



SPECIAL RELEASE

2021 Annual Survey of Philippine Business and Industry Information Technology - Business Process Management (IT-BPM) Industries

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Table A. Comparative Summary Statistics for Information Technology -
 Business Process Management (IT-BPM) Establishments
 Philippines, 2020 and 2021

IT-BPM Indicators	2020 ^f	2021 ^f	Growth Rate (%)
Total Number of Establishments	2,005	2,205	10.0
Total Employment	766,536	849,058	10.8
Average Number of Workers per Establishment	382	385	0.8
Total Compensation (in thousand pesos)	388,489,005	373,800,889	(3.8)
Average Annual Compensation per Paid Employee (in pesos)	508,229	440,411	(13.3)
Total Revenue (in thousand pesos)	739,211,693	848,451,830	14.8
Total Expense (in thousand pesos)	645,264,794	726,658,543	12.6
Revenue per Expense Ratio	1.15	1.17	1.7
Sales from E-commerce Transactions (in thousand pesos)	32,191,703	23,299,072	(27.6)
Total Revenue from Transactions Outside the Country (in thousand pesos)	192,845,663	314,278,157	63.0

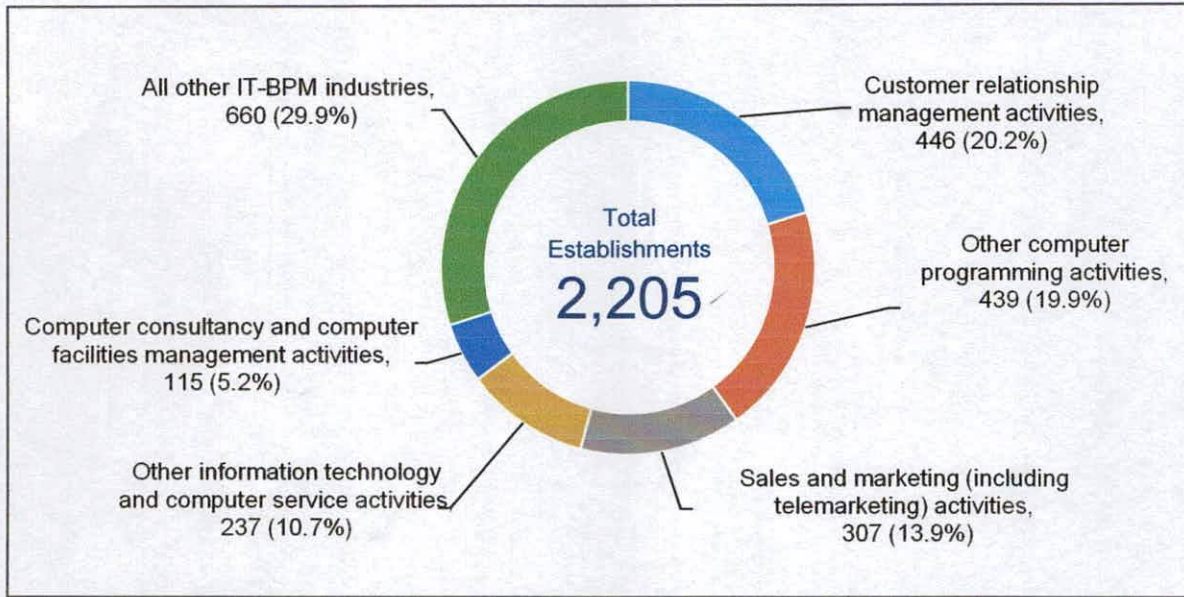
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Sources: Philippine Statistics Authority, 2020 and 2021 ASPBI (Final Results)



Figure 1. Distribution of Establishments Under IT-BPM Industries by Industry Sub-class: Philippines, 2021



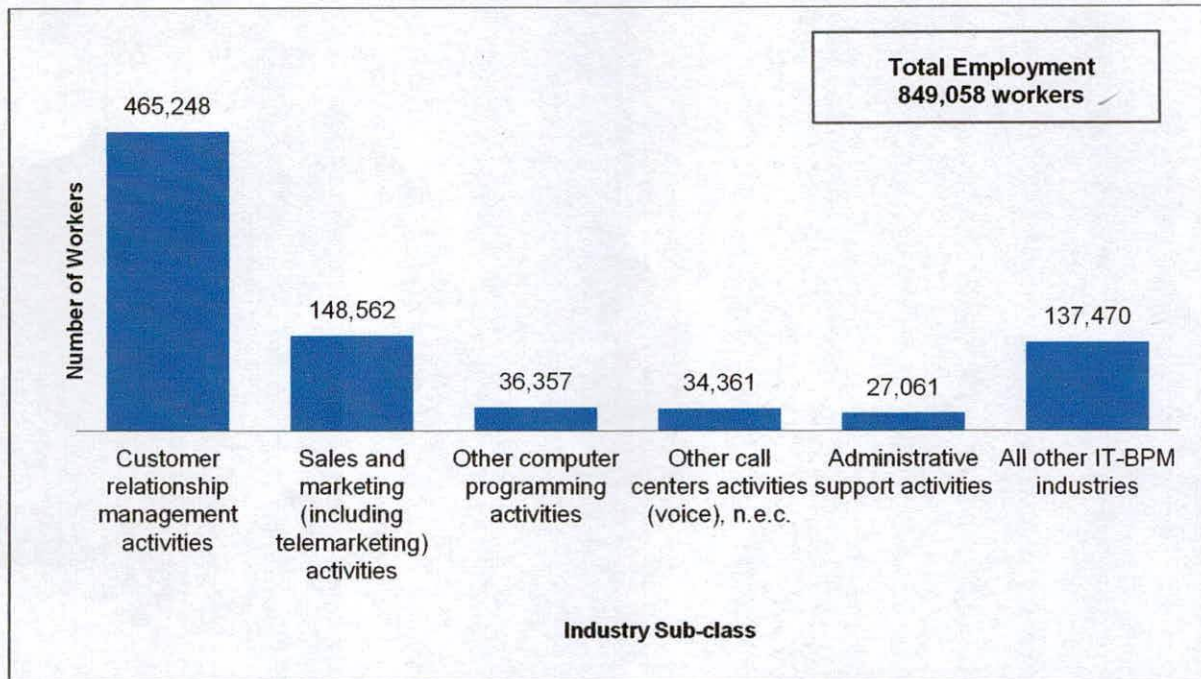
Note: Details may not add up to total due to rounding.
 Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

Customer relationship management activities reported the highest number of workers

In 2021, IT-BPM industries employed a total of 849,058 workers, which indicates an increase of 10.8 percent from the 766,536 workers reported in 2020. Of the total employment, 848,754 workers or 99.96 percent were paid employees, while the remaining were working owners and unpaid workers. (Tables A and 1)

Among industry sub-classes, customer relationship management activities employed the highest number of 465,248 workers or 54.8 percent of the total employment in 2021. Sales and marketing (including telemarketing) activities followed with 148,562 workers (17.5%), while other computer programming activities ranked third with 36,357 workers (4.3%). (Figure 2 and Table 1)

Figure 2. Distribution of Employment for IT-BPM Industries by Industry Sub-class: Philippines, 2021



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

Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

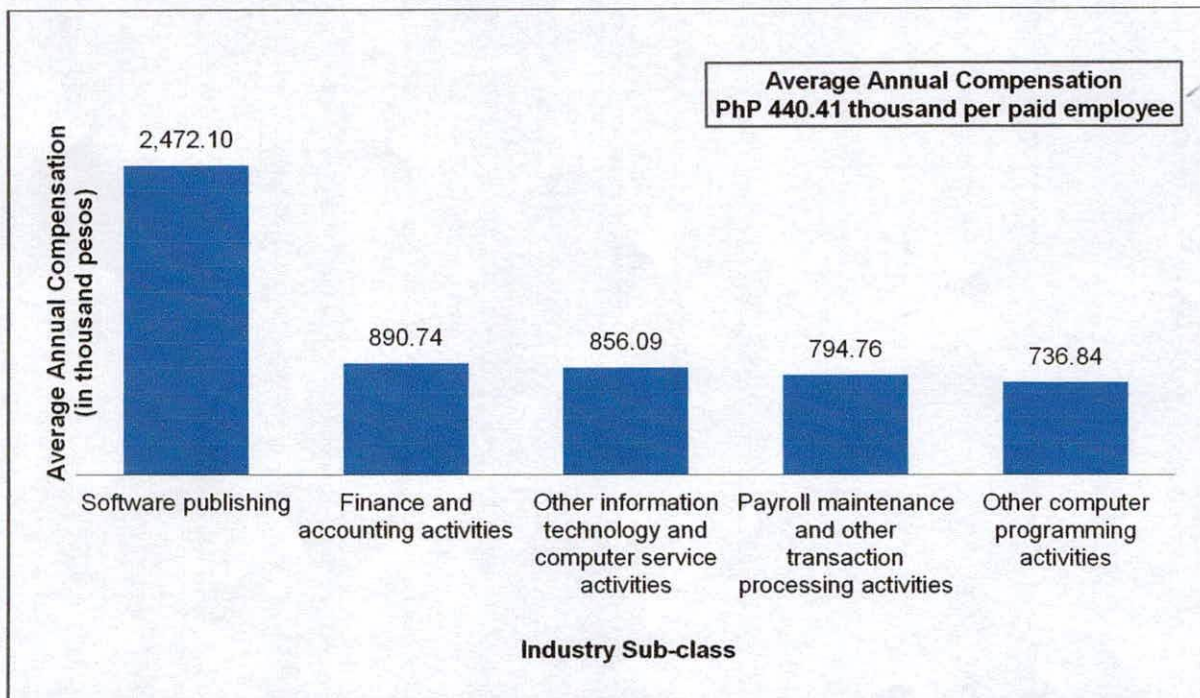
The IT-BPM industries recorded an average number of 385 workers per establishment in 2021, which was 0.8 percent higher than the average number of 382 workers per establishment in 2020. (Tables A and 2)

Customer relationship management activities recorded the highest average number of 1,043 workers per establishment. On the other hand, intellectual property research and documentation activities recorded the lowest average of 20 workers per establishment. (Table 2)

Software publishing paid the highest average annual compensation

The total compensation paid by IT-BPM industries to its employees in 2021 amounted to PhP 373.80 billion, which translates to an average annual compensation of PhP 440.41 thousand per paid employee. This indicates a decrease of 13.3 percent from the average annual pay of PhP 508.23 thousand per paid employee in 2020. (Tables A, 1, and 2)

Figure 3. Average Annual Compensation of Paid Employees for the Top Five IT-BPM Industries: Philippines, 2021



Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

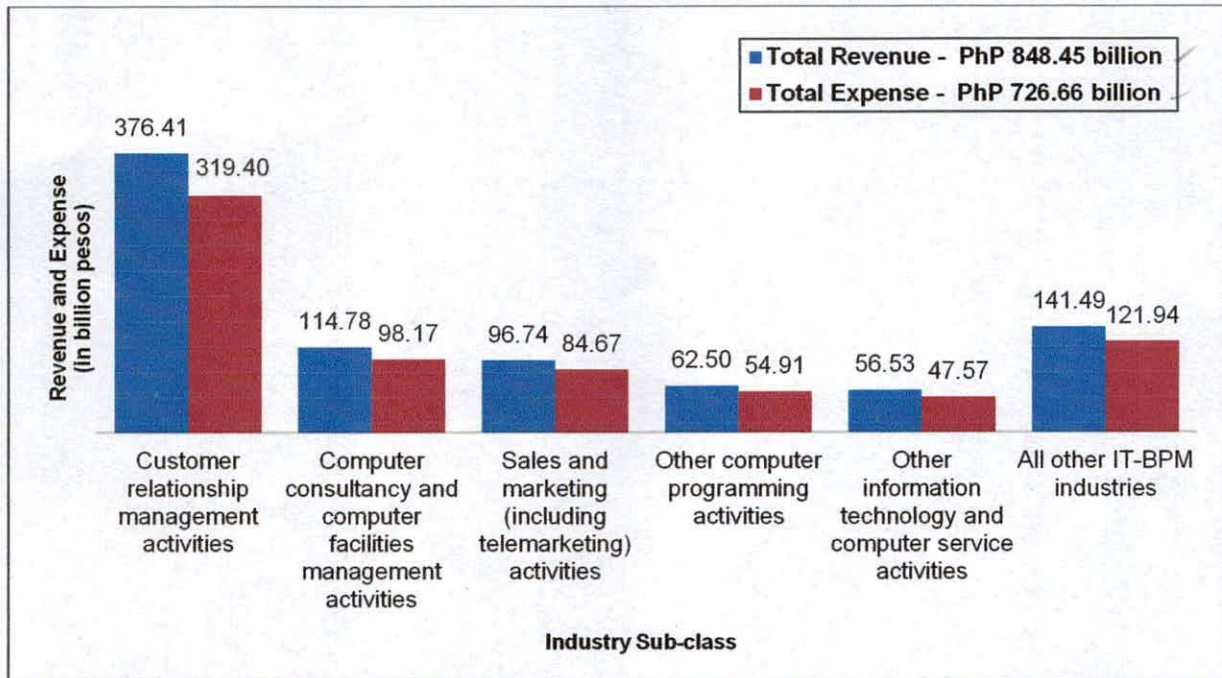
By industry sub-class, software publishing paid the highest average annual compensation of PhP 2.47 million per paid employee. This was followed by finance and accounting activities, and other information technology and computer service activities with PhP 890.74 thousand and PhP 856.09 thousand per paid employee, respectively. (Figure 3 and Table 2)

Customer relationship management activities had the highest share to the total revenue and total expense

The IT-BPM industries generated a total revenue of PhP 848.45 billion in 2021, which indicates an increase of 14.8 percent from the reported total revenue of PhP 739.21 billion in 2020. Moreover, IT-BPM industries incurred a total expense of PhP 726.66 billion in 2021, which indicates an increment of 12.6 percent from the recorded total expense of 645.26 billion in 2020. (Figure 4, and Tables A and 1)

Customer relationship management activities was the major contributor to total revenue and total expense in 2021. It generated a revenue of PhP 376.41 billion or 44.4 percent of the total revenue and an expense of PhP 319.40 billion or 44.0 percent of the total expense. (Figure 4 and Table 1)

Figure 4. Total Revenue and Total Expense for IT-BPM Industries by Industry Sub-class: Philippines, 2021



Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

In 2021, IT-BPM industries generated a revenue per peso expense ratio of 1.17, which is 1.7 percent higher than the 1.15 revenue per expense ratio recorded in 2020. This means that for every peso spent in the business operation, a corresponding revenue of PhP 1.17 was generated. (Tables A and 2)

Among industry sub-classes, software publishing recorded the highest revenue per peso expense ratio of 1.97. Pre and main production of 3D animation, and on-line employment placement agencies followed with revenue per peso expense ratios of 1.71 and 1.69, respectively. (Table 2)

Customer relationship management activities posted the highest sales from e-commerce

E-commerce is the sale or purchase of goods or services, whether between businesses, households, individuals, governments, and other public or private organizations, conducted over the Internet. The goods and services are ordered over the Internet, but the payment and the ultimate delivery of the good or service may be conducted on or offline.

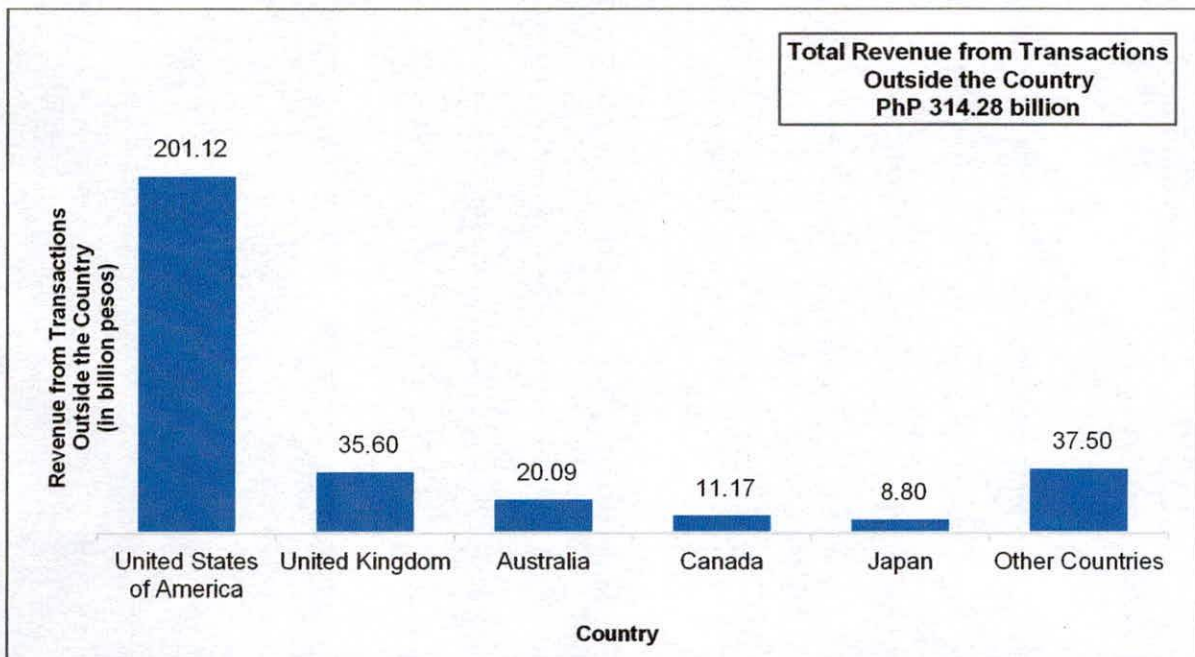
The IT-BPM industries generated a total of PhP 23.30 billion sales from e-commerce transactions in 2021, which indicates a decrease of 27.6 percent from the PhP 32.19 billion sales from e-commerce transactions in 2020. (Tables A and 1)

The highest share to the total sales from e-commerce transactions came from the customer relationship management activities, which amounted to PhP 14.46 billion or 62.1 percent in 2021. This was followed by sales and marketing (including telemarketing) activities, and engineering outsourcing activities with respective sales of PhP 4.66 billion (20.0%) and PhP 1.88 billion (8.1%). (Table 1)

United States of America (USA) contributed the most to the total revenue from transactions outside the country

The IT-BPM industries posted a revenue of PhP 314.28 billion from transactions outside the country, which is equivalent to 37.0 percent of the industry’s total revenue in 2021. This indicates an increase of 63.0 percent from the PhP 192.85 billion revenue generated from transactions outside the country in 2020. (Tables A and 1)

Figure 5. Distribution of Revenue from Transactions Outside the Country Under IT-BPM by Country: Philippines, 2021

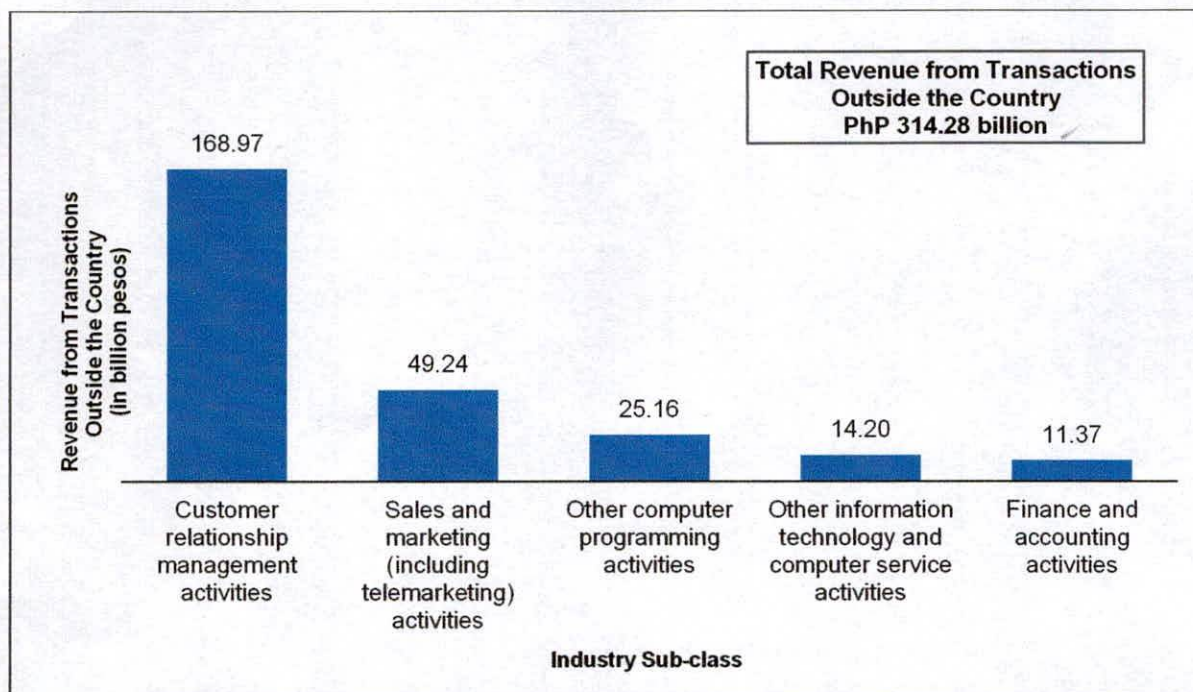


Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

Among countries, USA recorded the highest share to the total revenue from transactions outside the country amounting to PhP 201.12 billion

or 64.0 percent of the total revenue from transactions outside the country in 2021. (Figure 5 and Table 3)

Figure 6. Revenue from Transactions Outside the Country of the Top Five IT-BPM Industries: Philippines, 2021



Source: Philippine Statistics Authority, 2021 ASPBI (Final Results)

By industry sub-class, customer relationship management activities registered the highest revenue from transactions outside the country amounting to PhP 168.97 billion (53.8%). This was followed by sales and marketing (including telemarketing) activities, and other computer programming activities with PhP 49.24 billion (15.7%) and PhP 25.16 billion (8.0%), respectively. (Figure 6 and Table 3)

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