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2011/2012 INDUSTRY PROFILE:

## Business Process Outsourcing

*(First of a series)*

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

**EMPLOYMENT**

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2. Employment
3. Category of workers
4. Specific groups of workers
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  - Female workers
  - Time-rated workers
5. Subcontracting
6. Job vacancies
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**UNIONISM**

7. Unionism

**RECRUITMENT AND HIRING****PRACTICES FOR ENTRY-LEVEL****JOBS**

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**OCCUPATIONAL SAFETY AND HEALTH PRACTICES**

15. Preventive and control measures against work safety and health hazards
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**OCCUPATIONAL INJURIES AND DISEASES**

17. Measures of safety performance
18. Cases of occupational injuries with workdays lost
19. Occupational diseases

**Background**

This 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 2011/2012 BLES Integrated Survey (BITS) – a nationwide sample survey covering more than 7,000 establishments with 20 or more workers.

**Number of Establishments**

- The business process outsourcing (BPO) industry in the Philippines covered a total of 570 establishments with 20 or more workers as of June 30, 2012. Most of these establishments were involved in call center activities (290) and computer-related activities (264).

**Employment**

- Total employment was estimated at 393,338, of which nearly 9 out of 10 (88.8% or 349,301) were employed in call center activities.

**Category of Workers**

- A little over ten percent (11.6% or 45,767) of the total workforce were managers/executives and supervisors/foremen while the large majority (88.3% or 347,358) were composed of rank and file workers. The share of working owners/unpaid workers was nil (0.1% or 213).
- Regular workers comprised the bulk (64.7% or 254,659) of total employment. The rest were non-regular workers (23.6% or 92,700) - mostly were probationary workers (68.9% or 63,910) followed by contractual/project-based workers (30.6% or 28,358).

### **Specific Groups of Workers**

- Female workers comprised more than one-half (55.4% or 217,877) of the industry's workforce while young workers (15 to 24 years old) posted more than one-fourth of the workforce (26.9% or 105,815).
- The great majority of the workforce was full-time workers paid on monthly basis (84.9% or 333,980) while the rest were paid either on hourly basis (7.2% or 28,209) or on daily basis (5.9% or 23,080).
- Only a small proportion of part-time workers were employed by the industry (1.7% or 6,772).

### **Subcontracting**

- Nearly one-half (47.5% or 271) of total establishments used the services of 7,688 agency-hired workers – mostly for security and janitorial services.
- One out of every 7 establishments (14.2% or 81) was engaged in subcontracting of activities outside the premises of the establishments.

### **Job Vacancies**

- A job-rich industry, it opened a total of 174,860 job vacancies from January 2011 to June 2012 –three-fifths (60.3% or 105,398) were easy-to-fill occupations and the rest were hard-to-fill occupations (39.7% or 69,462).
- Nine out of every ten hard-to-fill occupations (90.7% or 63,033) were customer service representatives. The other four (4) occupations hardest to fill were: other finance and sales associate professionals (1,993); systems analysts and designers (964); other computer professionals (517); and computer engineers and related professionals (264).
- The establishments which reported hard-to-fill vacancies cited lack of needed competency/skill among applicants (46.3% or 319) as the biggest employment challenge.

### **Unionism**

- The business process outsourcing industry has remained union free or has not reported any establishment with union in 2012.

### **Number of Entry-Level Job Vacancies**

- Identified as the primary job generators of entry-level jobs (*starting positions that require little or no experience*), the BPO industry generated a total 135,423 entry-level job vacancies in 2011. About 87.0% of these vacancies were regular jobs.
- Establishments engaged in call center activities posted the largest number of vacancies at 129,774 or 95.8% of the total industry's entry-level job vacancies.

### **Sources of Applicants for Entry-Level Job Vacancies**

- The large majority of the establishments (420 out of 466) with entry-level jobs in the BPO industry utilized the various job portals in the recruitment applicants for entry-level jobs. Majority of which made use of Jobstreet (86.2%).
- A large proportion of the establishments also relied on employee referrals (84.3%) or walk-in applicants (75.8%) or on those who have known of the vacancies by word of mouth (64.8%); or job fairs (63.9%).

### **Criteria in the Recruitment of Applicants for Entry-Level Jobs**

#### ***Minimum Educational Attainment***

- Eight out of every 10 entry-level job vacancies (82.6%) required applicants with at least college units (82.6%) while 14.7% preferred college graduates.

#### ***Age Preference***

- Nearly one-fourth (23.1%) of vacancies preferred applicants 25-30 years of age while a little over one-fifth (21.2%) did not have any age preference at all.

### **Sex Preference**

- Almost all (99.1%) of the entry-level vacancies indicated no gender preference in the hiring of applicants.

### **Other Criteria in the Recruitment of Applicants**

- Even for entry-level jobs, employers indicated preference for applicants with work experience as reported by 77.7% out of 466 establishments with entry-level jobs in the BPO industry.
- Likewise considered by more than half of the establishments was the college degree of the applicant (62.0%), location of residence (45.3%), character references (31.1%) and awards/recognition received by the applicant (25.8%).

### **Important Skills for Entry-Level Jobs**

- Communication skills (oral and written); teamwork; flexibility and adaptability; problem-solving and decision-making; and IT and computer skills were the top 5 important skills for entry-level jobs in the BPO industry.

### **Skills Aptitude of Entry-Level Applicants**

- On the assessment of the skills aptitude of entry-level applicants, more than 95% of the 466 establishments rated the applicants with at least adequate skills on the following: flexibility and adaptability (99.1%); numerical skills (98.7%); teamwork (98.3%); ability to apply knowledge learned in school to work environment (97.4%); IT and computer skills (96.6%) and writing skills (96.4%).
- Oral communication skills which ranked first in the skills needed was at the bottom three with only 89.5%.

### **Basis of Entry-Level Salaries**

- Qualifications of employee (62.0%) and prevailing industry wage rate (60.7%) were the major basis in the granting of entry-level salaries in the BPO industry.
- A little over one-half of the establishments have their own standard

internal pay scale (54.7%) while less than half (45.9%) used the minimum wage rate set by the DOLE.

### **Preventive and Control Measures Against Work Safety and Health Hazards**

- Nearly 90% of the 625 BPO establishments in 2010 to 2011 conducted periodic/annual medical examination to their workers as part of their preventive and control measures against work safety and health hazards.
- Almost 75% had programs/activities on emergency response preparedness and posted safety signages or warnings in their work areas.

### **Work Safety and Health-Related Trainings/Seminars**

- All establishments in the BPO industry provided various work safety and health-related trainings/seminars to their employees. Majority of these trainings were on Fire Safety (83.7%) and Emergency Preparedness (66.2%).
- Less than 30% of the establishments only had trainings on Workers' Health Trainings (29.8%); and 1-Day Occupational Safety and Health Orientation (22.6%).

### **Measures of Safety Performance**

- The business process outsourcing (BPO) industry recorded 1,528 cases of occupational injuries in 2011.
- The frequency rate of cases of occupational injuries with workdays lost was registered at 0.16.
- The industry recorded 350 cases of occupational injuries with workdays lost for every 1,000,000 workers.
- Severity rate or workdays lost of cases of occupational injuries resulting to temporary incapacity per 1,000,000 employee-hours of exposure was posted at 1.60.
- An average of 10.1 workdays was lost per temporary incapacity case.

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

### **Major Occupation**

- Most cases of occupational injuries with workdays lost in the BPO industry were reported among technicians and associate professionals (61.9%).
- The rest of the cases were distributed among professionals (20.9%), laborers and unskilled workers (15.8%) and corporate executives, managers, managing proprietors and supervisors (1.4%).

### **Type of Injury**

- Dislocations, sprains and strains were the most common types of occupational injuries which accounted for 43.9% of the total cases with workdays lost in the BPO industry.
- Concussions and internal injuries and acute poisonings and infections had small percentages of 13.7% and 4.3%, respectively.

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

- Head was the most injured body part in the industry at 43.9%. This was followed by lower extremities at 41.7%.

## **Cause of Injury**

- Nearly one-half (48.9%) of total cases was caused by stepping on, striking against or struck by objects, excluding falling objects.
- Two other common causes of occupational injuries in the BPO industry included falls of persons (25.9%) and being struck by falling objects (18.0%).

## **Agent of Injury**

- One out of every four cases of occupational injuries with workdays lost was brought about by materials, objects (25.9%) and conveying/transport/packaging equipment or vehicles (25.2%).

## **Occupational Diseases**

- A total of 11,638 cases of occupational diseases were recorded in BPO industry in 2011.
- Workers in the said industry usually suffered from back pain which is 34.3% of the total cases.
- One out of every five workers in BPO industry endured essential hypertension (21.8%) and peptic ulcer (19.4%).

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### **FOR INQUIRIES**

Regarding this report contact **Labor Relations Statistics Division** at 527-3000 local 319 (Telefax)  
 Regarding other statistics and technical services contact **BLES Data Bank** at 527-9311 (Telefax)  
 Or Write to BLES c/o **Data Bank**, 3/F DOLE Bldg., Gen. Luna St., Intramuros, Manila, 1002  
 Fax: 527-5506 E-mail: bles\_lrsd@dole.gov.ph Website: <http://www.bles.dole.gov.ph>

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## 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
<b>1. Number of Establishments (2012)</b>	<b>570</b>	<b>290</b>	<b>11</b>	<b>264</b>	<b>5</b>
<b>2. Employment (2012)</b>	<b>393,338</b>	<b>349,301</b>	<b>1,665</b>	<b>41,482</b>	<b>891</b>
<b>3. Category of Workers</b>					
Working owners/Unpaid workers	213	99	8	105	1
Employees	393,125	349,201	1,658	41,376	890
▪ Managers/Executives	12,931	9,684	76	3,141	30
▪ Supervisors/Foremen	32,836	29,639	74	2,968	156
▪ Rank and file workers	347,358	309,879	1,508	35,268	704
• Regular	254,659	231,307	1,244	21,847	261
• Non-regular	92,700	78,573	264	13,420	443
– Probationary workers	63,910	58,730	206	4,948	26
– Casual workers	230	203	-	27	-
– Contractual/Project-based workers	28,358	19,528	58	8,355	417
– Seasonal workers	-	-	-	-	-
– Apprentices/Learners	202	112	-	90	-
<b>4. Specific Groups of Workers</b>					
▪ Young workers (15 - 24 years old)	105,815	96,859	368	8,561	27
▪ Female workers	217,877	197,562	1,107	18,975	234
▪ Time-rated workers	392,040	348,926	1,641	41,121	352
• Full-time workers	385,268	342,265	1,631	41,020	352
– Hourly	28,209	27,969	-	124	116
– Daily	23,080	11,555	461	11,059	5
– Monthly	333,980	302,741	1,171	29,837	231
• Part-time workers	6,772	6,662	9	101	-
<b>5. Establishments Engaged in Subcontracting</b>					
▪ <u>Within</u> the premises of the establishment	271	162	4	101	4
– Number of agency-hired workers	7,688	6,155	21	1,496	16
▪ <u>Outside</u> the premises of the establishment	81	42	1	36	1
<b>6. Total Vacancies (January 2011-June 2012)</b>	<b>174,860</b>	<b>165,254</b>	<b>596</b>	<b>8,975</b>	<b>35</b>
▪ Easy-to-fill	105,398	98,917	525	5,943	12
▪ Hard-to-fill	69,462	66,337	70	3,032	23
• <b>Top 5 hard-to-fill vacancies</b>					
– Customer service representatives/associates	63,033	63,033	-	-	-
– Other finance and sales associate professionals	1,993	1,993	-	-	-
– Systems analysts and designers	964	128	11	825	-

**Notes:** 1. Computer related activities include software and other publishing activities; computer programming, consultancy data processing; website and application hosting services; and other information technology and computer service activities.  
2. Details may not add to total due to rounding.

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>Top 5 hard-to-fill vacancies (cont'd)</b>					
– Other computer professionals	517	287	-	230	-
– Computer engineers and related professionals	264	-	-	264	-
– Compositors, typesetters, and related workers	262	-	-	262	-
– Electronics and communications engineers	253	-	-	253	-
– Securities and finance dealers and brokers	199	199	-	-	-
– Medical transcriptionists	27	-	27	-	-
– Administrative secretaries and related associate professionals	23	-	21	-	2
– Photographers and image and sound recording equipment operators	18	-	-	-	18
– Authors, journalists and other writers	7	-	7	-	-
– Personnel and human resource development professionals	4	-	4	-	-
– Accountants and auditors	3	-	-	-	3
<b>Top 3 reasons why hard to fill</b>					
– Applicants lack needed competency/skill	319	184	7	126	2
– Applicants lack years of experience	179	94	2	83	-
– Applicants expect high salary	54	-	-	54	-
– No/few applicants applied for the job	36	36	-	-	-
– Applicants lack professional license/ TESDA Skills/Certification	1	-	-	-	1
<b>7. Unionism (2012)</b>					
Union density rate (%)	-	-	-	-	-
Union membership	-	-	-	-	-
<b>8. Entry-Level Job Vacancies (2011)</b>	<b>135,423</b>	<b>129,774</b>	<b>515</b>	<b>5,078</b>	<b>57</b>
Regular jobs	117,771	113,699	515	3,514	43
Non-Regular jobs	17,653	16,075	-	1,564	14
<b>9. Sources of Applicants for Entry-Level Job Vacancies</b>					
– Postings in job portals	420	-	-	-	-
– Jobstreet	362	228	5	123	6
– JobsDB	222	123	2	93	2
– Phil-Jobnet	48	39	-	5	4
– Others	51	20	-	28	4
– Employee referral	393	254	3	129	6
– Walk-in	353	238	4	105	5
– Word of mouth (through friends or relatives)	302	224	1	67	9
– Job fairs	298	188	4	104	1

## Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines (Cont'd)

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>9. Sources of Applicants for Entry-Level Job Vacancies (cont'd)</b>					
– Online advertisements in social networking sites	205	146	1	56	1
– On site campus recruitment	186	111	1	70	4
– Newspaper ads	149	118	2	26	4
– Posting in school/company's bulletin board	142	84	-	52	5
– On-the-job trainees/apprentices	139	45	-	89	5
– Head hunters/Private recruitment agencies	116	85	-	30	1
– Public Employment Service Office (PESO) referral	78	61	-	5	1
– Others	48	24	-	9	-
<b>10. Criteria in the Recruitment of Applicants for Entry-Level Jobs</b>					
<b>▪ Minimum Educational Requirement</b>					
– College undergraduate	111,926	109,713	160	2,039	14
– College graduate	19,880	16,694	350	2,795	41
– Technical/Vocational	3,415	3,347	5	63	-
– Post-secondary	202	19	-	181	2
<b>▪ Age Preference</b>					
– 15-24 years	8,756	6,756	120	1,881	-
– 25-30 years	31,299	29,637	299	1,312	53
– More than 30 years	2,283	1,268	1	1,009	4
– No preference	28,666	28,287	95	284	-
– Others	64,420	63,826	-	594	-
<b>▪ Sex Preference</b>					
– Male	603	437	-	158	8
– Female	580	391	-	171	18
– No preference	134,240	128,946	515	4,749	30
<b>11. Other Criteria in the Recruitment of Applicants</b>					
– Work experience	362	232	-	124	7
– Degree	289	137	1	148	4
– Location of residence	211	130	-	74	7
– Character references	145	109	-	33	3
– Awards/Recognition	120	79	-	42	-
– Grades	86	48	-	37	1

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>11. Other Criteria in the Recruitment of Applicants (cont'd)</b>					
– School/University	49	23	-	26	-
– Professional license	45	38	-	5	2
– Membership	39	26	-	14	-
– Ethnicity	4	-	-	4	-
– Religion	2	-	-	2	-
<b>12. Important Skills for Entry-Level Jobs</b>					
– Communication skills (oral and written)	464	-	-	-	-
– Teamwork including interpersonal skills	452	-	-	-	-
– Flexibility and adaptability skills	452	-	-	-	-
– Problem-solving and decision-making skills	428	-	-	-	-
– IT and computer skills	417	-	-	-	-
– Leadership, critical and creative thinking skills	388	-	-	-	-
– Negotiation skills	374	-	-	-	-
– Organization, managing and planning skills	372	-	-	-	-
– Computing/Mathematical skills	359	-	-	-	-
– Machine and equipment operation skills	264	-	-	-	-
<b>13. Skills Aptitude of Entry-Level Applicants</b>					
– Flexibility and adaptability skills	462	-	-	-	-
– Numerical skills	460	-	-	-	-
– Teamwork	458	-	-	-	-
– Ability to apply knowledge learned in school to work environment	454	-	-	-	-
– IT and computer skills	450	-	-	-	-
– Writing skills	449	-	-	-	-
– Extent of educational training	439	-	-	-	-
– Technical skills	432	-	-	-	-
– Problem-solving and decision-making skills	430	-	-	-	-
– Ability to work independently	423	-	-	-	-
– Leadership, critical and creative thinking skills	425	-	-	-	-
– Oral communication skills	417	-	-	-	-
– Organization, managing and planning skills	398	-	-	-	-
– Machine and equipment operation skills	364	-	-	-	-

## Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines (Cont'd)

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>14. Basis of Entry-Level Salaries</b>					
– Qualifications of the employee	289	144	-	137	9
– Prevailing rate within the industry	283	159	1	116	8
– Standard internal pay scale	255	169	2	78	5
– Minimum wage/DOLE wage order	214	121	3	85	3
– Others	18	8	-	10	-
<b>15. Preventive and Control Measures Against Work Safety and Health Hazards (2010-2011)</b>					
– Periodic/annual medical exam of workers	561	271	8	266	16
– Emergency response preparedness program/activities	466	216	7	233	10
– Posting of safety signages or warnings	465	241	4	211	9
– Tobacco control policies/programs (e.g., designated smoking areas)	442	217	7	204	14
– Appointed safety/health officers and/or first-aiders	432	254	5	166	7
– Dissemination of info materials on safety and health	411	201	3	196	11
– Monitoring and control of safety/health hazards in work areas	396	179	7	198	12
– Organized safety and health committee	394	237	5	145	7
– Workers' orientation on safety and health hazards at work	363	162	3	188	10
– Training on safety and health for officers workers	324	143	4	172	5
– Policy on random drug testing procedure	302	170	4	118	10
– Measures to control effect of work safety and health hazards	287	144	3	133	6
– Submission of required reports on illness/injuries to DOLE	210	124	1	78	7
– Installation of machine guards on moving parts/equipment	165	64	3	92	5
– Policy on non-mandatory HIV testing of employees	126	81	-	39	5

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>16. Work Safety and Health-Related Trainings/ Seminars (2010-2011)</b>					
– Fire Safety Training	523	256	7	249	11
– Emergency Preparedness	414	192	4	209	9
– Workers' Health Trainings (e.g., HIV and AIDS, tuberculosis, drugs, tobacco, ergonomics/stress, work related diseases, etc.)	186	128	1	58	-
– 1-Day Occupational Safety and Health Orientation	141	75	1	62	4
– 40-Hour Occupational Safety and Health Training	126	84	1	39	2
– Safety Audit/Accident Investigation	114	63	2	43	5
– Industrial Hygiene (e.g., ventilation, work environment measurement, etc.)	67	30	2	35	-
– Work Improvement in Small Enterprises	31	15	1	15	-
– Work Safety Trainings (e.g., crane, forklift, lag/tagout, etc.)	27	20	1	5	-

## Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines (Cont'd)

INDICATOR	TOTAL	Total	With Workdays Lost			Without Workdays Lost
			Fatal	Non-Fatal		
				Total	Permanent Incapacity	
<b>17. Measures of Safety Performance (2011)</b>						
<b>▪ Cases of Occupational Injuries</b>						
Total	1,528	139	-	139	-	139
Call center activities (Voice)	1,507	118	-	118	-	118
Medical transcription activities	-	-	-	-	-	-
Computer-related activities	21	21	-	21	-	21
Animated films and cartoons production	-	-	-	-	-	-
<b>▪ Frequency Rates</b>						
Total	-	0.16	-	0.16	-	0.16
Call center activities (Voice)	-	0.15	-	0.15	-	0.15
Medical transcription activities	-	-	-	-	-	-
Computer-related activities	-	0.21	-	0.21	-	0.21
Animated films and cartoons production	-	-	-	-	-	-
<b>▪ Incidence Rates</b>						
Total	-	0.35	-	0.35	-	0.35
Call center activities (Voice)	-	0.34	-	0.34	-	0.34
Medical transcription activities	-	-	-	-	-	-
Computer-related activities	-	0.48	-	0.48	-	0.48
Animated films and cartoons production	-	-	-	-	-	-
<b>▪ Severity Rates</b>						
Total	-	-	-	-	1.60	-
Call center activities (Voice)	-	-	-	-	1.67	-
Medical transcription activities	-	-	-	-	-	-
Computer-related activities	-	-	-	-	1.12	-
Animated films and cartoons production	-	-	-	-	-	-
<b>▪ Average Workdays Lost</b>						
Total	-	-	-	-	10.10	-
Call center activities (Voice)	-	-	-	-	11.03	-
Medical transcription activities	-	-	-	-	-	-
Computer-related activities	-	-	-	-	5.26	-
Animated films and cartoons production	-	-	-	-	-	-

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>18. Cases of Occupational Injuries With Workdays Lost (2011)</b>					
<b>▪ By Major Occupation</b>					
Corporate executives, managers, managing proprietors and supervisors	-	1	-	1	-
Professionals	29	28	-	1	-
Technicians and associate professionals	86	86	-	-	-
Clerks	-	-	-	-	-
Service workers and shop and market sales workers	-	-	-	-	-
Farmers, forestry workers and fishermen	-	-	-	-	-
Craft and related trades workers	-	-	-	-	-
Plant and machine operators and assemblers	-	-	-	-	-
Laborers and unskilled workers	22	4	-	18	-
<b>▪ By Type of Injury</b>					
Superficial injuries and open wounds	26	20	-	6	-
Fractures	26	19	-	7	-
Dislocations, sprains and strains	61	60	-	1	-
Traumatic amputations	-	-	-	-	-
Concussions and internal injuries	19	19	-	-	-
Burns, corrosions, scalds and frostbites	-	-	-	-	-
Acute poisonings and infections	6	-	-	6	-
Foreign body in the eye	-	-	-	-	-
Others	-	-	-	-	-
<b>▪ By Part of the Body Injured</b>					
Head	61	55	-	6	-
Neck	1	1	-	-	-
Back	-	-	-	-	-
Trunk or internal organs	4	-	-	4	-
Arm and shoulder	7	2	-	5	-
Wrist and hand	6	5	-	1	-
Lower extremities	58	54	-	4	-
Whole body or multiple sites equally injured	1	1	-	-	-

**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 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.



## Selected Labor and Employment Indicators on Business Process Outsourcing, Philippines (Cont'd)

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>18. Cases of Occupational Injuries With Workdays Lost (2011) (Cont'd)</b>					
<b>▪ By Cause of Injury</b>					
Falls of persons	36	36	-	-	-
Struck by falling objects	25	21	-	4	-
Stepping on, striking against or struck by objects, excluding falling objects	68	55	-	13	-
Caught in or between objects	-	-	-	-	-
Over-extension or strenuous movements	6	6	-	-	-
Exposure to or contact with extreme temperatures	-	-	-	-	-
Exposure to or contact with electric current	-	-	-	-	-
Exposure to or contact with harmful substances or radiation	4	-	-	4	-
Others	-	-	-	-	-
<b>▪ By Agent of Injury</b>					
Buildings, structures	10	10	-	-	-
Prime movers	19	19	-	-	-
Distribution systems	13	-	-	13	-
Hand tools	-	-	-	-	-
Machines, equipment	4	-	-	4	-
Conveying/Transport/Packaging equipment or vehicles	35	35	-	-	-
Materials, objects	36	32	-	4	-
Chemical substances	-	-	-	-	-
Human, animals, plants, etc.	23	23	-	-	-
Others	-	-	-	-	-

INDICATOR	Total	Call center activities (Voice)	Medical transcription activities	Computer-related activities	Animated films and cartoon productions
<b>19. Cases of Occupational Diseases (2011)</b>	<b>11,638</b>	<b>11,005</b>	<b>13</b>	<b>620</b>	<b>-</b>
Occupational dermatitis	40	40	-	-	-
Occupational asthma	390	380	-	10	-
Acute poisonings	-	-	-	-	-
Heat stroke, cramps, exhaustion	-	-	-	-	-
Chillblain, frostbite, freezing	-	-	-	-	-
Deafness	58	40	-	18	-
Tuberculosis	419	361	-	58	-
Other infections	326	242	-	84	-
Cataract	50	-	-	50	-
Cardio-vascular diseases	282	214	-	68	-
Essential hypertension	2,534	2,420	2	112	-
Peptic ulcer	2,259	2,199	1	59	-
Work-related musculoskeletal disorders					
Carpal tunnel syndrome	481	460	6	15	-
Shoulder tendinitis	233	219	-	14	-
Neck-shoulder pain	475	434	-	41	-
Back pain	3,990	3,895	4	91	-
Other work-related musculoskeletal disorders	91	91	-	-	-
Others	8	8	-	-	-

Source of data: Bureau of Labor and Employment Statistics, 2011/2012 BLES Integrated Survey.