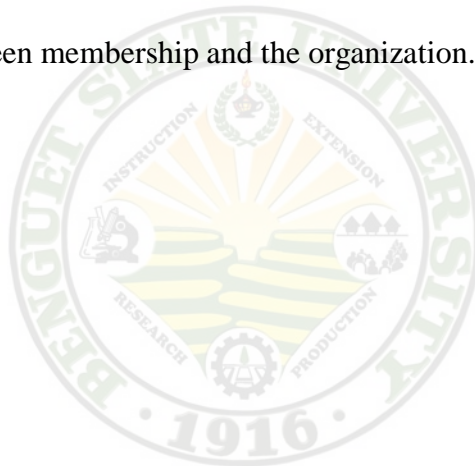
1. Most of the respondents were relatively new members of the BRUPEMCO
2. Most of the respondents joined the cooperative to avail of credit and for the purpose of strengthening ties. These intents are continuously being realized by the members.
3. Most of the respondents are aware of the economic benefits and social benefits derived from cooperative operations though some are not aware of the inherent benefits dependent on their relationship and support of the cooperative operations. This indicates a lack of understanding by these members of these factors.
4. Most of the respondents were satisfied with services offered by the cooperative. One member's dissatisfaction, however, stems from his lack of understanding of policies or maybe the deficiency of the policy itself.



## Recommendations

From the conclusions, it is recommended that:

1. Since the cooperative is continuously able to fulfill most of its objectives as well as the members' intents in joining, further strengthening of its operations would be desirable in order to meet all of its objectives. This could be done through policy review and development and strategy formulation.
2. The cooperative's weakness of having misinformed members requires that the cooperative improve its members' education program by ensuring that members truly grasp the cooperative's policies, objectives and reciprocal relation between membership and the organization.



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## APPENDICES

### Appendix A. Policies

#### Membership Policies

1. Member of the clan if possible.
2. He/she must be a resident of Province of Benguet, Baguio City, and special cases.
3. He/ she must attend the PMES (Pre-membership Seminar).

#### Loan Policies

1. Loan Ceiling share capital times two
2. Interest on Loan 2% per month
3. Service Fee 1% per month
4. Fines 1% per month
5. Period of Loan 6 months
6. Loan Renewal once only
7. Grace Period 14 days
8. Retention of share capital 1% of loan for those who have share capital of less than 5,000.00
9. Payment of Loan installment or full
10. Application first come first serve basis

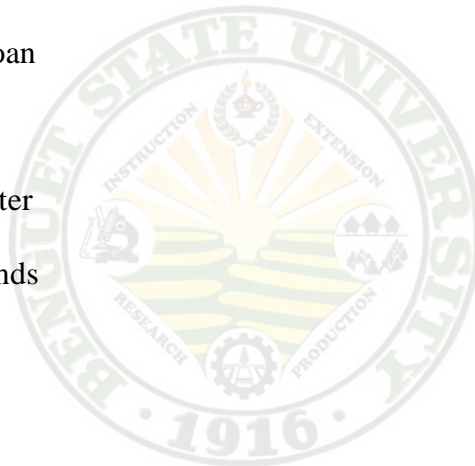


### Loan Procedure

1. Get loan application forms from the Treasurer.
2. Fill up forms and submit it to the Credit Committee for processing and approval.
3. Bring application form back to the Treasurer for recording and approval of the Chairman for the release of the amount loaned.
4. See Treasurer for the release of loan.

### Basis for the Approval of Loan

1. Capacity to pay loan
2. Purpose of loan
3. Borrowers character
4. Availability of funds
5. Collateral



Appendix B. Letter to the Respondents

College of Agriculture  
DEPARTMENT OF AGRICULTURAL ECONOMICS AND  
AGRIBUSINESS MANAGEMENT  
Benguet State University  
La Trinidad, Benguet

January 2008

Dear Sir/Madam,

I am a graduating student of Benguet State University taking up Bachelor of Science in Agribusiness, major in Cooperative Management. As part of the course requirement, I am presently conducting a research study titled, “Members’ Perceived Benefits from the Services of Benguet Rural Peoples Multipurpose Cooperative”.

May I then request a portion of your precious time to answer the questionnaire. Please give your honest answers for the success of this research. Rest assured that all information you provide will be treated with utmost confidentiality.

Thank you very much for your support. God Bless!

Very respectfully yours,

Anna Lyn K. Victor





## Appendix C. Survey Questionnaire

## I. Respondent Profile

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

2. Educational Attainment:

\_\_\_\_\_Elementary

\_\_\_\_\_College

\_\_\_\_\_High School

\_\_\_\_\_Vocational Course

3. Main source of income / Occupation:\_\_\_\_\_

4. Number of years in the cooperative:\_\_\_\_\_

## II. Reasons and Expectations

1. What are your reasons in joining 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 and seminars

\_\_\_\_\_to meet my relatives / co-member of the clan

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

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

## III. Benefits Perceived

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

\_\_\_\_\_savings deposit

\_\_\_\_\_credit/ loan

\_\_\_\_\_mutual death aid



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

2. What benefits did you perceive from the cooperative?

a. Economic/ Financial Benefits

\_\_\_\_\_interest for savings deposit  
 \_\_\_\_\_low interest on loan service  
 \_\_\_\_\_interest on share capital  
 \_\_\_\_\_patronage refund  
 \_\_\_\_\_others (pls. specify) \_\_\_\_\_

b. Social Benefits

\_\_\_\_\_closer relationship with clan (family) members  
 \_\_\_\_\_improvement on social dealing/ camaraderie  
 \_\_\_\_\_leadership qualities was developed or improved  
 \_\_\_\_\_acquired skills and knowledge on (pls. specify)\_\_\_\_\_

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

3. How does loan service of the cooperative help you?

a. loan/credit

\_\_\_\_\_for business investment  
 \_\_\_\_\_is able to buy groceries for my sari-sari store  
 \_\_\_\_\_is able to buy farm supply  
 \_\_\_\_\_is able to improve my house  
 \_\_\_\_\_is able to build house  
 \_\_\_\_\_is able to support my studies



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

\_\_\_\_\_ others (pls. specify) \_\_\_\_\_

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

\_\_\_\_\_ Yes \_\_\_\_\_ No

a. If no, what improvements would you suggest for better service of the cooperative? \_\_\_\_\_

\_\_\_\_\_

b. What is the extent of your satisfaction?

\_\_\_\_\_ Very satisfactory \_\_\_\_\_ Dissatisfactory

\_\_\_\_\_ Satisfactory \_\_\_\_\_ Very Dissatisfactory

Thank you for your time and GOD BLESS!

