

RESEARCH ARTICLE: An assessment on land management services of ministry of environment, natural resources, and energy: the case of Sulu Province

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ABSTRACT. BARMM-MENRE land management services research after legal and administrative reforms. With descriptive-exploratory design, it evaluated 100 clients. Results showed Ministry of Environment, Natural Resources, and Energy-Sulu Land Management Services clients view service execution differently. Certificate of Survey/Land Status Customer satisfaction means good service. Client-respondents impartially approve Survey Plans and title public land. Hypothesis testing demonstrates no gender, civil status, or educational implementation perception gap. Land Management Services subcategory matches age and average monthly family income. This study suggests: Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu may review the processes involved to improve the satisfaction of the client-respondents with the Application for the Approval of Survey Plan and Application for Public Land Titling; Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu may conduct an outreach and information campaigns to raise awareness and educate the public about the benefits and procedures of availing the services to address the disparities in the perceived implementation of the services; Clients may communicate their concerns and suggestions to the service providers and seek assistance when needed especially in Application for the Approval of Survey Plan and Application for Public Land Titling; Employees who are involved in the delivery of the Certification of Land Status and/or Survey Claimant services may maintain their high standards of quality and efficiency and seek to improve their customer satisfaction ratings; and in the delivery of the Application for the Approval of Survey Plan and Application for Public Land Titling services Employees can discover causes of neutral or negative client attitudes and enhance service and satisfaction.

KEYWORDS: *land management, environment, natural resources, energy*

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1. Introduction

Evaluating government services is a crucial means to direct an agency/office towards achieving its Mission, Vision, and Objectives. Evaluation is a constructive process that motivates the many elements of the system, while considering the crucial interconnectedness inherent within it (Bondi & Wiles, 2008).

In accordance with Republic Act No. 11054, also referred to as the Organic Law for the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM), and Section 3(j)(1) Chapter 1 Title III of the Bangsamoro Autonomy Act No. 13, also known as the Bangsamoro Administrative Code, the ministry is required to establish regulations to expedite cadastral surveys, land use planning, and public land titling. Additionally, the ministry is responsible for overseeing and

managing all public lands within the Bangsamoro Autonomous Region to enhance the provision of public services. The Ministry of Environment, Natural Resources, and Energy-BARMM has released the Revised BARMM-MENRE Administrative Order No. 5 Series of 2021, also referred to as "Regulations on Land Surveys and Guidelines for Public Land Applications." The aim of this order is to enhance the operations of the office for Land Management Services (BARMM-MENRE RAO No. 02 Series of 2023).

The Land Management Services (LMS) of the Ministry of Environment, Natural Resources and Energy-Sulu (MENRE-Sulu) is responsible for implementing and adhering to the Administrative Order and other relevant laws, rules, and regulations related to land management. MENRE-Sulu is a provincial office under the Ministry of Environment, Natural Resources and Energy - Bangsamoro Autonomous Region in Muslim Mindanao (MENRE-BARMM). This study was initiated to enhance the provision of public service in Land Management Services within the Ministry of Environment, Natural Resources, and Energy-Sulu, considering the existing circumstances.

2. Research Question

This study was aimed to assess the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients during fiscal year 2023. Specifically, it answered to the following questions:

1. What is the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of:
 - 2.1 Certification of Land Status and/or Survey Claimant;
 - 2.2 Application for the Approval of Survey Plan; and
 - 2.3 Application for Public Land Titling?
2. Is there a significant difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan and Application for Public Land Titling when data are grouped according to their demographic profile in terms of:
 - 3.1 Gender;
 - 3.2 Age;
 - 3.3 Civil Status;
 - 3.4 Educational Attainment; and
 - 3.5 Average Monthly Family Income?
3. Is there a significant correlation among the sub-categories subsumed under the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu in terms of certification of land status and/or survey claimant, application for approval of survey plan and application for public land titling?

3. Literature

3.1 Foreign Literature and Studies

The World Bank has funded land administration and management projects worldwide, provided technical support, and conducted research. Throughout history, the Bank has worked with several development partners and civil society. The 2015 Millennium Development Goals (MDGs) did not address land sector issues such property rights, land administration, and land management. Land governance is essential to sustainable development and the eight Millennium Development

Goals. Since 2015, the 2030 Agenda's seventeen Sustainable Development Goals (SDGs) have guided everyone toward a more prosperous and sustainable future.

The Sustainable Development Goals explicitly include land, according to Dr. Keith Clifford Bell (2020). The 2030 Agenda for Sustainable Development aims to create a strong land administration system that improves land and property rights accessibility and security for all. In its eighth session in August 2018, the UN Committee of Experts on Global Geospatial Information Management urged its subordinate Expert Group on Land Administration and Management to continue promoting and raising awareness of the benefits of effective land administration and management systems. The committee also asked the group to create detailed policy guidelines for Member States. The Expert Group reviewed and adopted all important and internationally accepted ideas and strategies for building strong land-person linkages. This includes documenting, recording, and acknowledging various land-people ties. The ultimate goal is universal land and property rights (UNECE, 2021). Since most of the world lacks land rights, documenting, registering, and acknowledging the myriad links between humans and land is essential to building sustainable and inclusive societies. The Expert Group recognises the urgency of action, comprehending national and sub-national social, environmental, and economic contexts (UNECE, 2021).

Many governments have created various, specialized land registration registries due to the limited focus on conveyancing. Each register maintains land tenure data. Complex legal processes have slowed innovation and system reorganization. The goal of this study was to show how land registration can best meet land management needs. Prioritizing land registration information management can achieve this. This thesis analyzes land registration from an information management perspective. This study examines land management and administration tenure criteria. It also builds models to show how land registration may affect these processes. The study explores land registration system difficulties and recent improvements. From an information management perspective, several conceptual models illustrate land registration functions, procedures, information, and systems. Independence from legal, technological, or administrative institutions is a model benefit. The thesis uses these models to evaluate land registration systems and their requirements. It also provides a framework for selecting change options and developing effective reform strategies. The study examined regulations in three Canadian provinces, scrutinized the Swedish Land Data Bank System, and visited other countries. Case studies produced theoretical models and actual research advances. Newfoundland and the Northwest

Territories government coordination improved due to the study. Prince Edward Island research influenced new government policies and department restructure to improve land tenure information administration (Nichols, 2023).

Local Literature and Studies

The Philippines committed to a long-term Land Administration and Management Program to strengthen land tenure security and land market efficiency. AusAID Technical Assistance and the World Bank's LIL Program enable the Program.

The Land Administration and Management System (LAMS) manages land records and delivers land transactions and information to the public efficiently. The Second Phase of the Land Administration and Management Project (LAMP2) introduced LAMS to help DENR manage its massive land data. It improves land record access to give better land administration services.

The Department Administrative Order 2010-18-supported LAMS protects land information such cadastral maps, isolated survey plans, public land applications, patents, and titles. It also expedites land deals, updates land records, and tracks applications. Nationally, 16 DENR-

Regional Offices have LAMSs. LAMS will be nationwide after outsourcing a huge survey and public land record data collecting. LAMS will give other national agencies, local governments, and private citizens convenient access to DENR cadastral maps and survey information. This should streamline land titling management

The primary objective of the Land Management System (LMS) is to strengthen land-related services by implementing automated transactions, ensuring transparent and accountable management of land records information, and facilitating improved access to integrated land information for more effective analysis, planning, and decision-making. The Public Land Act (COMM) pertains to areas that belong to the public domain, while timber and mineral properties are regulated by specific legislation. The Secretary of Agriculture and Commerce is tasked with implementing the requirements through the Director of Lands, who has direct executive authority over surveying, categorizing, leasing, selling, and other methods of granting or disposing of land.

Public lands that are appropriate for agricultural use can be transferred through different methods, such as homestead settlement, sale, leasing, and confirmation of faulty or partial titles. Republic Act No. 11573 modifies Commonwealth Act No. 141 by incorporating agricultural free patents. These patents can be obtained by submitting applications to the Community Environment and Natural Resources Office (CENRO) of the Department of Environment and Natural Resources (DENR). The CENRO completes the application procedure within a timeframe of 120 days, which includes ensuring compliance with all necessary notices and legal prerequisites. Once the application is approved, the patent is granted. Republic Act No. 10023 grants permission for the issuing of free patents on residential land. This applies to all applications submitted promptly after the Act takes effect. The CENRO completes applications within a timeframe of 120 days, while the Regional Office assumes the responsibilities of the CENRO in the National Capital Region. If sections of the parcel are distributed across multiple areas under the authority of more than one CENRO, they are partitioned into distinct free patents that are requested in the respective CENRO where they are situated (Law Phil Project, 2024)

The Provincial Environment and Natural Resources Office (PENRO) of the Department of Environment and Natural Resources (DENR) has authority over the evaluation and decision-making process for residential land applications, which may either be granted or denied. The Regional Executive Director fulfils the duties of the Provincial Environment and Natural Resources Officer (PENRO) in the National Capital Region. Once approved, the Provincial Environment and Natural Resources Office (PENRO) grants a patent for the land in question.

To successfully apply for the issuing of free patents for residential lands, you will need to provide an authorized plan, technical description, simplified sketch, affidavit from two impartial individuals, and certification from the Regional Trial Court. Applications must be submitted within the jurisdiction of the CENRO, which has the authority to accept applications and handle the necessary paperwork for processing. The CENRO must complete the processing of applications within 120 days from the date of submission, which includes verifying the information with relevant records.

After receiving permission, the application and all other documents are sent to the PENRO for final approval and signature. If the application is not fully completed, the CENRO has the authority to reject it, with the option to resubmit it at a later time. The investigator visually examines the land and assesses the applicant's qualifications and assertions. If an opposition is submitted, the 120-day processing time is halted. The CENRO expedites the determination of claims and conflicts that arise from residential free patent applications within a period of 120 days. Additionally, it promptly notifies the parties involved in the disagreement within a period of 15

days. The CENRO implements a computerized database and record-keeping system for all public land applications and patents. PENROs must make a decision to approve or disapprove the application within a fixed period of five days, which cannot be extended. If the application is approved, the Provincial Environment and Natural Resources Office (PENRO) informs the applicant within a period of 15 days and then sends the patent to the Registry of Deeds. If there is a disapproval, the Provincial Environment and Natural Resources Office (PENRO) sends all the documents back to the Community Environment and Natural Resources Office (CENRO) for the necessary action to be taken.

The Land Surveys and Orders (LMS) are tasked with conducting surveys on diverse land categories, encompassing agricultural lands, mineral lands, forestlands, protected areas, road networks, and lands designated for other reasons. The surveys are valid for a period of 6 months, starting from the time they are issued until the related survey returns are submitted.

The checklist for obtaining a survey order and authority consists of the following requirements: a letter of intent, confirmation from a geodetic engineer, a barangay certificate, technical description, and proof of ownership, tax declaration, investigation report, contact number, and signatures from both the survey authority and the survey authority.

The checklist for isolated surveys comprises a letter of intent, confirmation from a geodetic engineer, barangay certificate, and technical description, evidence of ownership, tax declaration, investigation report, contact number, and signatures from both the survey authority and the survey authority.

All PENROs and CENROs must adhere closely to the checklist supplied by the LMS for the PLA, which encompasses a Free Patent (FPA) for agricultural purposes, Residential Free Patents (RFPA), Special Patents (SPA), and other relevant paperwork. To seek a land survey for areas that have not been reserved or are not subject to a proclamation, an authorized government official must submit a written request together with an approved survey plan or sketch plan, a confirmed technical description, geotagged pictures, and proof that there are no ongoing land registration cases. Written requests, authorized survey plans, and geotagged pictures are necessary for land surveys that are currently being used for public purposes.

3. Methodology

Methods refer to actual techniques that are employed to generate and analyse data (Birks & Mills, 2011). The technique employed for collecting evidence is referred to as "gathering evidence" (Kirsch & Sullivan, 1992). Research methodologies establish the fundamental basis of a research study.

This chapter adheres to the principles of scientific inquiry and focuses on several aspects of research, including research design, research locality, study respondents, sampling design, data gathering technique, research instrument, validity and reliability, and statistical treatment of data.

Research Design

A descriptive-exploratory research design was utilized to observe and describe the Land Management Services of the Ministry of Environment, Natural Resources, and Energy, specifically in the case of Sulu province. The exploratory descriptive design is a research methodology that seeks to provide a detailed description of events by investigating them from the viewpoint of the participants (Hunter et al., 2018).

This research methodology enables researchers to gain a deeper comprehension of a research subject and the particular circumstances through the perspectives and perceptions of the participants (Kim et. al., 2017).

1. Research Locale

This study was conducted at the Province of Sulu composing of 100 clients of Land Management Services, Ministry of Environment, Natural Resources and Energy-Sulu.

2. *Respondents of the study*

The respondents of the study were the clients of Land Management Services, Ministry of Environment, Natural Resources and Energy-Sulu whether or not they have push through their transaction/application with the office.

List of Respondents in Sulu	No. of Respondents
Municipality of Jolo	15
Municipality of Indanan	4
Municipality of Parang	4
Municipality of Maimbung	9
Municipality of Talipao	6
Municipality of Patikul	7
Municipality of Pangutaran	4
Municipality of Panglima Tahil	11
Municipality of Panamao	4
Municipality of Panglima Estino	4
Municipality of Kalingalan Caluang	2
Municipality of Luuk	6
Municipality of Omar	2
Municipality of Banguingui	1
Municipality of Tapul	5
Municipality of Lugus	2
Municipality of Pata	3
Municipality of Pandami	3
Municipality of Siasi	8
GRAND TOTAL	100

3. *Sampling design*

The sampling technique used in this particular study was the non-probability sampling design thru purposive sampling method which means that the researcher chooses the actual respondents of the study.

Purposive Sampling is a non-probability sampling method and it occurs when “elements selected for the sample are chosen by the judgement of the researcher. Researchers often believe that they can obtain a representative sample by using judgement, which will result in saving time and money” (Black, 2010).

4. *Data Gathering Procedure*

The data collection approach entailed securing authorization from the Dean of Graduate Studies, presenting a letter to the Provincial Director, and utilizing social media platforms for the administration and retrieval of questionnaires.

Research Instrument

A survey questionnaire was the main instrument employed in gathering the data on the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy: The case of Sulu Province

The instrument was composed of two (2) parts.

Part I deals with the demographic profile on age, civil status, educational attainment, and average monthly family income.

Part II deals with the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy – Sulu as perceived by clients in the context of certification of land status and/or survey claimant, application for the approval of survey plan and application for public land titling.

The respondents encircled the corresponding extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy – Sulu and evaluated the presented options using the five (5)-point Likert scale: Very Satisfied (VS), Satisfied(S), Neutral (N), Unsatisfied (U) and Very Dissatisfied (VS).

Validity and Reliability

The research instrument employed in this study was derived and modified from a standardized survey questionnaire employed in the research conducted by Gavarra-Dona and De Castro titled "Clients' Satisfaction and Expectation on the Frontline Services of the DENR-PENRO in Sorsogon," as well as from BARMM-MENRE Regional Administrative Order No. 2, Series of 2023. However, in order to make the questionnaire more suitable for the local context, it was reviewed by two specialists who are faculty members of the Graduate Studies program at Sulu State College.

Statistical Treatment Data

The study utilized both descriptive and inferential statistical tools well in analyzing the data. The statistical tool used for research question no. 1, which examines the extent of implementation of Land Management Services of the Ministry of Environment, Natural Resources, and Energy-Sulu as perceived by clients in the context of Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan, and Application for Public Land Titling, was the weighted mean.

The statistical tool used for research question no. 2, which investigates the extent of implementation of Land Management Services of the Ministry of Environment, Natural Resources and Energy-Sulu as perceived by clients, was the ANOVA. The data were grouped according to demographic profiles such as gender, age, civil status, educational attainment, and average family monthly income.

The research question number 3 investigates whether there is a significant correlation between the different sub-categories within the extent of implementation of Land Management Services of the Ministry of Environment, Natural Resources, and Energy-Sulu. These sub-categories include certification of land status and/or survey claimant, application for approval of survey plan, and application for public land titling. The statistical tool used to analyze this correlation was the Pearson Product-Moment Correlation.

5. Results and Discussion

This chapter provides an examination, demonstration, and explanation of the results derived from the data gathered for this study. The study's objective was to evaluate the degree to which the Land Management Services of the Ministry of Environment, Natural Resources, and Energy-Sulu were implemented, as perceived by the clients during the fiscal year 2023. The study analyses the demographic characteristics of the clients, including their gender, age, civil status, educational attainment, and average monthly family income. It also assesses the clients' perception of the implementation of Land Management Services provided by the Ministry of Environment, Natural Resources and Energy-Sulu. Specifically, it focuses on the Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan, and Application for Public Land

Titling. It also examines the disparities and connections among these factors according to the demographic characteristics of the clients that responded.

Question 1: 1. What is the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of 2.1 Certification of Land Status and/or Survey Claimant, 2.2 Application for the Approval of Survey Plan, and 2.3 Application for Public Land Titling?

1.1 In the context of Certification of Land Status and/or Survey Claimant

Table 1.1 Extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of Certification of Land Status and/or Survey Claimant.

Statements	Mean	SD	Rating
1. Checklist of requirements are provided at records office/public assistance desk.	3.78	.786	Satisfied
2. Request form is available at records office or public assistance desk.	3.70	.798	Satisfied
3. The records on land status and/or survey claimant are readily available at the Land Management Office.	3.68	.827	Satisfied
4. Receive order of payment and pay corresponding fee.	3.44	.820	Neutral
5. Receive official receipt and forward the same to Technical Staff.	3.19	.961	Neutral
6. Completeness of the information written on the certification.	3.95	.770	Satisfied
7. Accuracy of the information written on the certification.	3.90	.704	Satisfied
8. Clarity of the information written on the certification.	3.90	.732	Satisfied
9. Readability of the certificate.	3.98	.778	Satisfied
10. Request are acted and release within 3 working days.	3.81	.775	Satisfied
Total	3.73	.5356	Satisfied

Table 1.1 displays the level of implementation of Land Management Services provided by the Ministry of Environment, Natural Resources, and Energy-Sulu, as perceived by clients in relation to the Certification of Land Status and/or Survey Claimant. The outcome reveals that the cumulative average score is 3.73, signifying a general rating of "Satisfied". The overall standard deviation is 0.5356, suggesting that there is minimal diversity among the client-respondents in their agreement with the propositions. This indicates that the clients are generally content with the execution of the Land Management Services by the Ministry of Environment, Natural Resources, and Energy-Sulu, specifically in relation to the Certification of Land Status and/or Survey Claimant.

The average scores suggest that customers are content with the availability of checklists, the support provided with request forms, and the accuracy, clarity, and readability of the certification. Nevertheless, there are several aspects, such as the payment process and receipt management, where the clients' impression remains impartial. The statement "Readability of the certificate" corresponds to the highest mean score of 3.98. This indicates that the clients who responded are content with the readability of the certificate. The statement "Receive official receipt and forward the same to technical staff" has the lowest mean score of 3.19. The client-respondents view the procedure of receiving the official receipt and passing it on to the technical personnel as impartial.

1.2 In the context of Application for the Approval of Survey Plan

Table 1.2 Extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of Application for the Approval of Survey Plan.

Statements	Mean	SD	Rating
1. Checking of requirements for the issuance of survey authority is provided.	3.83	.792	Satisfied
2. Checklist of required documents comprising survey returns are enumerated.	3.44	.770	Neutral
3. Requirements/condition in the granting of survey authority are specified.	3.43	.742	Neutral
4. Period of validity for survey authority is for a period of six months from the time of its issuance up to submission of the corresponding survey returns.	3.40	.667	Neutral
5. Processing period for approval of survey is within six months to one year.	3.43	.769	Neutral
6. MENRE officials who shall issue survey order and authority is appropriately observed.	3.56	.868	Satisfied
7. Easy access to the approving authority.	3.17	.888	Neutral
8. Survey authority form is duly signed by four 4 required signatories.	3.43	.807	Neutral
9. Access to Land Administration and Management System (LAMS) is available at the office.	2.58	.976	Neutral
10. Timely response to a request for access to records.	3.12	1.008	Neutral
Total	3.339	.6126	Neutral

Table 1.2 displays the level of implementation of Land Management Services provided by the Ministry of Environment, Natural Resources, and Energy-Sulu, as viewed by clients in the specific context of applying for the approval of a survey plan. The outcome reveals that the aggregate average score is 3.339, signifying a general assessment of "Neutral". The overall standard deviation is 0.6126, suggesting that there is a certain degree of variability among the clients' responses in terms of their agreement with the assertions. Generally, clients have a neutral stance towards the execution of Land Management Services by the Ministry of Environment, Natural Resources, and Energy-Sulu, specifically in relation to the Application for the Approval of Survey Plan.

The average scores suggest that the respondents have a neutral opinion regarding the checklist of necessary documents, requirements/conditions, survey authority's validity, processing time for survey approval, ease of access to the approving authority, survey authority form, access to the Land Administration and Management System (LAMS), and timely response to requests for access to records. The individuals conveyed contentment about the method of verifying the prerequisites for obtaining a survey, as well as with the officials from the Ministry of Environment and Natural Resources who provide survey directives and authorizations. The statement "Checking of requirements for the issuance of survey authority is provided" corresponds to the highest mean score of 3.83. This indicates that the client-respondents are content with the procedure of verifying prerequisites for the issue of a survey. The minimum average score is 2.58, which indicates that the statement "Access to Land Administration and Management System (LAMS) is available at the office" has the lowest rating. The client-respondents consider the Access to Land Administration and Management System (LAMS) to be impartial.

1.3 In the context of Application for Public Land Titling

Table 1.3 Extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of Application for Public Land Titling.

Statements	Mean	SD	Rating
1. Checklist of requirements are provided to the clients.	3.94	.776	Satisfied
2. Documentary requirements conform with the checklist of requirements provided by land management services for public land application.	3.60	.816	Satisfied
3. Prescribed forms for land application are available at land management office.	3.83	.792	Satisfied
4. Clarity of procedures/steps in the application for land titling.	3.57	.769	Satisfied

5. Certification to be secured at CENREO necessary in the issuance of land title are provided by the office.	3.70	.759	Satisfied
6. Technical personnel conduct ocular inspection and field investigation on the land/lot subject for application.	3.68	.827	Satisfied
7. Posting of notice of application at barangay, municipal pr provincial hall where the property is located.	2.98	1.063	Neutral
8. Length of processing time to complete the transaction is within the allowable days prescribed by law.	2.89	1.053	Neutral
9. The records of cadastral data (records of names of owners/claimant and total area) are up to date.	2.93	.998	Neutral
10. Ease of access to the approving authority.	2.87	1.051	Neutral
Total	3.399	.6897	Neutral

Legend: 4.50-5.00 = Very Satisfied (VS), 3.50-4.49 = Satisfied (S), 2.50-3.49 = Neutral (N), 1.50-2.49 = Unsatisfied (U), 1.00-1.49 = Very Unsatisfied (VU)

Table 1.3 displays the level of execution of Land Management Services provided by the Ministry of Environment, Natural Resources, and Energy-Sulu, as perceived by clients in the context of applying for public land titling. The outcome demonstrates that the cumulative average score is 3.399, implying a general assessment of "Neutral". The overall standard deviation is 0.6897, suggesting that there is a certain degree of variability among the client-respondents in their level of agreement with the statements. The clients' attitude on the implementation of the Land Management Services by the Ministry of Environment, Natural Resources and Energy-Sulu, specifically in relation to the Application for Public Land Titling, is generally neutral.

The average scores suggest that the clients surveyed have a neutral opinion regarding the following aspects: posting application notices at the barangay and municipal levels, the time taken to complete the transaction, the records of cadastral data (including owners' names), and the ease of accessing the approving authority. The individuals conveyed contentment regarding the checklist of requirements, the alignment of documentary requirements with the checklist, the designated forms for land application, the clarity of procedures/steps in the application process, the certification to be obtained at CENREO, and the execution of visual inspections and field investigations by technical personnel. The statement "Checklist of requirements are provided to the clients" has the highest mean score of 3.94. This indicates that the client-respondents are content with the provision of a comprehensive list of requests. The statement "Ease of access to the approving authority" has the lowest mean score of 2.87. The client-respondents consider the ease of access to the authorizing authority as impartial.

Question 2: Is there a significant difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in the context of Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan and Application for Public Land Titling when data are grouped according to their demographic profile in terms of 3.1 gender, 3.2 age, 3.3 civil status, 3.4 educational attainment, and 3.5 average monthly family income?

2.1. In terms of Gender

Table 2.1 Difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of gender.

Variables	Grouping	Mean	SD	Mean Difference	t	Sig.	Description
Certification of Land Status	Male	3.6863	.53107	-0.1729	-1.441	.153	Not Significant

and/or Survey Claimant	Female	3.8593	.53727				
Application for the Approval of Survey Plan	Male	3.3767	.60081	.13968	1.012	.314	Not Significant
	Female	3.2370	.64399				
Application for Public Land Titling	Male	3.3863	.70599	-0.04703	-0.301	.764	Not Significant
	Female	3.4333	.65516				

*Significant at alpha 0.05

Table 2.1 displays the disparity in the level of implementation of Land Management Services provided by the Ministry of Environment, Natural Resources, and Energy-Sulu, as perceived by clients based on their gender. The variables consist of Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan, and Application for Public Land Titling. The table indicates that the mean difference and probability values for all variables are not statistically significant at a significance level of 0.05. This indicates that the magnitude of these variables does not have a differential impact on the perceptions of male and female client-respondents. This indicates that the clients who responded had a perception of the level of implementation of the Land Management Services provided by the Ministry of Environment.

2.2 In terms of Age

Table 2.2 Table 3.2 Difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of age.

Sources of Variation		Sum of Squares	df	Mean Square	F	Sig.	Description
Certification of Land Status and/or Survey Claimant	Between Groups	2.359	3	.786	2.899*	.039	Significant
	Within Groups	26.042	96	.271			
	Total	28.401	99				
Application for the Approval of Survey Plan	Between Groups	3.055	3	1.018	2.866*	.041	Significant
	Within Groups	34.103	96	.355			
	Total	37.158	99				
Application for Public Land Titling	Between Groups	2.666	3	.889	1.920	.131	Not Significant
	Within Groups	44.424	96	.463			
	Total	47.090	99				

*Significant at alpha 0.05

Table 2.2 displays the variation in the level of implementation of Land Management Services provided by the Ministry of Environment, Natural Resources, and Energy-Sulu, as evaluated by clients based on their age. The variables consist of Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan, and Application for Public Land Titling. The table indicates that the F-values and probability values for all variables, with the exception of Application for Public Land Titling, are statistically significant at a significance level of 0.05. The data shown in table 2.2.1 indicates that there is a difference in the perspective of client-respondents aged 50-59 and those aged 60 and above regarding the magnitude of these characteristics. The

client-respondents' perception of the execution of Land Management Services of the Ministry of Environment, Natural Resources, and Energy-Sulu varies based on their age. Nevertheless, there is no discernible disparity in the impression of Application for Public Land Titling across the various groups.

Question 3. Is there a significant difference in the extent of sources and forms of workplace incivility among hospitals in Jolo as perceived by nurses when data are grouped according to their socio-demographic profile in terms of: 3.1 Age; 3.2 Gender 3.3 Civil Status; 3.4 Status of Appointment; and 3.5 Educational Attainment?

2.2.1 According to Age

Table 3.2.1 Multiple comparison of the extent of implementation of Land Management Services by age.

Dependent Variable	(I) Grouping by Age	(J) Grouping Age	Mean Difference (I – J)	Std. Error	Sig.
Certification of Land Status and/or Survey Claimant	50-59 years old	30-39 years old	-.33953	.22698	.444
		40-49 years old	-.25739	.12648	.182
		60 years old and above	-.34823*	.13455	.050
Application for the Approval of Survey Plan	60 years old and above	30-39 years old	-.41163	.25975	.392
		40-49 years old	-.10806	.14474	.878
		60 years old and above	-.41598*	.15397	.040

*Significant alpha .05

A Post Hoc Analysis using Tukey test was conducted to identify which among groups classified according to age have different levels of mean in the extent of Certification of Land Status and/or Survey Claimant and Application for the Approval of Survey Plan when data are grouped according to client-respondents' demographic profile in terms of age.

On Certification of Land Status and/or Survey Claimant: It shows that client-respondents aged 50-59 obtained the mean difference of .34823* with the Standard Error of .13455 and p-value of .050 which is significant at alpha 0.05 over client-respondents aged 60 and above.

On Application for the Approval of Survey Plan: It shows that client-respondents aged 50-59 obtained the mean difference of .41598* with the Standard Error of .15397 and p-value of .040 which is significant at alpha 0.05 over client-respondents aged 60 and above.

2.3 In terms of Civil Status

Table 2.3 Difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of civil status.

Sources of Variation		Sum of Squares	df	Mean Square	F	Sig.	Description
Certification of Land Status and/or Survey Claimant	Between Groups	1.563	3	.521	1.864	.141	Not Significant
	Within Groups	26.838	96	.280			
	Total	28.401	99				
Application for the	Between Groups	2.682	3	.894	2.489	.065	Not Significant

Approval of Survey Plan	Within Groups	34.476	96	.359			
	Total	37.158	99				
Application for Public Land Titling	Between Groups	2.967	3	.989	2.152	.099	Not Significant
	Within Groups	44.123	96	.460			
	Total	47.090	99				

**Significant at alpha 0.05*

Table 2.3 presents the difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of civil status. The variables include Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan and Application for Public Land Titling. The table shows that the F-values and probability values for all variables are not significant at alpha 0.05. This means that the perception of married client-respondents on the extent of these variables do not differ from those of single, separated, and widowed client-respondents, or vice versa. This implies that the client-respondents perceive the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu in the same way regardless of their age.

2.4 In terms of Educational Attainment

Table 2.4 Difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of educational attainment.

Sources of Variation		Sum of Square	df	Mean Square	F	Sig.	Description
Certification of Land Status and/or Survey Claimant	Between Groups	.570	3	.190	.655	.582	Not Significant
	Within Groups	27.831	96	.290			
	Total	28.401	99				
Application for the Approval of Survey Plan	Between Groups	2.765	3	.922	2.572	.059	Not Significant
	Within Groups	34.393	96	.358			
	Total	37.158	99				
Application for Public Land Titling	Between Groups	3.638	3	1.213	2.679	.051	Not Significant
	Within Groups	43.452	96	.453			
	Total	47.090	99				

**Significant at alpha 0.05*

Table 2.4 presents the difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of educational attainment. The variables include Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan and Application for Public Land Titling. The table shows that the F-values and probability values for all variables are not significant at alpha 0.05. This means that the perception of client-respondents with a college-level education on the extent of these variables do not differ from those of client-respondents with an elementary-level education, high school-level education, and a master's degree, or vice versa. This implies

that the client-respondents perceive the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu in the same way regardless of their educational attainment.

2.5 In terms of Average Monthly Family Income

Table 2.5 Difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of average monthly family income.

Sources of Variation		Sum of Squares	df	Mean Square	F	Sig.	Description
Certification of Land Status and/or Survey Claimant	Between Groups	1.314	4	.329	1.152	.337	Not Significant
	Within Groups	27.087	95	.285			
	Total	28.401	99				
Application for the Approval of Survey Plan	Between Groups	4.605	4	1.151	3.360*	.013	Significant
	Within Groups	32.553	95	.343			
	Total	37.158	99				
Application for Public Land Titling	Between Groups	6.153	4	1.538	3.570*	.009	Significant
	Within Groups	40.937	95	.431			
	Total	47.090	99				

*Significant alpha .05

Table 2.5 presents the difference in the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu as perceived by the clients in terms of average monthly family income. The variables include Certification of Land Status and/or Survey Claimant, Application for the Approval of Survey Plan and Application for Public Land Titling. The table shows that the F-values and probability values for all variables, except for Certification of Land Status and/or Survey Claimant, are significant at alpha 0.05. This means that the perception of client-respondents with an average income of 100,001 and above on the extent of these variables differ from those of client-respondents with an average income of 10,000 and below, 10,001-25,000, 25,001-50,000, and 50,001-100,000 or vice versa, as shown in table 3.5.1. This implies that the client-respondents perceive the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu differently depending on their average monthly family income.

2.5.1 In terms of Average Monthly Family Income

Dependent Variable	(I) Grouping by Age	(J) Grouping Age	Mean Difference (I – J)	Std. Error	Sig.
Application for the Approval of Survey Plan	100,001 and above	10,000 and below	1.10726*	.31100	.005
		10,001-25,000	1.09914*	.31222	.006
		25,001-50000	1.02143*	.31290	.013
		50,001-100,00	1.10000*	.35847	.023

Application for Public Land Titling	100,001 and above	and	10,000 and below	1.18306*	.34875	.009
			10,001-25,000	1.28707*	.35013	.004
			25,001-50000	1.10357*	.35088	.018
			50,001-100,00	.96250	.40199	.126

Table 2.5.1 multiple comparison of the extent of implementation of Land Management Services by average monthly family income.

*Significant at alpha 0.05

A Post Hoc Analysis using Tukey test was conducted to identify which among groups classified according to average monthly family income have different levels of mean in the extent of Application for the Approval of Survey Plan Application for Public Land Titling when data are grouped according to client-respondents' demographic profile in terms of average monthly family income.

On Application for the Approval of Survey Plan: It shows that client-respondents with an average income of 100,001 and above obtained the mean difference of 1.10726* with the Standard Error of .31100 and p-value of .005 over client-respondents with an average income of 10,000 and below; a mean difference of 1.09914* with the Standard Error of .31222 and p-value of .006 over client-respondents with an average income of 10,001-25,001; a mean difference of 1.02143* with the Standard Error of .31290 and p-value of .013 over client-respondents with an average income of 25,001-50,000; and mean difference of 1.10* with the Standard Error of .35847 and p-value of .023 over client-respondents with an average income of 50,001-100,000 which are all significant at alpha 0.05

On Application for Public Land Titling: It shows that client-respondents with an average income of 100,001 and above obtained the mean difference of 1.18306* with the Standard Error of .34875 and p-value of .009 over client-respondents with an average income of 10,000 and below; a mean difference of 1.28707* with the Standard Error of .35013 and p-value of .004 over client-respondents with an average income of 10,001-25,001; and a mean difference of 1.10357* with the Standard Error of .35088 and p-value of .018 over client-respondents with an average income of 25,001-50,000 which are all significant at alpha 0.05

Question 3. Is there significant among the sub-categories subsumed under the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources, and Energy-Sulu?

Table 3. Correlation among the sub-categories subsumed under the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu.

Variables		Pearson <i>r</i>	Sig.	N	Description
Dependent	Independent				
Certification of Land Status and/or Survey Claimant	Application for the Approval of Survey Plan	.660*	.000	100	High
	Application for Public Land Titling	.704*	.000	100	Very High
Application for the Approval of Survey Plan	Application for Public Land Titling	.797*	.000	100	Very High

*Correlation Coefficient is significant at alpha .05

Correlation Coefficient Scales Adopted from Hopkins, Will (2002):

0.0-0.1=Nearly Zero; 0.1-0.30=Low; .3-0.5 0=Moderate; .5-0.7-0=High; .7-0.9= Very High; 0.9-1=Nearly Perfect

Table 4 presents the correlation among the sub-categories subsumed under the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu. The table shows that the computed Pearson correlation Coefficients (Pearson r) between these variables are significant at alpha 0.05. Specifically, the degree of correlations among the sub-categories subsumed under the extent of implementation of Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu are:

- 1) High positive correlations between Certification of Land Status and/or Survey Claimant and Application for the Approval of Survey Plan; a very high positive correlation between Certification of Land Status and/or Survey Claimant and Application for Public Land Titling.
- 2) A very high positive correlations between Application for the Approval of Survey Plan and Application for Public Land Titling.

This means that as one variable increases, the other variable also tends to increase, and that these relationships are not likely to be random. The strongest correlation is between Application for the Approval of Survey Plan and Application for Public Land Titling ($r = 0.797, p < 0.01$). This means that this relationship is stronger than any other relationships between variables in the study, and that the higher the Application for the Approval of Survey Plan is, the higher the Application for Public Land Titling will be. The weakest correlation is between Certification of Land Status and/or Survey Claimant and Application for the Approval of Survey Plan ($r = 0.660, p < 0.01$). This means that this relationship is not as strong as the relationships between other variables under consideration.

6. Conclusion

Based on the findings:

- 1) The client-respondents exhibit notable disparities across several demographic dimensions. Primarily male, aged 50-59, married, and with a college-level education, this diverse group also faces financial challenges, as most of them have an average monthly family income of 10,000 and below.
- 2) The client-respondents exhibit varying perceptions regarding the implementation of services. Specifically, in the context of Certification of Land Status and/or Survey Claimant, the client-respondents express general satisfaction, indicating that these services meet their expectations. However, when it comes to Application for the Approval of Survey Plan and Application for Public Land Titling, the client-respondents adopt a neutral stance.
- 3) The findings from the hypothesis testing reveal that there is no significant difference in the perceived implementation across various demographic factors such as gender, civil status, and educational attainment. However, age and average monthly family income emerge as a significant factor.
- 4) The correlation analysis conducted on the sub-categories within the extent of implementation of Land Management Services reveals positive and significant correlations among these sub-categories. This means that there is an interrelated nature of these services.

7. Recommendation

Based on the findings and conclusions, this study forwards the following recommendations:

- 1) Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu may review the processes involved to improve the satisfaction of the client-respondents with the Application for the Approval of Survey Plan and Application for Public Land Titling.
- 2) Land Management Services of Ministry of Environment, Natural Resources and Energy-Sulu may conduct an outreach and information campaigns to raise awareness and educate the public

about the benefits and procedures of availing the services to address the disparities in the perceived implementation of the services.

3) Clients may communicate their concerns and suggestions to the service providers and seek assistance when needed especially in Application for the Approval of Survey Plan and Application for Public Land Titling.

4) Employees who are involved in the delivery of the Certification of Land Status and/or Survey Claimant services may maintain their high standards of quality and efficiency and seek to improve their customer satisfaction ratings.

5) Employees who are involved in the delivery of the Application for the Approval of Survey Plan and Application for Public Land Titling services may identify the factors that contribute to the neutral or negative perceptions of the clients and implement corrective actions and innovations to enhance their service quality and customer satisfaction ratings.

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