

2013/2014 INDUSTRY PROFILE: **Business Process Outsourcing** (First of a series)



This industry profile covers the following topics on labor and employment:

EMPLOYMENT (June 30, 2014)

1. Number of establishments
2. Employment
3. Category of workers
4. Specific groups of workers
 - Young workers
 - Female workers
 - Time-rated workers
5. Subcontracting
6. Job vacancies (Jan. 2013-June 2014)
 - Easy-to-fill vacancies
 - Hard-to-fill vacancies
 - Reasons why vacancies are hard-to-fill

UNIONISM AND COLLECTIVE BARGAINING (June 30, 2014)

7. Unionism
8. Collective bargaining

PRODUCTIVITY IMPROVEMENT AND GAINSHARING PRACTICES (2013)

9. Productivity Improvement Programs (PIPs)
10. Objectives of PIPs
11. Productivity Gainsharing Schemes
12. Availment of Tax Incentives Under RA 6971
13. Government Agencies that Provided Assistance to Establishments with PIPs
14. Attendance to Training Programs Conducted by RTWPBs
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OCCUPATIONAL SAFETY AND HEALTH PRACTICES (2012-2013)

16. Preventive and Control Measures Against Work Safety and Health Hazards
17. Occupational Safety and Health Policies/Programs
18. Work Safety and Health-Related Trainings/Seminars
19. Designated Health and Safety Personnel

OCCUPATIONAL INJURIES AND DISEASES (2013)

20. Measures of Safety Performance
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LABOR COST (2013)

23. Direct Wages and Salaries
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29. Cost of Training
30. Cost of Welfare Services
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Background

This issue of LABSTAT Updates is the first in a six-part series of industry profiles that features key industries with strong employment generation potentials. Statistics in this report were culled from the results of the 2013/2014 *Integrated Survey on Labor and Employment (ISLE)* – a nationwide sample survey covering 8,399 establishments with 20 or more workers.

EMPLOYMENT

Number of Establishments

- The number of establishments engaged in the business process outsourcing (BPO) industry was placed at 891 as of June 30, 2014. These establishments were mostly engaged in call center activities (49.1% or 429) and computer-related activities (47.1% or 420).

Employment

- The total number of persons employed in this industry was estimated at 460,518 of which nearly 5 out of every 6 employees (84.6% or 389,752) worked as call center agents.

Category of Workers

- Majority of the industry workforce (87.6% or 403,192) were rank and file employees. Managers/executives and supervisor/foremen comprised around 12 percent (12.4% or 56,884) while working owners/unpaid workers shared less than one percent (0.1% or 442) of the total employment.
- Seven out of every 10 rank and file employees (70.6% or 284,822) were regular workers. The remaining 29.4% were non-regular workers that were composed of probationary workers (22.5% or 90,845); contractual/project-based workers (6.5% or 26,256); and casual workers (0.2% or 684).

Specific Groups of Workers

- More than one-half (53.2% or 244,769) of the industry workforce were females. Young workers, aged 15 to 24 years old, comprised one-fourth (25.3% or 116,572) of the total employment.

- Time-rated workers accounted for the bulk of the workforce at 99.8% or 459,486, majority of which were full-time workers (99.4% or 456,860) that were paid on monthly basis (81.9% or 374,387); daily basis (9.3% or 42,565); and hourly basis (8.7% or 39,907).
- Only a minimal proportion of part-time workers were employed by the industry (0.6% or 2,627).

Subcontracting

- Almost two-thirds (63.3% or 564) of total establishments outsourced the services of 12,350 agency-hired workers for activities done within the premises of the establishments.
- About thirteen percent (13.5% or 120) of the total establishments were engaged in subcontracting of activities done off-site.

Job Vacancies

- A total of 325,470 job vacancies were available in the labor market from January 2013 to June 2014. Of these, seven out of every eight vacancies were easy-to-fill occupations (87.4% or 287,430) while the rest were hard-to-fill occupations (12.6% or 41,040).
- Two out of five (38.7% or 15,878) hard-to-fill occupations were customer service representatives/ associates. The other top hard-to-fill occupations include other computer professionals (6,648); other finance and sales associate professionals (4,949); system analysts and designers (3,403); and receptionists and information clerks (2,062).
- The lack of needed competency/skill among applicants (534); lack of experience (237); and expectation for high salary (146) were the main reasons why job vacancies were considered hard-to-fill by establishments.

UNIONISM AND COLLECTIVE BARGAINING

- The business process outsourcing industry remained to be union free with no reported unionized establishment in 2014.

PRODUCTIVITY IMPROVEMENT AND GAINSHARING PRACTICES

Productivity Improvement Programs (PIPs)

- To improve productivity in the workplace, more than half (53.6% or 472) of the 880 establishments in the BPO industry had implemented various productivity improvement programs (PIPs) in 2013. Of these 472 establishments with PIPs, two-thirds (66.7% or 315) were establishments engaged in call center activities.
- Specifically, more than 40% of the establishments implemented 5S Good Housekeeping (48.1%); Suggestion/Feedback Scheme (47.5%); and Total Quality Management (42.6%).

Objectives of PIPs

- Three out of every 5 establishments with PIPs (60.8%) in the BPO industry identified reduction of customer complaints as the main objective of their programs.
- Other main objectives of PIPs as cited by establishments include: to shorten process cycle time (40.5%); to increase profit (37.3%); to improve product quality (37.1%); and to reduce wastage (30.7%).

Productivity Gainsharing Schemes

- More than one-fourth (28.4% or 134) of BPO establishments with PIPs provided gainsharing schemes at the workplace. Of these, five out of every six establishments (82.8%) granted performance bonuses to its employees.

Availment of Tax Incentives Under RA 6971

- Only 1 establishment engaged in medical transcription activities availed of the tax incentives provided by the government under RA 6971 otherwise known as *Productivity Incentives Act of 1990*.

Government Agencies Providing Assistance to Establishments with PIPs

- Some (4% or 19 establishments) were provided assistance by the Department of Labor and Employment in the development and implementation of their PIPs.

Attendance to Training Programs Conducted by RTWPBs

- Of the training programs conducted by the *Regional Tripartite Wages and Productivity Boards (RTWPBs)*, the 5S (Good Housekeeping) was attended by most BPO establishments at 4.0% (19). The other training attended by 7 establishments was on Service Quality.

Forms of Government Assistance Needed to Encourage Adoption of PIPs

- Six out of every 10 BPO establishments believed that in order to encourage more establishments to adopt PIPs, the government should assist in the provision of trainings (61.5%) and dissemination of information materials (60.1%) to establishments.
- A little over one-third (36.7% or 323) of establishments considered consultation as another area where the government's support is needed in as far as adoption of PIPs is concerned.

OCCUPATIONAL SAFETY AND HEALTH PRACTICES

Preventive and Control Measures Against Work Safety and Health Hazards

- As part of its preventive and control measures against work safety and health hazards, more than 80% of the

total 880 BPO establishments conducted periodic/annual medical examination for their workers (84.7%) and implemented smoke-free workplace (83.4%) measures in 2012-2013.

- Other measures adopted include posting of safety signages or warnings (76.4%) and emergency response preparedness activities for earthquake, fire, chemical spills, etc. (75.0%).

Occupational Safety and Health Policies/Programs

- Two out of every three BPO establishments implemented the following occupational safety and health policies/programs: drug-free workplace (66.5%); anti-sexual harassment (66.0%); and emergency responses preparedness (64.1%).

Work Safety and Health-Related Trainings/Seminars

- For the employees to be more informed and equipped on work-safety and health-related matters, establishments in the BPO industry provided various work safety and health-related trainings/seminars that include fire safety training (67.0%); emergency preparedness (42.0%); and stress management (30.7%).
- Other health-related trainings/seminars conducted include 40-hour basic occupational safety and health training (23.6%); drug-free workplace training (22.3%); and smoke-free workplace/tobacco control in the workplace (20.8%).

Designated Health and Safety Personnel

- Seven out of every 10 BPO establishments (70.5% or 620) designated safety officers as their health and safety personnel in their establishments, one-fifth (19.4% or 120) of which were accredited by the DOLE.

- Other establishments assigned trained first-aiders (37.3% or 328); occupational health registered nurses (33.8% or 297); and occupational health physicians (21.3% or 187).

OCCUPATIONAL INJURIES AND DISEASES

Measures of Safety Performance

- In 2013, the BPO industry reported a total of 345 cases of occupational injuries, majority (98.3% or 339) of which had affected workers in call centers.
- Nine out of every 10 cases (87.5% or 302) of occupational injuries were cases without workdays lost while the rest were temporary incapacity cases (12.5% or 43).
- The frequency rate of cases of occupational injuries with workdays lost causing temporary incapacity was posted at less than 1% (0.05%).
- The incidence rate for these temporary incapacity cases was recorded at 0.10%, which means that there were 10 cases of occupational injuries with workdays lost for every 1,000,000 workers in the BPO industry.
- Meanwhile, severity rate or workdays lost of cases of occupational injuries resulting to temporary incapacity per 1,000,000 employee-hours of exposure was recorded as 0.19%.
- Overall, an average of 4.16 workdays was lost per temporary incapacity case.

Cases of Occupational Injuries with Workdays Lost

Types of Injury

- Seven out of every 10 occupational injuries were caused by fractures (69.8% or 30). Other types of occupational injuries include dislocations, sprains and strains; and traumatic amputations (both with 14.0%).

Parts of the Body Injured

- Due mainly to the nature of work in the BPO industry, the most common parts of the body injured in most employees were the hands and wrists at 44.2%. This was followed by whole body or multiple sites equally injured (27.9%); lower extremities; and arms and shoulders (both with 14.0%).

Causes of Injury

- The top two causes of occupational injuries were: being caught in or between moving and stationary objects (55.8%); and stepping on, striking against or struck by objects, excluding falling objects (41.9%).

Agents of Injury

- Almost 7 out of every 10 cases of occupational injuries were due to machines and equipments (69.8%).
- The rest of the injuries were caused by hand tools (27.9%) and materials or objects (2.3%).

Cases of Injuries by Occupation

- Almost all of the cases of occupational injuries involved plant and machine operators and assemblers (97.7%). While the rest were laborers and unskilled workers (2.3%).

Occupational Diseases

- A total of 37,436 cases of occupational diseases were posted in the BPO industry in 2013. Majority (97.8% or 36,621) of these occupational diseases had afflicted workers in call centers.
- Back pain which accounted for 40.1% of the total occupational diseases was the most common type of occupational disease during the year. Other common diseases include peptic ulcer (24.9%); essential hypertension (11.4%) and other infections (7.3%).

LABOR COST

Total Labor Cost in 2013

- The total labor cost paid for by employers in the BPO industry was posted at ₱159.83 billion.

Direct Wages and Salaries

- Payments made for normal/regular working time accounted for more than four-fifths (83.6% or ₱109.5B) of the total ₱130.96 billion direct wages and salaries in 2013. Trailing behind was the share of overtime, night shift and premium pay at 6.6% (₱ 8.61B).

Remuneration for Time not Worked

- The total annual payment shouldered by employers for the employees' vacation, sick, maternity, paternity, service incentive leave union/emergency/bereavement/burial leaves and other paid leaves for the BPO industry amounted to ₱1,230.95 million.

Bonuses and Gratuities

- Among the sub-components of bonuses and gratuities, the largest share of 94.8% (₱12.07B) was paid by employers as year-end, seasonal and other one-time bonuses.
- Meanwhile, expenses incurred for additional payments in respect of vacation, supplementary to normal vacation pay and profit sharing bonuses, accounted for minimal shares equivalent to 2.7% and 2.2%, respectively.

Payments in Kind

- The total amount of payments in kind provided by employers to its employees amounted to ₱29.4 million pesos.

Cost of Worker's Housing Shouldered by Employers

- Employers in the BPO industry shouldered the cost of workers' housing in the amount of ₱ 237.12 million. Of this amount, the bulk (99.8%) was paid for dwellings not owned by the establishments, including other housing costs.

Employer's Social Security Expenditures

- Compulsory social security contributions (payments to SSS, PhilHealth, GSIS and Pag-IBIG) registered the largest share of expenditures (58.5% or ₱5.74B) spent by employers on social security for BPO employees.
- Expenditures on collectively agreed, contractual and non-obligatory contributions to private social security schemes and insurance came second at 17.6%.

Cost of Training

- Establishments in the BPO industry incurred a total cost of ₱2.18 billion for the trainings provided for their employees.

Cost of Welfare Services

- The total expenses on welfare services shouldered by employers for BPO employees reached ₱208.44 million.

Other Labor Costs

- Other labor costs paid for by employers amounted to ₱2.45 billion broken down into the following purposes: recruitment cost (57.3%); transportation of workers to and from work (38.1%); and cost of work clothes/protective gear (4.7%).

FOR INQUIRIES

Regarding this report, contact **LABOR STANDARDS AND RELATIONS STATISTICS DIVISION** at 376-1921

Regarding other statistics, contact **KNOWLEDGE MANAGEMENT AND COMMUNICATIONS DIVISION** at 462-6600 local 834

Or visit our website at <http://www.psa.gov.ph>

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions	INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
1. Number of Establishment (2014)	891	429	21	420	21	6. Total Vacancies (January 2013-June 2014)	325,470	311,916	280	13,159	115
2. Total Employment (2014)	460,518	389,752	2,193	66,717	1,855	• Easy-to-fill	284,430	277,739	63	6,588	41
3. Category of Employment						• Hard-to-fill	41,040	34,178	217	6,571	74
Working owners/Unpaid Workers	442	161	15	255	11	• Top Hard-to-Fill Vacancies					
Employees	460,076	389,592	2,178	66,462	1,845	- Customer Service Representative/ Associates	15,878	15,878	-	-	-
• Managers/Executives	21,061	16,182	98	4,458	323	- Other Computer Professionals	6,648	6,037	-	564	47
• Supervisors/Foremen	35,823	28,516	119	6,996	191	- Other Finance and Sales Associate Professionals	4,949	4,940	-	9	-
• Rank and File Workers	403,192	344,893	1,961	55,008	1,330	- Systems Analysts and Designers	3,403	805	-	2,598	-
▪ Regular	284,822	238,151	1,642	44,179	851	- Receptionists and Information Clerks	2,062	1,444	-	614	4
▪ Non-Regular	118,369	106,742	319	10,829	479	- Technical and Commercial Sales Representatives	1,053	10	-	1,043	-
- Probationary Workers	90,845	86,411	202	4,177	56	- Personnel and Human Resource Development Professionals	985	950	-	35	-
- Casual Workers	684	-	42	642	-	- Other Office Clerks	614	98	21	494	-
- Contractual/Project-based Workers	26,256	20,017	76	5,740	423	- Finance and Administration Managers	176	135	-	39	2
- Seasonal Workers	97	83	-	14	-	- Medical Transcriptionists	114	-	114	-	-
- Apprentices/Learners	488	231	-	257	-	- Professional Nurses	60	-	60	-	-
4. Specific Groups of Workers						- Photographers and Image and Sound Recording Equipment Operators	15	-	-	-	15
• Young workers (15 - 24 years old)	116,572	103,982	322	12,093	175	- Sales and Marketing Managers	13	6	-	3	4
• Female workers	244,769	213,572	1,236	29,338	623	- Medical Technologists	10	-	10	-	-
• Time-rated workers	459,486	389,592	2,152	66,400	1,343	- Authors, Journalists and Other Writers	5	-	5	-	-
▪ Full-time workers	456,860	387,146	2,133	66,339	1,242						
- Hourly	39,907	38,908	-	1,000	-						
- Daily	42,565	34,063	303	8,159	40						
- Monthly	374,387	314,175	1,830	57,180	1,202						
▪ Part-time Workers	2,627	2,446	19	61	101						
5. Establishments Engaged in Subcontracting											
<u>Within</u> the premises of the establishment	564	340	6	209	10						
- <i>Number of agency-hired workers</i>	12,350	9,713	19	2,527	91						
<u>Outside</u> the premises of the establishment	120	58	6	52	4						

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
• Top Reasons Why Vacancies are Hard-to-Fill					
- Applicants lack needed competency/skill	534	318	15	181	21
- Applicants lack years of experience	237	122	4	112	-
- Applicants expect high salary	146	85	4	57	-
- No/Few applicants applied for the job	84	12	1	71	-
7. Unionism (2014)					
Union density rate (%)	-	-	-	-	-
Union membership	-	-	-	-	-
8. Productivity Improvement Programs (PIPs) (2013)					
Establishments with PIPs	472	315	13	64	80
- 5S (Good Housekeeping)	227	175	5	45	2
- Suggestion/Feedback Scheme	224	141	6	75	2
- Total Quality Management (TQM)	201	141	3	53	4
- Client Satisfaction Measurement (CSM)	182	135	4	44	-
- Continuous Process Improvement	178	104	4	67	4
- Six Sigma	95	77	2	15	-
- Lean Manufacturing/Lean Production	48	35	1	12	-
- Just in Time	46	29	1	16	-
9. Objectives of Productivity Improvement Programs					
• Shorten process cycle time	191	127	5	56	4
• Reduce:					
- customer complaints	287	211	5	67	4
- wastage	145	107	3	33	4
INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
9. Objectives of Productivity Improvement Programs (cont'd)					
• Reduce:					
- work accidents/injuries	137	109	3	23	1
- rework	125	69	1	53	1
- personnel downtime	121	79	6	35	1
- machine downtime	78	44	-	33	1
• Increase:					
- profit	176	113	1	60	3
- volume of production	123	62	4	56	1
• Improve product quality	175	98	6	68	2
• Others	33	30	-	3	-
10. Productivity Gainsharing Schemes	134	71	4	57	3
- Performance Bonus	111	65	3	42	3
- Others	24	6	1	17	-
11. Availment of Tax Incentives Under RA 6971	1	-	1	-	-
12. Government Agencies that Provided Assistance to Establishments with PIPs					
- DOLE	19	13	-	5	1
- Others	2	-	1	-	1
13. Attendance to RTWPB Training Programs					
- 5S (Good Housekeeping)	19	18	-	1	-
- Service Quality	7	6	-	1	-

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
14. Forms of Government Assistance Needed to Encourage Adoption of PIPs					
- Training	541	272	11	237	21
- Consulting	323	191	9	114	8
- Information materials	529	273	9	226	22
- Others	41	26	1	13	-
15. Prevention and Control Measures/Activities (2012-2013)					
- Periodic/annual medical exam of workers	745	362	13	342	28
- Smoke-free workplace	734	357	18	327	32
- Posting of safety signages or warnings	672	374	14	258	26
- Emergency response preparedness activities for earthquake, fire, chemical spills, etc.	660	353	15	267	25
- Regular inspection and maintenance of equipment	640	344	10	260	28
- Maintenance of mechanical and electrical facilities	613	343	12	230	28
- Appointed safety/health officers and/or first aiders	571	299	9	243	20
- Advocacy, education and training on drug-free workplace	537	337	6	178	16
- Workers' orientation on safety and health hazards at work	536	352	13	158	14
- Dissemination of info materials on safety and health	529	321	13	181	15
- Perform corrective action programs and audits	468	270	6	178	14
15. Prevention and Control Measures/Activities (2012-2013) (cont'd)					
- Random drug testing of officers and employees	465	253	8	195	10
- Trainings on safety and health for officers and workers	447	309	7	122	8
- Organized safety and health committee	441	258	9	163	10
- Provision of work accommodation measures to support workers with tuberculosis (e.g., flexible leave/work schedule)	383	236	8	131	8
16. Occupational Safety and Health Policies/ Programs (2012-2013)					
- Drug-Free Workplace Policy and Program	585	305	15	243	22
- Anti-Sexual Harassment Policy	581	296	12	259	15
- Emergency Response Preparedness Program	564	304	13	225	22
- Healthy Lifestyle Program such as smoking cessation, regular physical exercise, good nutrition and stress management	468	269	12	184	3
- Accident Investigation Program	332	196	8	121	7
- Accident Prevention Program	328	180	9	131	9
- Monitoring/Surveillance of Occupational and Work-Related Injuries and Illnesses	320	187	8	105	20
- Policy on Non-Discrimination of Workers who have/had PTB	306	215	7	78	6
- Tuberculosis Prevention and Control Program	268	159	6	96	7

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
16. Occupational Safety and Health Policies/ Programs (2012-2013) (cont'd)					
- Policy on Non-Discrimination of workers confirmed/suspected/perceived to have Hepatitis B infection	266	197	3	62	5
- HIV and AIDS Prevention and Control Policy and Program	263	171	6	78	8
- Policy on Non-discrimination of Workers confirmed/suspected/perceived to have HIV infection	250	177	7	61	6
- Employee Assistance Program related to substance abuse, to include treatment, rehabilitation and referral services	236	143	5	88	-
- Hepatitis B Prevention and Control Policy and Program	234	145	3	85	1
- Ergonomics Program	207	145	5	49	9
17. Work Safety and Health-Related Trainings/ Seminars					
- Fire Safety Training	590	314	11	244	22
- Emergency Preparedness	370	220	7	127	16
- Stress Management	270	158	1	109	1
- 40-Hour Basic Occupational Safety and Health Training	208	140	1	61	6
- Drug-Free Workplace Training	196	103	1	91	1
- Smoke-Free Workplace/ Tobacco Control in the Workplace	183	79	3	100	2
- HIV and AIDS Prevention and Control in the Workplace	168	114	-	52	2

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
17. Work Safety and Health Related Trainings/ Seminars (cont'd)					
- Tuberculosis Prevention and Control in the Workplace	151	71	1	78	1
- Prevention and Control of Lifestyle-Related Disease/Healthy Lifestyle	148	109	-	38	-
- Hepatitis B Prevention and Control in the Workplace	137	89	-	48	1
18. Designated Health and Safety Personnel in the Establishment					
- Trained First-Aider	328	161	5	153	9
- Occupational Health Registered Nurse	297	197	2	95	2
- Occupational Health Physician	187	155	1	29	2
- Dentist	12	11	-	1	-
- Safety Officer	620	263	18	300	39
- Accredited by DOLE	120	78	2	39	1
- Others	115	55	9	46	6

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	With Workdays Lost					Without Workdays Lost
		Total	Fatal	Non-Fatal			
				Total	Permanent Incapacity	Temporary Incapacity	
19. Measure of Safety Performance (2013)							
Cases of Occupational Injuries							
Total	345	43	-	43	-	43	302
Call center activities (Voice)	339	43	-	43	-	43	296
Computer-related activities	5	-	-	-	-	-	5
- Frequency Rates							
Total	-	0.05	-	0.05	-	0.05	-
Call center activities (Voice)	-	0.06	-	0.06	-	0.06	-
- Incidence Rates							
Total	-	0.10	-	0.10	-	0.10	-
Call center activities (Voice)	-	0.12	-	0.12	-	0.12	-
- Severity Rates							
Total						0.19	-
Call center activities (Voice)						0.23	-
- Average workdays lost							
Total						4.16	
Call center activities (Voice)						4.16	
20. Cases of Occupational Injuries with Workdays Lost							
• By Type of Injury							
Superficial Injuries and open wounds	1	1	-	-	-	-	-
Fractures	30	30	-	-	-	-	-
Dislocations, sprains and strains	6	6	-	-	-	-	-
Traumatic amputations	6	6	-	-	-	-	-
• By Part of the Body Injured							
Arm and Shoulder	6	6	-	-	-	-	-
Wrist and hand	19	19	-	-	-	-	-
Lower Extremities	6	6	-	-	-	-	-
Whole Body or Multiple Sites Equally Injured	12	12	-	-	-	-	-
• By Cause of Injury							
Struck by falling objects	1	1	-	-	-	-	-
Stepping on, striking against or struck by objects, excluding falling objects	18	18	-	-	-	-	-
Caught in or between objects	24	24	-	-	-	-	-
• By agent of Injury							
Hand tools	12	12	-	-	-	-	-
Machines, equipment	30	30	-	-	-	-	-
Materials, objects	1	1	-	-	-	-	-
• By Major Occupation							
Plant and machine operators and assemblers	42	42	-	-	-	-	-
Laborers and unskilled workers	1	1	-	-	-	-	-

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
21. Occupational Diseases (2013)	37,436	36,621	184	628	4
Occupational dermatitis	2,100	2,100	-	-	-
Occupational asthma	1,468	1,457	3	8	-
Acute poisonings	6	6	-	-	-
Deafness	7	6	-	1	-
Tuberculosis	258	224	1	29	4
Other Infections	2,734	2,733	1	-	-
Cataract	1	1	-	-	-
Cardio-vascular diseases	11	7	-	4	-
Essential hypertension	4,271	4,121	20	130	-
Peptic ulcer	9,303	9,253	-	49	-
Carpal tunnel	147	108	4	36	-
Shoulder tendinitis	219	198	-	21	-
Neck-shoulder pain	1,898	1,797	48	53	-
Back pain	15,012	14,610	108	295	-
TOTAL LABOR COST (in million pesos)	159,834.17	128,226.74	606.76	29,109.66	1,891.01
22. Direct wages and salaries	130,958.98	104,536.69	526.80	24,343.46	1,552.02
- Pay for normal/working time	109,498.81	85,521.05	452.07	22,128.72	1,396.98
- Commission of employees and their share in service charges	586.56	540.15	0.01	44.96	1.45
- Overtime, night shift and premium pay	8,606.80	7,833.87	40.42	700.97	31.55
- Payments under bonus, productivity, performance and other incentive scheme	5,304.89	4,364.11	3.14	840.28	97.36

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer-Related Activities	Animated Films and Cartoon Productions
22. Direct wages and salaries (in million pesos) (cont'd)	130,958.98	104,536.69	526.80	24,343.46	1,552.02
- Cost of living allowance and other guaranteed and regularly paid allowances	6,961.91	6,277.52	31.18	628.55	24.68
23. Remuneration of time not worked (in million pesos)	1,230.95	1,082.03	0.05	145.18	3.69
24. Bonuses and gratuities (in million pesos)	12,732.16	9,951.68	48.00	2,597.43	135.05
- Year-end, seasonal and other one-time bonuses	12,070.24	9,457.83	38.42	2,447.42	126.56
- Profit sharing bonuses	282.80	194.65	0.29	87.86	-
- Additional payments in respect of vacation, supplementary to normal vacation pay	349.75	271.40	9.29	60.58	8.48
25. Payments in kind	29.36	27.79	-	1.57	-
26. Cost of workers' housing shouldered by employer	237.12	103.50	1.04	127.60	4.98
- Cost for establishment-owned dwellings	0.56	0.19	0.38	-	-
- Cost for dwellings not owned by establishments and other housing costs	236.56	103.31	0.67	127.60	4.98
27. Employer's social security expenditures	9,802.18	8,033.74	29.26	1,551.86	187.31
- Compulsory social security contributions	5,735.20	4,745.76	20.56	893.31	76.56

Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines

INDICATOR	TOTAL	Call Center Activities (Voice)	Medical Transcription Activities	Computer- Related Activities	Animated Films and Cartoon Productions
28. Employer's social security expenditures (cont'd)	9,802.18	8,033.74	29.26	1,551.86	187.31
- Collectively agreed, contractual and non-obligatory contributions to private social security schemes and insurance	1,721.83	1,601.29	0.98	112.12	7.43
- Direct payments by employer to employees regarded as social security benefits	161.61	136.68	5.30	19.34	0.28
- Cost of medical care and health services	1,064.42	685.97	2.29	364.90	11.26
- Retirement and termination/separation pay	1,118.12	864.05	0.12	162.18	91.77
29. Cost of training	2,184.77	2,058.67	1.17	120.26	4.68
30. Cost of welfare services	208.44	77.51	0.08	128.37	2.48
31. Other labor costs	2,450.22	2,355.13	0.36	93.93	0.80
- Cost of work clothes/protective gear	114.65	111.26	-	3.23	0.17
- Transportation of workers to and from work undertaken by employers	932.47	915.82	0.12	16.32	0.21
- Cost of recruitment	1,403.10	1,328.06	0.24	74.38	0.43