**ABSTRACT**

Using competencies to manage business organizations and to base a competency model on attributes of a preferable organizational culture is a common practice in business. Competency criteria allow improvement of workers’ performance by informing them what behaviors further achieving the required organizational goals. Public organizations, faced with challenges of being a part of the European Union, have been learning how to use competencies to pursue new goals and create new organizational cultures of the offices.

The goal of this article isto present practices of the competencies evaluation usage in the Customs Service to shape behaviors accordingly to its preferable organizational culture.