



2019 ANNUAL SURVEY OF PHILIPPINE BUSINESS AND INDUSTRY



Information Technology - Business Process Management Preliminary Results

Information Technology - Business Process Management (IT-BPM) is based on a special tabulation from the preliminary results of the 2019 Annual Survey of Philippine Business and Industry (ASPBI). IT-BPM covers selected industries in the Information and Communication (Sector J) and Administrative and Support Service Activities (Sector N).

BPM services refers to provision of a bundled service package that combines information technology-intensive services with labour (manual or professional depending on the solution), machinery and facilities to support, host and manage a business process for a client, including financial business processes, such as financial transaction processing, credit card processing, payment services, lending services; human resource business processes, such as benefits administration, payroll processing, personnel administration; supply chain management business processes, such as inventory management, procurement services, logistics services, production scheduling and order processing; customer relations management business processes, such as help desk, call centre, customer service; vertical market business processes, conducted by specific industries such as electric, chemical, petroleum; and other business processes for client. (Central Product Classification version 2.1 (CPC v2.1), United Nations Statistical Division (UNSD)).



2,147
Establishments

Top Three Industries in terms of Number of Establishments



570
Computer Programming Activities



430
Customer Relationship Management Activities



276
Sales and Marketing (including Telemarketing) Activities



764,053
Employees

Top Three Industries in terms of Total of Employment



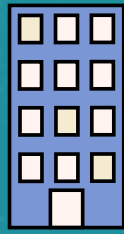
462,961
Customer Relationship Management Activities



123,396
Sales and Marketing (including Telemarketing) Activities



48,642
Computer Programming Activities



356

Average Number of Workers
per Establishment



PhP 810.61 billion

Total Revenue



PhP 712.94 billion

Total Expense



1.14

Revenue per Expense Ratio



PhP 424.61 billion

Total Compensation



PhP 556,461

Average Annual Compensation



PhP 221.30 billion

Revenue from Transactions
Outside the Country



PhP 320.93 million

Subsidies