

2016-08-017

MASTER COPY



Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 MANILA

MEMORANDUM TO : **All Officials and Employees**
FROM : **NICANOR E. FAELDON**
Commissioner
DATE : August 08, 2016
SUBJECT : BOC Organizational Readiness Project Survey

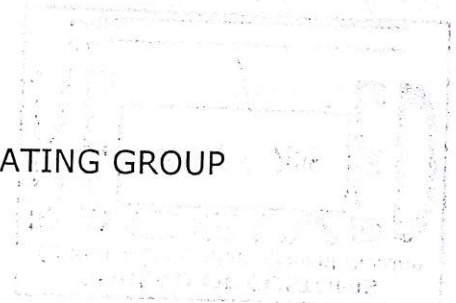
- 1.0 The Department of Finance (DOF) has been working on the Organizational Readiness Project for the Bureau of Customs with the help of Isla Lipana & Co.
- 2.0 Isla Lipana & Co. thru Organization Readiness Project Secretariat distributed Assessment and Project Survey forms, both online and hardcopy, on 6th of June 2016, thru a memorandum, to all employees and officials of the bureau.
- 3.0 To date, only two hundred ninety (290) answered survey forms have returned.
- 4.0 The figure clearly shows non – compliance of most BOC employees and officials on meeting the deadline of submission on 10 June 2016.
- 5.0 Survey forms are attached for your reference. It is also available online via :

(English): https://pwc.qualtrics.com/SE/?SID=SV_9YSboiCoiJg7oih

(Filipino): https://pwc.qualtrics.com/SE/?SID=SV_25npc5IVcoWuAjr
- 6.0 The following ports and offices are hereby directed to ensure that **ALL regular employees** of the bureau within your jurisdiction answer aforementioned survey forms:

A. OCOM Groups

1. COMPLIANCE MONITORING UNIT
2. ASSESSMENT AND OPERATIONS COORDINATING GROUP



2014-08-017 P.2

MASTER COPY

Amig

3. ENFORCEMENT GROUP
4. INTELLIGENCE GROUP
5. REVENUE COLLECTION MONITORING GROUP
6. MANAGEMENT INFORMATION SYSTEMS AND TECHNOLOGY GROUP

B. Collection Districts and their Sub - Ports

1. PORT OF SAN FERNANDO
 2. PORT OF MANILA
 3. NINOY AQUINO INTERNATIONAL AIRPORT
 4. PORT OF BATANGAS
 5. PORT OF LEGASPI
 6. PORT OF CEBU
 7. PORT OF TACLOBAN
 8. PORT OF SURIGAO
 9. PORT OF CAGAYAN DE ORO
 10. PORT OF DAVAO
 11. PORT OF APARRI
 12. PORT OF LIMAY
- 7.0 Answered survey questionnaire should be returned to Office of the Commissioner thru the Public Information and Assistance Division **NOT LATER THAN 12 AUGUST 2016.**
- 8.0 **For STRICT compliance.**


NICANOR E. FAELDON
Commissioner



AUG 09 2016

BOC: Towards New Heights

Thank you for your interest in participating in this survey. The survey is aimed at understanding the respondents' perceptions on the current culture in the Bureau of Customs (BOC) and the organization's readiness for the planned reform initiatives, including the implementation of the Customs Modernization and Tariff Act (CMTA). Please answer candidly. All responses will be kept confidential and presented in a summarized format.

For each statement, tick the box corresponding to your choice, ranging from 1 (Strongly Disagree) to 5 (Strongly Agree). Please avoid marking 3 (Neutral).

Group: OCOM AOCG EG IAG IG MISTG RCMG Others _____

Office Location: BOC Central Office Port of _____ Sub-port of _____ Others _____

Job Title (Please also indicate functional role if different from job title): _____

Years employed by BOC: < 1 year 1 – 3 years 4 – 6 years 7 – 9 years 10 years and above

N/A – Contractual: Please indicate how long you have been a contractual employee. _____

Age: 20 – 25 years 26 – 30 years 31 – 35 years 36 – 45 years 46 – 55 years 56 – 65 years Age 66 or older

1 – Strongly Disagree

2 – Disagree

3 – Neutral

4 – Agree

5 – Strongly Agree

1 2 3 4 5

Personal

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Generally, I am satisfied with my job and I enjoy working in BOC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. I intend to stay here for at least another three years. My career goals can be met here. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. I am willing to go beyond what is expected for the success of BOC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Culture

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4. I feel that BOC values my thoughts and concerns regarding decisions that would affect me. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. As employees of the organization, we generally have a good working relationship with one another. I can rely on people belonging to other units to help me whenever I need something to do my job. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. I think that BOC has a strong organizational culture and that the agency can withstand changes in leadership. The culture is suitable to achieving the agency's overall objectives. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Leadership Support

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 7. I am given enough guidance and support by my superiors to be able to do my job well. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. I have trust and confidence that BOC leadership will be able to successfully implement needed changes to the agency. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. BOC leadership encourages employees to embrace and support the planned changes. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Communications

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 10. I am receiving enough and consistent information about planned changes for the BOC. I understand why implementation of these initiatives is necessary. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. The impact the planned changes will have on me and my job has been clearly and completely communicated to me. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2016-08-017 P.4

MASTER COPY *amp*

	1	2	3	4	5
12. I know where to go or whom to contact to get information and to provide feedback about the planned changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Change					
13. Changes that have previously taken place in BOC have been beneficial to both employees and stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I think the planned changes for BOC will generally have a positive effect on BOC employees and create positive outcomes for our stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. I have a positive view of the planned changes to the BOC and I will support it in any way I can.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. I remain hopeful that BOC can become an even better and more transparent institution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Optional) In your opinion, what needs to be done to ensure success of the reform initiatives? Do you have any other thoughts on these initiatives?

BOC: Tungo sa Pagsulong

Salamat sa iyong interes sa pagsagot ng survey. Ang layunin ng survey na ito ay intindihin ang pang-unawa ng mga sumasagot sa kasalukuyang kultura sa Bureau of Customs (BOC) at ang kahandaan ng organisasyon para sa balak na mga pagbabago kaugnay sa Customs Modernization and Tariff Act (CMTA). Pakisagot ito nang tapat sa kalooban. Ang lahat ng makokolektang impormasyon ay ipananatiling kompidensyal at ipahahayag lamang sa binuod na pagkakaayos.

Para sa bawat pahayag, markahan ang kahon na sumasang-ayon sa iyong sagot, mula sa **1 (Lubos na Di-sang-ayon)** hanggang **5 (Lubos na Sang-ayon)**. Sikaping iwasan sagutan ng **3 (Di Tiyak)** ang mga tanong.

Grupo: OCOM AOCG EG IAG IG MISTG RCMG Iba pa _____

Lokasyon ng Opisina: BOC Central Office Port ng _____ Sub-port ng _____ Iba pa _____

Titulo sa Trabaho (Pakisabi din kung naiiba ang functional role sa titulo sa trabaho): _____

Taong Empleyado ng BOC: < 1 taon 1 – 3 taon 4 – 6 taon 7 – 9 taon 10 taon at pataas

N/A – Contractual: Pakisabi kung gaano katagal ka nang naging contractual na empleyado. _____

Edad: 20 – 25 taon 26 – 30 taon 31 – 35 taon 36 – 45 taon 46 – 55 taon 56 – 65 taon Edad 66 taon at pataas

1 – Lubos na Di-sang-ayon 2 – Di-sang-ayon 3 – Di Tiyak 4 – Sang-ayon 5 – Lubos na Sang-ayon

Personal

- | | 1 | 2 | 3 | 4 | 5 |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Nasisiyahan ako sa aking trabaho at kuntento ako na magtrabaho sa BOC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Nakikita ko ang sarili ko sa BOC hanggang sa susunod na tatlong taon. Makakamit ko ang career goals ko rito. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Nasa aking kagustuhan na gumawa ng higit pa sa trabahong iniatas sa akin para sa ikabubuti ng BOC. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Kultura

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4. Nararamdaman ko na pinahalalagahan ng BOC ang aking mga ideya at hinanaing ukol sa mga desisyong makakaapekto sa akin. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Mabuti ang ugnayan at relasyon naming mga empleyado sa isa't isa. Maaasahan ko ang empleyado ng ibang yunit tuwing may kailangan ako para sa aking trabaho. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Sa tingin ko, maganda ang kultura sa BOC at kaya ng ahensya na manatiling matatag sa harap ng pagbabago ng mga lider. Akma ang kultura ng BOC para makamit ng ahensya ang mga layunin nito. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Suporta ng mga Lider

- | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 7. Nabibigyan ako ng sapat na gabay at suporta ng aking lider o manager para magawa ko nang mabuti ang aking trabaho. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. May tiwala ako na maisasakatuparan ng mga lider ng BOC ang kailangang pagbabago para sa ahensya. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Hinihikayat kaming mga empleyado ng mga lider ng BOC na suportahan ang mga parating na pagbabago. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Komunikasyon

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 10. Nakakatanggap ako ng sapat at 'di nagsasalungat na impormasyon ukol sa mga pagbabago para sa BOC. Naiintidihan ko kung bakit kailangan ito gawin ng ahensya. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Naipaliwanag sa akin nang mabuti ang magiging epekto ng mga pagbabago sa akin at sa aking trabaho. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Alam ko kung saan pupunta o kung sino ang kakausapin kung sakaling may tanong o ideya ako ukol sa mga pagbabago. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2016-08-017 P. 6

Pagbabago	1	2	3	4	5
13. Magaganda ang mga naidulot ng mga nakaraang pagbabago sa ahensya. Napapakinabangan ang mga ito ng empleyado at ng iba pang may transaksyon sa BOC katulad ng mga importers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Sa tingin ko, maganda rin ang maidudulot ng mga mangyayaring pagbabago sa ahensya. Nakikita kong makakatulong ito sa mga empleyado, importers, at iba pa.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Positibo ang tingin ko sa mga pagbabago at maaasahan ako na suportahan ang mga ito.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Umaasa parin ako na ang BOC ay maaari pang mapabuti at maging mas transparent na ahensiya.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Opsyunal) Sa iyong tingin, ano ang kinakailangang gawin upang paniguruhin na maisakatuparan ang mga pagbabago? May iba ka pa bang mga opinyon tungkol sa mga pagbabagong ito?
