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2011/2012 INDUSTRY PROFILE: TELECOMMUNICATIONS

(Fifth of a series)

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

EMPLOYMENT

1. Number of establishments
2. Category of workers
3. Specific groups of workers
 - Young workers
 - Female workers
 - Time-rated workers
4. Establishments engaged in subcontracting
5. Job vacancies
 - Hard-to-fill vacancies
 - Reasons why hard to fill

JOB-RELATED TRAININGS

6. Employees provided with job-related trainings
7. Types of training provider

UNIONISM AND COLLECTIVE BARGAINING

8. Unionism
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RECRUITMENT AND HIRING PRACTICES FOR ENTRY-LEVEL JOBS

10. Number of entry-level job vacancies
11. Criteria in the recruitment of applicants for entry-level jobs
12. Other criteria in the recruitment of applicants for entry-level jobs
13. Important skills for entry-level jobs
14. Sources of applicants for entry-level jobs
15. Basis of entry-level salaries

OCCUPATIONAL SAFETY AND HEALTH PRACTICES

16. Preventive and control measures against work safety and health hazards
17. Work safety and health related trainings/seminars

OCCUPATIONAL INJURIES AND DISEASES

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

BACKGROUND

This LABSTAT Updates is the fifth 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 2011/2012 BLES Integrated Survey (BITS) – a nationwide sample survey of establishments with at least 20 workers.

EMPLOYMENT

Employment in 206 establishments involved in telecommunications industry estimated at 35,868 as of June 2012

- Almost all of the workers were employees (99.7% or 35,769) while working owners/unpaid workers accounted for a negligible share (0.3% or 99).

Workforce consisted largely of rank and file workers

- Among employees, rank and file workers comprised the biggest proportion (58.8% or 21,078) of the total workforce. The rest were shared among supervisors/foremen (29.0% or 10,396), and managers/executives (12.0% or 4,295).
- Non-regular employees constituted a small proportion of the total employment (8.9% or 3,195). They were comprised mainly of probationary workers (3.9% or 1,384), contractual/project-based workers (3.0% or 1,078) and casual workers (2.0% or 734).

- The industry was dominated by monthly paid workers. Nine out of every 10 (93.2% or 33,444) employed in this industry were paid under this mode. The rest were paid on a daily basis (6.0% or 2,140).

Few women and young workers employed in the industry

- Telecommunications industry engaged only a small proportion of young workers aged 15 to 24 years (7.8% or 2,815) and women (4.0% or 1,446).

Less than one-fourth of total establishments engaged the services of agency-hired workers

- Outsourcing outside the premises of the establishments was reported in 25 establishments which represents 12.1% of total establishments in the industry.
- Agency workers were hired by 22.3% (46) of total establishments mainly for security and janitorial services (71.1% or 3,289).

A total of 2,546 job vacancies reported from January 2011 to June 2012

- Most of the total vacancies were easy-to-fill occupations (83.0% or 2,113) and the rest were hard-to-fill occupations (17.0% or 433).
- The top five easy-to-fill occupations were: receptionists and information clerks (413); customer service representatives/associates (347); other finance and sales associate professionals (286); electronics and communications engineers (223); and electronics and communications engineering technicians (137).

- On the other hand, the top five hard-to-fill occupations were: other business professionals (122); accountants and auditors (74); computer equipment operators (68); electronics and communications engineers (53); and system analysts and designers (38).

- The foremost reason cited on why vacancies were hard to fill was the lack of needed competency/skill among applicants (64.2% or 70).

JOB-RELATED TRAININGS

Job-related trainings mostly for supervisors/foremen

- Among the employees provided with job-related training/s, supervisors/foremen had the biggest share (48.4% or 7,738) followed closely by rank and file workers (45.4% or 7,254).
- Mostly, private training institutions (46.7% or 63) and the establishments themselves (33.3% or 45) provided the trainings.

UNIONISM AND COLLECTIVE BARGAINING

A little over one-sixth (18.5%) of paid employees in the industry were members of unions

- The industry reported a total union membership of 5,487 in 2012 or a union density rate (*proportion of union membership to total paid employees*) of 15.3%.
- Union membership was dominated by men at 62.6% or 3,437, while women accounted for the remaining 37.4% or 2,050.

- On the other hand, CBA coverage rate (*proportion of employees covered by CBAs to total paid employees*) was at 17.5% or 6,270 or an additional 783 non-union members covered by CBAs.
- Men also comprised more than half (54.8% or 3,437) of the total CBA coverage while 45.2% (2,833) were women.

RECRUITMENT AND HIRING PRACTICES FOR ENTRY-LEVEL JOBS

Entry-level job vacancies were reported at 1,158 in 2011

- About one-third (31.0% or 63) of the establishments had entry-level jobs with reported 1,158 total vacancies.
- Majority of the entry level-job vacancies were regular positions (61.6%) while 38.4% were non-regular positions.

Three out of every four entry-level job vacancies preferred young or college graduate applicants

- The bulk (75.5%) of entry-level job vacancies indicated preference for young applicants or those in the 15-24 years age group while nearly one-fifth (19.1%) specified for applicants in ages 25-30 years old.
- By educational attainment, 3 out of every 4 entry-level vacancies (76.1% or 881) required college graduate applicants while only one-fifth (19.7%) preferred at least college undergraduates.

No sex preference in the hiring of applicants in eight out of every 10 entry-level vacancies

- Majority of the entry-level job vacancies were available for both men and women (79.1% or 916).

Of the 242 vacancies with reported sex preference, 56.2% and 43.8% were for female and male applicants, respectively.

Work experience important for entry-level jobs in eight out of every 10 establishments

- The bulk of the establishments (77.8% or 49) considered work experience as an essential factor in the hiring of entry-level applicants.
- Other criteria also considered relevant by establishments in the choice of applicants were as follows: applicant's location of residence (47.6% or 30); degree (44.4% or 28); and professional license (34.9% or 22).

Skills on communication; teamwork; and flexibility and adaptability identified by all establishments as "important to extremely important" for entry-level jobs

- As identified by all establishments, three skills stood out as "important to extremely important" for entry-level jobs in the industry. These are communication skills (oral and written); teamwork including interpersonal skills; and flexibility and adaptability skills.
- Similarly considered "important to extremely important" were IT and computer skills (98.4%); computing/mathematical skills; leadership, critical and creative thinking skills; problem-solving and decision-making skills; and negotiation skills (95.2% each).

Entry-level job applicants were primarily employee referrals

- Applicants for entry-level jobs in four out of every five establishments (81.0%) were referred by employees.

- A little over three-fourths got walk-in applicants (76.2%) while nearly two-thirds posted vacancies in job portals (65.1%). A lesser proportion allowed their on-the-job trainees/apprentices (42.9%) to apply for the job.

Minimum wage: main basis of entry-level salaries

- Three out of every four establishments (76.2%) based entry-level salaries of employees on the minimum wage.
- Entry-level salaries, however, vary in more than half of the establishments depending on the qualifications of the employee (54.0%). Only one-third (33.3%) had their standard internal pay scale.

OCCUPATIONAL SAFETY AND HEALTH PRACTICES

Three out of every six establishments conducted workers' orientation on safety and health hazards at work

- To protect workers from various work safety and health hazards in the workplace, establishments conducted the following preventive and control measures during the period 2010-2011: workers' orientation on safety and health hazards at work (69.4%); postings of safety signages or warnings (63.4%); tobacco control policies/programs; and dissemination of info materials on safety and health (61.8% each).
- Other measures also adopted by establishments were monitoring and control of safety/health hazards in work areas (60.2%) and periodic/annual medical exam of workers (59.7%).

Fire safety training, topmost Occupational Safety and Health (OSH)-related trainings/seminars availed by employees

- Of the various OSH-related trainings and seminars availed by employees, three out of every four establishments (74.7%) provided fire safety training for its employees.
- Other OSH-related trainings/seminars conducted include emergency preparedness (40.3%); work safety trainings; and safety audit/accident investigation (13.4% each).

OCCUPATIONAL INJURIES AND DISEASES

Only one case of occupational injury with workdays lost per 1,000 workers was posted in the industry

- The telecommunications industry registered 55 cases of occupational injuries, of which 51 had workdays lost.
- The frequency rate of cases of occupational injuries with workdays lost in the industry was posted at 0.61.
- The incidence rate was recorded at 1.40 or there was only one case of occupational injury with workdays lost for every 1,000 workers.
- Severity rate or workdays lost of cases of occupational injuries resulting to temporary incapacity per 1,000,000 employee-hours of exposure stood at 9.47.
- An average of 16.08 workdays was lost per temporary incapacity case.

Technicians and associate professionals were largely injured

- More than half of cases of occupational injuries with workdays lost in the industry were reported among technicians and associate professionals (56.9%).
- Other occupation groups with cases of occupational injuries with workdays lost were corporate executives, managers, managing proprietors and supervisors (25.5%) and clerks (19.6%).

Fractures accounted for a little over a quarter of cases of occupational injuries with workdays lost

- Fractures were the most common type of work-related injuries with workdays lost which accounted for 27.5% of the total cases.
- Other types of occupational injuries common in the industry were burns, corrosions, scalds and frostbites (23.5%); superficial injuries and open wounds (21.6%); and dislocations, sprains and strains (19.6%).

Almost two-fifths of total cases affected wrist and hand

- Wrist and hand were the most injured parts of the body, which accounted for 39.2% of cases of occupational injuries with workdays lost.
- Lower extremities and arm and shoulder followed at 29.4% and 15.7%, respectively.
- Other body parts, which accounted for less than 10% are as follows: head at 7.8%; trunk or internal organs; and whole body or multiple sites equally injured both at 3.9%.

About four out of every 10 cases were brought by stepping on, striking against or struck by objects, excluding falling objects

- Around 35% of cases of occupational injuries with workdays lost were caused by stepping on, striking against or struck by objects, excluding falling objects.
- This was followed by exposure to or contact with electric current (29.4%) and falls of persons (23.5%).
- Other causes of occupational injuries were over-exertion or strenuous movements and exposure to or contact with harmful substances or radiations with percentage shares of 7.8% and 3.9%, respectively.

Buildings, structures were the common agents of occupational injuries

- The top agents of occupational injuries with workdays lost in telecommunications industry were buildings and structures at 43.1%.
- Materials and objects constituted a little over one-third of total cases of occupational injuries (35.3%).
- The rest of agents of occupational injuries were conveying/transport/packaging equipment or vehicles (15.7%) and machines, equipment and chemical substances both at 3.9% of total cases of occupational injuries with workdays lost.

Carpal tunnel syndrome topped the list of occupational diseases

- The survey revealed a total of 1,362 cases of occupational diseases in the telecommunications

industry. Topping the list of occupational diseases was carpal tunnel syndrome which accounted for 17.3% of the total cases.

- Other types of occupational diseases common to workers in the industry were back pain (15.9%), neck-shoulder pain (14.2%), occupational dermatitis (14.0%) and tuberculosis (13.1%).
- The rest of the types of occupational diseases had percentage share of less than 10%, with essential hypertension recording the least share at 0.4%.

FOR INQUIRIES

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Selected Labor and Employment Indicators on Telecommunications, Philippines

INDICATOR	Total	Percent
1. Total Establishments (2012)	206	
▪ Total Employment (2012)	35,868	
2. Category of Workers		
Working owners/Unpaid workers	99	0.3
Employees	35,769	99.7
▪ Managers/Executives	4,295	12.0
▪ Supervisors/Foremen	10,396	29.0
▪ Rank and file workers	21,078	58.8
– Regular	17,882	49.9
– Non-regular	3,195	8.9
– Probationary workers	1,384	3.9
– Casual workers	734	2.0
– Contractual/Project-based workers	1,078	3.0
– Seasonal workers	-	-
– Apprentices/Learners	-	-
3. Specific Groups of Workers		
▪ Young workers (15 - 24 years old)	2,815	7.8
▪ Female workers	1,446	4.0
▪ Time-rated workers	35,584	99.2
• Full-time workers	35,584	99.2
– Hourly	-	-
– Daily	2,140	6.0
– Monthly	33,444	93.2
– Part-time workers	88	0.2
▪ Purely commission-paid workers	2,815	7.8
4. Establishments Engaged in Subcontracting		
▪ <u>Within</u> the premises of the establishment	46	22.3
– Number of agency-hired workers	4,628	
▪ <u>Outside</u> the premises of the establishment	25	12.1
5. Total Vacancies (January 2011-June 2012)	2,546	100.0
▪ Easy-to-fill	2,113	83.0
▪ Hard-to-fill	433	17.0
Top 5 easy-to-fill vacancies		
- Receptionists and information clerks	413	19.5
- Customer service representatives/associates	347	16.4
- Other finance and sales associate professionals	286	13.5
- Electronics and communications engineers	223	10.6
- Electronics and communications engineering technicians	137	6.5

INDICATOR	Total	Percent
Top 5 hard-to-fill vacancies		
- Other business professionals	122	28.2
- Accountants and auditors	74	17.1
- Computer equipment operators	68	15.7
- Electronics and communications engineers	53	12.2
- System analysts and designers	38	8.8
Top 3 reasons why hard to fill		
- Applicants lack needed competency/skill	70	64.2
- No/few applicants applied for the job	22	20.2
- Applicants expect high salary	16	14.7
6. Employees provided job-related trainings	15,995	100.0
- Managers	1,003	6.3
- Supervisors/foremen	7,738	48.4
- Rank and file	7,254	45.4
7. Types of Training Provider	135	100.0
- Private training institution	63	46.7
- Your establishment (In-house)	45	33.3
- Government training institution	16	11.9
- Others	11	8.1
8. Unionism (2012)		
Union density rate (%)		15.3
Union membership	5,487	100.0
– Men	3,437	62.6
– Women	2,050	37.4
9. Collective Bargaining		
Collective bargaining coverage rate (%)		17.5
CBA coverage	6,270	100.0
– Men	3,437	54.8
– Women	2,833	45.2
10. Number of Entry-Level Job Vacancies (2011)	1,158	100.0
▪ Non-regular positions	445	38.4
▪ Regular positions	713	61.6

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

Definitions:

Union density rate – proportion of union membership to total paid employees.

Collective bargaining coverage rate – proportion of employees covered by CBAs to total paid employees.

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

Selected Labor and Employment Indicators on Telecommunications, Philippines (cont'd)

INDICATOR	Total	Percent
11. Criteria in the Recruitment of Applicants for Entry-Level Jobs	1,158	100.0
▪ Minimum Educational Requirement		
College graduate	881	76.1
College undergraduate	228	19.7
Technical/Vocational	49	4.2
▪ Age Preference		
15-24 years	874	75.5
25-30 years	221	19.1
More than 30 years	63	5.4
▪ Sex Preference		
Female	136	11.7
Male	106	9.2
No preference	916	79.1
12. Other Criteria in the Recruitment of Applicants for Entry-Level Jobs¹	63	100.0
Work experience	49	77.8
Location of residence	30	47.6
Degree	28	44.4
Professional license	22	34.9
Grade point/General weighted average	14	22.2
Awards/Recognitions received	2	3.2
Membership/Affiliation in organizations	1	1.6
Character references	1	1.6
13. Important Skills for Entry-Level Jobs¹		
Communication skills (oral and written)	63	100.0
Teamwork including interpersonal skills	63	100.0
Flexibility and adaptability skills	63	100.0
IT and computer skills	62	98.4
Computing/Mathematical skills	60	95.2
Leadership, critical and creative thinking skills	60	95.2
Problem-solving and decision-making skills	60	95.2
Negotiation skills	60	95.2
Organization, managing and planning skills	59	93.7
Machine and equipment operation skills	51	81.0

INDICATOR	Total	Percent
14. Sources of Applicants for Entry-Level Jobs¹	63	100.0
Employee referral	51	81.0
Walk-in	48	76.2
Postings in job portals	41	65.1
– Jobstreet	36	57.1
– Jobsdb	17	27.0
– Phil-Jobnet	1	1.6
– Others	3	4.8
On-the-job trainees/apprentices	27	42.9
Posting in school/company's bulletin board	23	36.5
Jobs fair	19	30.2
Newspaper ads	15	23.8
Word of mouth	13	20.6
On-site campus recruitment	4	6.3
Public Employment Service Office (PESO) referral	3	4.8
Online advertisements in social networking sites	1	1.6
Head hunters/Private recruitment agencies	1	1.6
15. Basis of Entry-Level Salaries¹	63	100.0
Minimum wage/DOLE wage order	48	76.2
Qualifications of the employee	34	54.0
Standard Internal pay scale	21	33.3
Prevailing rate within the industry	4	6.3
16. Preventive and Control Measures Against Work Safety and Health Hazards (2010-2011)¹	204	100.0
Workers' orientation on safety and health hazards at work	129	63.2
Postings of safety signages or warnings	118	57.8
Tobacco control policies/programs (e.g., designated smoking areas)	115	56.4
Dissemination of info materials on safety and health	115	56.4
Monitoring and control of safety/health hazards in work areas	112	54.9
Periodic/annual medical exam of workers	111	54.4
Measures to control effect of work safety and health hazards (e.g., administrative controls, engineering controls, use of PPE)	99	48.5

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

¹ Details do not add up to totals due to multiple responses.

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

Selected Labor and Employment Indicators on Telecommunications, Philippines (cont'd)

INDICATOR	Total	Percent
16. Preventive and Control Measures Against Work Safety and Health Hazards (2010-2011) (cont'd)		
Appointed safety/health officers and/or first-aiders	86	42.2
Trainings on safety and health for officers and workers	78	35.3
Emergency response preparedness program/activities	76	37.3
Organized safety and health committee	70	34.3
Installation of machine guards on moving parts/equipment	65	31.9
Policy on random drug testing procedure	50	24.5
Submission of required reports on illness/injuries to DOLE	49	24.0
Work accommodation for workers with pulmonary tuberculosis	31	15.2
Policy on non-mandatory HIV testing of employees	2	1.0
Construction safety and health policy/program	1	0.5
17. Work Safety and Health-Related Trainings/Seminars (2010-2011) ¹	204	100.0
Fire Safety Training	139	68.2
Emergency Preparedness	75	36.8
Work Safety Trainings (e.g., crane, forklift, lag/tagout, etc.)	25	12.3
Safety Audit/Accident Investigation	25	12.3
40-Hour Occupational Safety and Health Training	18	8.8
40-Hour Construction Safety Training	14	6.9
Industrial Hygiene (e.g., ventilation, work environment measurement, etc.)	11	5.4
1-Day Occupational Safety and Health Orientation	7	3.4
Workers' Health Trainings (e.g., HIV and AIDS, tuberculosis, drugs, tobacco, ergonomic/stress, work-related diseases, etc.)	4	2.0
Work Improvement in Small Enterprises	1	0.5
Others	34	16.7

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.

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

INDICATOR	TOTAL	Total	With Workdays Lost			Without Workdays Lost	
			Fatal	Non-Fatal			
				Total	Permanent Incapacity		Temporary Incapacity
18. Measures of Safety Performance (2011)							
Cases of Occupational Injuries	55	51	2	49	-	49	4
Frequency Rates		0.61	0.02	0.59	-	0.59	
Incidence Rates		1.40	0.05	1.34	-	1.34	
Severity Rates						9.47	
Average Workdays Lost						16.08	

INDICATOR	Total	Percent
19. Cases of Occupational Injuries with Workdays Lost (2011)	51	100.0
By Major Occupation		
Corporate executives, managers, managing proprietors and supervisors	13	25.5
Technicians and associate professionals	29	56.9
Clerks	10	19.6
By Type of Injury		
Superficial injuries and open wounds	11	21.6
Fractures	14	27.5
Dislocations, sprains and strains	10	19.6
Concussions and internal injuries	4	7.8
Burns, corrosions, scalds and frostbites	12	23.5
By Part of the Body Injured		
Head	4	7.8
Trunk or internal organs	2	3.9
Arm and shoulder	8	15.7
Wrist and hand	20	39.2
Lower extremities	15	29.4
Whole body or multiple sites equally injured	2	3.9

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

¹ Details do not add up to totals due to multiple responses.

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

Selected Labor and Employment Indicators on Telecommunications, Philippines (*cont'd*)

INDICATOR	Total	Percent
20. Cases of Occupational Injuries With Workdays Lost (2011) (<i>cont'd</i>)		
<i>By Cause of Injury</i>	51	100.0
Falls of persons	12	23.5
Stepping on, striking against or struck by objects, excluding falling objects	18	35.3
Over-exertion or strenuous movements	4	7.8
Exposure to or contact with electric current	15	29.4
Exposure to or contact with harmful substances or radiations	2	3.9
<i>By Agent of Injury</i>		
Buildings, structures	22	43.1
Machines, equipment	2	3.9
Conveying/Transport/Packaging equipment or vehicles	8	15.7
Materials, objects	18	35.3
Chemical substances	2	3.9

INDICATOR	Total	Percent
19. Cases of Occupational Diseases (2011)	1,362	100.0
Occupational dermatitis	191	14.0
Occupational asthma	40	2.9
Heat stroke, cramps, exhaustion	13	1.0
Tuberculosis	178	13.1
Other infections	46	3.4
Cataract	39	2.9
Cardio-vascular diseases	50	3.7
Essential hypertension	6	0.4
Peptic ulcer	57	4.2
Work-related musculoskeletal disorders		
– Carpal tunnel syndrome	235	17.3
– Shoulder tendinitis	97	7.1
– Neck-shoulder pain	193	14.2
– Back pain	217	15.9

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

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