



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

**MEMORANDUM TO** : **All Officials and Employees**

**FROM** : **ALBERTO D. LINA**  
Commissioner

**SUBJECT** : **BOC Organizational Readiness Project Survey**

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- 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. is currently working on the development of framework for the Organizational Readiness of the Bureau thru conduct of On-site Visit and Assessment and Project Survey to gather employee perceptions and to understand readiness of BOC personnel regarding CMTA and relevant changes in general.
- 3.0 Attached, is a copy of the Project Survey. You are directed to disseminate survey questionnaires to all employees within your division and office.
- 4.0 Employees and Officials may opt to answer the survey online via:  
(English): [https://pwc.qualtrics.com/SE/?SID=SV\\_9YSboiCoiJg7oih](https://pwc.qualtrics.com/SE/?SID=SV_9YSboiCoiJg7oih)  
(Filipino): [https://pwc.qualtrics.com/SE/?SID=SV\\_25npc5IVcoWuAjr](https://pwc.qualtrics.com/SE/?SID=SV_25npc5IVcoWuAjr)
- 5.0 Return answered survey questionnaire to Office of the Commissioner thru the Public Information and Assistance Division not later than 10 June 2016.
- 6.0 For compliance.

  
**ALBERTO D. LINA**  
Commissioner



JUN 06 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"/> |





## 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  AOCC  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

	1	2	3	4	5
<b>Personal</b>					
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"/>
<b>Kultura</b>					
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"/>
<b>Suporta ng mga Lider</b>					
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"/>
<b>Komunikasyon</b>					
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"/>

