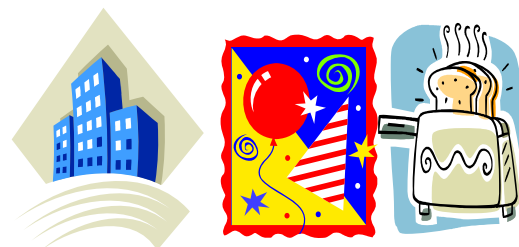


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**2009/2010 INDUSTRY PROFILE:****TOURISM***(Second of a series)*

**This industry profile covered the following topics on labor and employment:**

**EMPLOYMENT**

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
  - Hard-to-fill vacancies
  - Reasons why hard to fill

**UNIONISM AND COLLECTIVE BARGAINING**

7. Unionism
  - Union density rate
  - Union membership
8. Collective bargaining
  - Collective bargaining coverage rate
  - CBA coverage

**INDUSTRY PRACTICES ON BALANCING WORK AND FAMILY RESPONSIBILITIES**

9. Programs implemented
10. Facilities available
11. Non-statutory leave arrangements provided
12. Flexible work arrangements adopted

**OCCUPATIONAL INJURIES AND DISEASES**

13. Measures of safety performance
14. Occupational injuries with workdays lost
  - Major occupation
  - Type of injury
  - Part of the body injured
  - Cause of injury
  - Agent of injury
15. Cases of occupational diseases

**Background**

This LABSTAT Updates is the second in a series of industry profiles that features key industries with strong employment generation potentials. Statistics in this report were culled from the results of the 2009/2010 BLES Integrated Survey (BITS) - a nationwide sample survey of non-agricultural establishments with at least 20 workers.

**Number of Establishments**

- The number of establishments engaged in tourism and other related industries that operate in the Philippines totaled 4,966 as of June 30, 2010.

**Employment**

- The industry employed a total of 437,715 workers as of the same period.

**Category of Workers**

- Working owners/unpaid workers comprised 1.4% (5,987) of total workforce and the rest were classified as employees (98.6% or 431,728).
- Managers/executives and supervisors/foremen represented a fairly large proportion of the total workforce – together they accounted for 15.7% (68,687) of the industry's total workforce.
- Rank and file workers comprised the bulk of employment at 363,041 or 82.9% of the total workforce.
- Non-regular rank and file workers represented 25.4% (111,395) of the total workforce – the majority was contractual/project-based workers (12.3% or 54,001).

**Specific Groups of Workers**

- Tourism and other related industries stood out as one industry which employed a large proportion of young workers aged 15 to 24 years old (15.4% or 67,469) and women (40.4% or 176,792) in their workforce.
- Basis of payment was also observed to be quite varied with 58.2% (254,539) paid on monthly basis; 23.1% (101,096) on daily basis; and 7.4% (32,252) on hourly basis.

**Specific Groups of Workers** (cont'd)

- The industry employed a small number of part-time workers at 32,014 which represented 7.3% of the total workforce.

**Subcontracting**

- Nearly half (49.4% or 2,452) of total establishments employed agency-hired workers - mostly for security and janitorial services.
- Outsourcing outside the premises of the establishments was limited to 7.2% (358) of total establishments.

**Job Vacancies**

- A job-rich industry, it opened a total of 40,378 job vacancies over the period January 2009 to June 2010 – the large majority (85.9% or 34,681) was easy-to-fill occupations and the rest hard-to-fill occupations (14.1% or 5,696).
- The top five hard-to-fill occupations were: medical technologists (607), cooks (542), travel attendants and travel stewards (431), service crew (366), and accountants and auditors (333).
- The establishments which reported hard-to-fill vacancies mentioned lack of required competency/skill among applicants (35.6% or 860) as the major employment challenge.

**Unionism**

- With a total union membership of 51,131, the industry had a union density rate (*proportion of union membership to total paid employees*) of 11.8% in 2010.
- Three-fifths (61.7% or 31,524) of the union members were men while 38.3% (19,607) were women. This is equivalent to a ratio of 3 men members for every 2 women members.

**Collective Bargaining**

- The industry had a CBA coverage rate (*proportion of employees covered by CBAs to total paid employees*) of 12.3% or a total of 53,215 workers covered by CBAs.

- Like union membership, men also comprised the bulk (61.5% or 32,752) of workers covered by CBAs while women accounted for 38.5% (20,463).

**Programs Implemented**

- Financial support in the form of salary loan was provided in 4 out of every 7 establishments (57.0% or 2,833), while 5 out of every 9 establishments (53.9% or 2,679) granted employees with emergency loans. A relatively fewer number (17.0% or 843) had cooperative/provident fund for employees.
- Almost half (48.4% or 2,405) of the establishments implemented various work and family programs.
- Health and fitness programs also provided in establishments were as follows: Health Maintenance Organization (HMO) cards (40.3% or 1,999); medical subsidy (23.3% or 1,156); and medical insurance (17.5% or 870).
- Relative to programs on education, the same proportion of establishments granted employees with educational assistance and educational loans (19.9% each). Only 1 out of every 8 establishments in the industry had scholarship program.

**Facilities Available**

- Facilities like pantry was available in more than half (57.0% or 2,833) of the establishments while less than one-third (31.4% or 1,561) had canteens/food services for their employees.
- One out of every 4 establishments (24.8% or 1,231) provided sleeping/nap area for employees while others had sports facilities (10.4% or 517).

**Non-Statutory Leave Arrangements Provided**

- The use of leave benefits to attend to urgent family concerns was the most common non-statutory leave arrangement granted by 2 out of every 3 establishments (64.8% or 3,220).

### **Non-Statutory Leave Arrangements Provided** (*cont'd*)

- Four out of every 11 establishments allowed extended maternity leave without pay (36.0% or 1,786).
- Other leave arrangements provided were flexible holiday schedule (30.1% or 1,493) and child birth related leaves, particularly extended maternity leave with pay (29.3% or 1,456); and extended paternity leave without pay (28.3% or 1,404) and with pay (27.2% or 1,350).

### **Flexible Work Arrangements Adopted**

- Almost two-thirds (65.8% or 3,267) of the establishments adopted rotating shift as a flexible work arrangement for employees.
- Flexible work schedule was far behind with only 1 out of every 3 establishments (34.7% or 1,723) having such arrangement.

### **Measures of Safety Performance**

- A total of 4,740 cases of occupational injuries were reported in the tourism industry in 2009.
- The frequency rate of cases with workdays lost was posted at 1.60.
- The incidence rate was recorded at 3.79. This means that there were almost 4 cases of occupational injuries with workdays lost per 1,000 workers.
- Severity rate of cases resulting to temporary incapacity was recorded at 7.42.
- An average of 4.72 workdays lost per temporary incapacity case was registered in this industry.

### **Cases of Occupational Injuries with Workdays Lost**

#### **Major Occupation**

- About 34.9% of total cases of occupational injuries affected service workers and shop and market sales workers.

- Cases of occupational injuries were also noted among laborers and unskilled workers (23.6%) and professionals (18.9%).

#### **Type of Injury**

- Superficial injuries and open wounds were the leading type of injury in the tourism industry at 34.4% of the total cases of occupational injuries.
- Burns, corrosions, scalds and frostbites ranked second at 20.7%.
- Acute poisonings and infection at 16.8% and dislocations, sprains and strains at 15.2% ranked third and fourth, respectively.

#### **Part of the Body Injured**

- The most commonly injured body parts in this industry were wrists and hands (38.1%).
- This was followed by head (16.4%); and lower extremities (16.0%).

#### **Cause of Injury**

- Around 2 out of 9 cases of occupational injuries in the tourism industry were caused by stepping on, striking against or struck by objects, excluding falling objects (21.7%).
- Nearly similar proportion was accounted for by exposure to or contact with extreme temperatures (21.3%).

#### **Agent of Injury**

- Machines and equipment (20.8%) was the most common agent of injury, closely followed by human, animals, plants, etc. at 19.7%.

#### **Occupational Diseases**

- Back pain was the most prevalent type of occupational disease in the tourism industry at 17.5% of all cases.
- Other occupational diseases noted in this industry were peptic ulcer (14.5%) and essential hypertension (13.7%).

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#### **FOR INQUIRIES**

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**Selected Labor and Employment Indicators on Tourism, Philippines:  
as of June 2010**

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Activities	INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Activities
<b>1. Total Establishments</b>	<b>4,966</b>	<b>3,166</b>	<b>1,800</b>	<b>6. Total Vacancies (January 2009-June 2010)</b>	<b>40,378</b>	<b>26,140</b>	<b>14,238</b>
<b>2. Total Employment</b>	<b>437,715</b>	<b>196,075</b>	<b>241,640</b>	▪ Easy to fill	34,681	23,368	11,313
<b>3. Category of Workers</b>				▪ Hard to fill	5,696	2,772	2,924
Working owners/Unpaid workers	5,987	2,002	3,985	<b>Top 5 hard-to-fill vacancies</b>	3,211	1,669	1,542
Employees	431,728	194,073	237,655	- Medical technologists	607	-	607
▪ Managers/Executives	30,139	14,741	15,398	- Cooks	542	542	-
▪ Supervisors/Foremen	38,548	16,919	21,629	- Travel attendants and travel stewards	431	-	431
▪ Rank and file workers	363,041	162,414	200,627	- Service crew	366	366	-
• Regular	251,647	92,337	159,310	- Accountants and auditors	333	248	85
• Non-regular	111,395	70,077	41,318	- Production and operations managers	289	289	-
- Probationary workers	25,701	14,032	11,669	- Pharmacists	231	-	231
- Casual workers	25,395	13,424	11,971	- Waiters, waitresses and bartenders	224	224	-
- Contractual/Project-based workers	54,001	38,338	15,663	- Car, taxi and van drivers	188	-	188
- Seasonal workers	2,035	1,534	501	<b>Top 3 reasons why hard to fill</b>			
- Apprentices/Learners	4,262	2,749	1,513	- Applicants lack needed competency/skill	860	442	418
<b>4. Specific Groups of Workers</b>				- Applicants expect high salary	407	239	168
▪ Young workers (15 to 24 years old)	67,469	51,020	16,449	- No applicant	375	49	326
▪ Female workers	176,792	77,670	99,122	- Applicants lack years of experience	323	205	118
▪ Time-rated workers	419,899	191,612	228,287	<b>7. Unionism</b>			
• Full-time workers	387,886	164,085	223,801	▪ Union density rate (%)	11.8	4.4	17.9
- Hourly	32,252	30,743	1,509	▪ Union membership	51,131	8,588	42,543
- Daily	101,096	60,073	41,023	- Men	31,524	6,117	25,407
- Monthly	254,539	73,269	181,270	- Women	19,607	2,471	17,136
• Part-time workers	32,014	27,528	4,486	<b>8. Collective Bargaining</b>			
• Purely commission-paid workers	444	-	444	▪ Collective bargaining coverage rate (%)	12.3	4.8	18.5
<b>5. Establishments Engaged in Subcontracting</b>				▪ CBA coverage	53,215	9,330	43,885
<u>Within</u> the premises of the establishment	2,452	1,529	923	- Men	32,752	6,521	26,231
- <i>Number of agency-hired workers</i>	42,743	19,691	23,052	- Women	20,463	2,809	17,654
<u>Outside</u> the premises of the establishment	358	235	123				

Note: Details may not add up to respective totals due to rounding.

**Selected Labor and Employment Indicators on Tourism, Philippines:  
as of June 2010 (cont'd)**

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Industries
<b>9. Establishments with Programs Implemented</b>			
▪ Financial and other support	3,709	2,385	1,324
- Salary loan	2,833	1,823	1,010
- Emergency loan	2,679	1,768	911
- Employees cooperative/ Provident fund	843	556	287
- Asset acquisition loan	508	339	169
▪ Child and family care	2,621	1,543	1,078
- Implements work and family programs	2,405	1,420	985
- Conducts seminars on balancing work	576	284	292
▪ Health and fitness	3,021	1,877	1,144
- Health Maintenance Organization (HMO) card	1,999	1,370	629
- Medical subsidy	1,156	609	547
- Medical insurance	870	571	299
- HIV/AIDS prevention program	463	242	221
- Stress management/ Counseling	423	223	200
- Health/Fitness program subsidy	368	152	216
▪ Education	1,729	1,032	697
- Educational assistance	989	585	404
- Educational loan	987	621	366
- Scholarship program	622	351	271
<b>10. Establishments with Facilities Available</b>			
Pantry	2,833	1,805	1,028
Canteen/Food services	1,561	788	773
Sleeping/Nap area	1,231	713	518
Transport arrangement	577	288	289
Sports facilities	517	140	377
Physical/Wellness center	338	120	218
Spa/Massage facilities/services	337	157	180

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Industries
<b>11. Establishments with Non-Statutory Leave Arrangements Provided</b>			
Use of leave benefits to attend to urgent family concerns	3,220	1,983	1,237
Extended maternity leave without pay	1,786	1,261	525
Flexible holiday schedule	1,493	1,131	362
Extended maternity leave with pay	1,456	1,138	318
Extended paternity leave without pay	1,404	992	412
Extended paternity leave with pay	1,350	1,058	292
Time-off in lieu of extra hours worked	1,270	788	482
Forced leave	944	582	362
Study leave			
<b>12. Establishments with Flexible Work Arrangements Adopted</b>			
Rotating shift	3,267	2,276	991
Flexible work schedule	1,723	1,258	465
Compressed workweek	748	498	250
On-call	557	290	267
Job-sharing	112	52	60
Teleworking	42	36	6

**Selected Labor and Employment Indicators on Tourism, Philippines:  
as of June 2010 (cont'd)**

13. Measures of Safety Performance (2009)	TOTAL	With Workdays Lost					Without Workdays Lost
		Total	Fatal	Non-Fatal			
				Total	Permanent Incapacity	Temporary Incapacity	
<b>Cases of occupational injuries</b>							
Total	4,740	2,426	14	2,412	24	2,389	2,314
Hotels and Restaurants	2,735	1,102	-	1,102	4	1,098	1,633
Other Tourism-Related Industries	2,005	1,324	14	1,310	20	1,290	681
<b>Frequency rates</b>							
Total	-	1.60	0.01	1.59	0.02	1.57	-
Hotels and Restaurants	-	2.37	-	2.37	0.01	2.36	-
Other Tourism-Related Industries	-	1.25	0.01	1.24	0.02	1.22	-
<b>Incidence rates</b>							
Total	-	3.79	0.02	3.77	0.04	3.73	-
Hotels and Restaurants	-	5.80	-	5.80	0.02	5.78	-
Other Tourism-Related Industries	-	2.94	0.03	2.91	0.04	2.87	-
<b>Severity rates</b>							
Total	-	-	-	-	-	7.42	-
Hotels and Restaurants	-	-	-	-	-	10.15	-
Other Tourism-Related Industries	-	-	-	-	-	6.22	-
<b>Average workdays lost</b>							
Total	-	-	-	-	-	4.72	-
Hotels and Restaurants	-	-	-	-	-	4.30	-
Other Tourism-Related Industries	-	-	-	-	-	5.08	-

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Industries
<b>14. Cases of Occupational Injuries with Workdays Lost (2009)</b>	<b>2,426</b>	<b>1,102</b>	<b>1,324</b>
<b>By Major Occupation</b>			
Corporate executives, managers, managing proprietors and supervisors	20	3	17
Professionals	458	22	435
Technicians and associate professionals	249	29	220
Clerks	121	38	84
Service workers and shop and market sales workers	847	761	86
Craft and related trades workers	63	10	53
Plant and machine operators and assemblers	96	22	74
Laborers and unskilled workers	573	218	355
<b>By Type of Injury</b>			
Superficial injuries and open wounds	835	475	360
Fractures	83	31	51
Dislocations, sprains and strains	368	98	270
Traumatic amputations	7	5	2
Concussions and internal injuries	43	18	25
Burns, corrosions, scalds and frostbites	501	431	70
Acute poisonings and infections	407	-	407
Foreign body in the eye	82	34	48
Others	101	10	90

**Selected Labor and Employment Indicators on Tourism, Philippines:  
as of June 2010 (cont'd)**

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Industries
<b>14. Cases of Occupational Injuries with Workdays Lost (cont'd)</b>			
<i>By Part of the Body Injured</i>			
Head	397	47	350
Neck	12	1	11
Back	120	14	106
Trunk or internal organs	87	8	80
Arm and shoulder	283	156	128
Wrist and hand	925	718	206
Lower extremities	388	154	235
Whole body or multiple sites equally injured	214	5	209
<i>By Cause of injury</i>			
Falls of persons	190	113	77
Struck by falling objects	96	41	55
Stepping on, striking against or struck by objects, excluding falling objects	527	270	257
Caught in or between objects	165	66	98
Over-exertion or strenuous movements	177	32	145
Exposure to or contact with extreme temperatures	517	452	65
Exposure to or contact with electric current	59	42	17
Exposure to or contact with harmful substances or radiations	81	16	64
Others	617	71	546
<i>By Agent of Injury</i>			
Buildings, structures	131	62	69
Prime movers	20	8	12
Distribution systems	26	7	19
Hand tools	361	294	66
Machines, equipment	504	315	189
Conveying/transport/packaging equipment or vehicles	242	24	219
Materials, objects	383	183	200
Chemical substances	75	66	9
Human, animals, plants, etc.	478	24	453
Others	207	120	87

INDICATOR	Total	Hotels and Restaurants	Other Tourism-Related Industries
<b>15. Cases of Occupational Diseases (2009)</b>	<b>13,384</b>	<b>1,289</b>	<b>12,095</b>
Occupational dermatitis	538	79	459
Occupational asthma	677	169	508
Acute poisonings	-	-	-
Heat stroke, cramps, exhaustion	111	39	72
Chilblain, frostbite, freezing	3	3	-
Deafness	101	-	101
Tuberculosis	566	57	508
Other infections	1,952	91	1,860
Cataract	4	-	4
Cardiovascular diseases	104	-	104
Essential hypertension	1,828	52	1,775
Peptic ulcer	1,937	197	1,741
Work-related musculoskeletal disorders			
Carpal tunnel syndrome	112	3	110
Shoulder tendinitis	203	4	200
Neck-shoulder pain	626	145	481
Back pain	2,343	424	1,919
Other work-related musculoskeletal disorders	1,572	25	1,547
Others	709	4	706

*Note: Details in items 13-15 may not add up to respective totals due to rounding.*

*Source of data: Bureau of Labor and Employment Statistics, 2009/2010 BLES Integrated Survey.*

**Definitions:**

*Frequency rate - cases of occupational injuries with workdays lost including fatalities per 1,000,000 employee-hours of exposure.*

*Incidence rate - cases of occupational injuries with workdays lost per 1,000 workers.*

*Severity rate - workdays lost of cases of occupational injuries resulting to temporary incapacity per 1,000,000 employee-hours of exposure.*

*Average workdays lost - workdays lost of temporary incapacity cases per occupational injury.*