The Present Computerization Program of the Bureau of Customs: Focus on Import and Export Transactions

Apolonia M. Alcedo* and Victor M. Cajala**
*Extension Head, College of Business, Asian Institute of Maritime Studies, Pasay City
**Research Head, College of Business, Asian Institute of Maritime Studies, Pasay City
*apolalcedo@yahoo.com
**vcajala@yahoo.com

Abstract: The study assessed the present computerization program of the Bureau of Customs (BOC) with focus on the import and export transactions. Specifically, the study seeks to determine the following: 1) the profile of the respondents; 2) the level of achievement of the computerization program of BOC in the three major ports of Metro Manila in terms of the perceived benefits; 3) the effectiveness of the computerized import and export transactions of BOC in the three major ports of Metro Manila; 4) the significant difference on the level of achievement of the computerization program when respondents are grouped according to their profile; 5) the frequency of occurrence of the perceived problems in the implementation of the BOC computerization program; and 6) the proposed measures to effectively implement the computerization program of the BOC.

Descriptive-survey method was employed in this study using a validated questionnaire to gather the data. Using incidental sampling in choosing the respondents, the subjects of the study were customs brokers/representatives, shipping agents/freight forwarders, and value-added service providers (VASP) from the Port of Manila, NAIA and MICP. Percentage, weighted mean, and analysis of variance were used to derive the respective figures of each problem.

Findings revealed that majority of the respondents are shipping agents/freight forwarders and customs brokers/representatives: one third of them were 21-30 years old; more than half of them were college graduates, some are college undergraduates and few are post graduates and vocational graduates. Less than half of the respondents are licensed customs brokers, and more than half of them used the three ports to transact. The respondents were unanimous that the perceived benefits of the computerization program of the BOC were achieved. However, the elimination of corruption was fairly achieved. On the other hand, the respondents are unanimous in saying that the computerization of BOC was effective. The import/export documentation, however, was only judged fairly effective. The respondents never had a difficulty in the computerized import and export process of BOC. Likewise, the respondents rarely encounter the perceived problems of the computerized import and export process of BOC. There is no significant difference on the level of achievement of the BOC computerization program as to the respondents’ profile. However, there is a significant difference on their views of the BOC computerization program when respondents are grouped according to port use. The respondents have strongly recommended the continuous linkages of BOC to various government agencies and stakeholders, the standardization of customs procedures through accreditation, and the tapping of most highly qualified internet service providers (ISPs) to avoid interruptions in every transaction.

Keywords: computerization program; Bureau of Customs; import transaction; export transaction; customs broker