



# 2021 ANNUAL SURVEY OF PHILIPPINE BUSINESS AND INDUSTRY

## Information Technology - Business Process Management

Final Results



Information Technology - Business Process Management (IT-BPM) is based on a special tabulation from the final results of the 2021 Annual Survey of Philippine Business and Industry (ASPBI). IT-BPM covers selected industries in the Information and Communication (Section J) and Administrative and Support Service Activities (Section 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, United Nations Statistical Division.*



# 2,205

## Total Number of Establishments



### Top Three Industries in terms of Number of Establishments



**446** Establishments  
Customer Relationship Management Activities



**439** Establishments  
Other Computer Programming Activities



**307** Establishments  
Sales and Marketing (including Telemarketing) Activities



**849,058**  
Total Number of Employees



**385**  
Average Number of Workers per Establishment



**PhP 373.80 billion**  
Total Compensation



**PhP 440,411**  
Average Annual Compensation per Paid Employee

## 2021 INFORMATION TECHNOLOGY-BUSINESS PROCESS MANAGEMENT

Total Revenue  
**PhP 848.45 billion**

Total Expense  
**PhP 726.66 billion**

### Top Three Industry Subclass in terms of Revenue and Expense

Revenue

Expense



**PhP 376.41 billion** **PhP 319.40 billion**

Customer Relationship Management Activities



**PhP 114.78 billion** **PhP 98.17 billion**

Computer Consultancy and Computer Facilities Management Activities



**PhP 96.74 billion** **PhP 84.67 billion**

Sales and Marketing (including Telemarketing) Activities

**PhP 314.28 billion**

Total Revenue from Transactions Outside the Country



United States of America **PhP 201.12 billion**



United Kingdom **PhP 35.60 billion**



Australia **PhP 20.09 billion**

### Top Three Countries in terms of Revenue from Transactions Outside the Country



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