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The Correlation Between Property Value Assessment as Collateral and Workforce Efficiency in a Selected Bank in Bonifacio Global City, Taguig City, Metro Manila

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ABSTRACT

This study investigates the correlation between property value assessment used as collateral and workforce efficiency in a selected bank located in Bonifacio Global City, Taguig City, Metro Manila. The research aims to determine whether the accuracy and timeliness of property valuations influence the productivity and overall efficiency of bank employees, particularly those involved in loan processing and collateral management. Using a quantitative research design, data were collected through structured questionnaires administered to bank staff and analyzed using correlation and regression techniques. Findings revealed a significant positive relationship between accurate property value assessments and workforce efficiency, suggesting that precise and timely valuations contribute to smoother workflow, reduced processing delays, and enhanced employee performance. The study underscores the importance of systematic property appraisal processes as a strategic factor in improving operational efficiency within the banking sector.

Keywords: *Property Value Assessment, Collateral, Workforce Efficiency, Bank Operations, Employee Productivity, Bonifacio Global City*

INTRODUCTION

The banking sector plays a crucial role in economic development by mobilizing financial resources and providing credit to individuals and businesses. In extending secured loans, banks rely heavily on property value assessments to determine the adequacy of collateral, as these valuations directly influence lending decisions and risk management practices. Accurate valuation of real estate collateral helps banks mitigate credit risk and enhances credit quality, particularly in markets where property loans form a significant proportion of the asset portfolio. Studies show that property prices and valuation have a meaningful impact on bank behavior and performance outcomes, reflecting how appraisal accuracy shapes lending capacity and portfolio quality.

In the Philippines, the real estate sector continues to be a vital contributor to bank lending activities, with property related exposures representing a noteworthy share of total loans in private and commercial banks. Trends in real estate lending show that banks actively engage in property financing, adjusting their risk frameworks to account for market conditions and asset quality concerns. Effective collateral valuation ensures that banks uphold sound lending standards, maintain financial stability, and respond to shifts in property market performance.

Beyond its impact on financial outcomes, property appraisal also affects internal operational processes within banks. The efficiency of workforce activities tied to loan origination, appraisal review, and collateral management can be influenced by the clarity, timeliness, and accuracy of valuation reports. When the valuation process is streamlined and dependable, employees can process loan applications more swiftly, coordinate risk assessments effectively, and reduce delays in customer service delivery. Conversely, inconsistent or inaccurate valuations may lead to rework, increased administrative burden, and lower staff productivity. Insights from organizational studies suggest that internal resource capabilities, including human capital and procedural systems, significantly relate to performance outcomes in finance functions.

Given the strategic importance of both collateral assessment and human resource efficiency, understanding the correlation between these factors is essential for banks operating in competitive urban centers such as Bonifacio Global City, Taguig City, a key business hub in Metro Manila with sustained demand for office space and commercial transactions. Office occupancy and real estate development trends in BGC continue to attract financial and corporate activities, reinforcing the need for reliable property valuation frameworks and responsive workforce performance in banks serving this market.

Despite the critical role of property valuation in lending, limited research has explored how these assessments correlate with workforce efficiency within individual banking institutions, particularly in the Philippine context. This study aims to fill that gap by empirically examining whether the quality and effectiveness of property value assessments as collateral relate to employee efficiency in a selected bank. By investigating this relationship, the research contributes to the broader literature on bank operations, human resource performance, and risk management practices.

MATERIALS & METHODS

This study employed a quantitative correlational research design to examine the relationship between property value assessment as collateral and workforce efficiency in a selected bank in Bonifacio Global City, Taguig City, Metro Manila. The respondents included bank employees directly involved in loan processing, appraisal review, and collateral management, selected through purposive sampling to ensure relevance to the research objectives. Data were collected using a structured questionnaire with two sections: one measuring the accuracy and timeliness of property value assessments and the other assessing workforce efficiency, using a 5-point Likert scale. The instrument was validated by experts to ensure reliability and content validity, and respondents were assured of confidentiality during the two-week data collection period.

The gathered data were analyzed using descriptive and inferential statistics. Means and standard deviations summarized the respondents' perceptions, while Pearson correlation determined the strength and direction of the relationship between property value assessment and workforce efficiency. Simple linear regression was also conducted to examine whether property valuation could predict workforce performance. Statistical significance was set at $p < 0.05$, and all analyses were performed using SPSS version 28, providing a clear understanding of how collateral assessment influences employee efficiency within the bank.

RESULTS AND DISCUSSION

1. **What is the level of Property Value Assessment as Collateral in the bank in terms of:**
    1.1 Accuracy of Property Valuation
    1.2 Market Trends and Valuation Adjustments
    1.3 Appraisal Methodology
    1.4 Legal and Regulatory Compliance in Property Valuation

In Table 1, the overall mean of 3.52 indicates that respondents strongly agree that the bank's property valuation process is accurate in assessing collateral values. In descriptive statistics, the mean (average) provides a central tendency measure that summarizes how respondents collectively rated each indicator on the Likert scale, which is interpreted as representing the general level of perception across the group of items. The use of mean scores in Likert-type survey analysis allows researchers to capture the overall perception or attitude toward a construct by averaging responses across multiple items.

The highest mean in the set is 3.63, associated with the indicator "The valuation process considers all relevant factors that impact property value," suggesting that this particular aspect of valuation accuracy is perceived most positively among respondents. Conversely, the lowest mean of 3.46 was recorded for "The assessed value of property used as collateral is a true representation of its worth," though it still falls within the strongly agree range. Identifying the highest and lowest mean scores among indicators helps highlight specific areas of relative strength or slight variation in perception within the overall construct. Descriptive statistics like these are crucial for summarizing and comparing data at the item level, helping researchers interpret which components are seen as more or less prevalent or effective by the respondents.

Table 1
The Level of Property Value Assessment as Collateral in the Bank in terms of the Accuracy of Property Valuation

Indicators	Mean	SD	Description
The property valuation process accurately reflects the market value of the collateral.	3.54	0.58	Strongly Agree
I believe the valuation of property used as collateral is consistent and reliable.	3.48	0.61	Strongly Agree
The assessed value of property used as collateral is a true representation of its worth.	3.46	0.67	Strongly Agree
The valuation process considers all relevant factors that impact property value.	3.63	0.56	Strongly Agree
I am confident that the appraisal of property for collateral purposes is highly accurate.	3.48	0.61	Strongly Agree
Average Mean	**3.52**	**0.61**	**Strongly Agree**

Table 2 presents the level of Property Value Assessment as Collateral in the bank in terms of Market Trends and Valuation Adjustments. The results indicate that respondents strongly agree that property valuations consider current market dynamics and economic conditions.

Table 2
The Level of Property Value Assessment as Collateral in the Bank in terms of Market Trends and Valuation Adjustments

Indicators	Mean	SD	Description
The property's value assessment takes into account the latest market trends.	3.52	0.58	Strongly Agree
Market fluctuations are regularly considered in property valuations for collateral purposes.	3.48	0.67	Strongly Agree
The valuation process reflects changes in market conditions and property prices.	3.56	0.57	Strongly Agree
I believe property values as collateral are adjusted appropriately based on market dynamics.	3.56	0.57	Strongly Agree
The property valuation system reflects the impact of the current economy on property prices.	3.52	0.61	Strongly Agree
Average Mean	**3.53**	**0.60**	**Strongly Agree**

The overall mean of 3.53 with a standard deviation of 0.60 falls within the Strongly Agree category, suggesting that employees perceive the bank's valuation process as responsive to market trends. Among the indicators, the highest mean of 3.56 was recorded for both "The valuation process reflects changes in market conditions and property prices" and "I believe property values as collateral are adjusted appropriately based on market dynamics," indicating that these aspects are seen as the most effectively implemented. The lowest mean of 3.48 was observed for "Market fluctuations are regularly considered in property valuations for collateral purposes," although it still falls within the Strongly Agree range. These results suggest that the bank actively monitors market trends and adjusts property valuations accordingly, reinforcing the reliability and relevance of collateral assessments in lending decisions (Sullivan & Artino, 2013; AJSSMT, 2024).

Table 3 presents the level of Property Value Assessment as Collateral in the bank in terms of Appraisal Methodology. The results indicate that respondents strongly agree that the bank's appraisal methods are clear, consistent, and appropriate for valuing collateral. The overall mean of 3.57 with a standard deviation of 0.58 falls within the *Strongly Agree* category, showing high confidence in the appraisal methodology. The highest mean of 3.60 was recorded for both "I trust the methodology used in valuing properties as collateral" and "I am confident that the property appraisal process is thorough and detailed," indicating that employees have strong trust in the transparency and thoroughness of the appraisal procedures. The lowest mean of 3.54 was observed for "The valuation methodology is consistent and follows industry standards," though it still reflects strong agreement. These findings suggest that the bank employs well-structured and standardized appraisal methods, which contribute to accurate and reliable property valuation for collateral purposes. According to Yaska and Nuhu (2024), descriptive statistics such as mean and standard deviation are effective in summarizing Likert-scale survey responses and help represent respondents' overall perception and confidence in a given construct. This supports the conclusion that the appraisal methodology is perceived as robust and trustworthy, reinforcing effective risk management and lending decisions.

Table 3
The Level of Property Value Assessment as Collateral in the Bank in terms of Appraisal Methodology

Indicators	Mean	SD	Description
The appraisal methods used for valuing collateral are clear and transparent.	3.56	0.57	Strongly Agree
I trust the methodology used in valuing properties as collateral.	3.60	0.57	Strongly Agree
The valuation methodology is consistent and follows industry standards.	3.54	0.58	Strongly Agree
I am confident that the property appraisal process is thorough and detailed.	3.60	0.60	Strongly Agree
The chosen property appraisal method is appropriate for determining collateral value.	3.56	0.57	Strongly Agree
Average Mean	**3.57**	**0.58**	**Strongly Agree**

Table 4 presents the level of Property Value Assessment as Collateral in the bank in terms of Legal and Regulatory Compliance in Property Valuation. The results indicate that respondents strongly agree that the bank's property valuation process complies with relevant laws, regulations, and industry standards. The overall mean of 3.65 with a standard deviation of 0.55 reflects a high level of confidence in the legal and regulatory compliance of appraisal procedures, falling within the *Strongly Agree* category. The highest mean of 3.71 was recorded for the indicator, "I believe the bank ensures that the collateral valuation process is fully compliant with applicable laws," highlighting that employees perceive strong adherence to legal requirements. The lowest mean of 3.60 was observed for "I am confident that property appraisals for collateral purposes comply with industry standards and regulations," though it still reflects strong agreement. These findings suggest that the bank prioritizes legal compliance and proper regulatory procedures in its property valuation process, reinforcing accuracy, reliability, and risk management in lending operations. According to Yaska and Nuhu (2024), descriptive statistics such as mean and standard deviation are effective in summarizing Likert-scale survey responses, enabling researchers to clearly interpret overall perceptions and confidence levels among respondents regarding specific constructs.

Table 4
The Level of Property Value Assessment as Collateral in the Bank in terms of Legal and Regulatory Compliance in Property Valuation

Indicators	Mean	SD	Description
The property valuation process strictly adheres to relevant laws and regulations.	3.63	0.53	Strongly Agree
I am confident that property appraisals for collateral purposes comply with industry standards and regulations.	3.60	0.57	Strongly Agree
The valuation of properties used as collateral follows legal requirements.	3.69	0.54	Strongly Agree
I believe the bank ensures that the collateral valuation process is fully compliant with applicable laws.	3.71	0.54	Strongly Agree
The legal framework for property valuation is well understood and followed during the appraisal process.	3.63	0.60	Strongly Agree
Average Mean	**3.65**	**0.55**	**Strongly Agree**

2. What is the level of Workforce Efficiency in the bank in terms of:
- **2.1 Task Completion Rate**
- **2.2 Employee Motivation and Engagement**
- **2.3 Quality of Work Produced**
- **2.4 Employee Satisfaction and Well-Being**

Table 5 presents the level of Workforce Efficiency in the bank in terms of Task Completion Rate. The results indicate that respondents strongly agree that they are able to complete assigned tasks on time while maintaining quality. The overall mean of 3.59 with a standard deviation of 0.55 reflects a high level of task efficiency, categorized as Strongly Agree. The highest mean of 3.62 was recorded for both "I am confident in my ability to complete tasks on time without compromising quality" and "I feel that I am productive and meet the expectations set for my tasks," suggesting that employees perceive themselves as highly efficient and productive. The lowest mean of 3.56 was observed for "I consistently meet the deadlines for the tasks assigned to me" and "My ability to meet work deadlines is not hindered by external factors," although it still falls within the Strongly Agree category. These findings indicate that employees consistently manage their workload effectively and meet organizational expectations regarding task completion. Descriptive statistics, such as mean and standard deviation, are useful in summarizing Likert-scale responses and highlighting trends in workforce efficiency (Yaska & Nuhu, 2024).

Table 5
The Level of Workforce Efficiency in the Bank in terms of Task Completion Rate

Indicators	Mean	SD	Description
I consistently meet the deadlines for the tasks assigned to me.	3.56	0.50	Strongly Agree
I am able to complete my work assignments within the expected time frame.	3.60	0.53	Strongly Agree
My ability to meet work deadlines is not hindered by external factors.	3.56	0.57	Strongly Agree
I am confident in my ability to complete tasks on time without compromising quality.	3.62	0.57	Strongly Agree
I feel that I am productive and meet the expectations set for my tasks.	3.62	0.57	Strongly Agree
Average Mean	**3.59**	**0.55**	**Strongly Agree**

Table 6 presents the level of Workforce Efficiency in the bank in terms of Employee Motivation and Engagement. The results indicate that respondents strongly agree they are motivated, committed, and actively engaged in their work tasks. The overall mean of 3.71 with a standard deviation of 0.51 reflects a high level of motivation and engagement, categorized as *Strongly Agree*. The highest mean of 3.79 was reported for "I am genuinely interested in my job and take pride in my work," suggesting that employees feel a strong sense of personal satisfaction and pride in their responsibilities. The lowest mean of 3.67 was observed for both "I feel motivated to perform well at work due to the support I receive from management" and "I feel engaged and enthusiastic about my work tasks on a daily basis," though it still falls within the *Strongly Agree* range. These findings indicate that the bank successfully fosters a motivating and engaging work environment, which likely contributes to higher productivity and efficiency. As highlighted by Yaska and Nuhu (2024), mean and standard deviation are effective descriptive statistics for summarizing Likert-scale responses, allowing researchers to interpret levels of employee perception and engagement clearly.

Table 6
The Level of Workforce Efficiency in the Bank in terms of Employee Motivation and Engagement

Indicators	Mean	SD	Description
I feel motivated to perform well at work due to the support I receive from management.	3.67	0.55	Strongly Agree
I am genuinely interested in my job and take pride in my work.	3.79	0.46	Strongly Agree
I feel engaged and enthusiastic about my work tasks on a daily basis.	3.67	0.51	Strongly Agree
I am committed to achieving the goals set by my team and the organization.	3.71	0.54	Strongly Agree
I am encouraged to take the initiative and improve my job performance.	3.71	0.50	Strongly Agree
Average Mean	**3.71**	**0.51**	**Strongly Agree**

Table 7 presents the level of Workforce Efficiency in the bank in terms of Quality of Work Produced. The results indicate that respondents strongly agree they consistently produce high-quality, reliable, and carefully reviewed work. The overall mean of 3.67 with a standard deviation of 0.53 reflects a high level of confidence in work quality, categorized as Strongly Agree. The highest mean of 3.69 was reported for both "I feel that my contributions are valued due to the quality of my work" and "I regularly review my work to ensure it is of the highest possible standard," suggesting that employees are attentive to detail and committed to maintaining excellence. The lowest mean of 3.63 was observed for "I pay careful attention to detail to produce high-quality work," although it still falls within the Strongly Agree range. These findings imply that the bank's workforce prioritizes quality and consistency in their tasks, which likely enhances overall operational efficiency and client satisfaction. According to Yaska and Nuhu (2024), descriptive statistics like mean and standard deviation are effective in summarizing Likert-scale survey responses and provide clear insights into employees' perceptions of work quality.

Table 7
The Level of Workforce Efficiency in the Bank in terms of Quality of Work Produced

Indicators	Mean	SD	Description
I always ensure that my work meets or exceeds the required standards.	3.67	0.55	Strongly Agree
I pay careful attention to detail to produce high-quality work.	3.63	0.56	Strongly Agree
I believe that the quality of my work is consistent and reliable.	3.67	0.51	Strongly Agree
I feel that my contributions are valued due to the quality of my work.	3.69	0.51	Strongly Agree
I regularly review my work to ensure it is of the highest possible standard.	3.69	0.51	Strongly Agree
Average Mean	**3.67**	**0.53**	**Strongly Agree**

Table 8 presents the level of Workforce Efficiency in the bank in terms of Employee Satisfaction and Well-Being. The results indicate that respondents strongly agree they are satisfied with their work environment, recognition, and overall well-being in the organization. The overall mean of 3.57 with a standard deviation of 0.55 falls within the *Strongly Agree* category, reflecting a positive perception of the bank's support for employee welfare. The highest mean of 3.65 was recorded for "I feel respected and valued by my employer, which enhances my job satisfaction," highlighting that recognition and respect play a significant role in enhancing employees' satisfaction. The lowest mean of 3.52 was observed for both "I feel that my work-life balance is well-managed and that I have enough time for personal activities" and "I believe that my well-being is a priority for the company," although these still reflect strong agreement. These findings suggest that the bank maintains a supportive work environment that promotes employee satisfaction, well-being, and work-life balance, which are crucial for sustaining high workforce efficiency. Descriptive statistics such as mean and standard deviation are effective tools for summarizing Likert-scale responses, providing clear insights into employees' perceptions of satisfaction and well-being (Yaska & Nuhu, 2024).

Table 8
The Level of Workforce Efficiency in the Bank in terms of Employee Satisfaction and Well-Being

Indicators	Mean	SD	Description
I am satisfied with the work environment and the support I receive from my colleagues and superiors.	3.56	0.54	Strongly Agree
I feel that my work-life balance is well-managed and that I have enough time for personal activities.	3.52	0.58	Strongly Agree
I am happy with the level of recognition I receive for my work achievements.	3.60	0.53	Strongly Agree
I believe that my well-being is a priority for the company.	3.52	0.54	Strongly Agree
I feel respected and valued by my employer, which enhances my job satisfaction.	3.65	0.56	Strongly Agree
Average Mean	**3.57**	**0.55**	**Strongly Agree**

3. Is there a significant relationship between Property Value Assessment as Collateral on Workforce Efficiency in the bank?

Table 9 presents the test of the significant relationship between Property Value Assessment as Collateral and Workforce Efficiency in the bank. The result shows an r-value of 0.469, indicating a moderate positive relationship between the two variables. This suggests that as the effectiveness of property value assessment improves, workforce efficiency also tends to increase. The p-value of 0.000, which is lower than the 0.05 level of significance, indicates that the relationship is statistically significant. Consequently, the null hypothesis is rejected, confirming that property value assessment as collateral is significantly related to workforce efficiency.

This finding implies that accurate, reliable, and well-regulated property valuation processes contribute to improved employee performance and productivity. When collateral valuation procedures are clear and compliant with standards, employees experience fewer operational delays, reduced rework, and more structured workflows, which enhance efficiency. According to Creswell and Creswell (2023), correlation analysis is appropriate for determining the strength and direction of relationships between organizational variables, while Field (2020) emphasizes that a moderate positive correlation reflects a meaningful practical relationship in applied research contexts. Thus, the result highlights the importance of strengthening property valuation systems to support both operational effectiveness and workforce performance in banking institutions.

Table 9
The Test of the Significant Relationship between Property Value Assessment as Collateral on Workforce Efficiency in the Bank

	Workforce Efficiency		
	r-value	**p-value**	**Decision on Ho**
Property Value Assessment as Collateral	**.469**	**.000**	**Rejected**

Significant if P-value <0.05
Legend: Ho is rejected if Significant
Ho is accepted if Not Significant

CONCLUSION

This study examined the relationship between Property Value Assessment as Collateral and Workforce Efficiency in a selected bank. The findings indicate that the bank demonstrates a high level of effectiveness in property value assessment, particularly in terms of accuracy, consideration of market trends, appraisal methodology, and adherence to legal and regulatory requirements. These results suggest that the bank maintains sound and reliable valuation practices that support its lending operations and risk management processes.

In terms of workforce efficiency, employees reported high levels of performance across key indicators such as task completion rate, motivation and engagement, quality of work produced, and employee satisfaction and well-being. This implies that the bank's workforce is generally efficient, motivated, and capable of meeting work demands while maintaining quality and consistency in their outputs.

The correlation analysis revealed a moderate positive and statistically significant relationship between property value assessment as collateral and workforce efficiency ($r = 0.469$, $p = 0.000$). This finding indicates that improvements in property valuation practices are associated with higher levels of workforce efficiency. The rejection of the null hypothesis confirms that property value assessment plays a meaningful role in influencing employee performance within the banking environment.

The significant relationship suggests that when property valuation processes are accurate, transparent, and compliant with established standards, employees are able to perform their tasks more effectively. Clear and reliable collateral assessment procedures help minimize operational delays, reduce errors, and enhance employee confidence in decision-making processes, which in turn supports overall workforce efficiency.

Overall, the study concludes that Property Value Assessment as Collateral is significantly related to Workforce Efficiency in the bank. Strengthening valuation accuracy, market awareness, methodological clarity, and legal compliance can contribute to a more efficient and productive workforce. These findings underscore the importance of maintaining robust property valuation systems not only for financial security but also for enhancing employee performance and organizational effectiveness.

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