

COMPILATION OF UNDERGRADUATE THESES ABSTRACTS

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SUBJECT	THESES NO.	AUTHOR/S	TITLE	ABSTRACT
ABOITIZ TRANSPORT SYSTEM CORPORATION; SHIPPING SERVICES	BSCA 346 / 2010	Castor, Zayin M.; Abelleja, Kathrine Joy R.; Arquerez, Loida V.; Casapao, Jezza Joy Angelie D.; Mayores, Charlene Crystal B.; Soriano, Myla M.	Domestic Shipping Services of Aboitiz Transport System Corporation in Batangas Port	This study determined the shipping services of Aboitiz Transport System Corporation. Specifically, it answered the following questions: what is the profile of the Respondents in terms of: gender, age, civil status, educational attainment and socio-economic status. How do the passengers perceived the shipping services of SuperCat with regards to: amenities, safeTy and security. Is there any significant relationship between the profile of the respondents and their perception of the shipping services of SuperCat. What are the implications of the findings to the domestic shipping industry in Batangas Port? Although there are two SuperCat ferryboat operated by the Aboitiz Transport System Corporation which can accommodate 240 seating capacity plying the route of Batangas City- Calapan and vice versa and due to the condition of one vessel which is under repair, the researchers will use only one vessel to conduct the study to determine the domestic shipping services of Aboitiz Transport System Corporation over passengers as the major respondents. The respondents composed of 100 persons involving traders, students and travelers who had ridden the vessels two or three times. This study was undertaken by the researchers during the second semester of School Year 2008-2009 until the first semester of 2009-2010.

AIR FREIGHT FORWARDERS, FREIGHT SERVICES	BSCA/ 407/ 2014	Pedraza, Kim Keiser R.; Aguila, Krisha May M.; Casao, Princess Joy M.; Greñas, Melody C.; Macatangay, Ruvy Ann V.	Air Freight Forwarders: their contributions to airline industry	This study determined the contributions of air freight forwarders to airline industry. Specifically, it described the company profile in terms of nature of cargoes handled, volume of cargoes handled, equipment and facilities, years in business operation and the numbers of personnel; identified air freight forwarding services in terms of handling, loading and unloading, packing and delivering of cargoes; determined the contributions of the forwarders to airline industries in terms of work performance and customers' satisfaction; tested the significant relationship of work performance to freight forwarding services and the relationship between work performance and customers' satisfaction. The descriptive method was chosen for this study in order to know the contributions of air freight forwarders to airline industry. It is a fact finding method and the study focused at the present condition. The researchers made use of three (3) groups of respondents consisting of branch managers, employees and customers of the different air freight forwarding company in Batangas City. The respondents represented 100% of the total population of managers and employees of the various freight forwarding companies in the said city. Based on pre- interview only three(3) freight forwarding companies namely: 2GO Express, LBC Express(main branch) and JRS express agreed to answer the questionnaire that was given to them.
ASEAN ECONOMIC COMMUNITY	BSCA/ 421/ 2015	De Guzman, Derick D.; De Guzman, Jolyna A.; De los Santos, Jelaine S.; De Villa, Caren B.; Flores, Honey Jane A.	Perceptions of Selected Customs Administration students on ASEAN Economic Community 2015	This paper determined the perception of selected customs administration students on the ASEAN Economic Community 2015. Specifically, the profile of respondents in terms of school affiliation and gender; the perceived effects of selected customs administration students on the ASEAN Economic Community 2015 in terms of employment and trade facilitation; and tested the significant difference on the perceived effects of ASEAN Economic Community 2015 when grouped according to profile variables. The researchers used a self-made questionnaire as the principal instrument. It was personally distributed to the respondents. The data gathered were tallied, tabulated, interpreted and analyzed using statistical tools such as weighted mean and F-test. Results showed that majority of the respondents were from Batangas State University and most of them were female. The ASEAN Economic Community 2015 had higher impact on trade facilitation of goods and services than on employment of Filipinos and foreign workers; and different schools in Batangas City have different assessment in the perceived effects of AEC 2015.

ASEAN INTEGRATION	BSCA/ 431/ 2015	Dalisay, Prince Darwin C.; Gonzales, Jefferson James U.; Maristela, Lorie Veeh E.; Mercado, Raniel D.; Montalbo, Sonny L.; Villalobos, Julius Ernie D.	Effects of ASEAN Integration	The researchers achieved the following: described the profile of the respondents in terms of length of service, age, sex, educational attainment, civil status and ASEAN 2015 trainings and seminars attended, identified the effects of ASEAN Integration in general, tested the significant difference of effects of ASEAN Integration when grouped according to profile variables and proposed strategies in order to prepare the community to new trade policy. The researchers used a self- made questionnaires in two parts to gather the needed data. Part 1 was about the profile of the respondents and the second was about the possible effects of ASEAN Integration. The study targeted respondents from three different sectors. Thirty respondents were eventually tallied, encoded and interpreted using descriptive and inferential statistics which include frequency distribution, weighted mean and analysis of variance. In addition, all data were computed using PASW version 18 to further analyze the results.
ASIAN TERMINALS, INC.--BATANGAS	BSCA/ 396/ 2013	Agena, LB Rysie C.; Aguba, Jenny Rose L.; Alviar, Cecilia E.; Bausin, Shiela Mae E.; Bautista, Neil Jopet P.; Braza, Lea Recca L.	Safety and Health Standards of Asian Terminals Inc.- Batangas	The study aimed to know about the safety and health standards of Asian Terminals Inc.- Batangas. The researchers described the profile of the employees in terms of their age, gender, civil status and type of work; determined the level of efficiency of safety and health standards to the employees and personnel and proposed a plan of action to enhance safety and health standards implemented on ATI-Batangas. The researcher used the descriptive method of research. The respondents consisted of 14 employees of the company. Majority of the respondents were middle-aged, male, married, dockworkers and found to be working in prime years. The safety and health standards were very efficient however, providing free hospitalization needs to be improved.

ATLANTIC GULF AND PACIFIC COMPANY	BSCA/ 388/ 2012	Cabinian, Jonathan F.; Fondevilla, Emmanuel D.; Frago, Adriane Louie D.; Ramos, Walito Jr. D; Victorio, Marvin S.	The Importation of Atlantic Gulf and Pacific Company Bauan, Batangas: an assessment+D17	This study primarily assessed the importation activity of Atlantic Gulf and Pacific Company of Manila Inc. Specifically it determined the products imported by AG&P, identified the problems encountered and the effects of those problems in the importation of such products, and introduced possible measures in solving those problems. Both library research and documentary techniques were used in the study, a descriptive research using quantitative analysis. The respondents of the study included 50 participants from Import Division of AG&P. The self-made questionnaire was based on the collaboration of ideas of the researchers after asking the respondents in an interview. Results revealed that the most frequent products imported by AG&P were steel, screw, adhesive, bolts, cables, wires, aluminum, conduit, welding equipment, cement, insulators, paints, alloy, heavy equipment, and lighting fixtures. Limited supplier and unexpected weather condition were the problems always encountered of by the AG&P in its importation. The respondents strongly agreed that the delay in the processing of documents is the effect of the problem encountered by AG&P in the importation of its raw materials. Lastly, possible remedies were proposed to adopted to solve the problem encountered in the importation of AG&P.
BABCOCK-HITACHI PHILIPPINES, INC.	BSCA/ 386/ 2012	Demesa, Elaine Rose A.; De Torres, Criselyn B.; De Villa, Erica Mae A.; Diomampo, Carlo A.; Escalera, Airon E.	Preventive Maintenance Employed by Babcock-Hitachi Philippines Incorporated	This study primarily evaluated the preventive maintenance employed by Babcock-Hitachi Philippines Incorporated. It also assessed the utilization of preventive maintenance on the general safety applied by the company in terms of safekeeping in handling imported raw materials; determined the problems encountered by the company employees in terms of warehousing and manufacturing operations; and proposed plan of action to address the problem encountered in handling imported raw materials. The present study was a descriptive research that used quantitative analysis. The respondents of the study were the company employees from the Management and Operations Divisions. The result revealed that preventive maintenance applied by Babcock-Hitachi Philippines Incorporated was almost observed and implemented even though there are some problems that are evaluated regarding the course of their operations. The researchers recommended that BHPI may continuously and strictly utilize their preventive maintenance to further enhance their general safety.

<p>BATANGAS INTERNATIONAL PORT; FREIGHT FORWARDING BUSINESS</p>	<p>BSCA/ 434/ 2016</p>	<p>Torres, Princess Roben M.; Rosales, Rachel Anne R.; Vergara, Kenneth M.; Rivano, Mila Rose V.; Celemen, Maria Sylvia E.; Villaranda, Darling Pearl A.</p>	<p>Effectiveness of Batangas International Port to the Customs Brokerage and Freight Forwarding Business</p>	<p>This study determined the effectiveness of Batangas International Port to the Customs Brokerage and Freight Forwarding Business. Specifically, it determined the profile of the selected customs brokerage and freight forwarding business in terms of age, sex, civil status, position, company and no. of years in service; determine the effectiveness of Batangas International Port in terms of facilities and services; presented the perceived implication of the effectiveness to the operation of Customs Brokerage and Freight Forwarding Business; tested the significant difference on the effectiveness of the facilities and services and effects when grouped according to profile; and proposed action plan in enhancing the effectiveness of facilities and services in Batangas International Port. The researchers used the descriptive method in order to accomplish the objectives of the study. Gathered relevant information and derived data from the 61 respondents from customs brokerage and freight forwarding business in Batangas City. The results revealed that the level of effectiveness of the facilities and services was effective to the customs brokerage and freight forwarding business as it ensured the level of facilities and services much operative and highly improved. The researchers highly recommended to Batangas International Port that they may continue to prepare development program in order to maintain the port equipped with more major and modern facilities and services so that it may serve well more its function.</p>
<p>BATANGAS PORT; IMPORTATION; EXPORTATION</p>	<p>BSCA/ 369/ 2011</p>	<p>Cantal, Emily; Endaya, Maricar; Hebrado, GenaRia; Napa, Ñino Joseph; Perez, Mark Gabriel</p>	<p>Status of Importation and Exportation of Articles in Batangas Baseport</p>	<p>This research work determined the importation and exportation of articles in Batangas Baseport during the calendar year 2010. The researchers used the descriptive correlation method of research to acquire the importation and exportation of articles in Batangas Baseport as of 2010. The respondents of the study were the employees and/or personnel from the Assessment Division, Port Operation Division, and Administrative Office of Bureau of Customs Port of Batangas. From the data gathered, the study found out that there is unstable growth in the number of volume of imports and exports shipped in the Port of Batangas; the most common problem encountered in importation of imported goods, while in exportation is cargoes were not fully loaded on board. Moreover the study revealed that there was a relationship between the problems encountered and the gender of the employees. However, no significant relationship with education as to the problems encountered in importation and exportation was disclosed in the study. Considering the conclusions presented, the researchers highly recommended the Bureau of Customs to device additional procedures and regulations and continues research and technology on how to improve the volume of importation and exportation performance.</p>

<p>BAUAN INTERNATIONAL PORT, INC.; WAREHOUSING OPERATIONS ; AUTOMOBILES</p>	<p>BSCA/ 427/ 2015</p>	<p>De Villa, Nemesio E. jr.; Enriquez, John Carlo A.; Galleta, Nicco D.; Hernandez, Kim H.; Marasigan, John Kennth E.; Silang Dexon Rey.</p>	<p>Problems encountered in the Bauan International Port, Inc. (BIPI) in warehousing of brand new automobiles</p>	<p>The objective of the study was to familiarize the operations of BIPI in warehousing of brand new automobiles. More specifically, it aimed to describe the profile of the respondents; determined the problems encountered in the warehousing operation. Tested the significant difference on the problems encountered when grouped according to profile and proposed plan of action to address the problems encountered. This study used the descriptive research to see the operation of BIPI upon warehousing of brand new automobiles. The proponents gathered information through questionnaire and other resource materials such as magazines, books and internet. The following conclusions were drawn based on the findings of the study : Most of the employees of BIPI belong to the age 46-50, married, male, belonged to the technical unit, college undergraduate and have worked in the company for four years below; BIPI often encountered problems regarding availability of port facilities; there was commonality in the answers of the employees of BIPI with regard to the problems encountered; and proposed plan of action was formulated to lessen the problems encountered in warehousing operations.</p>
<p>BROKERAGE FIRM, CUSTOMS BROKERS, BROKERAGE FIRM , SHIPPING DOCUMENTS</p>	<p>BSCA 359/ 2010</p>	<p>Dotado, Rechie U.; Dueñas, Rochelle C.; Enriquez, Roy M.; Gutierrez, Fe M.; Labrador, Ma. Gillynda G.</p>	<p>Operations and Procedures in the Processing of Shipping Documents in the Bureau of Customs by the Selected Brokerage Firms</p>	<p>This research determined the operations in the processing of shipping documents in the Bureau of Customs by the selected brokerage firms. The study used both library research and website. Self-made questionnaire was used as the main basis in the conduct of the study with 57 participants form selected brokerage firm in Parañaque City. The result revealed that the operations and procedures of processing shipping documents were effectively managed by the brokerage firms in Parañaque had encountered. Likewise, the breakdown of the server while filing documents through computer was complex situation experienced by the brokerage more especially by following up the necessary documents, transmittal of the documents on the given period of the time and the proper communication with the shipping lines. Customs brokerage firms in Parañaque provided a great help not only in the part of the importers but on the economy as a whole despite of some problems they encountered. Brokerage firms were intermediaries or they acted as agents on behalf of their client, processed papers and documents as well as releasing cargoes from the customhouse and do the things pertaining legal matters on importation and exportation.</p>

BROKERAGE FIRM; BUREAU OF CUSTOMS	BSCA/ 430/ 2015	Dimaano, Diane Christine A.; Agojo, Kean Matthew D.; Alvez, Jerome L.; Bautista, Cindee Mae A.; Delos Reyes, Angielyn C.	Level of Compliance of Selected Brokerage firms to the import and export requirements and its effect to the operational performance of BOC	This study aimed to measure the level of compliance of selected brokerage firms to the import and export requirements and its effects to the operational performance of the Bureau of Customs. Specifically, it aimed to determine the level of compliance to the import requirement likewise to the export requirements; to determine the effects of the level of compliance of selected brokerage firms to the import and export requirements; to test the significant relationship between the level of compliance and its effects to the operational performance of BOC; finally, to propose a plan of action to improve the operational performance of the BOC. It was concluded that the import and export requirements were often complied; the effects of the level of compliance to the operational performance of BOC were strongly disagreed; the problems in the level of compliance were sometimes encountered; and a proposed measure was formulated to address the problem encountered.
BROKERAGE FIRM-- ELECTRONIC SYSTEM	BSCA/ 375/ 2011	Leones, Ermie M.; Lazano, Kristine M.; Maligaya, Jonas Carlo C.; Masangcay, Jeanrich M.; Mendoza, Frank Kelvin A.	On-Line Release System and Its Effect to Operation of Selected Brokerage Firm	This study primarily determined the key process of On-Line Release System and the effects of the operational activities to existing brokerage firms. It also determined the effects of the On-Line Release System in operation of the selected brokerage firm; identified the most common problems they encountered using OLRS and suggested some measure that can improve the system. The study used both library research, website and with questionnaire. The results revealed that the BOC provided telecommunication facilities and necessary infrastructure in enabling electronic lodgment of entries via the internet through the Value Added Service Provider which is called ACOS. ACOS streamlined the BOC's core processes especially in releasing goods using OLRS Lodgment of entries through this system can monitor the cargo's status all throughout the clearance and release process, and promoted paperless procedure in customs processing. Online Release System streamlined the process of releasing goods. The cargo release instruction from ACOS OLRS to the transit facility operator. The release instruction message was generated by the Payment Application System as soon as the declaration is electronically tagged that the duties and taxes have matched the payment made through the Authorized Agent Bank. Customs brokerage personnel cannot easily adapt to newly adapted system. Inhouse training was conducted to train customs brokerage personnel for efficiency and effectiveness.

BUREAU OF CUSTOMS	BSCA/ 391/ 2013	Belo, Irish Diane H.; Bolor, Alfred A.; Boongaling, Rheabeth R.; Bundalian, Ivan C.; Carandang, Sarah Jennifer A.	Problems Encountered in the Releasing of Donations by Bureau of Customs (BOC): Basis for Enhancement of the Operations	The study identified the problems encountered in the releasing of donations by BOC. It determined the level of awareness in the process of releasing, identified the problems encountered, determined the effects of the problems encountered concerning the BOC's operations and proposed measures to enhance BOC's operations. This study was a descriptive research that used quantitative analysis. The respondents of the study were the customs personnel of BOC-Batangas. The results revealed that the BOC employees were aware of the over-all process on the releasing of donations by the BOC. The study came up with the fact that there is overstoring of donations due to delayed submission of documents and the problems in the process of releasing. It was recommended that the BOC may conduct seminars for the personnel in charge with the process of releasing donations to be more efficient in doing their tasks and may conduct regular briefing and orientation for the donees about the required document for the release of the donations to insure for the effective implementation of process in releasing donations.
BUREAU OF CUSTOMS	BSCA/ 404/ 2013	Malaluan, Catherine C.; Adan, Harrold A.; Aguilar, Frances Anne A.; Emmanuel, Fernando John H.; Florendo, Neizel S.; Macalintal, Benjamin Omar L.	Disposition of Abandoned and Forfeited Articles in the Bureau of Customs, Port of Batangas	In most countries, Customs officials inspect the incoming cargoes to avoid congestion at the Port of Entry. The Bureau of Customs through their officials, by virtue of the authority vested by law in compliance with pertinent customs, laws, rules and regulations, has the authority to make seizure and forfeiture. The Collector shall forfeit any vessel or aircraft, cargo or any other movable property, subject to forfeiture or liable for any fine imposed when such power to be exercised in conformity with the law and the provision of the Tariff and Customs Code of the Philippines. This study assessed the disposition of abandoned and forfeited articles in the Bureau of Customs, Port of Batangas. Specifically, it evaluated the status and manner of disposition of abandoned and forfeited articles at the Bureau of Customs, Port of Batangas; determined the reasons of abandonment and forfeiture of articles; proposed an action of abandonment and forfeiture of articles; and proposed an action plan in enhancing the disposition of abandoned and forfeited articles. The researchers used the descriptive research in the conduct of their study. Respondents were ten (10) employees or 100% of the Bureau of Customs connected to disposition of abandoned and forfeited articles. Questionnaire and documentary analysis were the major instruments which were utilized in the data gathering for the study.

BUREAU OF CUSTOMS; REVENUE COLLECTION	BSCA/ 385/ 2012	Recinto, Aires S.; Salazar, Charleen P.; Sarmiento, Jean Rose C.; Trinidad, Maureen Clemence D.; Villena, Zyrra Yvonne A.	Revenue Collection of the Bureau of Customs at the Port of Batangas for the Fiscal Year 2006-2010: A Comparative Study	<p>The researchers determined the Revenue Collection of the Bureau of Customs at the Port of Batangas for the Fiscal Year 2006-2010. The present study used both library and documentary analysis on the actual and target collection of the Bureau of Customs. The respondents of the study were the employees and/or personnel from the Assessment Division, Port Operation Division, Enforcement and Security Service Division, Administrative Division, Bonded Warehouse Division and Collector's Office. The results revealed that the Bureau of Customs achieved its target collection on the year 2006 and did not meet its target from 2007-2010. The main contributory factor in the increase of the revenue collection is the Dollar Appreciation of the Exchange Rate. The Low Volume of Importation is main contributory factor to the decrease of revenue collection. Unable to reach the target collection comes out to be the major factor regarding the problems encountered by the bureau. Considering the conclusions presented, the researchers highly recommend the Bureau of Customs to have a more frequent review of their policies, laws, and regulations in the imposition of customs duties, taxes and other charges that affects the low volume of importation. Moreover, a careful study and review of the present free trade agreements may be conducted to determine if it is a contributory factor to the increase or decrease of th revenue collection of the Bureau of Customs.</p>
BUREAU OF CUSTOMS, X-RAY MACHINES, SHIPMENTS	BSCA/ 381/ 2011	Mowaje, Jessa M.; Olano, Leo T.; Pasia, Chereen Kaye F.; Ronolo, Rodelito B.; Semira, Steven Renan R.	Effectiveness of X-ray Machines to the Operational Procedures of the Bureau of Customs, Port of Manila	<p>This study identified the highly implemented operational procedures scanning shipments. Secondly, it determined the level of the effectiveness of the X-ray machines. Lastly, proposed plan of action to enhance the operational procedures with the use of x-ray machine. The present study used both library research and website. The first part of questionnaire was adopted from CMO No. 6-2007 and the other part was self made. Personal interview was conducted for additional data and information necessary. The result revealed that highly implemented operational procedures was inspect the scanning image and if suspected shipments the entry shall stamp regular while stop the scanning image if detects any radioactive materials is at least. Facilities the clearance of imported articles obtain the highest rank in the effectiveness of X-ray machine. This showed, that it ensured the shipments for faster release and clearance that would not lead to port traffic. In order to improve the operation procedures with the use of x-ray machines the proposed plan may be tried and evaluated to determine its viability to provide optimum service for the transacting public in the Bureau of Customs.</p>

BUREAU OF CUSTOMS; INTERNATIONAL ORGANIZATION FOR STANDARDIZATION	BSCA/ 415/ 2014	Puzon, Kevin Nico N.; Cuesta, Riza C.; Geroleo, Aicah Marie C.; Jara, Rotz M.; Laborada, Sandra Mica V.; Miranda, Eunice A.	Effects of ISO 9001:2008 Accreditation to the Performance of Bureau of Customs, Port of Batangas	The study assessed the International Organization Standardization (ISO) Accreditation of the Bureau of Customs, Port of Batangas. Specifically, it determined the effects of the ISO Accreditation to the performance of the employees, operations, and services of the port of Batangas; and proposed measures that can be used for continuous improvement of the Port of Batangas. This study used the descriptive type of research of the Bureau of Customs, Port of Batangas. A modified questionnaire was used as the principal instrument. Statistical tools such as frequency and weighted mean ranking and ranking of position were used to treat data. The overall findings showed that the employees conformed with the expected positive outcome of the accreditation. Employees also showed their seriousness in sustaining high standard operational performance and the customs officers are very much eager to render services enthusiastically, but it also revealed that there are still some problems that affect the performance of each employee in the agency. With the mentioned problems, it implies that the Bureau of Customs in Port of Batangas in Port of Batangas need more innovations for the continual improvement of their system and for the benefit of the customers.
BUREAU OF CUSTOMS; PORT OF BATANGAS	BSCA/ 417/ 2014	Caya, Bernadette Jane D.; Boseta, Maverick M.; Calapati, Joan Keizl; Coliat, Maycey B.; Robledo, Jandel B.	Satisfaction on the Modernization of Bureau of Customs, Port of Batangas	The study assessed the satisfaction on the modernization of Bureau of Customs, Port of Batangas. The objectives of the study are to identify the improvement on the services rendered, infrastructure, equipment and facilities; to determine the level of satisfaction of the improvement as perceived by the employees and clients; and to test the significant differences on the responses of the respondents to the two sets of questionnaires to the satisfaction on the modernization of Bureau of Customs. The present study is Administrative Division, seven (7) employees from Assessment Division and thirty two (32) employees from port of Batangas. In over-all assessment the respondents on the improvement of Port of Batangas was the same while on its satisfaction to modernization differs. The researchers recommend that Bureau of Customs may adapt more features needed for the benefits of employees and clients identified problems may be reviewed for immediate action.

BUREAU OF CUSTOMS; PORT OPERATIONS	BSCA 344 / 2010	La Madrid, Julie M.; Macalalad, Jhojannes B.; Macausig, Cheryl M.; Marasigan, Maridette M.; Deomampo, Kennmark Joseph B.	Difficulties Encountered by the Port Operation Division Personnel in the Performance of Their Duties at the Bureau of Customs, Port of Batangas	This paper aimed to determine the difficulties encountered by the Port Operation Division personnel in the performance of their duties. Survey and questionnaire was utilized by the researchers in order to come up with the data needed. The results revealed that the functions of the Division had always been carried out by its employees. In every organization, problems may arise and cannot be avoided but proper measures must be implemented. Strict implementation of rules, laws and regulations must be exercised. This study focuses on functions, problems and measures of the Port Operation Division. The data were gathered from participants of the said Division consisting of Customs Inspectors, Guards and other persons concerned. Result revealed that the functions of the Bureau of Customs, Port Operation Division had been carried out at all times. This Division is not exempted in having problems such having conflict with the other member of the boarding party and difficulty in distinguishing official character. If there are problems, there are measures taken to remedy such problems like proper coordination with the boarding officials and wearing of proper uniform and identification.
BUREAU OF CUSTOMS; REVENUE COLLECTION	BSCA 345 / 2010	Piong, Richelle H.; Reyes, Cheryl M.; Silva, Renicca Joy P.; Pural, Zeresse S.; Rezaba, Jairus M.; Areglado, Mhelmar	Status and Problems encountered in the revenue collection of the Bureau of Customs in the Port of Batangas for Fiscal Year 2005-2007.	This study determined the problems encountered in the revenue collection of the Bureau of Customs in the Port of Batangas for Fiscal Year 2005-2007 thru library research and documentary analysis on the annual and target collection for the year 2007. However the year of 2005 and 2006 exceeded its target collection. Swifter submission of complete documents by importers/brokers for speedier and collection of customs duties are the main contributory factors in the publication of export value through dissemination of customs employees. Lack of regular updates publication of export value through dissemination of customs employees and brokers were the main contributors to the decrease of revenue collection. The problems encountered in the revenue collection was technical smuggling. The increase in revenue collection was significantly related to the problems encountered by the Bureau of Customs.

BUREAU OF CUSTOMS-- INNOVATIONS	BSCA/ 432/ 2015	Barlis, Jherald E.; Amurao, James B.; Humarang, Christian V.; Bischocho, John Paul T.; Bitang, Tirso A.; Bagunas, Aldrin M.	Effectiveness in the Implementation of Technological Advancement of the Bureau of Customs, Port of Batangas	This paper determined the effectiveness in the implementation of technological advancements of the Bureau of Customs, Port of Batangas in terms of software utilization, work productivity, ease of use and security, and identified the problems encountered in the implementation of technological advancements of BOC. The researchers used the descriptive method to evaluate the effectiveness in the implementation of technological advancements of the Bureau of Customs, Port of Batangas, using research questionnaire as the main instrument in data gathering. It was concluded that the BOC Port of Batangas was effective in carrying their operations in the implementation of technological advancements in terms of software utilization, work productivity, ease of use and security. The BOC Port of Batangas was in good status in their implementation of technological advancements and employees are physically and mentally fit to handle the technological advancements of the BOC. It was recommended that BOC, Port of Batangas may have computer tutorials among employees in order for them to cope with the fast changing world of technology; should have a research regarding effective measures that help minimize the cost of maintenance; there is a need to consult an expert in terms of upgrading and improving the facilities that use technology instead of hiring non-experts that will double the cost of labor and should have a designated one person/group who will handle the confidentiality of information. To have a regular update and communication to the National government, so that the government will know the support needed by the BOC for the improvement of transactions with their clients .
BUREAU OF CUSTOMS-- MODERNIZATION ; CUSTOMS REFORMS	BSCA/ 393/ 2013	Salcedo, Norie Joy M.; Torres, Queen Anne M.; Valdez, Nhevel B.; Villanueva, Jan Marian M.; Zaraspe, Carrah Camille P.	Customs Reforms and Modernization in the Bureau of Customs, Port of Batangas	This study described the Customs Reforms and Modernization at the BOC, Port of Batangas. Results revealed the implementation of the modernized system like the ACOS, E2M, VASP, brought an effective impact in the operation of the Port. Moreover, the study showed the improvement in the quality services rendered by the BOC, the office ensured the 100% collection of duties and taxes and lessen red tapes due to transparency of the document processing; the BOC facilitated release of valid shipments; barricaded the admission of and anti-social goods and made the workers feel more at ease with their job. Thus, the results divulged the most common problems encountered by the BOC, slow processing of data by the worker due to adaption of modernized system; causes of confusion to the clients and slows down filing of documents due to changes; incompleting documentary requirements for the registration of the vessels and requirements for the registration of vessels and required big budget in maintaining the new upgrading system. In order to obstruct the existing problems being faced by the BOC, the proposed plan that may be exercised, tried and evaluated to determine its viability to avoid such problem.

BUREAU OF CUSTOMS--PORT OPERATIONS	BSCA 356 / 2010	Dellen, Learni S.; Bacani, John Kristoffer C.; Batajao, Lou Maureen P.; Faner, Princess F.; Illustre, Bernadine A.	Operational Problems Encountered in the Port Operation Division, Bureau of Customs, Port of Batangas	The main focus of the study determined the operational problems encountered in the Port Operation Division. The researchers answered the following questions: profile of the respondents in terms of gender, age, civil status, length of service, position, and highest educational attainment; the reaction of the respondents to the operational problems encountered in the Port Operation Division. Significant relationship between the profile of the respondents and the problems encountered. The researchers used the descriptive type of research in gathering the information on the relationship between the profile of the respondents, in terms of gender, age, civil status, length of service, position, and highest educational attainment and the problems encountered in the Port Operation Division. The respondents of this research were the 100% of the total population of the employees in the Port Operation Division consisting of Chief of the Port Operation Division, 1 Deputy Collector for Operation, 2 Boarding Officers, 2 Customs Operation Officers, 11 Customs inspectors and 30 Customs Guards. Customs Officers in the Port Operation Division, Bureau of Customs are qualified for their assigned position, male with an age bracket ranging from 41 years old and above, married, college graduates, and served the division for 1-10 years. According to the respondents, the most encountered problem was the delay of the arrival of vessels due to necessity that affects the job performance of the Customs Officers.
BUREAU OF CUSTOMS--PREVENTIVE MEASURES ; PORT OF BATANGAS; SMUGGLING	BSCA/ 405/ 2014	Villanueva, Chato May J.; Firme, Cel-Anne T.; Manalo, Mark Gerald V.; Montalbo, Kathlyn V.; Suico, Vladimir Von M.	Preventive Measures Adapted by the Bureau of Customs, Port of Batangas: An Assessment	The research assessed the preventive measures adapted by Bureau of Customs, Port of Batangas against smuggling. Specifically, assessed the level of effectiveness of the preventive measures adapted; identified the problems encountered in the implementation of the preventive measures; tested the significant relationship between the level of effectiveness and problems encountered as perceived by the two groups of respondents and; proposed action plan to address the level of effectiveness of the preventive measures adapted. The researchers prepared a questionnaire based on the information gathered and personal interviews conducted with the employees in order to gather data and information that were used throughout the formulation of the study. After validation the researchers started distributing the questionnaires to the respondents. Results were analyzed and interpreted using the Statistical Version 17.0 statistical analysis software package.

BUREAU OF POST-- ELECTRONIC SYSTEM	BSCA/ 428/ 2015	Robledo, Sarah Mae E.; De Villa, Mariel D.; Lasat, Lizelle D.; Leofando, Krazelle Ann A.; Ligaya, John Kervin M.; Uayan II, John Rich Jesus	Enhancement in the supervision and control of handling of foreign mails arriving in Manila through electronic to mobile (e2m) system	The paper provided information about the benefits of Electronic to Mobile (E2M) system in handling of mails in the Bureau of Post. The study made use of descriptive method and utilized a questionnaire. The participants of the study were 61 staff of Bureau of Customs who usually handled the foreign mails arriving in PHLPPost. The management allows only minimum number of employees because they are busy. Majority of the respondents were 30-39 years old, married, females, and have worked in the institution for 4-6 years. The respondents always supervised and controlled their mails using the E2M system. They often encountered problems in implementing the E2M system. An enhancement program was proposed to level up the performance of handling foreign mails. It was recommended that each customer will be given flyers, or information of how the post handles the mails so that they will have an idea of foreign mails. The customers must have online tracking of their mails and parcels that is real time. There should be customers service or technical assistance who can also track the parcel where the customers can call and ask for assistance. A future study was recommended using other variables to determine the supervision and handling of foreign mails using the E2M system.
BUREAU OF QUARANTINE	BSCA 350 / 2010	Gamboa, Maria Apple M.; Gloria, Joselyn A.; Hernandez, Reymundo C.; Hernandez, Ronald M.; Hilario, Jeffrey I.	The conduct of Inspection by the Bureau of Quarantine in the Port of Batangas	The researchers determined the profile of the Bureau of Quarantine in terms of objectives/function; number of personnel and funding; the extent of inspection done by the Bureau of Quarantine over foreign vessels and found the problems encountered by the personnel of Bureau of Quarantine in their operation. This study was a descriptive research which used weighted mean thru a set of questionnaire in coming up with the data needed. This was composed of two parts. First, for the extent of inspection by the Bureau of Quarantine and the other one for the determination of problems encountered by the said Bureau. The result revealed that implementation on function on port quarantine regulation by the official of the Bureau of Quarantine by the incoming vessel were highly observed and was done by the best of their capabilities. The result also revealed that the official of the Bureau of Quarantine encountered much problems about the expiration of quarantine clearance.

CARGO HANDLING SECURITY; PORT OF BATANGAS	BSCA / 416/ 2014	Montejo, Roofa Genn Q.; Briguela, Michelle R.; Fajilagutan, Nina D.; Morris, Jordan G.; Reña, Regine C.	Cargo Handling Security Employed by Port of Batangas: an assessment	This study identified the level of implementation of cargo handling security employed by Port of Batangas. Specifically, it assessed the level of effectiveness of cargo handling security; determined the effects of the level of effectiveness of cargo handling security in the overall operation of Bureau of Customs and proposed an action plan to enhance the cargo handling security employed by Port of Batangas. The present study used a descriptive method with a questionnaire based on the information gathered and personal interviews conducted as a data gathering instrument. Respondents of the study were thirty (30) Customs Brokers determined by quota sampling who represented the importers and exporters with the level of implementation of cargo handling security was properly implemented in order to prohibit unlawful acts inside the port. The level of effectiveness of cargo handling security in the overall operation of the BOC was considered affecting as it gained trust and loyalty from the clients. The researchers highly recommended to continuously tighten the security at the Port of Batangas in order to preserve the integrity of the cargo for the protection of the interest of their clients. Based from the findings, conclusions are hereby drawn: The cargo handling security employed at the Port of Batangas was assessed as implemented. The respondents believed that the level of cargo handling security was assessed as effective. The effects of level of effectiveness of cargo handling security are considered affecting. The HR may make a suggestion box and encourage the importers, exporters and brokers to participate for the better implementation of cargo handling security and security personnel may update and try to add higher security procedures to enhance cargo handling security.
CARGO HANDLING SERVICES; PORT OF BATANGAS	BSCA/ 402/ 2013	Cabungcal, Mechelle; Aguila, John Aristotle; Ibo, Lawrence; Tonquillo, Nerrylene; Tarcelo, Laidiely	Cargo Handling Services in the Port of Batangas	This study was conducted to determine the appropriate cargo handling service of the Port of Batangas provides, assess the cargo handling service of the Port of Batangas and to propose plan of action to enhance its the cargo handling services. The researchers used descriptive method in order to accomplish the objectives of the study, to gather relevant information and derived their data from the 30 respondents are reliable sources of information and likewise knowledgeable in the topic under study. the results revealed that the PPA provides arrastre services sometimes while stevedoring services as often because the residents are not regularly importing and exporting cargoes in the Port of Batangas while evaluation of Cargo Handling Services in the Port of Batangas is considered as effective. In this regard, a plan of action was designed to enhance the cargo handling services for better researchers highly recommend to maintain and update acquisition and availability of all the necessary equipment and facilities for better development and efficiency be used during arrastre and stevedoring services.

CARGOES--PUBLIC AUCTION	BSCA 354 / 2010	Arce, Precious P.; Atienza, Princess Tanya R.; Atienza, Joeann Kathlene N.; Cataquiz, Christalline R.; Pintor, Arline L.	Disposition of Imported Cargoes through Public Auction	This research provided adequate information about the rules and regulations of public auction and the implication of this to Bureau of Customs particularly to the generation of revenue. It was also necessary to undertake the investigation because the researchers believed of having a strict implementation, of the rules and regulations of public auction in the attainment of the Bureau's goals and objectives. The main focus of the study was to determine the level of observance of the employees regarding rules and regulations in the disposition of imported articles through public auction. This will somehow helps the government in the generation of the revenue and for its protection.
COAST GUARD STATION	BSCA 347 / 2010	Espina, Cindy A.; De Ocampo, Jennifer A.; Ebreo, Gelbert D.; Fabella, Kenneth Patrick F.; Delos Reyes, Nikko A.	Problems Encountered in the Monitoring and supervision of domestic vessels by the PCG in Batangas City	This study identified the problems encountered in the monitoring and supervision of domestic vessels in Batangas City. The present study issued a structural descriptive design also known as the statistical method. The method was used to describe data and characteristics about the population or phenomenon. The results revealed that the Coast Guard Station Batangas major problems was the uncontrolled weather conditions which made it difficult for them to accomplish their operation that dealt with the safety of the vessel and sea territory. In addition, it was also related to the inadequate rescue equipment and facilities that resulted to the difficulty of the PCG in performing their operations because of the lack of rescue equipment especially in emergency operations during bad weather conditions. Therefore the contributory factors on problems encountered by the PCG were significantly related to each other.
CUSTOMS ADMINISTRATION GRADUATES	BSCA 342/ 2010	Banaag, Jeny Vi L.; Bantugon, John Paul B.; Benedicto, Ionlyn A.; Cabio, Jose Melchor G.; Caringal, Mark Ervin M.	Employment of Customs Administration Graduates of the Lyceum University	The Lyceum of the Philippines University after showing viability of Customs Administration offered of Science in Customs Administration in 1982 with an initial enrolment of 195 students. The university proved its worth by producing board topnotchers and passers owing to be home quality graduates particularly in the field of Customs Administration. LPU in this context, aimed at producing graduates assured of being equipped to pass the licensure examination to be employed in a career in customs brokerage firms, in the import and export industries and logistics and freight forwarding companies. To an individual learner, it is not enough that he only finished the course that he is taking. Graduating from college is not to be considered as an end of success but rather should be treated as the beginning of one's accomplishment. It is important for a student that after finishing his studies, he finds a job where he can apply the knowledge and skills learned from his chosen profession. This is referred to as employability. Possessing a high degree of career confidence tends to report graduates who can market themselves effectively and, therefore, enhance their perceptions of their career success. This will somehow be a coping resource that is likely to increase student's employability and develop high level of indicators of career success; thus, deemed necessary to undertake this research.

<p>CUSTOMS ADMINISTRATION-- CURRICULUM; CUSTOMS ADMINISTRATION-- STUDY AND TEACHING; OUTCOMES-BASED CURRICULUM</p>	<p>BSCA/ 420/ 2014</p>	<p>Bathan, Johnel; Cabrera, Kenneth; Calderon, Kathleen, Husmillo, Jerome Ralph; Laco, Baby Shanne; Mague, Princess</p>	<p>Evaluation of Bachelor of Science in Customs Administration Curriculum: an input to outcomes-based curriculum</p>	<p>This study evaluated the Bachelor of Science in Customs Administration curriculum. More specifically, assessed the curriculum in terms of philosophy, objectives, learning experience, course content and assessment and tested the significant difference on the assessment on BS Customs Administration Curriculum when grouped according to institutions. This study revealed that the alumni of different schools learned from this curriculum and appreciated the efforts that the professors thought and gave to them. The students perseverance in achieving good academic performance matters most. Based on the recommendations, Customs Administration curriculum should be improved for better in the future. Educators should motivate the students and gives aspirations for them to realize the true meaning of their goals and priorities in life. School should utilize evaluation results on students and teachers to determine the teacher's effectiveness in teaching and the students capacity in learning things.</p>
<p>CUSTOMS ADMINISTRATION-- STUDY AND TEACHING</p>	<p>BSCA 348 / 2010</p>	<p>Aala, Arlene; Advincula, Reymon; Atienza, Jayson; Atienza, Jamieer; Bahala, Jayson</p>	<p>Attitudes of BSCA Students at LPU-Batangas towards their professional subjects: Basis for strategic teaching</p>	<p>The study aimed to determine the attitudes of BSCA students of LPU-Batangas towards their professional subjects with the following objectives : To know the status of BSCA students as to age, gender, year level, major subjects taken; to identify the attitudes of the students towards their major subjects in terms of subject, professor, classroom management; to determine if there is a significant relationship between the profile of the students towards major subjects and lastly to identify the measures can be propose to enhance strategic teaching. This study used descriptive method to find the attitudes of the students. In gathering data, questionnaire was used which consist of two parts: Part I determine the profile of the students including age, gender, year level and major subjects, Part II consist of questions regarding the attitudes of the students towards their mojour subjects. The study revealed that the students have a positive attitude towards their major subjects and to the subject matter itself, their professor and classroom management. The study also found out that the attitudes of the students as well as their performance towards their professional subjects should not only focus on the students itself, to the teachers but also to the school specifically to the department since the department's main goal is to mold the students and develop students skills and capabilities in preparation for their future. Lastly, there is significant realtionship between the profile of the students in terms of age and year level against their attitudes towards their major subjects because a younger person is entirely differently from an older one in terms of expectations in life.</p>

CUSTOMS BROKERS LICENSURE EXAMINATION ; STUDENTS--SKILLS	BSCA/ 394/ 2013	Lopez, Jose Alfonso M.; Lucero, Ivy Mariz M.; Magtipon, El-Yeska Mari P.; Marasigan, Reighnaleen G.; Maulion, Maricon J.	Skills Preparedness Among Students Taking Customs Brokers Licensure Examination	This research work assessed the skills preparedness of Customs students of LPU in taking the Customs Brokers Licensure Examination (CBLE). The researchers used the descriptive method of research and utilized a structured questionnaire as main tool in gathering information. Researchers used the following statistical tool in order to interpret the result of the study: frequency distribution in order to identify the profile of the respondents and weighted mean to assess the skill preparedness of the students. The reseachers concluded that the students deemed themselves prepared to utilized their skills in taking the CBLE.
CUSTOMS INSPECTORS; CUSTOMS GUARDS	BSCA 355/ 2010	Labitigan, Mary Jane Z.; Cabel, Arjel Joseph A.; Guillermo, Lyra Nica A.; Hutchison, Yacinth Ivy D.; Venturanza, Arvin Joseph D.	Problems in the Implementation of the Duties and Responsibilities of Customs Inspectors and Customs Guards in the Bureau of Customs, Port of Batangas	This research provided adequate information about the duties and responsibilities of Customs Inspectors and the implication of this to the Bureau of Customs particularly to the duties and responsibilities of Customs Inspectors and Customs Guards in the Port of Batangas. The researchers believed that this study was necessary in having a strict implementation of the duties and responsibilities of Customs Inspectors in the attainment of the Bureau's goals and objectives. This also identified the frequency the problems encountered by Customs Guards in the implementation of their duties and functions were met.
CUSTOMS SUBJECTS--STUDY AND TEACHING	BSCA/ 403/ 2013	Custodia, Arlene; De Villa, Angelica; Del Mundo, Beverly; Delos Reyes, Queenie; Fadriquelan, Annie Carl	Difficulties Encountered by Senior Students in Customs and Tariff Subjects	This study determined the "Difficulties Encountered by Senior Students in Customs and Tariff Subjects". Specifically, it assessed the academic performance in customs and tariff subjects, determined the difficulties encountered by senior students in terms of teacher factor, student factor and subject matter; and identifid which factor is contributory to the difficulties encountered by senior students in their major subjects and lastly to propose measures to address the difficulties encountered by senior students in their major subjects. This study used descriptive method to find the difficulties of senior students. In gathering data, a questionnaire was used which consist of two parts: academic performance and questions regarding the difficulties of students in terms of professor factor, student factor and subject matter. It was revealed that students were able to maintain high grades in both customs and tariff subjects which mean that they are interested in studying BS Customs Administration. The student's perseverance into achieving good academic performance matters most. The study also found out that not one from the given variables encountered by the senior students in studying the said subjects. Thus, the College of Business Administration may strengthen the orientation of subjects to be taken by the students for them to be aware and to cope with the academic requirements.

CUSTOMS-- ELECTRONIC SYSTEM	BSCA / 363 / 2010	Liwag, Jizelle I.; Madlangbayan, Analyn M.; Mago, Bea Marynoille B.; Manalo, Danna Wrena M.; Manalo, Elonah Jean M.	Implementation of Electronic-to-Mobile System to selected Customs Brokerage in Manila and Batangas	The study aimed to provide more information about e2m that will be beneficial to students studying e2m, firms using e2m, and the government which implemented the e2m Customs project. The objectives of the study were to provide an overview to selected brokerage in Manila and Batangas of the CMO 27-2009 which governs the implementation of e2m; to determine the factors for the modification of the old or manual system; to determine the effects experienced prior to the implementation of e2m; to ascertain the problems encountered in the intial implementation of e2m; and to propose measures for continuous improvements with regards to the operation of the e2m Customs system. A self-made questionnaire was utilized as the main tool in gathering data. It includes both qualitative and quantitaive analyses to ensure that the study would deliver the best if not the most accurate outcomes as possible. Thus, the results revealed that the Bureau of Customs did succeed in its target of providing a globally competitive service through paperless and express transactions in the lodgment of entries and release of shipments. Although there were a few problems encountered, mainly external factors, in using the new system, still its clients responded positively. Hopefully, in the long run, the BOC would act in response to these problems.
CUSTOMS-- ELECTRONIC SYSTEM	BSCA/ 379/ 2011	Serrano, Annabelle L.; Tamayosa, Romualdo Jr. D.; Valencia, Richter L., Ysa-al Gilbert F.	Evaluating the Implementation of Electronic to Mobile (E2M) System in Selected Brokerage Firms in Manila	This research provided information about e2m beneficial to students studying e2m, firms using e2m, and the government implement e2m Customs project. The objectives of the study were to determine the positive and negative effects of the Electronic to Mobile (e2m) system in collection; to know the difficulties encountered by the selected brokerage firm in adopting of the e2m; and to propose a plan of action in order to lessen difficulties in the operation of e2m system. A self-made questionnaire was utilized as the main tool in gathering data. It includes both qualitative and quantitative analysis to ensure that the results revealed that the Bureau of Customs did succeed in its target of providing a globally competitive service through paperless and express transaction in the lodgment of entries and release of shipments. Although there were a few problems encountered, mainly external factors, using the new system, still its clients responded positively. Hopefully, in the long run, the BOC would act in response to these problems.

<p>CUSTOMS-- ELECTRONIC SYSTEM; RELEASE OF SHIPMENT</p>	<p>BSCA / 371/ 2011</p>	<p>De Ocampo, Junesa Mae L.; Andal, Danica Jessa R.; Endaya, Vencint V.; Mangubat, Alyssa Mari M.; Reyes, Mary Jane D.; Salazar, Maria Catherine S.</p>	<p>Effectiveness of e2m-On-Line Release System (OLRS) in the Operations of the Bureau of Customs in Batangas International Port</p>	<p>This study described the effectiveness of e2m-On-Line Release System (OLRS) in the Operations of the Bureau of Customs in Batangas International Port. The study was a descriptive research that used quantitative analysis. The respondents of the study were the employees from the Bureau of Customs in Batangas International Port and the brokers and importers affected by the study. Results revealed that in general, the implementation of the e2m On Line Release System brought an effective impact in the releasing of shipments in the Bureau of Customs, Port of Batangas. Moreover, the study revealed that the most common problem encountered comprised to delayed processing of documents as internal factor and outdated hardware as external factor. Based from the pertinent findings and conclusions, dissemination of e2m both for brokers and clients nationwide wherein the On Line Release System was a very important component in terms of the releasing of cargoes. Thus, the results revealed that the Bureau of Customs did succeed in its target of providing a globally competitive service through paperless and express transactions in the lodgement of entries and release of shipments.</p>
<p>CUSTOMS-- EXAMINATIONS</p>	<p>BSCA / 399/ 2013</p>	<p>Pelayo, Isrhael; Cuerdo, Ivy Clarizz; Raitis, Hannah Pamela; Villanueva, Jenelyn; Vergara, Jan Megan</p>	<p>Comprehensive Examination and Final Grades of LPU Customs Students: a Correlational Analysis</p>	<p>This study correlated the comprehensive examination with the final grade of the customs students in Tariff and Customs subjects. More specifically, it assessed the results of the respondent's comprehensive exam taken during Level 3; identified the respondents grades of Tariff and Customs subjects and determined the significant relationship between the comprehensive examination results and their final grades. The researcher employed descriptive correlation design where the data were gathered through the help of the college who provided the records of the students. Also, an interview to further assess the result of the comprehensive examination from the College of Business Administration was used. Based on the findings, conclusions were hereby drawn: The result of the comprehensive examination taken in level 3 did not meet the expected outcome, the Customs subject reflected satisfactory grade; however, Tariff subjects showed that grades rate average partly due to poor study habits among students and the results of comprehensive examination do not correlate with the final grades in tariff and customs. Therefore, the College Dean of the Business Administration may sit down with the Department Chair of Customs Administration together with their faculty to review the type of comprehensive examination, item analysis may also be considered, the students should develop study habits on Customs and Tariff subjects as part of the preparations for the Comprehensive Examination. The existing grading system may be re-evaluated to meet the standard requirement of Professional Regulatory Commission. Other researchers may re-assess the results using the same variables to different respondents.</p>

CUSTOMS BROKERS PRACTICES	BSCA/ 419/ 2014	Blay, Eva G.; Gonzales, Ian Paulo B.; Malpitan, Mark Joseph B.; Pretila, Arriane Lou B.; Sambayan, Hannah B.	Operational Practices and Difficulties Encountered by Customs Brokers in the Port of Batangas	The determined the operational practices and difficulties encountered by Customs Brokers in the Port of Batangas. This also assessed the practices in the operation of the Customs Brokers, identified the difficulties encountered and tested the significant relationship between the operational practices and the difficulties encountered. The study utilized the descriptive method of research that used qualitative analysis. The respondents of the study were 30 Customs Brokers transacting at Port of Batangas during the time of the survey. The results revealed that the difficulties encountered of the customs brokers were often in terms of insufficient working capital, slow system, pending office transactions, red tape at the BOC, difficulty in complying with trade regulations, failure on effective communication, problems with the importer/employee, troubles on transacting customs business, delay in the submission of necessary documents, low volume of transaction, delay in the transaction with the BOC. The study came up that the operational practices often observed by Customs Brokers and that customs brokers were not exempted having difficulties in their transaction. It was recommended that the Customs Brokers may continue prepare development programs to enhance the operational practices of the Customs Brokers for possible development. The Bureau of Customs may conduct re-training programs in the lodgement system to address the problems encountered and strengthen the operational practices by participating in seminars/ joining in organizations of customs brokers. The difficulties may be reviewed and evaluated by the Customs Brokers. The difficulties may be reviewed and evaluated by the Customs Brokers for possible development.
ECONOMIC CONTRIBUTION, PORT OF BAUAN, SERVICES, FACILITIES	BSCA/ 409/ 2014	Alcantara, Jerica L.; Dolor, Monique D.; Frago, Zorenloyd M.; Ilagan, Rassel Joyce D.; Leynes, Patricia Angelica R.	Status of Port of Bauan: Its Contribution to the Economic Development in the Municipality	The researchers determined the Status of Port of Bauan in terms of facilities and services rendered as perceived by employees and community members, assessed the economic contribution in the development of the Municipality of Bauan as perceived by the two group of respondents, proposed a plan of action to improve facilities and services rendered and sustain its economic contribution. The study was a descriptive research that used quantitative analysis whose respondents were 8 employees of Port of Bauan and 15 form PPA-Batangas and 50 randomly selected residents of Barangay Aplaya, Bauan. The principal instrument used to gather data was the questionnaire. The questionnaire was based on interview and partly adopted from the thesis made by Victor Arellano (2009). The following conclusions were : The Port of Bauan is in good status in terms of facilities and services. Port of Bauan, provided the necessary facilities and services in carrying out their operations; Port of Bauan had an economic contribution particularly in improvement of business industry and increasing the revenue to support the port and community projects providing employment opportunities for the residents of the area; Community and employees differed on the assessment of the services rendered.

EMPLOYEES-- TRAINING NEEDS ASSESSMENT	BSCA/ 424/ 2015	Atienza, Zaira Mae L.; Amurao, Godrick R.; De Villa, Princess Diane M.; Magsumbol, Trixia Sheil B.; Umali, Aries M.;	Training Needs Assesment of the Bureau of Customs Personnel	This research primarily assessed the training need of the Bureau of Customs personnel at the Port of Batangas. Specifically, it assessed Customs; identified the trainings provided by the Bureau of Customs personnel in terms of assessment and collection of revenues; determined the problems encountered in the conduct of assessment and revenue collection; and proposed a plan of action to improve the assessment and revenue collection. Research design was decriptive using quantiative analysis and survey questionnaires as the main instrument in data gathering. There were 42 personnel acted as respondents in the said study. The results were evaluated using statistical tools in the said study. The results were evaluated using statistical tools such weighted mean and PASW version 18. Results revealed that the personnel were satisfied on the trainings provided by the BOC but there are trainings that the personnel still needed such as trainings on valuation and ruling procedures and trainings on handling conflict in assessment. There were also some problems encountered in assessment and revenue collection such us peso devaluation and delayed examination on imported articles. From the findings and conclusions, it was recommended that the BOC may enhance their training programs or design new trainings for their employees, may conduct more trainings regarding assessment and valuation and ruling procedures and review the proposed plan of action.
EMPLOYMENT OPPORTUNITIES; EMPLOYABILITY CUSTOMS ADMINISTRATION-- CURRICULUM ENRICHMENT	BSCA / 364 / 2010	Roa, Jolly Zeus L.; Saristia, Russel James H.; Sadiwa, Nechelle P.; Sangalang, Marcela M.; Suarez, Krystal May B.; Untiveros, Princess Joan A.	Employment Opportunities of Customs Graduates: Inputs to Curriculum Enrichment	This study determined the employment opportunities with regard to related industries and possible positions available for customs graduates as perceived by selected industries, and the factors contributing to the employability of customs as inputs to curriculum enrichment. The present study used both library research and website. Self-made questionnaire was used as the main basis in the conduct of the study with 50 participants from selected industries in Manila. Results revealed that the customs administration graduates are mainly employed at Brokerage firms and and have a good chance of being accepted in other related industries. Likewise, job opportunities other than customs broker, more entry level jobs await customs graduates. The knowledge, skills contribute to employability of customs graduated as inputs to curriculum enrichment.

EXPORT QUALITY STANDARD	BSCA / 422 / 2015	Piol, Ariel G.; Casidsid, Daryll Hannah M.; Catibog, Jasper V.; Perante, Shaira C.; Piramo, Anne Mae C.	Compliance of the Superstar Coconut Company to the Export Quality Standard Set by the Philippine Coconut Authority	The study determined the compliance of Superstars Coconut Company to the export quality standards set by the Philippine Coconut Authority. Specifically, it discussed the compliance of the company to the export quality standards in terms of: classification of desiccated coconut, essential composition and quality factors, food additives and contaminants allowed hygiene, packaging, transport and storage, and labeling requirements; it identified the problems encountered by the Superstar Coconut Company in compliance to the Export quality standards; tested the significant relationship of the compliance to the export quality standards to the problems encountered by Superstar Coconut Company and proposed an action plan to improve the compliance to the export quality standard. The Respondents agreed that there are problems sometimes encountered in compliance to the export quality standard set. It is deemed recommended. Compliance in terms of the essential composition and quality factors may be maintained and improved in order to meet the desired quality product. The Superstar Coconut Company may also maintain its quality action plan may be reviewed and evaluated by the management for possible implementation.
FOREIGN VESSELS OPERATIONS	BSCA 352 / 2010	De Chavez, Jelyn Marie C.; Asilo, Cristina V.; Barredo, Riechel Ann D.; Caraos, John Dionisio P.; Perez, Pia Grace G.	Operational Problem on Foreign Vessels Entering the Port of Batangas	The port is a gateway of international trade as there are new industries parks and power stations that contributes to the increased in demand for more sophisticated services, particularly for container, heavy lift cargo and supply base operations. Upon the development of Port of Batangas, it will serve as a beginning of more enhanced relationship of international trade to the present scenario of the Philippines, since it may provide the whole development of Batangas such as employment rate will increase improvement of economy and strengthens relationship with other countries. In other words, there will be great chances for progress. In Batangas Port, Port Operation Division supervise E57day to day terminal and harbor operation, ensures compliance by port service operators with the performance standards and rules regulations being implemented by the PPA, recommends action on application/ request for license/ permit to operate cargo handling equipment and other services. But wuthin these operations, problems may arise such as in the processing of documents, weather disturbances, communication equipment, arrival and departure of foreign vessels and regarding knowledge and attitude of vessel authorities, officials and employees. These problems may tend to block or cause of delay in the operation within entrance of foreign vessels. That's why the researchers point it out what are those specific problems in order to know how to solve those problems for better operation, and for the researchers to recommend some actions for gaining an effective flow of operation, and for the researchers to recommend some actions for gaining an effective flow of operation and more success in terms of entrance of foreign vessels.

FREIGHT FORWARDING SERVICES	BSCA/ 440/ 2016	Bonsol, Maria Kristelle T.; Dorde, Jb Jerald M.; Alcla, Darwin M.; Catapang, Liezel D.; Erna, Maria Crisanta P.	Freight Forwarding Services of Selected Companies in Batangas City	This study assessed the freight forwarding services of selected companies in Batangas City. Specifically, this study identified the profile of clients of Freight Forwarding companies in Batangas City in terms of educational background, age, status, gender, type of customer, number of years transacting with the company, level of income per month; determined the services of Freight Forwarders; determined the problems encountered by respondents; tested differences in the perception when the respondents are grouped according to clients; to come up with an action plan. The researcher used descriptive method in order to accomplish the objectives of the study, to gather relevant information and derived data from 186 respondents from freight forwarding business in Batangas City. The results revealed that most of the branch office service availed is pick and pack. For services on domestic and international freight forwarding on air freight is through door while on sea freight is through full container loads. Delayed release of shipments ranks number (1) in the problems encountered in the services rendered by the freight forwarding companies. The researchers highly recommended an improved status of other services to ensure engagement of more clients. The company may assign/ designate personnel that will perform solely on the monitoring of the handling of shipment and cargoes that will update clients on the status of their shipment. The proposed action plan may be adopted by the freight forwarding companies to improve their services. The future researchers may conduct similar studies using other variables to supplement the present study.
IMPORT AND ASSESSMENT SYSTEM	BSCA/ 374/ 2011	An, Jessa Lynne M.; Axalan, Kristine R.; Cabungcal, Maria Ana M.; Castillo, Innah Angela D.; Mabiog, Kenn Mark R.	Acceptability and Assessment System in the Overall Processing of Bureau of Customs Port of Batangas	This research determined the extent of acceptability of the Import and Assessment System in the Overall Processing of Bureau of Customs, Port of Batangas. The researchers used the descriptive nominal method of research. The respondents of the study included importers and customs brokers processing in Bureau of Customs Port of Batangas. The researchers concluded that the procedures of Import and Assessment System were well observed as rated by the stakeholders in the Port of Batangas. Problems encountered were internet connectivity, non-readiness of government agencies and computer literacy. Importers and customs brokers accepted the Import and Assessment System of the Bureau of Customs.
IMPORTATION	BSCA 357 / 2010	Datinguino, Laizalyn M.; Carro, Danna Fe F.; Coro, Donnabel A.; Casual, Mariel P.; Dalisay, Jocelyn A.	Volume of Importation in the Port of Batangas for the Year 2006-2008	This study determined the volume of importation in the Port of Batangas for the year 2006-2008. The researchers used oil and non-oil products as the basis of their study. The study utilized the descriptive method of research with the use of questionnaires as the major tool of data gathering and documentary analysis. The results revealed that encouragement of more importers increased the volume of importation and peso devaluation decreased the volume of importation. The Bureau of Customs-Port of Batangas increased the tax collection of the province.

<p>IMPORTATION; BABCOCK HITACHI, INC.</p>	<p>BSCA/ 398/ 2013</p>	<p>Agunday, Janine Eloisa H.; Aragon, Beverly M.; Bathan, Ejade Louie A.; De Leon, Michael Gene C.; Montejo, James S.</p>	<p>Problem in Importation: A Case of Babcock Hitachi (Philippines) Inc.</p>	<p>This study primarily dealt with the problems in Importation: a case of Babcock Hitachi (Philippines) Inc. Specifically, it answered the following objectives: identified procedures in the importation of raw materials at BHPI; and the problems encountered. Both library research and documentary techniques were used in the study employing descriptive research using quantitative analysis. The respondents of the study included 50 participants from Import Division of BHPI. The adopted questionnaire in order to come up with the data needed which was subdivided into three parts, process in the Importation of Raw Materials and Measures to lessen the problems encountered in importation. The retrieved questionnaire were tallied tabulated and analyzed using frequency count, ranking and weighted mean which were used in identifying the process of BHPI in importation of raw materials at BHPI as well as in the determining the problems and measures to lessen the problems encountered in Importation. Unexpected weather condition was the problem always encountered of by the BHPI in its importation. The respondents strongly agreed that the delay in the processing documents is the effect of the problem encountered by BHPI in importation of its raw materials. Lastly, possible remedies are adopted to solve the problems encountered in the importation of BHPI.</p>
<p>INTERNATIONAL TRADE; VESSELS</p>	<p>BSCA / 365 / 2010</p>	<p>Manguiat, Gemma A.; Ilagan, Glec V.; Yuchingco, Lennete C.; Ramos, Bryan T.; Napa, Leonardo Rey U.; Andal, Ian Jurell I.</p>	<p>Registration of Vessels Engaged in International Trade to Maritime Industry Authority</p>	<p>This research determined the registration of vessels engaged in international trade. Specifically, determined the extent of adherence of registration of vessels, problems encountered in the compliance of registration of vessel engaged in International Trade and the relationship between the extent of adherence and the problems encountered in the International Trade. The researchers employed the descriptive-normative method of research. It described the existing condition and goes beyond gathering and tabulating of data. The researchers chose the employees form Maritime Industry Authority (MARINA). There is a total of 200 employees by which 30% of the total population which is 60 employees were taken as respondents. The data were analyzed using percentage, weighted mean and percentage. The data obtained from the questionnaire were tallied, tabulated, interpreted and analyzed.</p>

JOB REQUIREMENTS, POTENTIALITIES, INTERVENTIONS	BSCA/ 360/ 2010	Abaja, Jennilyn I.; Aguzar, Kristine L.; Alona, Michael John L.; Aranas, Darlence E.; Araza, Norlie Dave Allen C.; Blanza, John Carlo C.	Job requirements of Customs Brokerage and Freight Forwarding Industries: basis for sustainable development program	This study determined the job requirements of selected customs industries in Manila. Also, evaluated the importance of different skills as perceived by the employers and propose some interventions for the sustainable development of Customs Administration Education. The present study used both library research and website. adapted questionnaire was used as the main basis in the conduct of the study with 30 selected customs industries in Manila. The result revealed that job interviews are most valued by employers while ethic/regional origin and religion are at least. Potentialities/skills of applicants in relation to communication and technology also play significance in employment. In this regard, the curriculum of Customs Administration must be aligned with the present job requirements of customs industries to provide the students the necessary trainings to be able to possess the said requirements. It shall likewise sponsor career guidance and orientations to be participated by different industries.
JOB SATISFACTION ; JOB PERFORMANCE	BSCA/ 414/ 2014	Mañibo, Kate Charlene M.; Hernandez, Reena Grace V.; Marinay, Jhulie Mhay Apple D.; Quijano, Dessa Anne G.; Ramirez, Regine C.	Employees' Job Satisfaction and Performance: Inputs to Overall Productivity of the Bureau of Customs-Port of Batangas	This study determined the employees' satisfaction and performance and their contribution to the overall productivity of Bureau of Customs in Port of Batangas. Specifically, it described the employees' profile in terms of age, civil status, gender, present position, length of service, educational attainment, status of employment and number of seminars/ conferences attended; assessed the level of job satisfaction of the environment, salary, benefits, incentives, career progression, career development, supervision, and job knowledge; assessed the level of job performance appraisal of the BOC; tested the significant relationship of profile variable with the level of satisfaction and job performance and; tested the significant difference between satisfaction and job performance. The researchers used descriptive method of research; the respondents of the study consisted of 65 employees of Bureau of Customs- Port of Batangas; the researchers made job satisfaction and performance; and the results were analyzed and interpreted using the Statistical Version 17.0 statistical analysis software package while the hypotheses of the study were analyzed using Point Biserial Correlation. The respondents' profile were described as: majority of the employees of the Bureau of Customs- Port of Batangas were male; 41 years old and above; married; belonging to rank and file position; have served the Bureau for 21 years and above; attained a bachelor's degree; regular employees and; have attended trainings. The assessment on the level of job satisfaction of the employees on their job in terms of quality and quantity of work, work environment, salary, benefits, incentives, career progression, career development, supervision, and job knowledge were all Satisfied.

<p>JOB SATISFACTION; HITACHI CABLES PHILIPPINES, INC.</p>	<p>BSCA/ 387/ 2012</p>	<p>Austria, Jasmin D.; Bagsit, Princess Jane C.; Bancoro, Babylyn Rose A.; Bautista, Jessa Joy P.; Bobadilla, Aireen Nez G.</p>	<p>Employee Satisfaction of Hitachi Cables Phils. Inc. in LiMA</p>	<p>The study determined the employee satisfaction of Hitachi Cables Phils., Inc. in LiMa Technology Center. The researchers used descriptive method of research. The respondents of the study consist of 110 employees of Hitachi Cable Phil., Inc. Majority of the employees in Hitachi Cables Phils. Inc. belongs to the 21-29 years age bracket, female, single, attained secondary level of education, newly hired and more on contractual than regular worker. The company adheres open line communication, trust, well-being and job security. The over-all assessment of the respondents on their job is Satisfied. Lastly, there is a relationship that exist between employees' satisfaction on their job and their own profile.</p>
<p>JOB SATISFACTION; ORGANIZATIONAL COMMITMENT; BABCOCK HITACHI PHILIPPINES, INC.</p>	<p>BSCA/ 392/ 2013</p>	<p>Ginete, Ma. Carmela Theresita M.; Falcutila, Erika Diane R.; Galido, Lovely D.; Gapunuan, Karen Joy T.; Garduce, Khaye Lyn D.</p>	<p>Job Satisfaction and Organizational Commitment of Babcock Hitachi Philippines Incorporated (BHPI)</p>	<p>This research determined the job satisfaction and organization commitment of the BHPI Employees Operations Department Manufacturing Section. Specifically, it identified the demographic profile of the respondents; determined the level of job satisfaction and organizational commitment among employees and tested the significant relationship between job satisfaction and organizational commitment. The researchers used the descriptive method of research. The respondents of the study consist of 160 employees of BHPI- Operations Department Manufacturing Section. Most of the employees are 18-25 years of age, married and stays for a period of 5 years below, majority are designated at Shop A- Panel Assembly, regular, and almost attended trainings and receives an income of Php 10,000.00 and below. The overall assessment of the respondents on their job is satisfied and is committed to the organization. It also showed that there was a significant relationship between job satisfaction and organizational commitment.</p>

LETTER OF CREDIT	BSCA 362 / 2010	Oliva, Iazil Mei. M.; Orense, Lucky Boy A.; Pujante, Ezekiel M.; Reyes, Mary Ruth I.; Reyes, Noemi A.; Villapando, Lyrica L.	Letter of Credit issued in Trade Transaction: An Evaluation	<p>The study was conducted to determine the strengths and weakness of using Letter of Credit as a model of payment in international trade transaction. Second, to enumerate the common problems encountered in using the said payment. Lastly, it suggested remedies to address the problems encountered. The researchers constructed self-made questionnaires as their data gathering instrument. The method used was qualitative analysis. The researchers concluded that the use of the Letter of Credit guarantees that the ship is within contract. In order to avoid encountering problems, there should be proper coordination between the buyer and importer's bank. Both parties should have the knowledge in expiration of Letter of Credit for paying transactions through banks for assurance in the receipt of payment. The researchers recommended that in every transaction, documents must be presented to eliminate risk. The client or importer should get a good advice in working with letter of credit. Payment of goods by using letter of credit as one of the best mode of payment even though it is costly, the client has an assurance for clearing the goods. When a discrepancy is detected by the negotiating bank, a correction to the document may be allowed if it can be done quickly while remaining in the control of the bank. To have a clear transaction, it is important that both parties have knowledge about the transactions they are conducting. Appropriate understanding is necessary to eliminate discrepancy. Communication with your customer in detail before they apply for letters of credit. Check all its terms and conditions that can be complied with within the prescribed time limits.</p>
MARIWASA SIAM CERAMICS, INC.	BSCA/ 408/ 2014	Jarlos, Kate Margaret R.; Belandres, Gladys M.; Dimaunahan, Princess Czarina R.; Garcia; Chryz Anthony G.; Quinio, Krisha Reena C.	Practices and Problems in the Exportation of Ceramics Products: Mariwasa Experience	<p>This research unveiled the practices and problems in the exportation of ceramic products in Mariwasa Siam Ceramics, Inc. Specifically, it identified the practices adopted in the exportation of ceramic products to ASEAN countries in terms of searching for potential customers, negotiating for an export contract, preparing to export, instructions to freight forwarder, processing of export documents, actual shipping, and collection of export proceeds; determined the problems encountered in the exportation of ceramic products to ASEAN countries; tested the significant relationship between the practices and problems encountered in the exportation of ceramics to ASEAN countries; proposed measures to improve the practices and to address the problems encountered in the exportation of ceramics to ASEAN countries. Descriptive method of research was used for this study. The researchers interviewed the people within the Import-Export Division of Mariwasa Siam Ceramics, Inc. in San Antonio, Sto Tomas, Batangas. Questionnaires were distributed to thirty-five (35) employees which were 100% of the total population. The study was conducted through the use of structured questionnaire supplemented with personal interview and validation by a customs broker. The questionnaire that was distributed had two parts. Statistical treatment were used such as weighted mean and ranking, Statistical Version 17.0 statistical analysis software, Point Biserial Correlation and Eta Coefficient or Correlation Ratio and Pearson "r" Product-Moment of Correlation.</p>

MITSUBISHI HITACHI PHIL., INC.;	BSCA 443/2016	Boa, Joan Princess A.; Casapao, Anna Marie C.; Manalo, Mhydiean O.; Sambayana, Hazel Grace B; Valdez, Sharlene D.	Supply Chain Management in Mitsubishi Hitachi Phils. Inc. (MHPS)	This study assessed the Supply Chain Management in Mitsubishi Hitachi Phils. Inc. (MHPS). Specifically, identified the profile of its respondents in terms of age, civil status, length of service and educational attainment; to assess the satisfaction of the services; found out problems encountered in the operation; tested the differences between demographic profile and services rendered; and proposed a plan of action to resolve such problems. The study made use of descriptive method of research to determine the efficiency of the services of Supply Chain Management in Mitsubishi Hitachi Phils. Inc. (MHPS). The principal instrument used to gather data was a self-made questionnaire. The respondents of this study consisted of 113 were in Siemens and 52 in CocoChem. The total number of respondents 165. The results were and Analysis of Variance (ANOVA) which were used based on the objectives of the study and all data were used based on the objectives of the study and all data were supported using a statistical software, PASW version 18. Based in the findings, the researchers arrived at the following conclusions: Majority of the respondents fall on the age bracket of 20-25, married, 0-5 years in service and college graduate. The best service satisfaction in Mitsubishi is the tube bending, utility and industrial boilers and bagasse- fired boilers while the least satisfactory in their services is Advisory service for efficiency and plant control improvement. Problems sometimes encountered were the slow picking process for the delivery of the products in logistics; defects of raw materials for purchasing of raw materials; improper tagging of materials according to materials specification or per project basis for manufacturing and urgent requirement by the operation for warehousing. The services rendered by the MHPS varies according to educational attainment. A proposed action plan was formulated to lessen the problems encountered in the Supply Chain Management in Mitsubishi Hitachi Phils. Inc. (MHPS).
MOCK BOARD EXAMINATION; LICENSURE EXAMINATION	BSCA/ 384/2012	Magsino, Charmin S.; Manalo, Myla C.; Mayuga, Janell G.; Obligador, Mariel Kristine Joy M.; Perez, Nanette C.	Correlation of the LPU-Batangas Mock Board Examination and Customs Broker Licensure Examination for Academic Year 2008-2010	The study determined the correlation of the LPU-Batangas Mock Board Examination and Customs Broker Licensure Examination for Academic Year 2008-2010. The researchers used a retrospective study where documentary analysis in gathering the data was more appropriate. The respondents of the study were the graduates of LPU-Batangas who took both the mock board and customs broker licensure examination from 2008-2010. The results revealed that majority of the performances of the students in Mock Board Examination for the academic year 2008 to 2010 are in a declining trend. Moreover, the results of Customs Broker Licensure Examination for the academic year 2008-2010 showed good performances and Mock Board Examination is not a predictor in the performance of the customs graduates in Customs Broker Licensure Examination. In this regard, a plan of action was design to enhance the passing percentage in the Customs Broker Licensure Examination. Considering the conclusion presented, the researchers highly recommended that the mock board examination questionnaires may undergo a pre post item analysis.

<p>MONTENEGRO SHIPPING LINES-- CUSTOMER SATISFACTION; SHIPPING LINES-- CUSTOMER SATISFACTION</p>	<p>BSCA/ 383/ 2012</p>	<p>Lacdao, Kimberly M.; Lontok, Ina Patricia G.; Mabato, Byron John T.; Mabugay, Maurice D.; Macatangay, Gemma M.</p>	<p>Level of Satisfaction Boarding the Montenegro Shipping Lines Inc.: Basis for Improved Service Performance</p>	<p>The researchers determined the level of passengers' satisfaction boarding to Montenegro Shipping Lines Inc. via Batangas-Calapan route. The objectives of this study are to describe the profile of the respondent, to assess the level of satisfaction of the passengers, to identify the most common problems encountered by the passengers and to propose measure to address the problems encountered and enhancement of the services rendered by MSLI. The present study was a descriptive research that used qualitative analysis. The respondents of this study are the passengers of Montenegro Shipping Lines Incorporated (MSLI). The results revealed that the passengers boarding the vessels of MSLI was satisfied with the shipping services offered by them in terms of ticketing, boarding and disembarking. The study came up with the fact that the most common problem encountered by the passengers on or before travelling, is the rush of passenger while boarding and disembarking. It is recommended that Montenegro Shipping Lines Inc. should continue to render their good services and they need to strive more for the betterment of their shipping services and be more competent compared to other domestic shipping companies.</p>
<p>OCCUPATIONAL STRESS; PORT OPERATION EMPLOYEES</p>	<p>BSCA/ 395/ 2013</p>	<p>Miñas, Marell B.; Padayhag, Jomari M.; Pagkaliwagan, Shyrene I.; Perez, Julia T.; Pimentel, Sharon Jane R.</p>	<p>Occupational stress and coping strategies of Port Operation Employees in the BOC-Batangas</p>	<p>The study assessed the occupational stress and coping strategies of port operation employees in the BOC-Port of Batangas. Specifically, it described the demographic profile of the respondents in terms of age, civil status, length of service, area of assignment, financial income and present position;determined the respondents' occupational stress perception with regards to financial, workload and job environment; identified the coping strategies of the respondents in terms of cognitive,physiological and socio- emotional aspects. The researchers used the descriptive research. The respondents of the study consists of 31 employees of Port Operation Division. Most of the employees are 50 years old and above, male, married. Majority of the respondents have 15 years and above length of service and financial income ranging to11,000 to 15,000. It showed that there are differences in occupational stress effects or experience when grouped according to gender and present position. The study recommended that the BOC employees may initiate health-related programs to lessen the occupational stress. Port Operation Division in Batangas may conduct seminars relating to stress management, recreational activities like retreat and team-building in order to relieve stress and to develop good camaraderie among employees, and finally, a similar study maybe conducted by future researchers using other variables.</p>

ON-THE-JOB TRAINING	BSCA/ 413/ 2014	Albania, Ma. Irish; De Sagun, Rey Anthony G.; Disepeda, Elyssa R.; Garing, Michael Angelo C.; Reyes, Jose Jovo D.; Vallecer, Justin Jasper D.	Competencies Developed During On the job training among Customs Students: Inputs to on the job enhancement program	Student competencies are the traits, skills and attributes that students undergo during On-the-job Training. They need to carry out their jobs most effectively. Student competency development trajectory, organizations can approach the developmental needs of their employees from different angles. This study aimed to assess the competencies developed during On-the-job Training among Customs Administration students. Specifically, to describe the profile of the respondents; to assess the level of competencies developed during their OJT in terms of Cognitive and Affective skills; to test the significant difference on the level of competencies developed and the instructional level of competence when grouped according to profile variable. This study used the descriptive research describe " what exists" with respect to variables or conditions in a situation. The respondents of the study were 50 students of BSCA graduating batch S.Y. 2013-2014. The data gathering instruments used in this study was a standardized questionnaire. Conclusion showed that majority of the students are female aging 19-29 years old who worked in the freight forwarding companies. The level of competencies in terms of cognitive skills and affective skills were developed during the OJT program and the level of competencies developed during OJT do not vary when grouped according to profile.
ORGANIZATIONAL COMMITMENT; BUREAU OF CUSTOMS	BSCA/426/ 2015	Remegio, Aljohn U.; Dela Cruz, Mariel M.; Ramos, Camille D.; Salazar, An Aziel M.; Sibonga, Leslie May D.	Organizational Commitment of the Bureau of Customs Employees, Port of Batangas	This study aimed evaluated the organizational commitment of the Bureau of Customs Employees, Port of Batangas. Specifically, it determined the profile of the respondents in terms of: age, gender, civil status, educational attainment, length of service and monthly salary; measured the employees' level commitment organization in terms of: affective commitment, continuance commitment and normative commitment; tested the significant difference on the organizational commitment when grouped according to profile variables and proposed an employee development plan based from the findings of the study. The researchers used the descriptive method of research with 55 respondents under the course of study. Results revealed that mostly males, married, college graduates, working for more than 21 years and are receiving monthly salary of Php 16,000- Php 20, 999. They possessed highly commendable continuance and normative commitment and observed different assessment of organizational commitment when grouped according to age and monthly salary variables. A proposed plan of action was also designed to enhance the Bureau of Customs employees' organizational commitment.

ORIENT FREIGHT INTERNATIONAL INC. ; LOGISTICS MANAGEMENT	BSCA/ 441/ 2016	Amada, Bong Adrian C.; Abaton, Jamil R.; De Castro, Henry Jay D.; Grepaldeo, Vincent T.; Landicho, Rolly D.; Olan, Charlie F.	Effectiveness of Orient Freight International Inc. (OFII) Logistics Management	This determined the effectiveness of logistics Management of Orient Freight International, Inc. (OFII) Makati City, Philippines. Specifically, it identified the respondents profile in terms of sex, age, civil status, position, length of service and educational qualification, assessed the effectiveness of logistics management in terms of customer service, transport management, inventory management, warehousing, order processing and Orient Freight International, Inc. and proposed plan of action for more effective logistics management and operations. Based on the findings, the researchers arrived at the following conclusions: (1) The respondents believed that logistics management OFII is effective.; (2) There was an equal number of male and female respondents, 36 years old and above, married, render managerial level, working for 5 to 8 years and are college graduates.; (3) Logistics management in OFII in terms of warehousing, order processing and material handling was very effective while the rest are just effective; (4) The most common problem encountered by OFII was proposed plan of action was formulated to lessen the problems encountered by the logistics management of OFII. The researchers recommended OFII may have a continuous and sustainable logistics management for the success of the firm, OFII may improve its customer service, transport management and inventory management since these area were just effective in the logistics management of the said company. OFII may establish an efficient trading partner relationship since the most common problem encountered was the increasing labor rates, healthcare costs and rising commodity prices to lessen such costs. OFII may have a regular monitoring of the problems encountered. The action plan may be implemented to test its usefulness and effectiveness. Future researchers may conduct related or follow-up study about the logistics management of OFII and conduct related study with other companies.
OUTCOMES-BASED EDUCATION; CUSTOMS ADMINISTRATION--STUDY AND TEACHING	BSCA/ 439/ 2016	Macatangay, Angelica O.; Braza, Lyza D.; Fuentes, Reycon Annabel P.; Gonzales, Angie D.; Gamboa, Maedelyn N.; Hernandez, Kathleen T.; Montejo, Jeny Rose B.	Status of Implementation and usefulness of outcomes-based education in Customs Administration Students of LPU-Batangas	This paper determined the status of implementation and usefulness of outcomes-based education (OBE) in Customs Students of LPU- Batangas. Specifically, the researchers seek to assess the status of implementation of OBE in LPU as perceived by customs administration students in terms of practices and environment; determine the level of usefulness of OBE in terms of academics, attitudes and instructions; test the significant relationship between the extent of implementation and the level of usefulness of OBE in Customs Administration and; propose an action plan to address the identified concerns in the implementation of OBE. This study made use of the descriptive method of research wherein the quantitative data were gathered using a survey questionnaire in determining the level of usefulness of OBE and extent of its implementation at LPU-B as well as the significant relationship between the two. The respondents consist of 62 customs administration students from total population of 292. The principal instrument used to gather data was the modified questionnaire based from the previous researchers related to the study entitled Status of Implementation and Usefulness of Outcomes-Based Education in the Engineering Department of an Asian University by Brosoto Liezel, et al. (2014). The results were evaluated using statistical tools such as weighted Mean and Pearson Product Moment Correlation Coefficient.

Personal Qualities, Professional Qualities	BSCA/ 376/ 2011	Abacan, Allan Vincent G.; Acupan, Sherina Mae M.; Agojo, Juvy Anne D.; Bacal, Aileen P.; Baluya, Mary Grace M.	Personal and Professional Qualities of Customs Broker Practitioners: an analysis	This study discovered the profile of the customs broker practitioner, specifically the personal and professional qualities and assessed the significant differences on the responses on personal and professional qualities when grouped according to profile variable. It involved 30 brokers from National Capital Region and 10 brokers from the province of Cavite and Batangas. Results revealed that same number of customs broker practitioners belong to each age bracket. In terms of gender, there were more male than female in this kind on job. There was a larger number of married brokers than those who were single. Most of them have a length of 2 to 5 years of experience and most of them lived in urban places. Also, all the personal and professional qualities is of great importance to every customs broker practitioners, however, self- confidence and enthusiasm were not yet fully developed while working alone served to be the practice. There was a significant difference on the responses on personal qualities when grouped according to profile variables (age and civil status) while there was no significant differences on the responses on professional when grouped according to profile variable.
PHILIPPINE ECONOMIC ZONE AUTHORITY ; FOREIGN INVESTMENT	BSCA/ 373/ 2011	Razon, Adonna Angelica A.; Bajar, Jinky D.; Bunquin, Lady Elaine B.; Capul, Jerna M.; Masilungan, Geneva P.; Zafra, Josiellyn R.	Promotion of Foreign Investment at LIMA Technology Center by Philippine Economic Zone Authority (PEZA)	This study primarily determined the promotion of Foreign Investments at LIMA Technology Center by Philippines Economic Zone Authority (PEZA). The study was a descriptive research and quantitative analysis. Respondents of the study were the PEZA employees and representative from different companies inside LIMA Technology Center. Results revealed that incentives provided by PEZA is the greatest factor contributory to registration with PEZA and Global Financial Crisis is the most observed problems of PEZA in promoting foreign investment at LIMA Technology Center. The researchers propose an action plan focused on minimizing problem on global financial crisis in the promotion of foreign investment at LIMA Techonology Center. Based on the conclusions, the researchers recommend that PEZA may continue granting incentives to investors to promote foreign investment in LIMA Technology Center. Management of PEZA may institute mechanism to address Global Financial Crisis, the proposed plan of action may be tackled for future implemtation and future researchers may conduct similar studies using other varables not mentioned in this paper.

PHILIPPINE PORTS AUTHORITY	BSCA/ 411/ 2014	Mauhay, Axzel Rose B.; Cabillo, Charisa M.; Tomita, Melisa Kay B.; Apdua, Julius Cesar O.; Benliro, Jeyson C.; Villena, Michael Kevin P.	Problems Encountered by Employees of Port Operation Division of Philippine Ports Authority	The study determined the problems encountered by the Employees of Port Operation Division at the Philippine Ports Authority in Batangas City. More specifically, it described the profile of the respondents in terms of their gender, age, civil status, length of service, position and educational attainment; identified the problems encountered by the employees of Port Operation Division; tested the difference in the relationship between the responses of the two groups of respondents on the problems encountered when grouped according to profile variables; and proposed measures to address the problems encountered. The established respondents were the employees of Bureau of Customs Operation Division of the Philippine Ports Authority in Batangas City. They are said to be one of the greatest assets of the company, also the one who shape a corporate culture based on professionalism, personal initiative and responsibility. In this phase, they have been recognized as the most workable respondents to answer the questionnaire which the proponents have prepared and tested the major differences in the problems encountered between the admin and non-admin personnel, and suggested efficient procedures to address the problems encountered.
PHILIPPINE PORTS AUTHORITY ; ORGANIZATIONAL CULTURE	BSCA/ 401/ 2013	Hernandez, Jaquelyn D.; Ilagan, Kimverlyn D.; Ilao, Kevin D.; Inandan, Jean V.; Larisma, Michelle P.	Organizational Culture of Ports Management Office Philippine Ports Authority-Calapan: Basis for Improved Employees Performance	This study aimed to determine the organizational culture of Ports Management Office-Philippines Ports Authority Calapan as basis for improved employee's performance. Specifically, it described the profile of the respondents in terms of: age, civil status, educational attainment, length of service, and monthly salary; identified the organizational culture of the PMO-PPA Calapan in terms of: values, beliefs, common mindset, employee participation, management style, and working relationship; tested the significant relationship between the organizational culture and respondents profile variables and determined the factors that can improve the performance of the employees. The thesis revealed that the employees of the PMO-PPA Calapan are generally office personnel, under the age bracket of 46 years old and above, with a Masteral Degree, married with a length of service ranging from 21 years old and and above and with salary ranges from P20,000.00 and above. The organizational culture of PMO-PPA Calapan provided reality service to fulfill mandates. Employees were tasked to give their best. However, in the employees' participation, there is trust and respect between everyone in the company. The use of outsourcing of employees is their management style and when it comes to their working relationship the quality of their work was important to overall success of the organization. The respondents profile was not affected by the beliefs/ common mindset, employee participation, management style and working relationship. It showed that demographic profile of employees does/did not play a large role in defining organizational culture.

PHILIPPINE PORTS AUTHORITY; SHIPPING LINES	BSCA/ 410/ 2014	Iyas, Kimberly E.; Domingo, Michael Angelo H.; Ilag, John Leste M.; Mitra, Nesy Amor G.; Villamor, Anne L.	The serviceability of the Philippine Ports Authority projects to Batangas Shipping Line Industries	This study identified the serviceability of the port projects of the Philippine Ports Authority to shipping line industries in Batangas. It determined the effectiveness of port projects of the Philippine Ports Authority to shipping line industries; assessed the level of serviceability of port projects to shipping line industries; and proposed measures to improve serviceability of port projects of PPA to Batangas shipping line industries. The researchers used the descriptive method with research questionnaire in order to ascertain the serviceability of the PPA port projects to shipping line industries in Batangas. The present study was a descriptive research that used qualitative analysis. The respondents were employees from the Operations Division of Starlite Ferry Corp., and Montegro Shipping Lines Incorporated who were chosen randomly. These selected participants answered a structured survey questionnaire. Data gathered from the researchers instrument were computed for interpretation. The researchers selected the use of questionnaire based on information collated as well as through personal consultations. The results revealed that the port projects of the Baseport, Phrase I and II which were instituted by PPA were effective in terms of berth/ draft, anchorage and fairway, equipment storage areas, parking areas, passenger terminal, facilities structure and equipment, ancillary port services, and shipping services. The study revealed that the port projects were effective and gave full serviceability to shipping lines industries. It was recommended that the Philippine Ports Authority should be dealt the maintenance and new strategies to cope up with international standards. The study concluded that the port projects of the Philippine Ports Authority are effective to the shipping line industries operating in the Port of Batangas; the port projects offered serviceability to Batangas shipping industries; proposed measures were designed to improved the effectiveness and serviceability of the port projects to Batangas shipping industries. From the conclusion the following recommendation are hereby obtained; the Philippine Ports Authority may conduct a review and evaluation on the port projects constructed in the premises of the Port of Batangas to the effectiveness of PPA projects; the Engineering Department of the Philippine Ports Authority may observe the sustainability of the projects being built in the port and to achieve the full serviceability of the projects; the proposed measures may be reviewed and evaluated by the management for possible implementation.
PORT CONGESTION; LOGISTICS COMPANIES	BSCA/ 423/ 2015	Conde, Hyacinth Mae M.; Casuga, John Henry D.; Pimentel, Me-Anne Joy R.; Panaligan, Lourdes P.	Effects of Port Congestion in Selected Logistics Companies in the Province of Batangas	The study determined the effects of port congestion in selected logistics companies in the province of Batangas. Specifically, it identified the causes of port congestion; determined the effects to the selected logistics companies in their operations, tested the significant relationship between causes and effects of port congestion, and proposed an action plan to reduce port congestion. The researchers used the descriptive method, with constructed and validated questionnaire as the major tool of data gathering. Other information related to the study was gathered through personal interview and other source materials. Statistical tools were used, frequency, ranking and weighted mean. It was concluded that the main cause of port congestion is non-availability of berths. The effect of port congestion to logistics companies was the delay in the transportation of cargoes. There was a significant relationship between the causes and effects of port congestion. The proposed plan of action was formulated to address the problem of reducing port congestion.

PORT OF BATANGAS; CARGO HANDLING SERVICES	BSCA/ 406/ 2014	Montegro, Angel Queen; Ayao, Babylyn ; Arcillas, Winson; Malipol, Rickmar; Mercado, Michelle Ann; Repollo, Jose Marie	Cargo Handling Services in the Port of Batangas: an assessment	This study was conducted to determine the appropriate cargo handling service provided by the Port of Bauan, assess the cargo handling service of the Port of Bauan. The present study used a descriptive method with a questionnaire based on the information gathered and personal interviews conducted as a data gathering instrument derived from the 49 respondents who directly involved in cargo handling in Port of Bauan. These respondents were reliable sources of information and likewise knowledgeable in the topic under study. In this regard, a plan of action was designed to enhance the cargo handling services for better improvement in cargo handling operation. Considering the conclusions presented, the researchers highly recommended to maintain and update acquisition and availability of all the necessary equipment and facilities for better development and efficiency and be used during arrastre and stevedoring services.
PORT OF BATANGAS-ELECTRONIC SYSTEM	BSCA/ 418/ 2014	Villostas, Kathleen Joyce B.; Alinsolon, Mary Jane E.; Laguras, Arvin M.; Ronquillo, Mitchel Ratti L.	Difficulties Encountered in the Implementation of the E2M program in the Port of Batangas	This study primarily aimed to determine the difficulties encountered by the exporters and importers in the implementation of the Electronic to Mobile (e2m) system in port of Batangas, and to know the significant difference of exporters and importers that occur during the studies and the indications that they may encounter during their operations in Electronic to Mobile (e2m) system. It also described the type of subject problems like human errors or technological malfunction that may occur during the electronic-lodgement made by the exporters and importers, it also aimed to propose that the exporters and importers may use prevent problems that they will encounter during the electronic lodgement. The present study used questionnaire as a main tool to collect data. The Bureau of Customs provide this kind of system to guarantee high quality of processing documents and to make it more accessible anywhere the importers and exporters are with their cellular device.
PORT OF BAUAN	BSCA/ 412/ 2014	Balbin, Kristina Mae R.; Andal, Marlon M.; Basilan, Dominic John M.; Bilale, Arvin Jahn F.; Silva, Jennie Mae A.	Socio-economic Contributions of Port of Bauan: Basis for Areas of Development	This study aimed to determine the effects of the socio-economic contributions of Port of Bauan to the employees and residents of barangay Aplaya. The researchers used descriptive method and gathered data through a utilized survey questionnaire. They distributed the survey forms to eight (8) employees of Port of Bauan and ninety-nine (99) residents of Aplaya. The analyzed data showed that port of Bauan has socio-economic contributions to the development of the community. Furthermore, there is no significant difference in the effects of the socio-economic contributions between the two (2) groups of respondents. Measures are needed to address the areas for development to heighten the economic contributions of the Port of Bauan.

PORT OF CALAPAN	BSCA/ 390/ 2012	Landicho, Wolma Joy G.; Vivas, Marjorie T.; Genete, Kevin Howell M.; Manalo, Jeric D.; Marasigan, Angelo James T.; Jao, Baby Angel C.	The status of Port of Calapan: Its contribution to the Economic Development in Mindoro	This study aimed to determine the status of Port of Calapan, and its contribution to the economic development in Mindoro during the fiscal year 2011-2012 . Specifically, it identified the problems encountered in the operations and proposed measures to address the problems encountered. The present study used descriptive design by employing both library techniques and website. Self-made questionnaire was used as the main basic tool in the conduct of the study with 30 employees working in the Port of Calapan as the participants. The Port of Calapan employs personnel who are competent enough in dealing with customers in the implementation of their programs and services through using upgraded security facilities. Its good infrastructure led to the upliftment of the living condition of the residents in Calapan and its faster delivery of goods thereby; looking forward for more business opportunities. Problems in cleanliness and orderliness of the port and misdeclaration of articles got the highest, while the least is lack in security check. Measures proposed to address the problems encountered in the port operation of the port of Calapan: submission of complete document by vessel agent, proper handling of cargoes, current technology in our processes and operation. The management operation of the Port in Calapan may continuously sustain its current status for progress and development. Further planning for other infrastructure projects maybe considered in the maintenance of the port facilities. The most common problem identified may be reviewed and evaluated by the port management to avoid recurrence. The proposed measure may be tabled for discussion for proper implementation and further studies regarding the present topic may also be done to provide more empirical information to future readers.
QUALITY MANAGEMENT SYSTEM ; INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO) ; YUSEN LOGISTICS PHILIPPINES, INC.	BSCA/ 436/2016	Ago, Joyce Angelica R.; Andaya, Majale M.; Atienza, Megan Tristine C.; Beraña, Lyka Joy M.; Braza, Angelou P.; Bonilla, Belinda H.; Muega, Maria Angelica C.	Status of ISO 9001:2008 in Yusen Logistics Philippines Incorporated	This study focused on the status of ISO 9001:2008 in Yusen Logistics Philippines Incorporated. Specifically, it identified the profile of the respondents in terms of gender, age, status and position in the company, assessed the status of implementation in terms of customer focus, leadership, involvement of employees, process approach, system approach to management, continual improvement, factual approach to decision making and mutually beneficial supplier relationship. It also determined the effects of implementation of ISO 9001:2008 to the operational performance of Yusen Logistics Inc., tested the difference between the status and the effects when grouped according to profile variables and propose an improvement plan based on the result of the study. Using the descriptive type of research by means of questionnaire, an adopted questionnaire from related studies were used as the principal instrument. The data were interpreted and analyzed using the weighted mean and ranking. Analysis of Variance (ANOVA) was also used to test the difference in given variables on the status of implementation and the effects of ISO 9001:2008 in the company when grouped according to profile variables. All data were treated using the SPSS software.

<p>READINESS, CUSTOMS BROKER LICENSURE EXAMINATION, SKILLS</p>	<p>BSCA/ 400/ 2012</p>	<p>Cusi, Trixie Joy Ann; Aseron, Erik Francis; Bagsit, Czarvil; Bornea, Mark Darel; Luansing, Dan</p>	<p>Readiness of Customs Students for the Customs Broker Licensure Examination</p>	<p>This study specifically answered the following: describe the profile of the 4th year graduating students in terms of sex, economic status, location, grade point average and religion, determine the readiness of customs graduate in the preparation of activities in terms of academic, physical and emotional aspects, determine the significant difference on the readiness of the enhance student's readiness in taking the CBLE. This study utilized the descriptive method of research where the subject of the study was the 4th year customs students who will take the Licensure Examination. Result revealed that the students are not yet prepared in terms of their physical, academic and emotional aspects. Finally the proposed plan of action may be utilized enough to study and practice their skills in order to prepare themselves in their profession. Being resourceful is one aspect of becoming ready in taking Licensure Examination.</p>
<p>RISK MANAGEMENT COMPLIANCE</p>	<p>BSCA/ 442/ 2016</p>	<p>Atienza, Lemuel S.; Atienza, Princes Allysa M.; Capila, Melisa M.; Panganiban, Ma. Diana A.;</p>	<p>Risk Management compliance in Customs Bonded Warehouse: H.S. Craft Manufacturing Corporation</p>	<p>The researchers determined the Risk Management compliance in customs bonded warehouse in 1 Maguyam Rd Silang, Cavite. Specifically, described the profile of the respondents in terms of falls from height, fire, machinery, hygiene or comfort, and warehouse or the building itself, tested the significant difference on compliance when grouped according to the profile of respondents and proposed measures to improve the risk management compliance. The study used the descriptive method to identify and analyze the different risk management compliance in customs bonded warehouse. Through this method, the problems and risks management in warehousing were emphasized. In order to obtain, the researchers utilized a research made survey questionnaire. Based on the data gathered from the study, majority of the respondents are female, 26-30 years old, married, have been employed for 2 to 5 years, are employed as machine setters and operators, and high school graduates. These respondents claimed that they highly complied with the fire and hygiene/comfort, while they complied only on falls from heights, machinery and warehouse or the building itself. The warehouse compliance to risk management as to falls from heights varies according to position while in terms of fire and hygiene/comfort, age and position were significant. The study's proposed measures were formulated to help improve the company's risk management compliance.</p>

ROYAL EXPORTERS CORPORATION; WAREHOUSING	BSCA/ 435/ 2016	De Castro, Princess Zara S.; De Castro, Hannah Victoria P.; De Chavez, Marivic D.; Gamab, Norielyn G.; Manalo, Mark Nicarlo R.; Mendoza, Jasmin C.	Compliance of Royal Exporters Corporation to the Bureau of Customs Warehousing Rules and Regulations	The study aimed to determine the compliance of Royal Exporters Corporation (REC) to Bureau of Customs (BOC) warehousing rules and regulations. Specifically, the study sought to assess the degree of compliance of REC to BOC warehousing rules and regulations, identify the problems encountered in the compliance of the company, and propose an action plan to improve such compliance. The study made use of the descriptive method of research to determine the compliance of Royal Exporters Corporation to BOC warehousing rules and regulations. The principal instrument used to gather data was a self-made questionnaire. The respondents of this study consisted of 35 employees of Royal Exporters Corporation. The results were treated using statistical tool such as weighted mean and Pearson's r and all data were treated using SPSS Software.
SEA FREIGHT FORWARDERS	BSCA/ 367/ 2011	Bantaculo, Shiery Mae; Abarquez, Jermie; Amponin, Roselie; De Villa, Christian; Manahan, Shane Edward; Magapantay, Jonalyn	Sea Freight Forwarder: Its Services and Contributions to shipping Industry	Freight Forwarders act on behalf of the exporters in arranging services such as loading and unloading of goods, booking space and customs clearance for air freight, sea freight, land transportation or rail freight, customs agency services, multi-modalism, door-to-door pickup and delivery service. The objectives of this research are to describe the profile of the sea freight forwarders in terms of nature, types, volume of cargoes handled and equipment and facilities use; to assess the service and contribution of freight forwarders to shipping industry; to determine how respondents perceived the contribution of freight forwarders in shipping industry in the Philippines.
SHIPPING COMPANIES	BSCA/ 377/ 2011	Galas, Melody A.; Ilagan, Mary Joy M.; Leonar, Jojie M.; Magtibay, Kimverlyn M.	Compliance of Domestic Shipper on the Health and Immunization of Animals on Board in the Port of Batangas	This study determined the compliance of domestic shippers on the health and immunization of animals on board in the Port of Batangas. The researchers used the descriptive method in this study. It involved 50 shippers of animals whose respondents became the basis of the study. The researchers constructed a self-made questionnaire based on the supplemental guidelines and distributed using the purposive sampling technique to the respondents. The results revealed that the shippers strictly complied with the inspection procedures. The Veterinarian Quarantine Inspectors encountered problems on the shippers who refused to undergo inspection. The researchers recommended that the Veterinary Quarantine Officials may conduct continuous monitoring. They may impose penalty among shippers who refuse to undergo quarantine inspection.

SIEMENS POWER OPERATIONS, INC. ; IMPORTATION	BSCA/ 397/ 2013	Cantos, Charlemagne Kim A.; Binucalan, Jean V.; Pasumbal, Ananias Christian Jay M.; Tapere, Antonette P.	Importation of Siemens Philippines: an assessment	This study primarily assessed the importation of Siemens power Operation Inc.. Specifically discussed the status of importation of Siemens Power Operations Inc., identified the problems that Siemens Power Operation Inc. encountered in the importation activity, determine the effects of the identified problems that Siemen Power Operation Inc. on the problems encountered upon importation of powerplant's equipment. A descriptive research using library techniques and interview analysis. The modified questionnaire was based in the interviews done and collection of question from unpublished thesis relatively similar to the aforesaid topic. The respondents of this study consisted thirty (30) employees currently working in Siemens Power Operation Incorporated. The retrieved questionnaire were tallied, tabulated and analyzed using frequency count, ranking and weighted mean which were used in identifying the problems of Siemens in the importation of their powerplant's equipment as well as determined the effects and solutions of this identified problems. Pending on the release of shipment was due to the stress of weather condition and to resolve this major problem. Siemens secure that the company's employees should be always aware of the latest weather bulletin information. Siemens Power Operation Incorporated clearly stated that their company does not have a production shortage as effects because their company is on the maintenance of powerplants which is owned by First Gas Corporation.
STEPAN PHILIPPINES, INC.	BSCA/ 429/ 2015	Pastoral, Karina May.; Apostol, Michele L.; Marquez, Noraiza Vhelle A.; Martinez, Gizelle Jems T.; Mauhay, Charmaine S.; Vito, Charlyn A.	Exportation Volume of Finished products of Stepan Philippines, Inc. Bauan, Batangas	The study determined the exportation volume of finished products of Stepan Philippines, Inc. Bauan Batangas. Specifically, it presented the exportation volume of the company in the last five years; determined the factors affecting the volume of exportation in terms of production, legal and financial aspects, and proposed a plan of action to improve/ maintain its exportation volume. It utilized the descriptive method of research with the use of questionnaire as the major tool in data gathering and documentary analysis. The results revealed the factors affecting the exportation of finished products in tems of production, which are the cost of raw materials and availability of raw materials. In terms of legal aspects, the company secured business permit and import permit. In terms of financial aspects, defective finished products decreased profit and delivery charges. It has been recommended to others who want to broaden the scope of study to include the level of compliance of the Stepan regarding exportation of finished products Employees of Stepan should improve their strategy to meet more efficiently and to minimize defective products resulting to lower investment cost and higher rate.

STRONG REPUBLIC NAUTICAL HIGHWAYS (SRNH)	BSCA/ 370/ 2011	Dampil, Crystal Gale P.; De Castro, Dennis A.; De Leon, Miriam Angela P.; Delgado, Erica Leah B.; Santos, Rose Eisele C.	Emergence of Strong Republic Nautical Highway: Economic Contributions to Batangas-Mindoro segment Ports of Phase 1 (Short Haul Route)	This study described the emergence of the String Republic Nautical Highway and its resultant changes at the ports of the Batangas-Mindoro segment of Phase 1 (Short Haul Route). Researchers employed descriptive method that used quantitative analysis. The respondents included the employees from the Philippines Ports Authority and administrative officials from shipping lines. Results revealed that there is a continuous, consistent and considerable growth in terms of vessel turnout in the Port of Batangas since the launch of the Strong Republic Nautical Highway (SRNH) in 2003. There were only two shipping lines officially participating in the SRNH, Montenegro Shipping Lines, Inc. and Starlite Ferries, Inc. Former had a greater number of crew and passenger capacity. The shipping industry considered it as highly contributory while the port administrators rated it as moderately contributory.
STUDY HABITS	BSCA/ 433/ 2015	Buan, Fatima Aira I.; Bae, Clarissa Mae A.; Belen, Sherilyn D.; Benedicto, Frances Khersten B.	Review Practices of Customs Board Passers: an assessment	Learning enriches one's life and can help one achieve whatever goals he has. The more they know, the more they do something worthwhile in their life. If one wants to learn, he always thinks positively and put into his mind that every time he learns something he grows and takes another step forward reaching his goals. This study sought to determine the review practices of Customs board passers as the bases in evaluating the customs brokers' examination performance and to serve as guide among Customs Administration students as they take the board examination. Specifically, this study aimed to determine the demographic profile of the respondents in terms of the following: gender, age, civil status and year graduated; to assess the level of review practices of the respondents with regards to reading, concentration; memorizing, time management, listening and note taking. This also tested the significant relationship between the levels of review practices of the respondents to their demographic profile. identified the problems encountered during review and proposed an action plan to address the problems encountered. The researcher used descriptive method of research. Results show that majority of respondents are female, on the age bracket of 20-23, single and graduated in the year 2012-2013. Among its findings to top review practices of the graduates are reading first the text then headings and chapter outline. Concentrating well. Having a good basic understanding. Assure to regularly attend review classes and asking questions to clarify misunderstanding may help same with the note taking while reading books.

SUSTAINABLE DEVELOPMENT PROGRAMS; PILIPINAS SHELL FOUNDATION INCORPORATED	BSCA/ 382/ 2012	Falceso, Mary Loide; Gege, Wenelyn B.; Geron, Nelda B.; Guno, Rachell U.; Javelosa, Richard Robert E.	Sustainable Development Programs by Pilipinas Shell Foundation Incorporated to Host Communities	This study primarily aimed to determine the sustainable development programs of Pilipinas Shell Foundation Incorporated to Host communities. The researchers used the descriptive method of research in this study. The researchers constructed a self-made questionnaire as the main basis in the conduct of the study with 202 participants from barangays Tabangao, Ambulong, Libjo, San Isidro, Malitam and inside residents of Pilipinas Shell Petroleum Corporation. The results revealed that the Pilipinas Shell Foundation Incorporated offered their programs to the host communities as a fruit of their success as a company even though there are some concerns coming from the residents. The researchers recommended that the said foundation must continue in doing there great job to address the needs of the community and to fulfill the company's responsibility towards the society.
TARIFF RATE	BSCA/ 366/ 2011	Sandoval, Viberly R.; Padre, Khey-O F.; Carag, Jayperenier P.; Bundukin, Jonalyn II; Arguelles, Rose Ann G.; Adora, Joram G.	Extent of Implementation on the Impositioning of Tariff Rate on Motor Vehicle	The descriptive research determined the extent of implementation, problems, and effects on the imposition of tariff rate on motor vehicle as perceived by BOC employees. Moreover, it discussed the relationships to each of the mentioned variables. Respondents were among 31 employees from the Bureau of Customs in Port of Batangas. It also determined the significant factors affecting in the imposition of tariff rate on motor vehicles. A self made questionnaires were used as tools to gather data or necessary information in this study. Weighted Mean were computed to determine the common responses of the respondents regarding the implementation on the imposition of tariff rate on motor vehicles as perceived by the BOC employees. The reseachers concluded that : The Bureau of Customs- Port of Batangas strictly implemented the procedures on importation of motor vehicles which includes proper collection of payment of duties and taxes and proper imposition of penalty in case of violation of TCCP, as mandated by law. The most common problems encountered by the importer that affects in the importation of motor vehicles were incomplete submission of the required documents. Collection of proper duties and taxes on motor vehicles increased the revenue of the government and will be used for programs and projects to be beneficial to the welfare of the people. The high extent of implementation on the imposition of tariff rate on motor vehicles is not affected by the experienced by the importers.

TAX EXEMPTION, TARIFF EXEMPTION	BSCA/ 372/ 2011	Carandang, Princess Dianne D.; De la Raga, Benneth Adrian D.; Delen, Marivic D; Ebreo, Monica A.; Mendoza, Gie-ar B.	Tax and Tariff Exemptions for Relief Goods Donated from Abroad: In the Context of Processing and Compliance	<p>This study discussed the tax and tariff exemptions for relief goods donated from abroad in the context of processing and compliance. The present study was a descriptive personnel from Bureau of Customs- Port of Manila, Project Management Division, Commission on Filipinos Overseas and donors as suggested by the commission on Filipino Overseas. The results revealed that the implementation of tax and tariff exemption for relief goods donated from abroad has been very much conformed in terms of processing and compliance. It has been observed that there are streamlined processes that the Bureau of Customs implemented regarding tax and tariff exemption with the donors and the agencies involved. The study came up with the fact that there is no significant relationship on the acceptability and the problems of the Bureau of Customs and donors regarding tax and tariff exemptions for relief good donated from abroad. It was recommended that the Bureau of Customs may continue setting up guidelines and policies and provide ways to further increase the donor's eligibility and compliance in the submission of documents for the effective implementation of tax and tariff exemptions.</p>
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<p>TRANSACTION VALUE SYSTEM; BROKERAGE SERVICE; OPERATORS</p>	<p>BSCA/ 380/ 2011</p>	<p>Berania, Mark Reniel D.; Colangoy, Hartman D.; Casalla, Rod Stephen V.; Dalangin, Julius M.;</p>	<p>Adherence on Transaction Value System: The Case of Brokerage Services in Parañaque City</p>	<p>The study was conducted to determine the adherence on transaction value system in Brokerage Services in Parañaque City. It also identified the extent of adherence of brokerage operators using the said system implemented in the World system in brokerage operators using the said system implemented in the World Trade Organization and presented the implication of the results to transaction value system in brokerage services. The researchers constructed self-made questionnaires as their data gathering instrument. The method used was quantitative analysis. The researchers concluded that modernization in this case is not just but a matter of adopting modern technology and efficient streamlined procedures, as it has to be undertaken in an environment defined by charges imposed by the coming into force of the WTO agreement on customs valuation. The implementation of WTO customs valuation rules ensures that the importers and exporters are in a better position to know in advance the amount in duties payable, probably reducing the number of disputes and resulting delays. On the part of brokerage firms, they fully complied with all regulations thus records of all transactions are properly maintained. The Transaction on Valuation system was better among domestic trading transactions because it incorporated the government's standard on valuation with published values. The six methods of determining customs values, which, they said, widened the discretionary powers of customs officials. Although, the transaction valuation rules of the WTO, conferred legal rights on importers with respect to valuation, the full implementation of the rules require members to use transaction value in customs assessment. Full coordination proper communication between the people involved in the adherence of transaction value system to at least lessen or eliminate the obstacles that they encountered in the implementation of such laws.</p>
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WAREHOUSING OPERATIONS	BSCA/ 425/ 2015	Flores, Aira Angelica Jane M.; Apego, Chester B.; Medrano, Corina Joy D.; Razon, Jebelle Inah R.	Warehousing Operations of the Integrated Logistics Philippines Incorporated	This study aimed to evaluate the warehousing operations of the Integrated Logistics Philippines Incorporated. Specifically, determined the warehousing operations of the warehouse; identified the benefits of the clients regarding the warehousing operations; discussed the problems encountered in the warehousing operations and the benefits of the clients with regards to warehousing operations. This study made use of the descriptive method of research. A questionnaire which was patterned and modified based from related theses, books and other data was used as the primary data gathering instrument. The results were evaluated using showed that the ILPI assures that all procedures in the warehousing operation are well implemented and monitored; the ILPI's fast and reliable update on its inventory update cargoes assures and benefits the majority of its clients; no problems were identified to be contributing to the warehousing operations of ILPI and the warehousing operations is not related to the advantages of the clients. The researchers recommended the following: The integrated Logistics Philippines Incorporated may strictly and continuously implement its warehousing procedure with over-all competency and reliability; the ILPI administration may observe a more tip-top relationship and close coordination with the clients to provide a better customer service.
WAREHOUSING PROCEDURES; PILIPINAS KYOHRITSU INCORPORATED	BSCA 351 / 2010	Recio, Kenneth M.; Gonzales, Niño Angelo B.; Guerra, Jinky A.; Magtibay, Jianina Mae T.; Aguila, Charles Erwin D.	Effectiveness in the Implementation of the Warehousing Procedures by Pilipinas Kyohritsu Incorporated	Warehousing acts as a linkage in the chain distribution between the manufacturer and the consumer. It is an industry which constitute activities very closely interrelated with the customs transaction. (Cornejo 1995) It can be a private bonded warehouse which operates exclusively for the production of articles of the owner or a public bonded warehouse, handle general imported cargoes and baggage for local consumption (CAO 2-91). This study revealed the company of Pilipinas Kyohritsu Incorporated (PKI) on how the warehouse personnel saw the effectiveness of the warehousing procedure employed as well as to discover the changes with regards to the company's effective implementation of warehousing procedures due to global financial crisis which could be inferred as company's survival technique.

<p>WAREHOUSING PROCEDURES; UNION AGRIVET CORPORATION</p>	<p>BSCA/ 361/ 2010</p>	<p>Mangaba, Angrlyn A.; Masangcay, Eloiza Marie C.; Mendoza, Jenny B.; Mendoza, Lyn T.; Mortel, Allan Roy C.;</p>	<p>Problems Encountered in the Warehousing Procedure by Union Agrivet Corporation</p>	<p>This study determined the problems encountered in the warehousing procedure by Union Agrivet Corporation utilizing a structural descriptive design also known as the statistical method. The method was used to describe data and characteristics about the phenomenon. It also aims to determine the warehousing procedure employed by the company, assess the problems encountered in the procedure delivery and storage, determine the effects in the operation and suggest remedies or measures to address problems in the procedure. These also used four sets of questionnaire in order to come up with the data needed which was subdivided into three parts, for warehousing documents, delivery and storage. The result revealed that the effective and efficient operation rendered by Union Agrivet Corporation is a key to success of their company, this also revealed that the company sometimes encountered problems in terms of handling of documents. The warehousing procedure employed by Union Agrivet Corporation are implemented, observed and applied almost. Therefore the warehousing procedure employed may be continuously implemented and enhanced further. The proposed measures to address the problems may be tried out and a mechanism of implementation may be devised in order to check its effectiveness. Since the researcher found that studying the problems encountered in the warehousing procedure of Union Agrivet Corporation as a significant task to conduct through this study is deemed necessary to undertake.</p>
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