

Press Release
Department of Labor and Employment
Bureau of Working Conditions
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FAST QUERY RESPONSE FOR SIMPLE QUERIES, AN INNOVATIVE EXPERIENCE OF BWC

The Bureau of Working Conditions was adjudged as the DOLE-Bureau with the Most Innovative Idea during the DOLE's Pre-Anniversary Recognition last December 5, 2018 at the DOLE's LGLC. The Fast Query Response for Simple Queries or simply FQR was a BWC innovation that aimed to lessen the number of days needed in reducing the process cycle time in answering simple queries from the usual 10 days to 1 day. Launched four (4) years ago, it intended to balance the interest of a skeptical and demanding public and the checks and balances of a perceived bureaucratic government.

A dedicated email address (askbwc@gmail.com) to which queries are sent was made for this purpose. Using email is very fast, cheap, accessible and easily replicated means of communication. This email has responded to both kinds of queries: simple and complex. Simple queries were answered within the day, while the complex ones shall pass the usual Office procedure. Clients were very much satisfied as their queries were answered on time.

This innovative project was conceptualized even before the enactment of Republic Act 11032 otherwise known as Ease of Doing Business Act of 2018 which calls for better governance through rendering of swift and efficient service, but the BWC staff gained more from it as the Work Improvement Program (WIP) has paved the way to borderless teamwork among its employees as communication lines are very much open and the spirit of teamwork, coaching and mentoring are very evident in the Office right now.

Innovation is the process of translating an idea into good service that creates value. It involves deliberate application of initiative in deriving greater values from resources and includes all processes by which new ideas are generated and converted into useful services in order to satisfy the needs and expectations of clients.

The secret in the success of this workplace innovative program is staff empowerment. It is a reminiscent and application of Douglas McGregor's model of workforce motivation theory which highlights the motivating role of job satisfaction and encouragement of workers to approach tasks without direct supervision.

The WIP has now become a precursor of other productivity and innovation programs of the Bureau such as 5S, QMS, Quality Circles, and Staff Suggestion Scheme. As the Bureau readies itself in its new productivity journey, the learning it has achieved from the FQR will be an inspiration among its employees.

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