

Bridging Academic Instruction and Industry Practice: eXPERIENT System Proficiency Among Customs Administration Graduates

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Available Online: August 2026
Revised: July 2026
Accepted: July 2026
Received: June 2026

Volume IV Issue 3 (2026)
DOI: 10.5281/zenodo.22052789
E-ISSN: 2984-7184
P-ISSN: 2984-7176
<https://getinternational.org/research/>

ABSTRACT

As customs operations increasingly rely on digital platforms, evaluating the role of technological systems in bridging theoretical knowledge and practical competency is essential for workforce preparation. This study investigated the extent of eXPERIENT system usage and its predictive relationship to the lodgement skills of Bachelor of Science in Customs Administration (BSCA) graduates at the Asian Institute of Maritime Studies (AIMS) during their practicum. Employing a predictive-descriptive-correlational research design, data were collected from 43 BSCA graduates (graduating batches 2022–2025) using a structured Likert-scale survey distributed via snowball sampling. Findings revealed frequent system utilization during practicum, with an overall mean of 3.65 ("Most of the Time"), indicating consistent exposure to the eXPERIENT system in daily tasks. Respondents demonstrated high competence in end-to-end lodgement transactions (mean = 4.01), reflecting strong procedural familiarity and functional independence. Lodgement skills were rated "High" overall (mean = 4.09), with documentation assessment achieving a "Very High" rating (mean = 4.19), underscoring advanced proficiency in preparing and evaluating customs documents. These results suggest that practicum experiences effectively bridged academic instruction with operational practice, equipping graduates with essential competencies to manage documentation protocols, maintain accuracy, and adapt to evolving customs policies. This study addresses the limited empirical evidence regarding the role of the eXPERIENT system in translating academic learning into practical customs competencies among AIMS graduates. The findings provide critical insights for academic institutions in aligning customs administration curricula with the digital demands of the logistics and trade facilitation industry.

Keywords: Custom Administration, Lodgement Skills, E-Konek Software, Lodgement System

Recommended Citation:

Encarnacion, C., Garcia, J., Ledesma, A., & Tongo, M. (2026). Bridging academic instruction and industry practice: eXPERIENT system proficiency among customs administration graduates. *GET International Research Journal*, 4(3), 68–81. <https://doi.org/10.5281/zenodo.22052789>

INTRODUCTION

While previous studies have examined general on-the-job training performance, internship experiences, and work readiness among Customs Administration students (**Castillo et al., 2019; Nisorrada et al., 2018**), there remains limited empirical research specifically evaluating the role of the ePERIENT system in bridging theoretical academic knowledge and practical lodgement competency among graduates of the Asian Institute of Maritime Studies (AIMS). As customs operations become increasingly dependent on digital platforms, understanding how students develop proficiency in industry-used systems is essential for curriculum enhancement and workforce preparation. The customs operational environment is fast-paced, highly technical and high-stakes. Customs professionals are constantly required to keep on top of new legislation, process declarations through electronic systems and ensure compliance within established timeframes. In the customs regulatory environment, even minor errors or discrepancies in documentation or tariff classification can result in expensive delays, financial penalties and legal action (**Allison Shipping, 2025**). The Asian Development Bank (ADB) Vice-President for Sectors and Themes, Fatima Yasmin, noted that through digital transformation in customs administrations, transparency, and efficiency can be enhanced—both are important in maintaining competitiveness in international trade (**Yasmin, 2025**). These aspects depend on training and other readiness considerations for all involved in using these systems. This requirement for operational readiness is evident across broader Philippine public administration; as **Ligson et al. (2026)** observed in their evaluation of technology-driven strategies in the National Capital Region, the implementation of digital frameworks often encounters operational bottlenecks when administrative preparedness, procedural training, and user competence are lacking. One such technological advancement in the Philippines is ePERIENT—an electronic-to-mobile (e2m) customs system which functions to automate the lodgement and processing of import and export transactions in the Philippines. The 10 Asian Institute of Maritime Studies Bureau of Customs (BOC) is continuing to fully digitize its services; it is imperative that future customs professionals develop not only theoretical knowledge but also practical proficiency in using systems like ePERIENT. Without sufficient training, the risk of inefficiencies and compliance failures increases, potentially undermining the effectiveness of these digital platforms.

As customs and trade facilitation continue to evolve, the use of technology has become vital in managing accuracy, efficiency, and compliance with trade regulations. Enhancing digital literacy among customs professionals not only supports effective customs operations but also contributes to improving global trade efficiency and transparency. These educational and professional objectives are deeply anchored in the United Nations Sustainable Development Goals (SDGs), specifically SDG 4 (Quality Education) and SDG 8 (Decent Work and Economic Growth). By investigating the development of proficiency in digital customs systems such as ePERIENT, this research addresses SDG Target 4.4, which aims to substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs, and entrepreneurship (**United Nations, n.d.-a**). Furthermore, bridging academic instruction with practical industry systems prepares a highly skilled workforce capable of supporting trade facilitation, which advances SDG Target 8.2 by achieving higher levels of economic productivity through technological upgrading and innovation (**United Nations, n.d.-b**).

This study seeks to investigate the perceptions of Bachelor of Science in Customs Administration (BSCA) graduates from the Asian Institute of Maritime Studies (AIMS) regarding their preparedness and competency in using the ePERIENT system during their practicum. By assessing graduate responses, the research aims to evaluate the effectiveness of existing academic training initiatives and identify potential gaps between theoretical instruction and

the practical requirements of customs operations. The findings are intended to contribute to the enhancement of training programs to better align with industry expectations.

Objectives

This study aims to explore the perception of Bachelor of Science in Customs Administration (BSCA) graduates of the Asian Institute of Maritime Studies (AIMS) on the extent of usage of ePERIENT on their lodgement skills and system usage. This study will specifically address the following sub-questions:

1. What is the extent of usage of the ePERIENT system in terms of the following indicators:
 - 1.1 Frequency of usage during practicum and;
 - 1.2 Ability to perform end-to-end lodgement transactions using the ePERIENT system accurately?
2. What is the extent of lodgement skills of graduates in terms of:
 - 2.1 Application of theoretical and practical lessons;
 - 2.2 Accuracy and efficiency in performing lodgement procedures; and
 - 2.3 Ability to assess customs documentation standards on the devices of lodgement.
3. Is there a significant relationship between the extent of respondents' usage of the ePERIENT system and the extent of lodgement skills of BSCA graduates at AIMS during their practicum?

METHODS

This study employed a predictive-descriptive-correlational research design, a quantitative approach suitable for exploring the perceptions of BSCA graduates regarding their usage of the ePERIENT system and its relationship to their lodgement skills during practicum. This design allows for the description of existing conditions while analyzing associations between variables to determine the extent to which certain factors can predict outcomes. Since the researcher does not manipulate the independent variables, this design is appropriate for examining naturally occurring relationships and making data-driven predictions based on participants' demographic profiles, training backgrounds, and levels of system exposure. The predictive-descriptive-correlational approach thus enables meaningful insights into how usage of the ePERIENT system affects practical competencies among graduates.

Research Design

This study employed a predictive-descriptive-correlational research design, a quantitative approach suited to exploring the perceptions of BSCA graduates regarding the extent of their usage of the ePERIENT system and the relationship of that usage to their lodgement skills during practicum. This design facilitates description of current conditions while analyzing patterns of association to identify how certain variables can predict outcomes. Without manipulation or control of independent variables, this approach examines naturally occurring relationships among demographic profiles, levels of exposure, prior experience, and training background to forecast performance and competency levels. By relying on these naturally occurring differences, the study aims to generate meaningful predictive insights into how system usage supports practical customs competencies in an operational environment.

Participants

The study employed snowball-sampling techniques to come up with the total number of respondents. Therefore, initial respondents were identified through institutional affiliations. These initial participants were asked to refer fellow graduates from their respective batches. The researchers used the whole population of BSCA graduates of 2022 to 2025 as the respondents for this study. It included 43 respondents who will provide relevant data to the research objective.

Instrumentation

The main data-gathering tool for this study is a structured survey questionnaire where it is specifically designed to address the research's statement of the problem. The instrument was formulated by the researchers to determine the perception of BSCA graduates on the extent of usage of eXPERIENT on their lodgement skills and system usage. The questionnaire consists of three main parts. The first part, is about Extent of respondent's Usage of e-XPERIENT System, it measures the respondents' familiarity with the system, frequency of usage, and integration of EKONEK in practicum. In order to measure the extent of usage of e-XPERIENT System, the researchers adopt the indicators below:

Table 1

Likert Scale

Scale	Description
5	Strongly Agree
4	Agree
3	Neutral
2	Disagree
1	Strongly Disagree

The second part is the extent of Lodgement Skills of graduates. It evaluates the perceived effects of the system on the application of theoretical and practical knowledge, as well as the accuracy and efficiency in performing lodgement procedures. The third part focuses on the relationship between e-XPERIENT Usage and Lodgement skills of the graduates. It examines whether there is a significant relationship between system usage and lodgement skills. It aims to find out if higher usage of the eXPERIENT system is associated with better lodgement performance. All three main parts of the survey will use a 5-point Likert scale ranging from 5 – Strongly Agree to 1 – Strongly Disagree. To ensure the rigor of the researcher-constructed questionnaire, both validity and reliability assessments will be meticulously conducted. Content validity will be established through a panel of experts in customs administration, ensuring that each item accurately reflects the statement of the problem. Reliability will be confirmed through a pilot study involving a sample of respondents.

Procedure

The survey questionnaire was developed based on the research objectives and constructed to address the specific statements of the problem. The instrument was designed using Google Forms to facilitate convenient distribution and automatic recording of responses. Prior to data collection, the questionnaire underwent expert validation to establish content validity, with feedback incorporated to improve clarity and relevance.

Participants were recruited through a snowball sampling technique. Initial respondents, including class presidents, were asked to complete the survey and share the Google Form link with their batchmates to broaden the reach.

The questionnaire was disseminated primarily via Facebook Messenger, accompanied by a formal invitation introducing the study, its purpose, and instructions for completion. An informed consent statement was placed at the beginning of the Google Form to inform respondents of their voluntary participation, the right to withdraw at any time, and confidentiality of responses. Only those who provided consent proceeded with the survey.

Data collection was conducted over a specified timeframe during which response rates were monitored. Google Forms, minimizing data entry errors, automatically recorded responses in real-time. Upon completion of data gathering, responses were exported into a spreadsheet for further organization and analysis.

The dataset was carefully reviewed for completeness and accuracy. Data cleaning procedures involved removing duplicate, incomplete, or invalid responses. Only valid and complete datasets were used for statistical treatment. Throughout the process, ethical standards were strictly maintained, ensuring participant anonymity and confidentiality. No personally identifiable information was collected, and data were used solely for academic purposes related to this research.

Data Analysis

The data gathered from the respondents were subjected to the following statistical treatments:

1. Frequency and Percentage Distribution. To describe the profile of the respondents in terms of age, gender, sex and year graduated.
2. Weighted Mean. To determine the extent of usage of the eXPERIENT system and its contribution to the lodgement skills of BSCA graduates
Scale for Interpretation (Likert 5-Point Scale): 4.21 – 5.00 → Strongly Agree 3.41 – 4.20 → Agree 2.61 – 3.40 → Neutral 1.81 – 2.60 → Disagree 1.00 – 1.80 → Strongly Disagree
3. Simple Linear Regression Simple Linear Regression. To determine the relationship between the extent of usage of the e-XPERIENT and the lodgement skills of BSCA graduates. This statistical tool was applied to assess whether the level of Experient usage, serving as the independent variable, influences the respondents' lodgement skills and system usage, which serve as the dependent variable.

Ethical Considerations

By guaranteeing the voluntary involvement and informed consent of all participating AIMS BSCA graduates, this study closely complies with ethical research requirements. All information about participants' lodgement abilities and E-Konek software usage were anonymized and kept completely private in order to safeguard their identities and adhere to the Data Privacy Act of 2012. There are no hazards to one's health or career, and the research's only goal is to offer useful information for improving the curriculum. Additionally, the results will be reported with total objectivity and academic integrity after receiving the appropriate institutional clearance from AIMS.

RESULTS and DISCUSSION

This section presents the demographic characteristics of the 30 respondents who participated in the study. The data includes age, gender, and school year of graduation, providing context for the subsequent analysis of system usage and lodgement skills.

Table 2

Demographic Profile of the Respondents as to Age

Aged	Frequency	Percentage
22	1	2.3%
23	20	46.5%
24	18	41.9%
25	3	7%
26	1	2.3%
Total:	43	100%

The age distribution of the 43 survey respondents shows that the majority are concentrated at ages 23 (46.5%) and 24 (41.9%), together accounting for more than four-fifths of the sample. Smaller proportions are observed among respondents aged 22 (2.3%), 25 (7.0%), and 26 (2.3%). This indicates that the survey primarily reached individuals in their early twenties, consistent with a youthful and academically aligned population.

Table 3

Demographic Profile of the Respondents as to Gender

Gender	Frequency	Percentage
Male	28	65.1%
Female	15	34.9%
Prefer not to say	0	0
Total	43	100%

Out of the 43 respondents, 28 are male (65.1%), and 15 are female (34.9%).

Table 4

Demographic Profile of the Respondents as to Year Graduated

Year Graduated	Frequency	Percentage
2022-2023	9	20.9%

2023-2024	11	25.6%
2024-2025	23	53.5%
Total	43	100%

Most of the 43 survey respondents are expected to graduate in the school year 2024–2025, accounting for 53.5% of the total. This is followed by 25.6% who graduated in 2023–2024 and 20.9 0% in 2022–2023, indicating that the majority belongs to the current graduating batch.

1. What is the extent of respondent's usage of the eXPERIENT system in terms of the following indicators:
 - 1.1. Frequency of usage during practicum and;
 - 1.2. Ability to perform end-to-end lodgment transactions using the eXPERIENT system accurately?

Table 5

The Extent of Respondents' Usage of the e-XPERIENT System in terms of Frequency of Usage

Indicators	Mean	Standard Deviation	Interpretation
Frequency of Usage During Practicum			
1. During my practicum, I was utilizing the eXPERIENT system regularly for my daily tasks.	3.79	1.013	Most of the time
2. I was initiating and creating new import or export entries using the system frequently.	3.60	0.903	Most of the time
3. I was accessing the eXPERIENT system often to track the real-time status of shipments and customs declarations.	3.67	1.017	Most of the time
4. I was spending a significant amount of time each day engaging with the eXPERIENT system.	3.51	0.985	Most of the time
5. My practicum experience involved consistently using the eXPERIENT system to perform assigned duties.	3.67	1.017	Most of the time
Overall	3.6512	0.88166	Most of the time
Ability to Perform End to End Lodgment Transactions using the e-XPERIENT System Accurately			

1. I am performing all stages of a lodgement transaction using the eXPERIENT system.	4.16	0.721	Most of the time
2. I am confident in completing transactions without supervision using eXPERIENT.	3.81	0.794	Most of the time
3. I am troubleshooting common issues encountered during lodgement transactions.	3.91	0.840	Most of the time
4. I am verifying, submitting, and finalizing transactions accurately through the system.	4.05	0.754	Most of the time
5. I am understanding each step involved in end- to-end lodgement using the eXPERIENT system.	4.14	0.804	Most of the time
Overall	4.0140	0.57635	Most of the time
Grand 1	3.8326	.065164	Most of the time

This table presents the extent of respondents' usage of the e-XPERIENT system in terms of frequency of usage during practicum and ability to perform end to-end lodgement transactions accurately. The results indicate that respondents frequently utilized the e-XPERIENT system during their practicum, as reflected by an overall mean of 3.6512 with a standard deviation of 0.88166, interpreted as "Most of the Time." This suggests consistent exposure to and reliance on the system in the conduct of daily tasks. Specifically, the statement *"During my practicum, I was utilizing the e-XPERIENT system regularly for my daily task"* obtained the highest mean ($x = 3.79$), indicating that the system was an integral tool in respondents' routine activities. Similarly, accessing the system to track real-time

shipment and customs declaration status ($\bar{x}=3.67$) and experiencing a practicum that required consistent system usage ($\bar{x}=3.67$) were also rated "Most of the Time." Although slightly lower, respondents still reported spending a significant amount of time using the system each day ($\bar{x}=3.51$), which remains within the same interpretative range. The relatively low dispersion of responses across items implies a shared experience among respondents regarding the regular use of the e-XPERIENT system during practicum.

Moreover, with respect to respondents' ability to perform end-to-end lodgement transactions using the e-XPERIENT system, the findings reveal a high level of perceived competence, as evidenced by an overall mean of 4.0140 and a standard deviation of 0.57635, likewise interpreted as "Most of the Time." Among the indicators, the ability to perform all stages of a lodgement transaction yielded the highest mean ($\bar{x}= 4.16$), indicating strong procedural familiarity. Respondents also demonstrated a clear understanding of each step involved in end-to-end lodgement ($\bar{x} = 4.14$) and the ability to verify, submit, and finalize transactions accurately ($\bar{x}=4.05$). Confidence in completing transactions without supervision ($\bar{x} =3.81$) and troubleshooting errors during lodgement ($\bar{x}=3.91$) further suggest that respondents possessed functional independence in system usage.

Furthermore, the grand mean of 3.8326, interpreted as "Most of the Time," indicates that respondents generally exhibited a high extent of usage and operational capability in the e-XPERIENT system. These findings imply that frequent system exposure during practicum contributed to respondents' ability to accurately perform end-to-end

lodgement transactions. Overall, the results suggest that the e-XPERIENT system is effectively integrated into practicum activities and supports the development of essential operational competencies among users.

2. What is the extent of lodgement skills of graduates in terms of:

2.1 Application of theoretical and practical lessons;

2.2 Accuracy and efficiency in performing lodgement procedures; and,

2.3 Ability to assess customs documentation standards on the devices of lodgement.

Table 6

The Extent of Graduates' Lodgement Skills in terms of Application of Theoretical and Practical Lessons

Indicators	Mean	Standard Deviation	Interpretation
Application of Theoretical and Practical Lessons			
1. I am applying classroom knowledge effectively during lodgement procedures.	4.14	0.675	High
2. I am integrating theory with actual customs operations throughout my practicum.	3.95	0.754	High
3. I am understanding how theoretical customs concepts are being applied in real scenarios.	3.95	0.722	High
4. I am connecting customs regulations learned in class with practical lodgement tasks.	4.05	0.722	High
5. My academic learning is preparing me well for performing lodgement operations.	4.12	0.93	High
Overall	4.0419	0.59451	High
Accuracy and Efficiency in Performing Lodgement Procedures			
1. I am completing lodgement transactions quickly and accurately.	3.91	0.721	High
2. I am minimizing errors when entering data into the eXPERIENT system.	3.95	0.794	High
3. I am meeting deadlines while maintaining accuracy in all lodgement steps.	3.93	0.840	High
4. I am organizing and processing multiple lodgement tasks efficiently.	3.98	0.754	High

5. I am ensuring that transaction details are error- free before submission.	4.07	0.804	High
Overall	3.9674	0.61246	High
Ability to Assess Customs Documentation Standards on the Devices of Lodgement			
1. I am assessing and preparing required customs documents that meet established standards.	4.23	0.684	Very High
2. I am ensuring all required documents are complete before lodgement.	4.35	0.650	Very High
3. I am meeting submission deadlines for customs transactions after receiving the required documents.	4.14	0.833	High
4. I am understanding and following customs documentation protocols accurately.	4.16	0.688	High
5. I am adapting effectively to documentation updates or policy changes.	4.07	0.799	High
Overall	4.1907	0.59514	High
Grand 2	4.0667	0.54023	High

This table presents the extent of graduates' lodgement skills in terms of application of theoretical and practical lessons, accuracy and efficiency in performing lodgement procedures, and ability to assess customs documentation standards. The results indicate that respondents reported a consistently high level of confidence in applying classroom knowledge to actual customs operations, as reflected by an overall mean of 4.0419 with standard deviations ranging from 0.675 to 0.930, interpreted as "High." Specifically, the statement "I can apply classroom learning" obtained the highest mean ($\bar{x} = 4.14$), suggesting that academic preparation was effectively aligned with practical lodgement tasks. This implies that practicum experiences successfully bridged theoretical instruction with operational customs procedures.

Moreover, with respect to accuracy and efficiency in performing lodgement procedures, the findings reveal a reliable level of operational competence, as evidenced by an overall mean of 3.9674, likewise interpreted as "High." Among the indicators, the statement "I consistently ensure that transaction details are error free before submission" yielded the highest mean ($\bar{x} = 4.07$), indicating strong attention to detail and compliance with procedural requirements. Respondents also demonstrated timeliness and precision in handling lodgement processes, further reinforcing their capability to perform under time constraints.

Furthermore, the ability to assess customs documentation standards received the highest ratings among the three dimensions, with an overall mean of 4.1907 and a relatively low standard deviation of 0.59514, interpreted as "Very High." Notably, the indicators "I assess and prepare required customs documents that meet established

standards" ($\bar{x}=4.23$) and "I ensure all required customs documents are complete before lodgement" ($\bar{x} = 4.35$) achieved "Very High" interpretations, suggesting advanced proficiency in evaluating and preparing documentation in accordance with regulatory standards.

Overall, the grand mean of 4.0867, interpreted as "High," indicates that graduates generally exhibited a strong extent of lodgement skill acquisition across all three dimensions. The presence of multiple indicators within or approaching the "Very High" range implies that both academic and practicum components of the Customs Administration program effectively cultivated theoretical understanding and practical proficiency in lodgement procedures. These findings suggest that graduates are well-equipped to manage documentation protocols, maintain accuracy, and adapt to evolving customs policies.

Table 7

The Results of the Regression Analysis

Model	R	R-Square	Standard Error (estimate)	F-ratio	Sig.	Decision
1 Pred: Extent of respondent's usage of the eXPERIENT system Predicted: Extent of lodgement skills of graduates	0.694	0.482	0.39371	38.079	<0.001	Reject H0 Since the significance is equal or less than 0.001 the hypothesis was rejected. Therefore, there is a significant relationship between extent of respondent's usage of the eXPERIENT system and extent of lodgement skills of graduates.
2 Pred: Frequency of usage during practicum and; Predicted: Application of theoretical and practical lessons.	0.522	0.272	0.46642	15.346	<0.001	Reject H0 Since the significance is equal or less than 0.001 the hypothesis was rejected. Therefore, there is a significant relationship between frequency of usage during practicum, and the application of theoretical and practical lessons. And accuracy and efficiency in

Accuracy and efficiency in performing lodgement procedures						performing lodgement procedures.
3 Pred: Ability to perform end- to-end lodgement transaction using eXPERIENT system accurately Predicted: Ability to assess customs documentation standards on the devices of lodgement.	0.727	0.529	0.37541	45.977	<0.001	Reject H0 Since the significance is equal or less than 0.001 the hypothesis was rejected. Therefore, there is significant relationship between the ability to perform end-to-end lodgement transactions using eXPERIENT system accurately and the ability to assess customs documentation standards on the devices of lodgement.

This table presents the results of the regression analysis examining the predictive effects of selected variables on the dependent outcome. Model 1 assessed the relationship between the extent of respondents' usage of the eXPERIENT system and their lodgement skills. The model yielded an R-value of 0.694, indicating a strong positive correlation. The coefficient of determination ($R^2=0.482$) suggests that 48.2% of the variance in lodgement skills can be explained by system usage. The F-ratio ($F=38.079$, sig.<0.001) confirms the model's statistical significance, leading to the rejection of the null hypothesis.

Model 2 examined how frequently students used the eXPERIENT system during their practicum and its impact on lodgement skills. With an R-value of 0.522 and R^2 of 0.272, the model indicates a moderate relationship, explaining 27.2% of the variance in the dependent variable. The F-ratio ($F=15.346$, sig.<0.001) supports the model's significance, resulting in the rejection of the null hypothesis.

Model 3, which evaluated the ability to perform end-to-end lodgement transactions accurately using the eXPERIENT system, demonstrated the strongest relationship among the three models ($R=0.727$). This model explained 52.9% of the variance in the dependent variable ($R^2=0.529$). The high F-ratio ($F=45.977$, sig.<0.001) indicates a robust and statistically significant model, leading to the rejection of the null hypothesis.

Further analysis revealed a significant relationship between the frequency of system usage during practicum and students' ability to apply theoretical and practical lessons, as well as their accuracy and efficiency in performing lodgement procedures. Additionally, students who demonstrated proficiency in end-to-end transactions were significantly more capable of assessing customs documentation standards on the devices of lodgement. Both findings were supported by significance levels below 0.001, confirming the rejection of the null hypotheses.

In summary, all predictors significantly influenced the dependent variables. The ability to perform end-to-end lodgement transactions accurately emerged as the strongest predictor, followed by the extent of system usage and frequency of usage during practicum. These results underscore the critical role of hands-on system engagement in developing operational customs competencies among graduating students.

CONCLUSION

This study examined the extent of usage of the eXPERIENT system and its relationship to the lodgement skills of BSCA graduates of AIMS during their practicum. Based on the findings, it can be concluded that the eXPERIENT system was widely used by the respondents and played an important role in developing their lodgement skills.

The results showed that graduates frequently used the eXPERIENT system during their practicum, indicating that it was a regular part of their daily customs-related tasks. This consistent use allowed students to gain hands-on experience with actual customs processes, helping them become familiar with system functions and real-world procedures. Graduates also demonstrated strong ability in performing end-to-end lodgement transactions, particularly in understanding the steps involved, ensuring accuracy, and completing tasks efficiently. Although some respondents still required guidance in more complex situations, their overall level of competence remained high.

In terms of lodgement skills, the findings revealed that graduates were able to effectively apply their classroom learning during practicum. They showed high levels of accuracy and efficiency in processing transactions and demonstrated strong capability in assessing and preparing customs documentation in accordance with required standards. These results indicate that the theoretical knowledge gained in the classroom was successfully translated into practical skills during field exposure.

Furthermore, the findings contribute to Sustainable Development Goal 4 (Quality Education), particularly Target 4.4, by demonstrating the importance of equipping students with industry-relevant digital competencies. By strengthening proficiency in the eXPERIENT system, academic institutions can better prepare graduates for the technological demands of the modern logistics and customs industry, thereby supporting sustainable employment and economic development.

Moreover, the study established a significant relationship between the extent of eXPERIENT system usage and the level of lodgement skills of the graduates. Frequent engagement with the system contributed to improved accuracy, efficiency, and compliance in lodgement tasks. This suggests that increased exposure to the eXPERIENT system during practicum enhances students' readiness for professional customs practice.

Overall, the findings confirm that the use of the eXPERIENT system during practicum is an effective means of strengthening the lodgement skills of BSCA graduates. Continuous integration of the system in training programs, with additional focus on independent task execution, may further improve graduates' competence and confidence in real-world customs operations.

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