

2018-09-006



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE

BUREAU OF CUSTOMS

MANILA 1099

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MEMORANDUM

FOR : ALL BOC OFFICIALS AND EMPLOYEES

FROM : *J. Escasio*
JOSEPH G. ESCASIO
Chief Administrative Officer
Human Resource Management Division

SUBJECT : TRANSMITTAL OF SURVEY QUESTIONNAIRE OF
MS. KHRISTINE JANE V. MELENCIO

DATE : 07 September 2018

- 1.0 Respectfully transmitted is the approved Survey Questionnaire for the thesis of Ms. KHRISTINE JANE V. MELENCIO, Administrative Officer IV, Human Resource Management Division, entitled "Beyond the Call of Duty: A Study on the Effects of Organizational Mission on Work Motivation" relative to the fulfillment of the requirements of her Master's Degree program in Public Administration at the Seoul National University-Graduate School of Public Administration in Seoul, South Korea.
- 2.0 In this regard, kindly accomplish the said Survey Questionnaire and submit to the Human Resource Management Division (HRMD) on or before September 14, 2018. For inquiries or clarifications you may contact the HRMD thru 527-1944 or 527-3622.
- 3.0 For appropriate action.

**Beyond the Call of Duty:
A Study on the Effects of Organizational Mission on Work Motivation**

The present study mainly focuses on employee motivation in the public sector. It aims to theoretically and practically contribute to the literature on public administration through the following:

1. address the specificity and disconnectedness of the previous research on the motivational construct;
2. provide substantial information on the distinct organizational behavior of bureaucrats primarily responsible for revenue generation, as relatively new subjects of work motivation, and define other particularities of the public sector in Asia;
3. address demotivation issue commonly experienced by government employees in a developing Asian country such as the Philippines; and
4. serve as an empirical basis for the development of future motivational techniques and other related administrative reform initiatives.

I. Statement of Informed Consent

Good day!

This is to humbly request for your participation in a research study being conducted by Khristine Jane V. Melencio, Administrative Officer IV, Human Resource Management Division, Internal Administration Group, Bureau of Customs and a masters student at the Graduate School of Public Administration (GSPA), Seoul National University (SNU), Seoul, South Korea. This research is under the supervision of Dr. Soo-Young Lee, and supported by the Asian Development Institute, GSPA, SNU.

As a respondent of this study, among other employees under the Department of Finance, please be informed of the following:

1. While your participation in this research is voluntary, any personal information and opinion to be obtained from the questionnaire will be used for academic purposes only, and confidentiality shall be strictly secured.
2. It will take you approximately 10-15 minutes to accomplish the questionnaire. Should you feel any discomfort in answering a particular item, you may decline to answer, or not complete the questionnaire.
3. This research study and the corresponding questionnaire have been reviewed and approved by Commissioner Isidro S Lapeña, PhD, CSEE, Bureau of Customs.

For further information, including a copy of the results of this study, please contact:

Khristine Jane V Melencio
khristinejane.melencio@customs.gov.ph

NOTE: By completing and submitting this questionnaire, you are indicating that you understand the statements above, and consent to participate in this study. **Do not put your name on the questionnaire;** your signature acknowledging that you understand the information presented above is not required.

Signature

II. RESPONDENT'S PROFILE

1. What is your gender? Male Female
2. How old are you?
 - Under 25 years of age
 - 25-34 years of age
 - 35-44 years of age
 - 45-54 years of age
 - 55 years of age or older
3. What is your marital status?
 - Single
 - Married
 - Widowed
 - Other: _____
4. What is your plantilla position? _____ Salary Grade? _____
 - a. Do you have any authorized designation/s? If yes, please indicate it below:

5. Where is your current place of assignment?
 - Office of the Commissioner
 - Assessment and Operations Coordinating Group
 - Enforcement / Intelligence Group
 - Internal Administration Group / Management Information Systems and Tech. Group
 - Revenue Collection Monitoring Group
 - Port (please specify) _____
 - Administrative
 - Assessment and Operations
6. How long have you been working at the Bureau of Customs?
 - Under 5 years
 - 6-10 years
 - 11-15 years
 - 16-20 years
 - 21-25 years
 - 26 years or longer

III. Survey Questionnaire
(Wright, 2004 & 2007; Wright & Pandey, 2007)

Instructions: Please read each of the following statements carefully and respond by ticking the response box that best reflects your opinion. Please be completely open and honest in your responses. Take as long as you need, but do not linger over any statement.

A. Work Motivation

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Uncertain or Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
1. I put forth my best effort to get my job done regardless of the difficulties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am willing to start work early or stay late to finish a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. It has been hard for me to get very involved in my current job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I probably do not work as hard as others who do the same type of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I do extra work for my job that is not really expected of me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Time seems to drag while I am on the job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Mission Valence

1. I can see how my work contributes to the performance of my work unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I can see how my work contributes to the performance of my organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I can see how my work contributes to meeting the needs of external clients & organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Organizational Goal Clarity

1. It is easy to explain the goals of this organization to outsiders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. This organization's mission is clear to everyone who works here.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. This organization has clearly defined goals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Public Service Motivation

1. Meaningful public service is very important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am often reminded by daily events about how dependent we are on one another.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Making a difference in society means more to me than personal achievements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Public Service Motivation (continuation)

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Uncertain or Neutral</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
4. I am prepared to make sacrifices for the good of society.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I am not afraid to go to bat for the rights of others even if it means I will be ridiculed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. Job-Goal Importance

1. I feel that my work is important.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I work on tasks that seem useless or unnecessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. Extrinsic Rewards

1. Working hard is recognized by upper management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fulfilling all my job responsibilities does little to improve my chances for a promotion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I have seen a good job performance rewarded in my work unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your participation!