

POEA



POEA
ANNUAL REPORT 1988

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REPORT OF THE ADMINISTRATOR

As 1989 bows out albeit tumultuously from us, we find the overseas employment program becoming to be the wherewithal of Philippine development. Started out in the early '70s as a temporary strategy to arrest growing unemployment and balance of payments deficits, the government program to allow nationals to work abroad to be a viable source of jobs and foreign exchange. And, with the present global efforts to change and other winds of development blowing in all directions of the international economy, the opportunities for the Filipino worker abroad remain optimistic.

1989 in review

Thus, amid a backdrop of a precarious socio-political condition, high unemployment, and changing policies in host countries, the program nevertheless managed to pull through nine-percent growth over last year's placements of 477,764. This means a total of 522,984 workers processed through POEA and the regional offices of the Department of Labor and Employment, shooting even past our 593,000 target by four percent.

Of the workers processed, there were 458,626 who were deployed by the yearend, three percent less than the previous year. Given the 90-day validity of the travel exit pass, many workers processed in December should be able to leave by February next year, hence will not be counted among those deployed this year. Furthermore, the adjustment in the worker monitoring system calling for a dropoff of their exit passes at the airport and the grounding of international flights for four days during the failed coup attempt in December explain the dip in the deployment figures.

In the overall, the landbased category made an improvement of seven percent over last year's performance but most of the gains in this category are credited to the increasing trend of re-hiring workers.

The contribution of our fellow workers in the alleviation of the country's hopeless financial situation cannot be underestimated. For this year, a total of US\$ 973.02 million representing the earnings of overseas contract workers across 150 countries was added to the national coffers, the biggest volume ever recorded in the 15-year history of overseas employment. More importantly, this amount represents about a third of the total foreign exchange earnings of the country, further attesting the sinew of the overseas workers sector.

The information campaign against illegal recruitment has been boosted with a special budget hence the Administration was able to carry out seminars in the countryside, disseminate information to the public using various channels of communication regarding the overseas employment program in general and illegal recruitment practices and procedures in seeking jobs abroad in particular.

Likewise, the Administration has made several of its services available in the regions through the regional office of the Department of Labor and Employment and its five regional extension units. These include processing of balik-manggagawa, manpower registration, anti-illegal recruitment campaign, hearing of recruitment regulations violation cases and processing and deployment of sea-based workers for emergency crewing.

Looking ahead

We look forward to the 1990s therefore with greater optimism and further resolve to meet the urgent demands of overseas workers and those who want to seek employment abroad by way of better terms and conditions of employment, more information materials on overseas employment and new markets.

With the international climate undergoing fundamental changes and competition increasing, we will keep one foot on the present and the other on the future in our march towards a better quality of life for our workers.




TOMAS D. ACHACOSO

The Year in Review

Amidst a backdrop of economic and political uncertainties, rising unemployment, inflation and widening trade deficits, POEA has continued to provide an alternative employment for the millions of Filipinos who seek jobs abroad. Despite the perceived contraction in the world's major labor markets and the stiff competition offered by other labor sending countries, this year's performance remains significant in providing placements for the Filipino worker.

PLACEMENTS

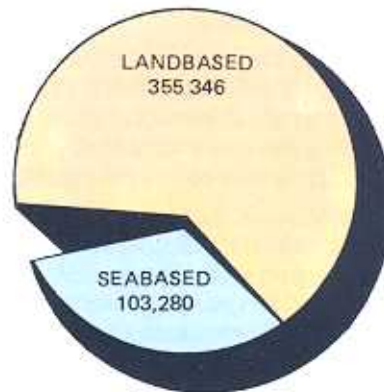
From a contracts processing level of 477,764 in 1988, POEA approved 522,984 employment contracts in 1989 representing an increase of 9.46 percent. This is disaggregated into 407,974 contracts for landbased workers and 115,010 for seafarers representing a 6.83 and a 19.96 percentage increase, respectively over the 1988 totals.

PROCESSED AND DEPLOYED CONTRACT WORKERS

PROCESSED CONTRACT WORKERS



DEPLOYED CONTRACT WORKERS

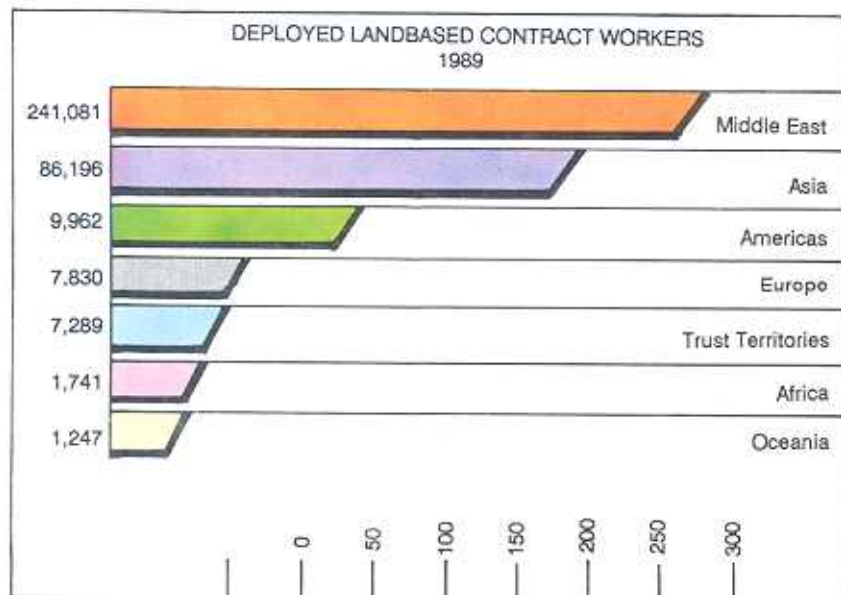


Landbased Contract Workers

The number of landbased workers processed included 186,919 new hires (36 percent) and 221,055 rehires (42 percent). It is significant to note that the volume of new hires took a slight dip of five percent from a level of 197,125 to 186,919 while rehiring posted an increase of a high 20 percent.

Private sector participation yielded 169,736 processed contracts (32.5 percent) while government to government arrangements had 4,181 jobs and 13,002 name hires. In comparison to figures last year, placements made by the private sector decreased by eight percent while a 20-percent increment was observed in the hiring of workers through our Government Placement facility. A staggering increase of 65 percent was further observed in the number of name hires or those workers who were able to secure employment abroad on their own.

Actual deployment of workers totalled 458,622 representing a three percent dip from last year's record. The decline is ascribed to some changes in the POEA monitoring system calling for a dropbox type of arrangement for the exit passes of balik-manggagawa and the grounding of international flights for four days during the failed coup attempt in December.



Seabased Contract Workers

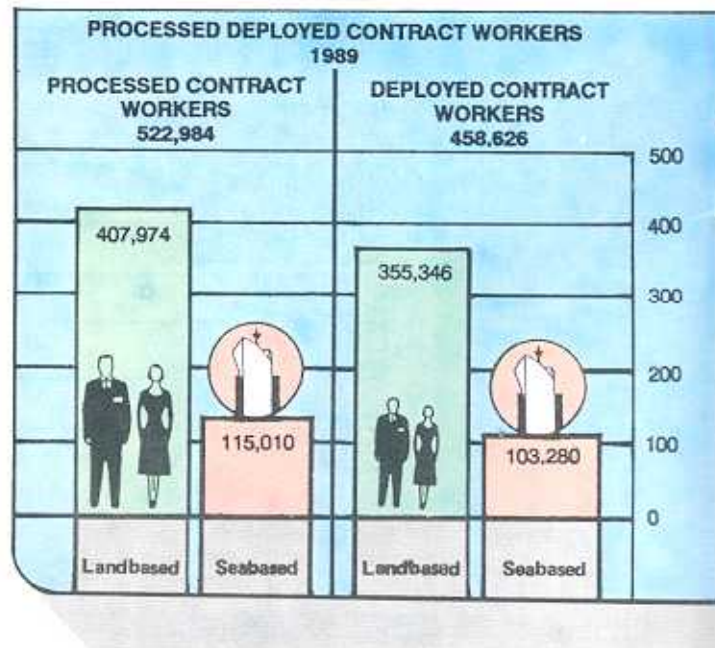
The upswing in the performance of the seabased sector however stemmed what could have been a sluggish year for the overseas employment program. It was evident that most of this year's gains in employment can be credited greatly to an increasing demand for seafarers. The seabased sector accounted for a 20-percent share of both total contracts processed and deployed, up from 1988. In 1989, seafarer placements jumped at 20 percent from 95,872 to 115,010. The same pattern was exhibited in the number of deployed seamen: up from 1988's 85,913 to 103,280 by the yearend.

This picture manifests the continued expansion and dynamic growth of the world shipping industry in the last five years, with more jobs up for the taking by Filipino seamen. The dramatic decline in the dominance of the European seafarers late in the decade

saw the emergence of the Asian shipping and manning industry.

The recovery of international trade and shipping in 1985 pulled the global industry from the dumps as the number of ships registered under the Philippine flag increased by 44 percent (1,169 in 1988 and 1,686 in 1989). Correspondingly, the deployment of Filipino seafarers rose by 20 percent or around 17,000 more than last year's figures.

This sector's performance indicates the continuing record of confidence in the Filipino seafarer's capability and played an important role in arresting the lackluster performance of the landbased sector since 1984. The last two years have also seen the Philippines' rise as the prime source of qualified maritime labor in Asia.



Balik-Manggagawa

The increasing tendency of re-hiring workers would be indicative of the type of work obtaining in the major markets of Philippine labor primarily in the Middle East states.

By the yearend, there were 221,055 balik-manggagawa who went through POEA processing, 20 percent over 1988's 184,767. This comprises 42 percent of total processed landbased workers. Majority (about 64 percent) in this sector are usually operations and maintenance personnel working in Saudi Arabia and other Middle East countries.

In actual figures, rehires to Saudi Arabia accounted for 107,228 or a hefty 61 percent of the total volume of deployment to said country. Hong Kong meanwhile re-employed 21,068 workers or 56 percent of its total contract hiring volume. The same was observed in the other top host countries of United Arab Emirates, Kuwait, Oman, Libya, Brunei and Singapore. Of the top ten destinations, only Japan, Qatar and Bahrain employed more new hires than rehires.



Destination of Filipino Workers

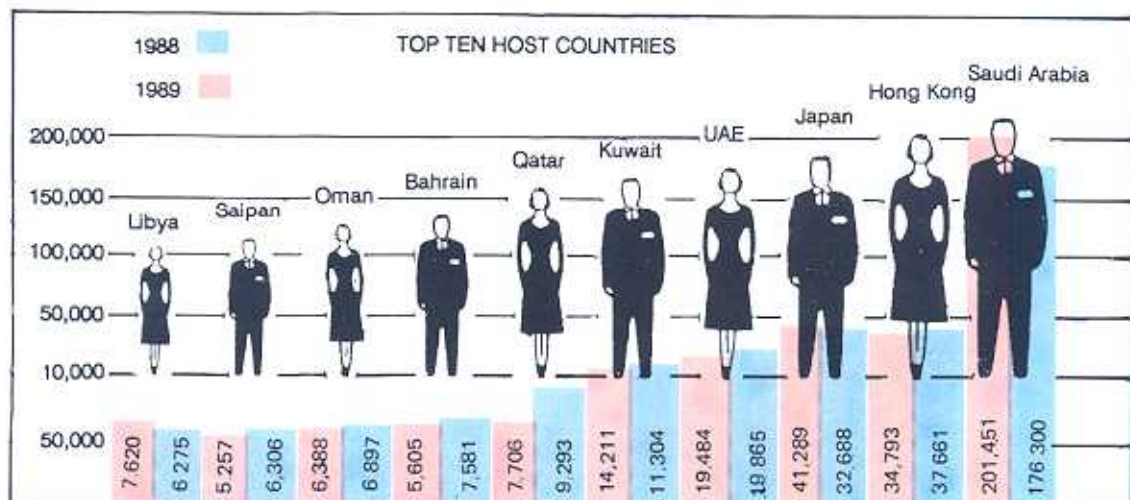
The Middle East remained the principal destination for both new hires and rehires accounting for almost 68 percent of the total deployment volume with Saudi Arabia employing more than half of this volume. Overall, Saudi Arabia accounts as the biggest single host country among all destinations with 38 percent or 176,300 Filipino workers.

Compared to the market distribution profile in the previous years, this year's performance indicates a significant shift in the demand considering that not too long ago the Middle East states account for more than 70 percent share of total Filipino worker deployment with Saudi Arabia having the biggest chunk of over 50 percent of total deployment by a single country. This year's figures indicate a decrease of the share of Middle East in the total deployment by almost 10 percent from last year's while deployment to Saudi Arabia was reduced by 13 percent.

Tailing far behind are Hong Kong

and Japan hosting 37,661 and 32,688 workers (8 and 7 percent), respectively. Most of the Filipinos working in these countries are domestic helpers for Hong Kong and entertainers for Japan. Compared to the deployment volume in 1988, this year registered an eight percent increase for Hong Kong and a 21 percent decrease for Japan. It is significant to note that half of those deployed to Hong Kong (55.9 percent) were rehires while Japan registered a low rehiring volume (2 percent of total deployment volume to the country).

Significantly, brighter spots beckon in the newly industrializing countries of Asia, the Trust Territories and the Americas where they are opening up more new jobs for Filipinos. Our Asian neighbors accounted for 55,838 new hires, 83 percent more than the rehires. The same hiring pattern is indicated by the countries in the Trust Territories and even higher (88 percent) in the Americas (mostly nurses).



Government Placement

For 1989, the Government Placement Branch serviced major foreign government clients from the Middle East countries, African states, Oceania, Trust Territories, Europe and the Americas and deployed 4,181 workers. Among the major clients of the Philippine Government is the Ministry of Health of Saudi Arabia which hired some 1,640 workers majority of which were medical and paramedical workers through the Saudi Recruitment Office in Manila.

PRINCIPALS

Behind the increases in placements is the increase in the number of accredited principals by 13 percent which is way beyond the year's target, reaching 6,786. This was also

manifested in the number of approved manpower requests which hit 263,838, almost twice the previous year's mark. The Administration was able to generate 501 new seabased principals and 2,556 in the landbased sector as a result of its vigorous marketing efforts. New vessels enrolled totalled 1,799 posting a slight decrease of 11 percent from 2,031 vessels in the previous year.

By projects, there were 5,974 projects accredited during the year. Countries from the Middle East topped the list with the most number of projects, 2,855 or 48 percent followed by Asia with 1,727 or 29 percent, then by Europe with 696 or 11 percent, then by the Americas with 379 or six percent. Countries from the Trust Territories followed with an aggregate figure

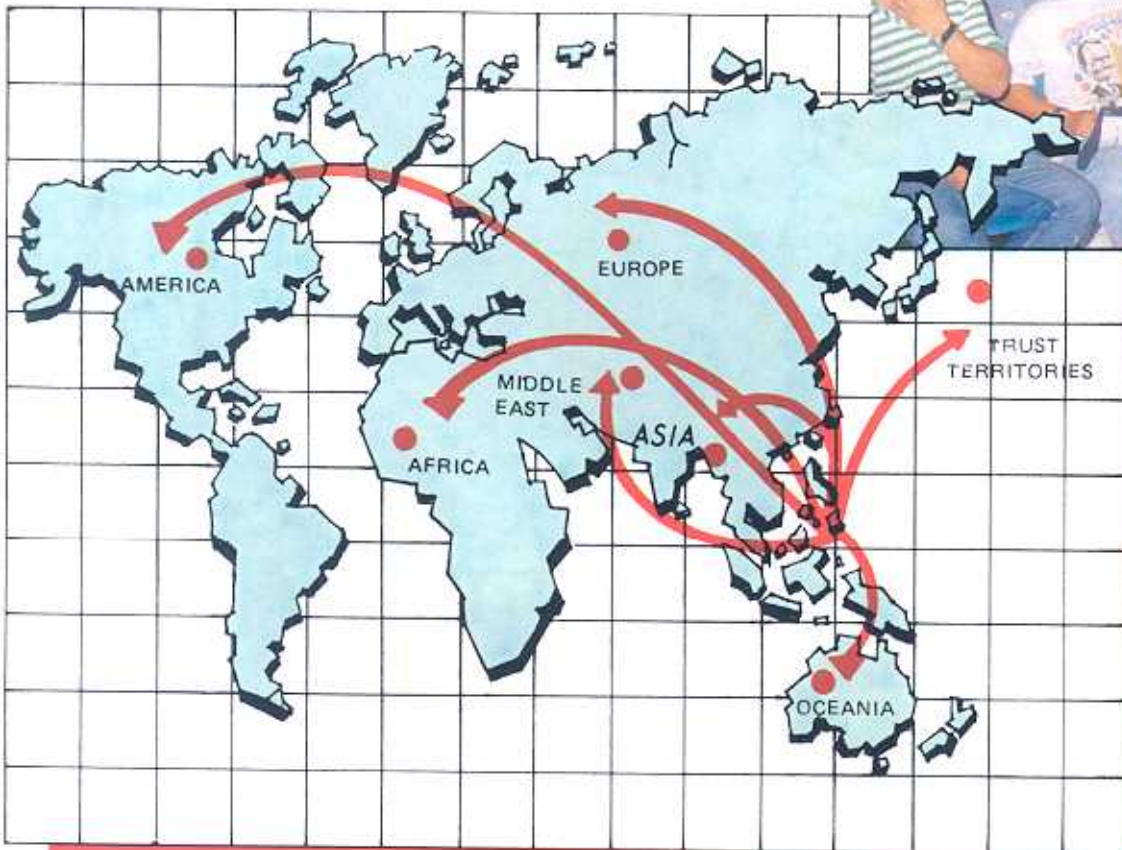


of 183 or three percent followed by African States with 112 or two percent and finally by Oceania with 21 accredited projects or 0.35 per cent. Significantly, majority of these projects were of the maintenance and service nature while projects in construction seemed to have greatly dwindled and ranked a poor second.

Specifically, Saudi Arabia accounted for the biggest chunk of accredited projects with 2,063 or a high 44 percent followed by Japan with 1,060 or 18 percent then by Greece with 346 or

6 percent. The United Arab Emirates, Hong Kong and the United States tail behind with over 200 accredited projects each.

More than half of the accredited projects were coursed through private employment agencies (3,618 or 61 percent). This was followed by manning agencies with a total of 1,568 accredited projects or 26 percent, then by service contractors (502 or 8 percent) and construction contractors (98 or 2 percent).



WORKERS' EARNINGS

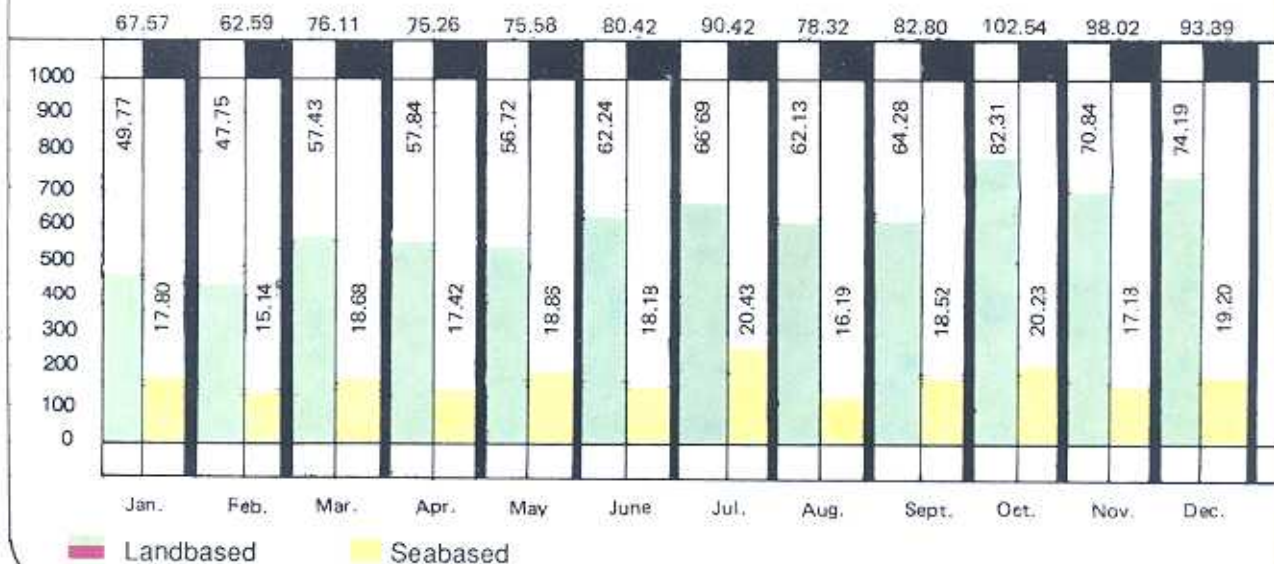
The foreign exchange earnings of our workers abroad have become significant to the national economic recovery program with remittances overtaking income from the exports sector. For 1989, total remittances amounted to US\$973.02 million --- the highest volume ever recorded in the 15-year history of the overseas employment program. This volume represented a 14-percent increase over last year's volume of US\$856.81 million.

By sector, remittances from seabased workers totalled US\$218 million or 25.5 percent over last year's. Remittances from landbased workers meanwhile amounted to US\$755 million recording a 10.52 percent increase over

last year's figure of US\$683.31 million. In terms of contribution to the total dollar inflows in 1989, the overseas employment program posted a 20 percent share ranking third in the top ten exports of the country.

Filipino workers in the United States remained to be the top foreign exchange remitters infusing a total of US\$427 million. This was followed by workers in Saudi Arabia remitting a total of US\$98 million, Japan with a total of US\$43.5 million, Kuwait with US\$27.45 million, United Kingdom with US\$20.16 million and finally Hong Kong with US\$12.73 million. A sizeable amount however belongs to unspecified source-countries (US\$230 million).

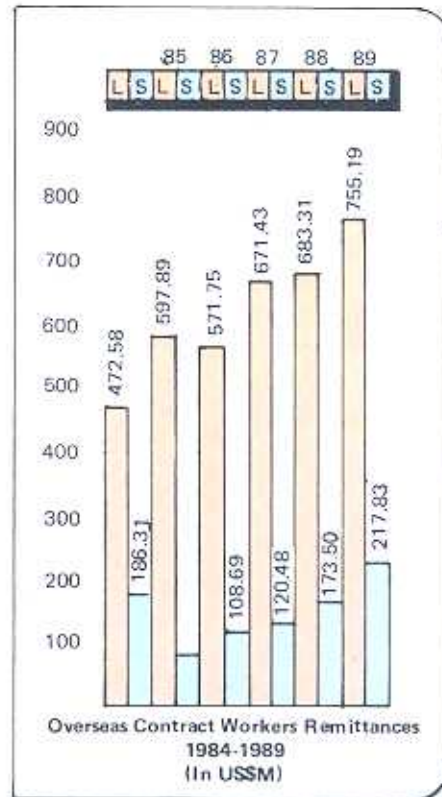
OVERSEAS CONTRACT WORKERS REMITTANCES
1989
(In US\$M)



Compared to the previous year, remittances from the United States posted an increase of 46 percent even when deployment increased by only 12 percent. This may be due to the fact that the greater preponderance of contract workers in said country is composed of medical professionals whose earnings are relatively higher than construction and production workers in the Middle East countries. Meanwhile, remittances from workers in Saudi Arabia continued to plummet from US\$131.06 million in 1988 to the 1989 remittances of US\$98.86 million or a 24.6 percent decrease.

It is significant to note however that the volume of remittances from workers in Japan, United Kingdom and Hong Kong almost doubled in 1989, a fact distinctive only for this year. More importantly, remittances from workers in Kuwait posted a hefty increase from a level of US\$1.08 million in 1988 to a staggering US\$27.45 million despite a registered decrease in its volume of deployment by 20.5 percent and the ban in the deploy-

ment of domestic helpers to this country since 1988 (domestic helpers are the most predominant workers hired by Kuwait).



LICENSING AND REGULATION

The Administration holds the major task of supervising licensed recruitment agencies by way of licensing, evaluation of the agencies' performance, inspection of establishments and other related activities.

A 10-percent reduction in the number of license/authority holders occurred in 1989 (from 755 in 1988 to 682). At yearend, total number of suspended licensees stood at 23 while cancelled agencies totalled 22 bringing the total of license/authority holders to 682. During the period, 194 licenses/authorities expired, of which 170 were renewed. New licenses/authorities were issued to 37 manning agents and entities.

Licensees in good standing summed up to 638 dominated by private employment agencies numbering 303 or 47.5 percent of the total recruitment establishments, fol-

lowed by 74 service contractors (11.5 percent), 43 construction contractors (6.7 percent), and 218 manning agents (34.2 percent).

In terms of license/authority status, there were 328 private employment agencies, of which 10 were suspended and another 15 cancelled; 49 construction contractors of which three were suspended and two cancelled; 83 service contractors of which seven were suspended and two cancelled; and 222 manning agencies of which three were given suspensions and one cancellation. In addition, there were 44 Philippine registered shipping companies who were given authorities to participate in the overseas employment program.



Inspection

The inspection function of POEA included the conduct of inspection of recruitment agencies prior to the issuance or renewal of license/authority. Special inspections are also being conducted before lifting a suspension and to assure that suspended/cancelled agencies are not conducting any recruitment activity.

For 1989, POEA conducted 1,085 inspections of recruitment establishments. About 60 violations were discovered mostly involving posting of job openings which are not in accordance with the prescribed format, non-posting of sign boards/POEA door stickers and sharing of office space. Rectifications made by concerned agencies/entities were verified through spot inspections.

POEA Top Performers Awards

The rationalization of the overseas employment industry was not limited to the trimming down of industry participants. Efforts were also exerted to recognize the outstanding performance of licensed agencies/entities through the rating and ranking system. This year, six manning agencies, two construction contractors one service contractor were given due recognition for their meritorious contribution to the government's overseas employment program and awarded the POEA Top Performers Award.

Legal Assistance

During the year, the Administration continued to actively provide legal assistance to aggrieved workers. A total of 6,553 workers came for assistance and counselling. Of these cases, 1,590 were handled by our lawyers including some 319 illegal recruitment cases from last year and a number from the Labor Assistance Center at the International Airport. About 89 percent of these cases were disposed of although 443 cases were considered archived or closed.



WORKERS' WELFARE

The administration affirmed its avowed mandate of providing mechanisms that would promote the welfare of the overseas contract worker through its welfare programs. For the year, it has continued to extend legal and welfare assistance to complainants/victims, conduct Pre-Departure Orientation Seminars and has embarked on a vigorous Anti-Illegal Recruitment Campaign.



Welfare Assistance

The number of welfare cases received by the Administration this year declined by a little more than half compared to last year's. Requests for repatriation registered the largest decrease (56 percent).

More than 2,000 welfare cases were filed, 1,839 of which or 80.6 percent were counselling problems, 287 repatriation requests (12.6 percent) and 156 (6.8 percent) involved tracing of workers' whereabouts.

There were 7,309 welfare cases handled in 1989, of which almost 50 percent were acted upon or disposed of. About two-thirds of these involved counselling of workers. Some of these cases resulted to the award of P7.32 million to 78 worker-complainants.

By nature of complaints/cases filed, family relations concerns like non-support and allotment remain the top complaint (785).

For the year, a total of 287 overseas contract workers were repatriated from various jobsites. The most prevalent case for repatriation was due to illness, pregnancy or unfinished contract (90). This was followed by repatriation of remains and personal belongings of deceased contract workers (66), repatriation due to maltreatment (63), detained workers (59) and finally by those who have to attend to family problems in the Philippines (9).

Adjudication of Cases

In both recruitment violation and employer-employee relations cases, the number of cases received dipped by 17 percent, from 3,045 in 1988 to 2,114 in 1989. The larger portion of this decline (41 percent) is in recruitment violations. The number of employer-employee cases also decreased by 24 percent.

By nature of cases, illegal dismissal remained the top complaints (443 or 21 percent) followed by non-payment of salaries/wages (343 or 16 percent).

Of the 3,239 cases handled during the period, 78 percent were resolved of which more than half were employer-employee relations and the rest recruitment violation cases.

In the employment related cases, 1,148 involved benefits amounting to P58.5 million. This was reached by decision while P76.7 million was awarded by settlement. Awards from decided cases filed by workers involved in recruitment violations amounted to P2.62 million.

ADJUDICATION CASES 1989

Total No. of Cases Handled	2,149	Total No. of Cases Disposed/Settled	1,456	No. of Transferred/Consolidated Cases	106
No. of Cases Pending at the Beginning	692	Settled/Decided Cases	1,350	Total No. of Pending Cases	6,552
Total No. of Cases Received	1,457	Non-payment of salary/wages	403	Amount awarded thru:	
No. of Cases Newly Received	1,319	Underpayment of salary/wages	100	Decision:	
Non-payment of salary	343	Refund of airfare	6	US\$	10,638,880.51
Under payment of wages	111	Illegal dismissal	526	P	4,442,951.26
Refund of airfare	15	Claim for death benefits	69	S\$	24,060.00
Illegal dismissal	443	Claim for disability/med. benefit	41	SR	713,559.55
Claim for death benefits	43	Recruitment violations cases	4	KD	2,525.00
Claim for disability/med. benefits	64	Backwages for the unexpired portion of the contract	0	YR	7,829.00
Repatriation of worker	2	Claim for lost of belonging	59	D	621.00
Recruitment violation cases	113	Disciplinary action	40	OR	3,233.98
Disciplinary action	96	Severance pay	3	HK\$	57,893.00
Separation pay	4	Refund of allotment	1	B\$ 3	50.00
Shorchanging of peso conversion	0	Warzone bonus	1	YEN	80,000.00
Contract substitution	3	Unpaid overtime	2	LD\$	2,744.90
Insubordination	6	Unpaid leave pay	5		0.00
Desertion	3	Unfair Labor Practices	2	Settlement:	
Refund of airfare	4	Airfare expenses	4	US\$	34,375.00
Claim for lost of belonging	5	Refund of placement fee	5	P	1,121,186.62
Service award	1	Non-payment of service award	10	No. of Workers Involved	1,359
Sick leave pay	7	Breach of contract	2	No. of Workers Benefitted	1,236
Breach of contract	9	Maltreatment	9	No. of Appeal Cases	214
Refund of RTF	15	Non-payment of allotment	4	No. of Writ of Execution Issued	291
Termination pay	1	Refund of overtime	1	No. of Special Assignment	187
Transportation expenses	3	Sick leave pay	2		
Investigation of the death of seaman	1	Contract substitution	4		
Warzone bonus	1	Refund of RTF	1		
Unpaid overtime	7	Termination pay	3		
Insubordination	0	Investigation of the death seaman	1		
Illegal exaction	1	Warzone Pay	1		
Vacation leave pay	5	Insurance benefit	0		
Salary differential	1	Salary differential	1		
Unpaid allotment	3	Illegal deduction	1		
Unexpired portion of the contract	1	Vacation leave pay	3		
Unpaid salaries	3	Incentive pay	1		
Severance pay	1	Unpaid allotment	3		
Maltreatment	1	Illegal exaction	3		
Non-payment of bank remittance	1	Desertion	3		
Refund of placement fee	1	Refund of expenses	0		
Unpaid employee's provident fund	1				
No. of Reassigned cases	138				

Anti-Illegal Recruitment Program

The year 1989 marked a milestone in the Anti-Illegal Recruitment (AIR) program of the Administration. Facilitated by the approval of a special budget, the program exhibited a breakthrough in curbing the activities of unscrupulous recruiters.

If it is any indication, the year saw a significant decrease of 14 percent in the volume of cases filed involving illegal recruitment. Of the 1,295 illegal recruitment cases handled during the period, 727 or 56 percent were filed for preliminary investigation, 316 or about a fifth of the total were archived or closed and 92 or seven percent were settled resulting to the refund of private claims with desistance. All in all, disposition rate is 88 percent. Noticeable though is the fact that of the 2,222 assisted victims of illegal recruiters, a measly 143 workers or six percent were awarded with benefits amounting to P718,868.75.

To fortify its fight against illegal recruitment, the Administration initiated the signing of Memoranda of Agreement with the Department of National Defense, the Municipal Mayors League of the Philippines and the League of City Mayors. These were aimed at enjoining their support and cooperation in the enforcement of laws and sanctions for a more effective campaign against illegal recruiters.

STATUS OF ILLEGAL AND NON-ILLEGAL RECRUITMENT CASES 1989

I. ANTI-ILLEGAL RECRUITMENT BRANCH	
1. Number of Illegal Recruitment (IR)	
Cases Handled	1,295
A. IR Cases Pending at the Beginning	278
B. Received IR Cases	1,017
C. Number of Workers/Complainants Involved	2,222
2. Number of Resolved IR Cases	1,135
Complainants Involved	na
3. Resolution Rate	87.641
4. Number of Persons Arrested	64
5. Number of Establishments Closed	41
6. Amount of Compromise/Amicable Settlement	P718,868.75
7. Number of Workers Benefitted	143
II. RECRUITMENT REGULATION BRANCH	
1. Number of Non-Illegal Recruitment	
Cases Handled	1,090
A. Number of Non-Illegal Recruitment	
Cases Pending at the Beginning	433
B. Total Number of Non-Illegal Recruitment Cases Received	657
NATURE OF CASES	
- Illegal Exaction	nb
- Violation of Article 29	nb
- LAC/NAIA Report on Violations	nb
- Others	nb
Complaints Involved	na
Amount Involved	na
2. Number of Non-Illegal Recruitment	
Cases Resolved	1,085
- Illegal Exaction	nb
- Violation of Article 29	nb
- LACTNAIA Report on Violations	nb
- Others	nb
Complainants Benefitted	708
Amount Restituted	P2,622,598.50
3. Resolution Rate	99.841
na - not available	
nb - no breakdown	

AIR Seminars

Regional seminars on anti-illegal recruitment were conducted from May to September 1989 in 13 regions: Regions I-XII and the Cordillera Administrative Region. Attended by 928 participants representing the media, judiciary, the Armed Forces of the Philippines, Philippine Constabulary/Constabulary Intelligence Service, Integrated National Police/National Bureau Investigation, Provincial/City and Municipal Governments, Department of Justice, Department of Labor and Employment Regional Offices and attached agencies such as National Manpower and Youth Council, Bureau of Labor Relation and Philippine Overseas Employment Administration, other offices of the

executive branch of government such as Department of Social Welfare and Development and Philippine Information Agency, Citizens Legal Office, and the clergy. The seminars provided them with a forum to be familiarized with various sectors they will be coordinating with, acquire information on the enforcement aspect of illegal recruitment, and get a clear understanding of the role that they are expected to play in addressing the problem.



AIR Information Campaign

A massive anti-illegal recruitment information campaign was launched by the Administration in 1989. Cognizant of the fact that a well informed, better educated public is less vulnerable to unscrupulous recruitment agents, the information program was implemented using the mass media.

For the print, both in-house and external publications were produced including brochures, list of licensed agencies, posters, the POEA Newsletter and in-house wall news. A daily spate of news releases, features, and reports were yielded for all kinds of dailies and magazines. The photos of persons with illegal recruitment cases in different courts were published in four leading national dailies.

A total of 340,000 copies of seven brochures were printed and disseminated by the Information and Education Division. Of the seven, one focused on POEA as an organization, two dealt on anti-illegal recruitment and four on procedures in applying for overseas work.

The POEA List of Licensed Agencies – the listing of private employment agencies, service contractors, construction contractors, manning agencies and shipping companies with valid license or authority to recruit workers for a given quarter in a year were printed in 1989 totalling to around 40,000 copies. On a quarterly basis, the List got published in major dailies.

These and other information materials were disseminated through approximately 3,500 mailing addresses which include around 1,500 local officials composed of governors and mayors; 300 directors and key officials of DOLE and attached agencies, together with regional officials; five POEA regional units; 350 radio and television stations nationwide; 30 NGOs; 74 Philippine ambassadors; 20 labor attaches; and 16 foreign embassies and consulates.

For broadcast, both radio and television were tapped. Four versions of 30-second radio spots on anti-illegal recruitment were produced in cooperation with the Philippine Information Agency (PIA) and were aired over 23 radio stations nationwide in coordination with the Kapisanan ng mga Brod-kaster sa Pilipinas (KBP). Two stations are located in Region III, 11 are located in each of the remaining 11 regions and 10 are situated in Metro Manila.

In cooperation with the KBP-Metro Manila Chapter, the Administration launched its anti-illegal recruitment campaign on television. Three 30-second spots were aired in five TV stations.



Public Assistance and Complaints Unit

In line with the executive instruction to institutionalize a Public Assistance and Complaints Unit (PACU) in every government agency, the Administration revived the agency's PACU in November.

The Unit was envisioned to cater to the information needs of the public on the various aspects of overseas employment and to advise complainant-workers regarding grievance procedures.

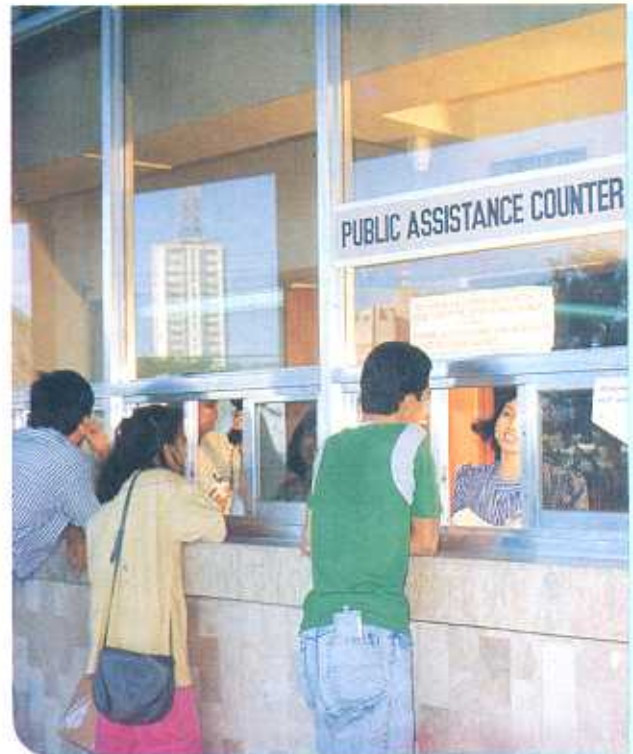
Thus far, PACU entertained 474 phone-in inquiries and 1,466 walk-in inquiries. Most of these were on verification of the status of recruitment agencies and job orders, procedures for manpower registration and name hiring and grievance mechanisms on illegal recruitment.

Pre-Departure Orientation

In the light of reports of exploitation and abuse of Filipino women working overseas as domestic helpers, entertainers and nurses, the Administration moved towards the conceptualization of pre-employment orientation modules responsive and relevant to the information needs of workers in these vulnerable occupations.

The program is being designed to increase the awareness and knowledge of women workers about the realities in the job site and to prepare them for the various social and psychological requirements inherent to their occupations.

The Women in Development Foundation (WID) was commissioned to lend technical expertise in the



preparation of the module for domestic helpers. Three banks pledged financial support for the briefing modules: the Philippine National Bank, the Philippine Commercial and Industrial Bank and the Far East Bank and Trust Company.

The present pre-departure orientation program provided briefings to 14,437 workers hired through the Government Placement Branch, 14,338 were landbased workers and 99 seamen.

Two applications for accreditation for PDOS programs by the private sector agencies were granted. There were 57 PDOS tie-ups accreditation approved, a spillage of four agencies from last year as there were only 53 applications received during the year.

MANPOWER REGISTRATION

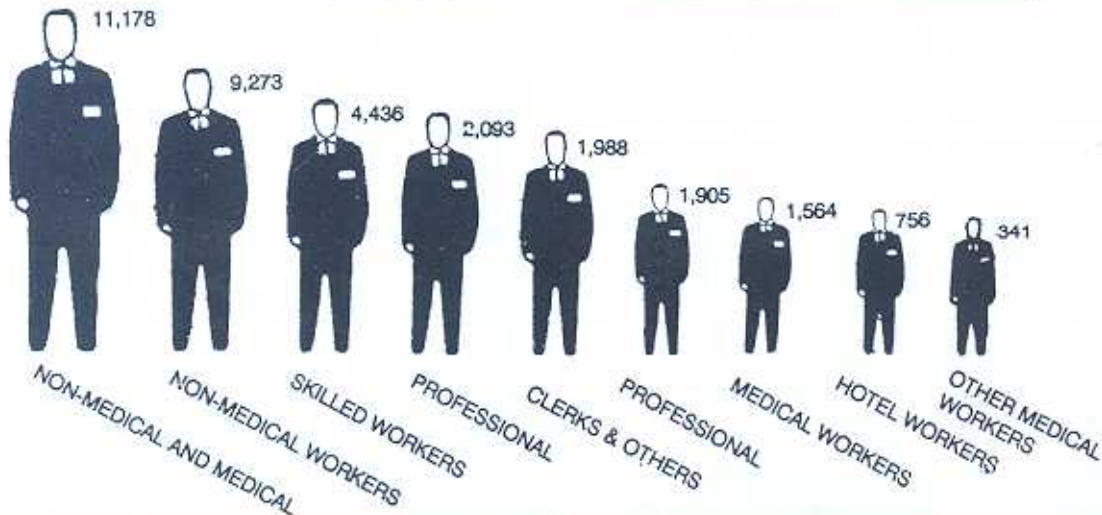
A total of 87,709 skills were registered during the year, of which 46,087 are landbased workers. Significantly, the bulk of these landbased worker-registrants is in the entertainment category with 34,899 entertainers registered while 11,178 non-medical workers (professionals, hotel workers, skilled workers and clerks) and around 1,915 medical workers utilized the Administration's registry system.

Among the non-medical worker-registrants, skilled workers formed the bulk with 4,436 followed by professionals with 2,093. Under the medical workers category, midwives came first with 766 registrants followed by medical technologists 226 and by dentists 143.

In the seabased sector, of the 25,945 registrants, engine room department officers topped the list with 10,789 followed by deck department officers with 9,372 by the special ratings officers with 3,317 and finally by steward ratings officers with 2,467.



MANPOWER REGISTRATION
1989
LANDBASED



MARKETING EFFORTS

In responding to demands for overseas contract workers, a total of eight marketing and welfare missions were dispatched to Rome, Cyprus, Greece, Hong Kong, Middle East, Scandinavian countries, the United States, France and Singapore.

In April, a Hong Kong mission explored possibilities of checking reported violations of employment rules by Hong Kong recruitment agencies. Another mission to Hong Kong was made in May to undertake an information drive for employers on recruitment regulations concerning foreign contract workers and to ensure strict compliance to employment contracts conditionalities by Hong Kong agencies and employers.

Also in May, a technical mission went to the Kingdom of Saudi Arabia, Oman, Qatar and the Yemen Arab Republic to identify areas of opportunities for Filipino overseas contract workers and relieve bottlenecks in the manpower export between the Philippines and these host countries.

In October, the POEA Administrator headed a mission to the Scandinavian countries where he held dialogues with major shipowners associations and organizations. These meetings proved to be vital as shipowners and shipworkers were able to fully appreciate the efforts of the Philippine government through POEA in setting policy directions and standards to improve the overseas employment program.

Significantly, traditional shipowners who do not employ Filipino seafarers gave indications of willing-



ness to source manpower from the Philippines. Further, the signing of a memorandum of agreement with Greece which would provide for protection of Filipino seafarers employed by Greek nationals is being pursued.

Aimed at further boosting the maritime industry, the DOLE with POEA and the International Labour Organisation conducted a Regional Conference on the Recruitment and Placement of Asian Seafarers on November 20-25, 1989 in Manila. Participated in by some 37 delegates from different countries, the Conference provided a venue to enable government employers and workers' representatives to fully understand the basic principles in the recruitment and placement of seafarers.

SERVICING THE PUBLIC

This year, the Administration saw the expansion and strengthening of its commitment to bring its services closer to the people in the countryside. With orientation seminars on its decentralized services completed for all DOLE regional offices by midyear, four major POEA services can now be availed of in the regional centers. These services are: balik-manggagawa processing; hearing of recruitment cases, anti-illegal recruitment campaign, and manpower registration. In December, the following functions have been decentralized in the POEA Regional Extension Units/DOLE Regional Offices:

- Licensing and Regulation
 - * Supervision/monitoring of
 - a. provincial recruitment
 - b. job fairs
 - * Monitoring of illegal recruitment activities/advertisement in newspapers
 - a. seminars
 - b. radio broadcast
 - c. air/print releases
 - d. television releases
 - * Court appearances as government witness on illegal recruitment cases
 - * Surveillance operations
 - * Inspection of premises of licensed agencies/entities with main or branch office in the region
 - * Labor Assistance Center operations at Mactan International Airport
- Welfare and Employment
 - * Rendering welfare assistance
 - * Registration of landbased



- and seabased workers
 - * Regional recruitment by Government Placement Branch clients
- Adjudication
 - * Hearing/investigation of complaints involving illegal recruitment
 - * Hearing of adjudication cases
- Pre-employment Services
 - * Processing of Balik-Manggagawa
 - * Processing of seafarers contract (Regional Extension Units in Cebu and Davao)

Thus far, the response of the public to this program has been encouraging. With full decentralization in the offing, it is expected that there will be a marked improvement in POEA's delivery of services to the people.

Streamlining of Frontline Services

To increase operational efficiency and effectiveness, the Administration has implemented procedural innovations and simplifications. POEA has eliminated verification and authentication procedures for six countries (Saudi Arabia, Oman, Bahrain, Qatar, Malaysia and USA), computerized contracts processing, expedited name hires processing at the POEA Government Placement Branch. It has also implemented weekend and holiday and post-deployment processing for seafarers and introduced a one-page documentation system, and worked out for the elimination of P20-fee for tax exemption certificate. An express lane for accrediting principals and employers' job orders has also been established.

Furthermore, the existing employment contracts are being reviewed and improved to be more responsive to industry and worker needs.



Staff Development

In meeting the agency thrusts, POEA has strengthened its frontline personnel capability through the conduct of in-house staff development programs and availment of other courses offered by outside entities benefitting a total of 338 personnel. Among the seminars conducted were: Self-Organization for Work and Effective Relationship; Employee Effectiveness Program; Supervising Management for Peak Performance; and Managing for Productivity.

POEA employees also participated in the annual DOLE Sports Festival and for the first time held an Inter-Office Sportsfest.

Computerization

In beefing up the Administration's capability in the delivery of service, a comprehensive computerization program was implemented. The program included continuous updating and validation of data files as well as data build-up, review and design of systems and procedures and standardization of POEA forms.



Project on Entrepreneurship on Migrant Earnings

This year also saw the approval and implementation of the Project Document for the Project on Entrepreneurship on Migrant Earnings, a joint undertaking of POEA, International Labour Organization and the European Economic Community.

The project involves building a network of training, financing and consultancy packages aimed at developing entrepreneurship for returning migrant workers.



There may have been difficulties in 1989, but in the overall, there were a good number of gains for government in general and the Administration in particular. These are in the areas of performance (targets were more than met), improvement of services, intensified public awareness on POEA services, employee productivity and a palpable renewed commitment to public service.

POEA DIRECTORATE

TOMAS D. ACHACOSO
Administrator

MANUEL G. IMSON
Deputy Administrator
for Management Services

LUZVIMINDA G. PADILLA
Deputy Administrator
for Licensing and Adjudication

CRESCENCIO M. SIDDAYAO
Deputy Administrator
for Employment and Welfare

REGINA B. DACANAY
Director
Pre-Employment Services Office

JAIME P. GIMENEZ
Director
Adjudication Office

LORNA O. FAJARDO
Director
Welfare and Employment Office

ANGELES T. WONG
Director
Licensing and Regulation Office



Officials



Pre-Employment Services Office

Salome Mendoza, Ramon Tionloc, Dir. Regina Dacanay,
Ricardo Casco, Dep. Admin. Crescencio Siddayao



Welfare and Employment Office

Susan Cabrerros, Dep. Admin. Crescencio Siddayao,
Dir. Lorna Fejardo, Felixberta Romero



Licensing and Regulation Office

Dir. Angeles Wong, Carmelita Dimzon, Hermogenes
Mateo, Viveca Catalig, Dep. Admin. Luzviminda Padilla

Adjudication Office

Josefina Bilar, Dep. Admin. Luzviminda Padilla, Dir. Jaime
Gimenez, Veneranda Guerrero, Ermita Cuyuca



General Administrative and Support Services

Vicente Jariol, Gerundio Juan, Paterno Juridico, Alfonso
Garces, Cecilia Curso, Dep. Admin. Manuel Imson,
Chona Sienes

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
DEPLOYED LANDBASED CONTRACT WORKERS BY COUNTRY OF DESTINATION
1989

	New Hires	Rehires	Total
AFRICA	574	1,167	1,741
Algeria	5	15	20
Angola	115	682	797
Botswana	9	9	18
Congo	68	2	70
Ethiopia	2	10	12
Gabon	60	51	111
Ghana	8	2	2
Guinea	13	8	21
Kenya	17	9	26
Liberia	5	11	16
Lesotho	5	0	5
Morocco	4	0	4
Mozambique	4	7	11
Mali	108	0	108
Mauritius	1	2	3
Nigeria	44	155	199
Sao Tome & Principe	5	4	9
Senegal	0	4	4
Seychelles	11	2	13
Somalia	26	13	39
Sudan	20	60	80
South Africa	12	8	20
Tanzania	0	2	2
Transkei	1	4	5
Tunisia	0	2	0
Uganda	13	18	31
West Africa	3	1	4
Zambia	23	29	52
Zimbabwe	0	1	1
Africa (unsp.)	0	56	56
ASIA	55,838	30,358	86,196
Bangladesh	3	10	13
Brunei	1,552	4,065	5,617
China	49	247	296
Hong Kong	16,593	21,068	37,661
India	622	50	672
Indonesia	79	517	596
Japan	31,936	752	32,688
Kampuchea	0	2	2
Korea	108	47	155
Macao	15	79	94
Malaysia	2,787	472	3,259
Maldives	88	34	122
Pakistan	5	5	10
Singapore	1,844	2,862	4,706
Sri Lanka	64	16	80
Taiwan	31	57	88
Thailand	62	75	137
EUROPE	1,711	6,119	7,830
Andorra	0	12	12
Austria	12	155	167
Belgium	11	32	43
Bulgaria	178	1	179
Cyprus	34	13	47
Denmark	5	21	26
England (U.K.)	100	175	275
Finland	10	6	16
France	19	50	69
Germany	26	63	89

	New Hires	Rehires	Total
Gibraltar	18	0	18
Greece	853	657	1,510
Hungary	2	1	3
Iceland	0	3	3
Ireland	1	3	4
Italy	114	3,826	3,940
Luxembourg	0	2	2
Malta	7	6	13
Monaco	6	1	7
Netherlands	111	38	149
Norway	100	26	126
Portugal	1	0	1
Romania	1	1	2
Scotland	2	0	2
Spain	10	742	752
Sweden	15	8	23
Switzerland	35	269	304
Turkey	3	4	7
U.S.S.R.	35	3	38
Yugoslavia	1	0	1
Europe (unsp.)	1	1	2
OCEANIA	473	774	1,247
Australia	89	24	112
Nauru	107	72	179
New Zealand	39	16	55
PNG	238	658	896
New Caledonia	1	4	5
AMERICAS	6,282	3,680	9,962
Antigua	3	4	7
Aruba	2	0	2
Bahamas	5	4	9
Bermuda	43	54	97
Brazil	9	49	58
Canada	1,915	647	2,562
Cayman Island	12	5	17
Columbia	1	0	1
Cuba	122	7	129
Jamaica	0	10	10
Guam	752	111	863
U.S.A.	3,398	2,605	6,003
Diego Garcia	0	167	167
Midway Island	4	13	17
Guyana	12	1	13
Virgin Island	2	1	3
Venezuela	0	1	1
Americas (unsp.)	2	0	2
MIDDLE EAST	100,797	140,284	241,081
Bahrain	4,815	2,766	7,581
Egypt	8	79	87
Iran	1	69	70
Iraq	921	368	1,289
Israel	86	99	185
Jordan	511	483	914
Kuwait	4,148	7,156	11,384
Lebanon	25	99	124
Libya	2,188	4,087	6,275
Oman	2,651	4,246	6,897
Qatar	6,698	2,595	9,293
Saudi Arabia	69,072	107,228	176,300
Syria	48	127	175
U.A.E.	9,300	10,565	19,865
Yemen	325	396	721
Middle East (unsp.)	0	1	1

TRUST TERRITORIES	4,758	2,531	7,289
Commonwealth of Northern Mariana Islands			
Saipan	4,202	2,104	6,306
Rota	100	34	134
Tinian	120	27	147
CNMI (unsp.)	14	12	26
Federated States of Micronesia			
Truk	34	23	57
Yap	8	15	23
Pohnpei (Ponape)	31	13	44
Micronesia (unsp.)	48	49	97
Kosrae	5	0	5
Rep. of Marshall Is.			
Kwajalein	1	1	2
Majuro Is.	13	13	26
Marshall (unsp.)	17	38	55
Rep. of Palau	152	174	326
Melanesia			
Fiji	5	6	11
Cook Island	0	2	2
Solomon	1	10	11
Vanuatu	1	2	3
Polynesia			
Samoa (unsp.)	0	6	6
Tonga	6	2	8
Landbased Total	170,433	184,913	355,346
Seabased Total			103,280
GRAND TOTAL			458,626

STATUS OF LICENSED AGENCIES/ENTITIES
As of December 1989

NO. OF RENEWED LICENSES/AUTHORITIES		170
- Private Recruitment Agencies	83	
- Service Contractors	19	
- Construction Contractors	12	
Manning Agencies	56	
NO. OF NEWLY ISSUED LICENSE/AUTHORITIES		31
- Private Recruitment Agencies	0	
- Service Contractors	4	
- Construction Contractors	1	
- Manning Agencies	26	
NO. OF SUSPENDED AGENCIES		76
NO. OF CANCELLED/FOREVER BANNED AGENCIES		22
NO. OF PHILIPPINE REGISTERED VESSELS		44
NO. OF EXPIRED LICENSES/AUTHORITIES		194
TOTAL NUMBER OF RECRUITMENT AGENCIES		638
- Private Recruitment Agencies	303	
- Service Contractors	74	
- Construction Contractors	43	
- Manning Agencies	218	

**OVERSEAS CONTRACT WORKERS REMITTANCES (IN MILLIONS US\$)
1988 VS 1989**

	1988			1989			Landbased Inc./Dec. %	Seabased Inc./Dec. %	Total Inc./Dec. %
	Landbased	Seabased	Total	Landbased	Seabased	Total			
January	57.36	12.48	69.84	49.77	17.80	67.57	(13.23)	42.63	(8.25)
February	45.76	11.55	57.31	47.45	15.14	62.59	8.69	61.08	9.21
March	58.99	18.96	72.95	57.43	18.68	76.11	(2.64)	33.81	4.33
April	57.74	12.67	70.41	57.84	17.42	75.26	0.17	37.49	6.89
May	59.49	14.04	73.53	56.72	18.86	75.58	(4.66)	34.33	2.79
June	62.42	14.13	76.55	62.24	18.18	80.42	(0.29)	28.66	5.06
July	58.06	13.18	71.24	69.99	20.43	90.42	20.55	55.01	26.92
August	64.98	14.22	79.20	62.13	16.19	78.32	(4.39)	13.85	(1.11)
September	62.11	13.22	75.33	64.28	18.52	82.80	3.49	40.09	9.92
October	48.76	11.41	60.17	82.31	20.23	102.54	68.81	77.30	70.42
November	52.91	24.35	77.26	70.84	17.18	88.02	33.89	(29.46)	13.93
December	54.73	18.29	73.02	74.19	19.20	93.39	35.56	4.98	27.90
TOTAL	683.31	173.50	856.81	755.19	217.83	973.02	10.52	25.55	13.56

Source: Central Bank of the Philippines.

**TOP TEN COUNTRIES IN TERMS OF REMITTANCES
(In thousand U.S. Dollars)
1985 - 1989**

	1985	1986	1987	1988	1989
TOTAL	687,200	680,440	791,910	856,810	973,020
U.S.A.	229,594	306,790	334,636	323,717	472,281
Landbased	185,344	245,042	268,495	217,998	341,336
Seabased	44,250	61,748	66,141	105,719	130,945
K.S.A.	314,164	271,466	335,547	131,058	98,855
Landbased	312,058	269,316	335,243	129,850	97,934
Seabased	2,106	2,150	304	1,208	921
JAPAN	13,783	18,101	16,701	19,916	43,486
Landbased	7,844	10,234	11,168	14,328	25,298
Seabased	5,939	7,867	5,533	5,588	18,188
U.K.	11,704	8,096	13,139	10,397	20,161
Landbased	5,367	4,650	8,206	7,965	18,324
Seabased	6,337	3,446	4,933	2,432	1,837
HONGKONG	9,485	8,600	12,202	6,969	12,731
Landbased	3,440	3,419	6,733	3,748	10,249
Seabased	6,045	5,181	5,469	3,221	2,482
WEST GERMANY	6,021	6,349	7,699	6,321	8,673
Landbased	2,915	1,967	4,741	1,955	3,359
Seabased	3,106	4,382	2,958	4,366	5,314
GREECE	6,617	13,894	19,954	5,777	1,746
Landbased	146	238	1,252	1,332	1,666
Seabased	6,471	13,656	18,702	4,445	80
SINGAPORE	9,619	8,349	8,525	4,113	14,489
Landbased	5,678	5,514	2,347	1,556	12,927
Seabased	3,941	2,835	6,178	2,557	1,562
KUWAIT	5,791	3,692	4,324	1,077	27,453
Landbased	5,760	3,599	4,061	1,053	27,453
Seabased	31	93	263	24	0
NETHERLANDS	1,880	3,782	5,481	2,880	3,990
Landbased	1,660	344	833	860	828
Seabased	228	3,438	4,648	2,020	3,162
OTHERS	78,542	31,321	33,702	344,585	269,155

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION

Number of Accredited Projects, 1989

WORLD REGION/COUNTRY	MANNING	SERVICE CONTRACTOR	PRIVATE EMPLOYMENT	CONSTRUCTION CONTRACTOR	TOTAL
AFRICA	79	4	23	7	113
Angola		2	3	1	6
Botswana			1		1
Cameroon	1				1
Kenya			2		2
Liberia	78		1		79
Mali			1		1
Mozambique			1		1
Nigeria			3	4	7
Seychelles			1		1
South Africa			1		1
Sudan			2		2
Uganda			1		1
Zambia			2		2
West Africa		2	4	2	8
ASIA	529	53	1,098	11	1,727
Bangladesh			1		1
Brunei	2	6	26	4	38
China	3	3	2		8
Hongkong	131	1	106		238
India	1		2	1	4
Indonesia	1		4	1	6
Korea North	3		1		4
Korea South	2		3		5
Laos			2		2
Malaysia	9	1	40		50
Maldives	2		5		7
Singapore	55	2	40	3	100
Sri Lanka			1		1
Taiwan	26	1	1		28
Philippines	136				136
EUROPE	666	7	4	14	691
Belgium	3				3
Bulgaria				2	2
Cyprus	71	1	1		73
Denmark	21				21
Finland	4				4
France	2	3	1	3	9
Germany East	1				1
Germany West	20				20
Gibraltar	1		1		2
Greece	345		1		346
Greenland		1			1
Ireland	1				1
Isle of Man	3				3
Italy	1			5	6
Malta	28			1	29
Monaco	4				4
Netherlands	19			1	20
Norway	69				69
Spain	2	2		1	5
Sweden				1	1
Switzerland	6				6
Union of Soviet Socialist Republic			1		1
United Kingdom	54		2		56
Holland	11		2		13

WORLD REGION/COUNTRY	MANNING	SERVICE CONTRACTOR	PRIVATE EMPLOYMENT	CONSTRUCTION CONTRACTOR	TOTAL
MIDDLE EAST	100	381	2,310	64	
Bahrain	11	11	111	4	137
Egypt	1		1	1	3
Iran	3		1		4
Iraq		5	16		23
Israel	2		4		6
Jordan	1	1	4		6
Kuwait	3	10	72	4	89
Lebanon	2				2
Libya	2	14	35	5	56
New Caledonia	2				2
Oman			72		72
Qatar	3	3	91	1	98
Saudi Arabia	33	322	1,665	43	2,063
Syria			2		2
United Arab Emirates	36	12	226	4	278
Yemen North	1	1	5		7
Yemen South		2	5		7
OCEANIA	7	2	10	2	
Australia	5		1		6
New Zealand			1		1
Papua New Guinea	1	2	8	1	12
Tonga				1	1
Nauru	1				1
AMERICAS					
Antigua	1				1
Bahamas	8				8
Bermuda	6		1		7
Brazil			1		1
Canada	2				2
Cuba			1		1
Dominica	1				1
Dominican Republic	1				1
Ecuador	1				1
Guam	4	3	13		20
Guyana			1		1
Honduras	2				2
Jamaica	1		3		4
Mexico	2				2
Panama	52		1		53
Puerto Rico				PRV 1	
Trinidad & Tobago			1		1
United States	100	41	121	2	264
Virgin Islands	2				2
Diego Garcia Islands			1	1	2
Cayman Islands	3		1		4
TRUST TERRITORIES	1	11	167	4	
Mariana Islands			1		1
Marshall Islands			1		1
Micronesia		1			1
Palau			3		3
Rota			7		7
Saipan	1	10	142	4	157
Tinian			10		10
Turk Islands			3		3



**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
STATEMENT OF OPERATION
FOR THE YEAR ENDED DECEMBER 31, 1989**

GENERAL FUND

Surplus at the beginning of the year:

Continuing Appropriation	P -0-	
Overdraft in Allotment	1,021,053.33	P (1,021,053.33)

Add: Allotments Received

Republic Act 6688		
Regular Allotment	P42,898,800.00	
Terminal Leave and Retirement Gratuity	1,105,421.00	
General Fund Adjustment	4,564,837.00	
Total for RA 6688	P48,569,058.00	
Republic Act 6642	138,330.00	
Republic Act 6758	6,676,854.00	
Republic Act 6686 & NCC 60	3,532,000.00	
Total Allotments Received		58,916,242.00

Total Allotment for the year P57,895,188.67

Deduct: Obligations Incurred during the year:

Personal Services	P32,117,693.07	
Maintenance and Operating Expenses	23,191,030.68	
Capital Outlay	239,393.30	
Retirement Gratuity and Terminal Leave	1,056,193.21	56,604,310.26

Excess of Allotment over obligations incurred P 1,290,878.41

Add: Income during the year

Operating and Service Income	P85,435,300.83	
Add/(Deduct) Surplus Adjustments	4,469,682.02	89,904,982.85

Total Surplus during the year P91,195,861.26

Deduct: Reversions to Unappropriated Surplus:

Income	P85,435,300.83	
Surplus Adjustment	4,469,682.02	
Unexpended Balance of allotment	2,311,931.74	92,216,914.59

P (1,021,053.33)

Approved By:


 TOMAS D. ACHACOSO
 Administrator

Certified Correct:


 CANDIDA B. VISTRO
 Chief Accountant



**Philippine
Overseas
Employment
Administration**

Department of Labor and Employment