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ANNUAL REPORT 1994



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REPORT OF THE ADMINISTRATOR

AT first glance, 1994 does not appear to be a very great year for contract migration. Key markets – Saudi Arabia, Malaysia, Commonwealth of the Northern Marianas and South Korea – were rocked with reported abuses of our migrant workers and round-ups of undocumented Filipinos. Offers of amnesty by host governments were not exactly resounding successes. New policies meant to train and educate our domestic helpers and entertainers were met with stiff opposition, complete with orchestrated smear campaigns in the media and petitions for temporary restraining order just to stop and delay implementation. All these while the global economy continues to tear down trade barriers and demand a diversified but world class workforce.

But 1994 is a propitious time to take stock of the migration program and of ourselves as an organization. Our yearend assessment includes key basics

– the number of workers who left the country for overseas jobs, the number and quality of jobs generated from the global market, the welfare cases we worked on, and the illegal recruiters we apprehended. And we also take into account some important lessons we learned this year.

From January-December of this year, the number of workers who actually left the country increased by 3.30% to 719,602. Compared with the 2.14% bubble in 1993, overall growth is up by a miniscule 1.16 percentage points. Moreover, workers leaving for shorebased jobs climbed at a lesser rate than seafarers – 2.61% vs. 5.91%. Saudi Arabia is still the major country of destination accounting for 215,361 jobs or 38% of all landbased departures. But we

should note that most are rehires or those renewing their contracts. Departures for the Middle East region slowed down by 5.47%, the first time in two decades. In 1993, employment barely rose by 1%. Two biggest employers – Saudi Arabia and UAE – actually registered decreases, 6.77% and 7.76% respectively. Despite slow movement in the deployment figures, remittances produced better – than – expected earnings, US\$2.94 billion (up by 31.88%).

The demand for jobs have shifted to the Asia Pacific Rim. We see these markets as portals to 21st century worker migration – highly skilled, better paying and requiring training. Our statistics are optimistic – Taiwan generated a total of 34,378 jobs, up by 49%; Korea's share grew tremendously from 703 to 5,054 jobs.

Our illegal recruitment campaign chalked up a credible performance: A total of 650 cases were handled during the period and we acted on 84% of these complaints. Despite a fall in the rate of cases acted upon, our disposition rate remain within the 80% range (83.69%). We more than doubled our surveillance operations – 359 and apprehended 36 persons engaged in illegal activities. We handed out more suspensions to licensed recruitment agencies this year – 167 vs. 1993's 76.

Our Regional Extension Units pushed ahead in our efforts to redirect the flow of jobs and services to the local people. For 1994, two other REUs were opened in Bacolod and Aparri. The satellite office in Bacolod provides service three times a week while the Fishworkers Assistance Center (FAC) in Aparri serves as the focal point for the training and documentation of



fishworkers. These are in addition to the existing Regional Centers in Cebu and Davao and six field offices in CAR-Baguio, La Union, Iloilo, Cagayan De Oro, Zamboanga and Cotabato.*

But our global presence has its own downside. While it promises a better quality of life for a great number of our countrymen, migration poses the risk of more welfare problems, in terms of contract substitution, verbal and sexual abuses and other human rights violations. The outflow of illegal migrants continue unabated. Admittedly, our labor posts onsite cannot cope with the needs and expectations of these workers, both documented and undocumented. Host countries, overwhelmed by the inflow of workers often engaged in kneejerks reactions – round-ups, summary deportation. Some are still considering the extensions of their own mantle of protection – either in the form of social security coverage, insurance or bilateral arrangements. Only a handful have responded to our overtures.

Our track record in terms of welfare assistance – counselling, repatriation of workers, tracing of workers whereabouts has gone down slightly. The number we handled for this year was up by 11% to 6,431 but we were able to act on only 41.41% of the cases. This is partly explained by the lack of interest from complainants to pursue their cases and delayed responses from the parties involved.

Our efforts to resolve cases arising out of recruitment violations continue to be plagued by the triple constraints of mounting volume of cases, scarce manpower and a clogged legal system. Of the 9,993 cases which were lodged with our Adjudication Office, only 39.32% were resolved. This is despite the efforts of our lawyers' willingness to work full time by way of marathon out-of-town decision writing. A Task Force was also maintained to fast track

resolution of cases pending for decision. Our legal volunteers from various Universities and NGOs have yet to be tapped to the fullest extent.

But we emerge with a new perspective. Our measure of success lies not only in the numbers. It includes our efforts to fashion anew our structures and find novel means of protecting our workers. For instance, we are moving towards what we term as "country specific" approach in setting standards and conditions of employment to prevent the oft cited complaint of contract substitution. Our experience shows that the gap between what we mandate for our workers and what is actually being offered in the market breeds unreasonable expectations in both the worker and the employer. Some markets in Asia are our models in this aspect. We have pegged placement fees, wages and employment conditions on two factors – our own thinking on what is fair and equitable for our workers and the prevailing labor market practices in the host countries. We have designated "champions" – people who constantly brainstorm on noble ideas which can be tried to markets such as Taiwan, Malaysia, Japan and South Korea, or for a specific sector like the maritime industry. These champions are expected to come up with fresh strategies to organize policies, systems, processes and structure to gain and maintain our competitive edge in the global workplace. The namehiring facility, a service which gives the option to the worker to process his paper through POEA has been integrated under the "Name Hire Unit" and employer fees have been standardized to US\$100.00. The implementation of full disclosure policy for Malaysia-bound factory

* For 1994 alone, 35,777 rehires or 12.07% of all workers resuming employment abroad availed of the processing services of the field offices. More and more recruitment agencies are electing to put up branch offices in key areas – Cebu (20), Davao (8), Iloilo (10) and Baguio (5).

workers has opened anew our strides for deregulation.

We are learning how to gain strength from our shortcomings and the importance of forging relationships and alliances. Our information and education program has benefitted much from this perspective. We have adopted a multisectoral approach – private sector, NGOs, POs, Church and media to allow workers access to information on contract migration realities and modes of illegal recruitment. The Kruzada Laban Sa Ilegal Recruitment (KLAIR), a grassroots movement relying on vigilant volunteers in the community to monitor, document and turn in illegal recruiters is a radical departure from our mere awareness strategies of the past. We entered into partnership with the Presidential Anti Crime Commission (PACC), headed by Vice President Joseph Estrada to lend muscle to our campaign.

As part of our strategy to constantly reinvent ourselves, we went beyond the traditional confines of the program. We firmed up negotiations for the establishment of an International Direct Dialing Call Mall, an integrated communication facilities to serve the worker and his family. The project incorporates a "toll-free call" component where a worker or his family can access a free 30 minute line anywhere in the globe in critical times – need for repatriation, death, and any form of calamities. Similar negotiations are underway with international telephone companies to replicate the scheme for our OCWs, to call from the host countries to their families or POEA in cases of labor problems and


emergencies.

We continue to reward and acknowledge excellent performances of private recruitment companies and outstanding Filipino migrant workers through our Agency Recognition Program and Bagong Bayani Awards, respectively.

Orientation and education of our publics have continued to be a big part of our agenda for 1994 and beyond. We continued to conduct core and education programs, both for the private sector and for our own people. The Values Program for the Private Sector, which targetted both CEOs and the liaison officers, is aimed at incorporating quality and professionalism in their daily transactions with us.

To provide the right motivation in terms of achievements, new challenges, better quality of life and better work conditions, we lined up several schemes both for the POEA management team and staff. These initiatives range from work rotations and job enrichment programs from "country champions" to actual opportunities to travel and work abroad in order to learn more about host country conditions.

We have yet to attain the best of times since there are always obstacles along the way. We all look forward to the risks and opportunities that await us in 1995 as we continue to take the lead in managing the migration of Filipino contract workers overseas.

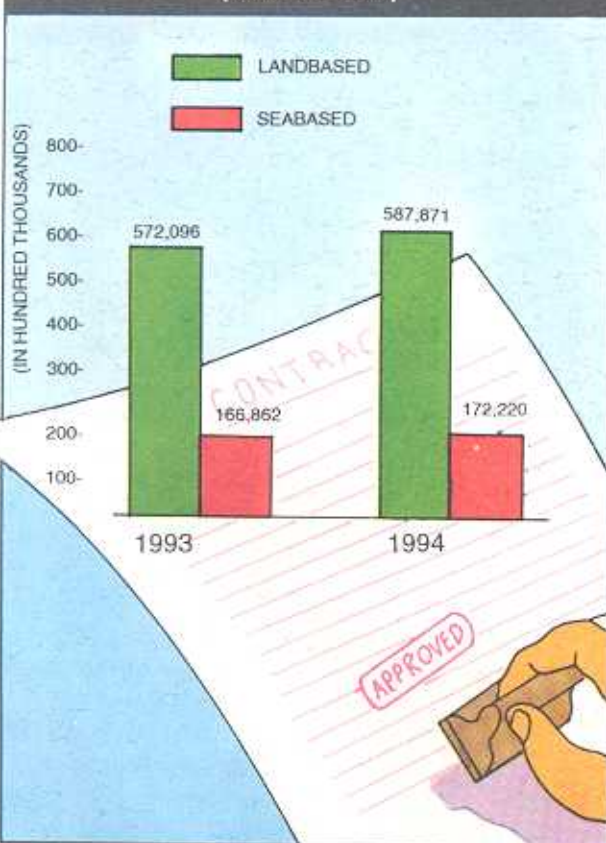

Felicisimo Q. Joson
Administrator

EMPLOYMENT FACILITATION

WHEN 1994 ended, we, at POEA pulled certain levers that will change more than just the fate of women migrant workers in the next few years. A slew of policies pointed out one sure shift: contract migration will reorient its focus within the context of global and national developments. This implies that international migration – the movements of people across borders – is inevitable with the falling of trade barriers, wage differentials in receiving and sending countries and labor market gaps in developing economies.

At the same time, the national temper called for a rethinking of the program. Practically all sectors of society started examining the benefits of contract migration – employment, foreign exchange remittances – with its downside such as reported abuses of rights of migrant workers, psychological loss of separation from family, the indirect sting on national pride and dignity.

**TOTAL NUMBER OF CONTRACTS PROCESSED
(1993 vs. 1994)**



Reflecting the tension of these two powerful forces, POEA came up with a menu of changes, consistent with a "new overseas employment perspective". Within this context, contract migration is viewed as "one among many viable options for Filipino workers... not the single almost desperate path to social and personal growth... and does not marginalize workers but enhances acquisition of skills and technology". This new mindset permeates all our achievements and challenges for the year, particularly in the sourcing and niching of more friendly markets as well as the extension of welfare services to migrant workers. It has created for us unfamiliar risks and rich opportunities.

PLACEMENTS

OUR placement record from January to December 1994 mirrors our "selective deployment policy" – a continuing shift to quality jobs requiring skills and training and downplaying "vulnerable" categories – domestic helpers, entertainers and fishworkers. Thus, 1994 represented little movement from 1993's placement pattern. The number of employment contracts processed reached 760,091, a slight 2.86% rise from last year's 738,958. Compared with 2.14% bubble in 1993, overall growth is up by a miniscule .72 percentage points.

As in previous years, landbased jobs dominated sea based demand. Contracts for landbased jobs comprised 77% or 587,871 of aggregate figure while the remaining 23% came from seafarers. Both sectors posted moderate growths, 2.76 and 3.21% respectively.

Of these workers who underwent documentation, 95% were able to depart. The actual number of workers who left for overseas jobs climbed by 3.30% to 719,602 in 1994. Workers bound for shorebased jobs increased mildly to 2.61% from 550,872 in 1993. The slight movement is due to the steady flow of balik-manggagawa or workers renewing their contracts. Statistics reveal a 7.21% jump to 296,515 this year. In contrast, new hires or workers leaving for the first time fell by 2.04% from 274,305 in 1993. Seabased deployment increased by 5.91%, to 154,376.

LANDBASED CONTRACT WORKERS

THE total number of landbased contract workers processed in 1994 reached 587,871, a slim rise of 2.76% from 572,096 of the previous year.

Demand for new hires dwindled by 1.41%, from 295,529 to 291,356 or 4,173 less new jobs. This is primarily due to the 7.78% decline in private agency hires which account for the bulk of new hires. A similar fall occurred in 1993, albeit at a higher rate of 3.54%. Sustained renewal of contracts for balik-manggagawa or rehires resulted in a 7.21% hire, a trend consistent with last year's growth of 7.02%.

Last year's activities were bright signs for our push to bring our services to the provinces. Our field offices or Regional Extension Units (REUs) serviced 15.55% of all contracts processed for returning workers compared with previous year's 11% utilization rate. Departures of rehires through our Labor Assistance Center in Mactan is a fat 35.40% at 1,484. Our units also upped their record in the processing of new hires by 10.91% from 1,485 in 1993.

As a general rule, placement of new hires almost match rehires. Last year, the spread leaned a bit in favor of rehires- 1:1.02 ratio against 1993's 1:1.07.

Placement of new hires exhibited an interesting trend. Private recruitment agencies continue to take the lion share of hirings, accounting for 79.56% of all contracts processed for new hires. But this is below par with last year's 85.06% share, down by 5.5 percentage points. The figures must be viewed with some caution since two items have been excluded - name hires who were processed by the private recruitment agencies for Taiwan and other countries. If these are factored in, the percentage share for 1993 (93.37%) and 1994 (91.67%) would be higher and the decline (1.7 percentage points) would be smaller. These items are now shown under a different category, name hiring.

Name hiring accounts for 9.19% of all first timers and appears to be thriving, up by 72.71%. Since 1982, POEA has maintained a facility for name hires or those who were able to obtain employment without the help of either government or a recruitment agency. Prior to 1994, two facilities



were available in processing name hires - the Government Placement Branch (where name hires directly transacted) and the Accreditation Branch (where recruitment agencies offered facilitation services to name hires. Two different fees were in place. Last year, we integrated this activity into a single "Name Hiring Processing Unit" and standardized the fee at \$100. A breakdown of figures show that since then, more workers opted to deal directly with POEA - 26,766 in 1994 or a 31.91% gain. Those who tapped the private sector numbered to 6,322. Figures for 1993 are not available since monitoring started only in July with the integration of the namehiring facility.

Taiwan generated more jobs. Contracts processed by our Facilitation and Review Office (FARO), the specialty desk for all Taiwan transactions yield a 17.88% surge from the previous year's 24,650.

Placement transactions between governments are on the wane by 18.03%, down from 2,069. Compared with 1993, the loss has been stemmed by 7.67 percentage points from 25.70%.

In sum, the marginal upward path of employment in the landbased sector coincides with forecasted slowdown in overseas employment by the year 2000.

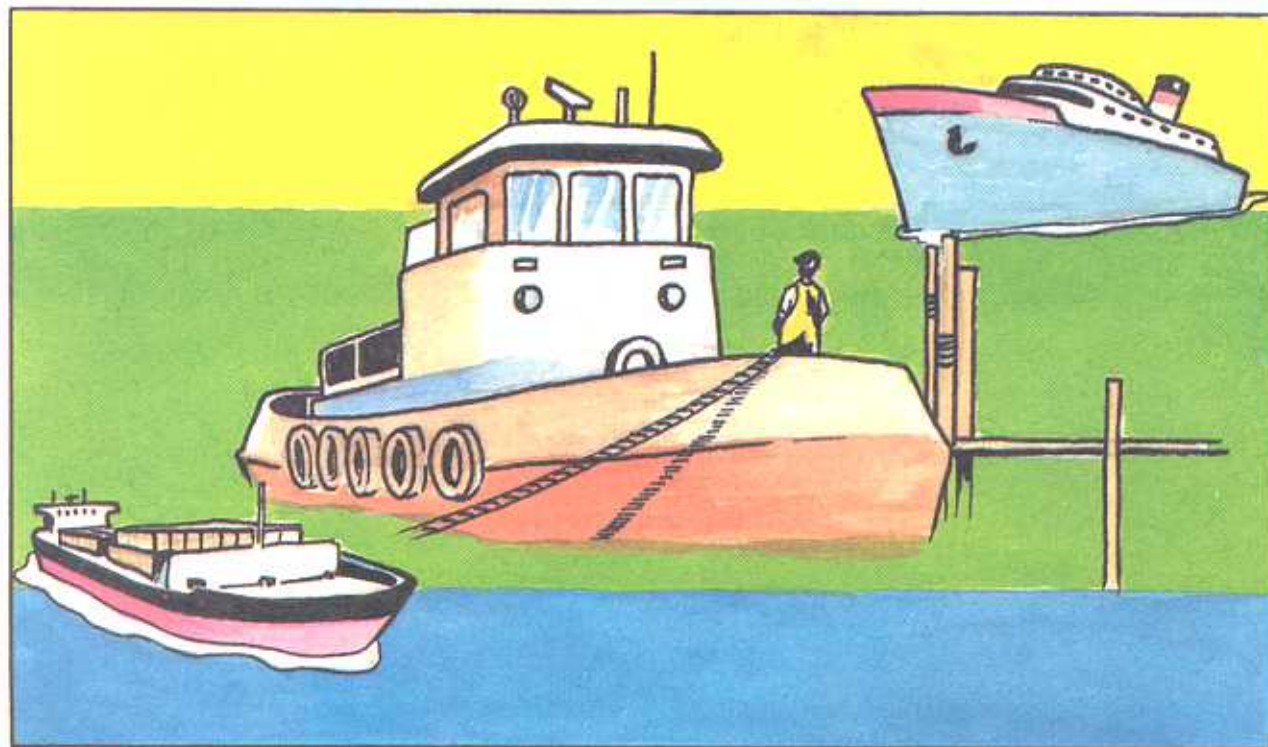
SEAFARERS

THERE are two faces to the Philippine Shipmanning industry. One is changing fast and promises big payoffs. We are bullish about the long term prospects of global shipping and its capacity to maximize the potential gains of quality employment for our seafarers. Historical figures bear this out. For the last six years since breaking into the six-digit barrier, the industry posted an annual growth rate of 8.49% in contracts processing and 8.40% in actual deployment.

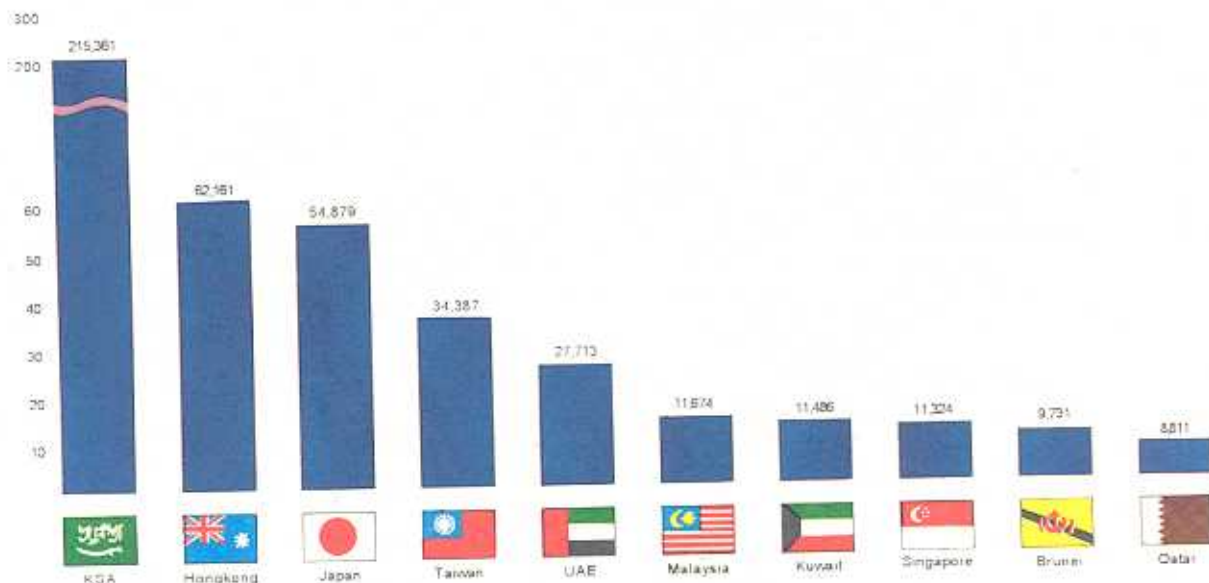
The other is moving slowly in the short term. Thus, in 1994, growth proceeded at a slower pace. Contract processed for seafarers displayed a 3.21%

increase from last year's 166,862. Actual departures was up by a modest 5.91% growth to 154,376. These figures failed to outstrip 1993 growth of 5.18% in contracts processed and 6.54% in actual departures. This is understandable since Europe and Japan, major employer countries of Filipino seafarers are just starting to emerge from the shadows of recession. We expect improvements when these economies strengthen by the end of 1995 and demand to pick up.

At the same time, China, Vietnam, Poland and Russia have progressively made enroads into the supply of seafarers to the world's ocean-going fleet, challenging anew our capability to turn out quality officers and ratings according to world maritime standards.



TOP 10 COUNTRIES IN TERMS OF DEPLOYMENT



FOREIGN EMPLOYERS

ONE of the biggest headwind we had to contend with is the filtering of foreign employers fit to employ our migrant workers. This selectivity manifested itself in a slight decline (2.45%) in the number of principals, both landbased and seabased who passed our quality test – only 5,013 employers were accredited to hire Filipino workers vs. the previous year's 5,139.

Employers needing manpower for shorebased jobs reached 4,501 with 1994's striking range of 4,536. The manning sector suffered a considerable slash of 15.09% from 603 in 1993.

But the reduction in accredited employers did not translate to lesser jobs, at least for the landbased sector. Manpower requisition yielded a net of 9,024 new job orders, from 252,764 in 1993. But crew orders declined by 8.17%, from last year's output of 44,558.

Vessel enrollment continued its downward trend which started in 1993, this time at a faster rate. The number of newly enrolled vessels dropped by 24.84% to 1,144. In 1993, the slide was only 5.35%. Last year's acceleration was brought about the combined cutback in enrollment of foreign and Philippine Registered Vessels (PRVs). Newly enrolled foreign vessels pulled out by 25.02% (1,487 vs. 1,115) while Philippine registered vessels

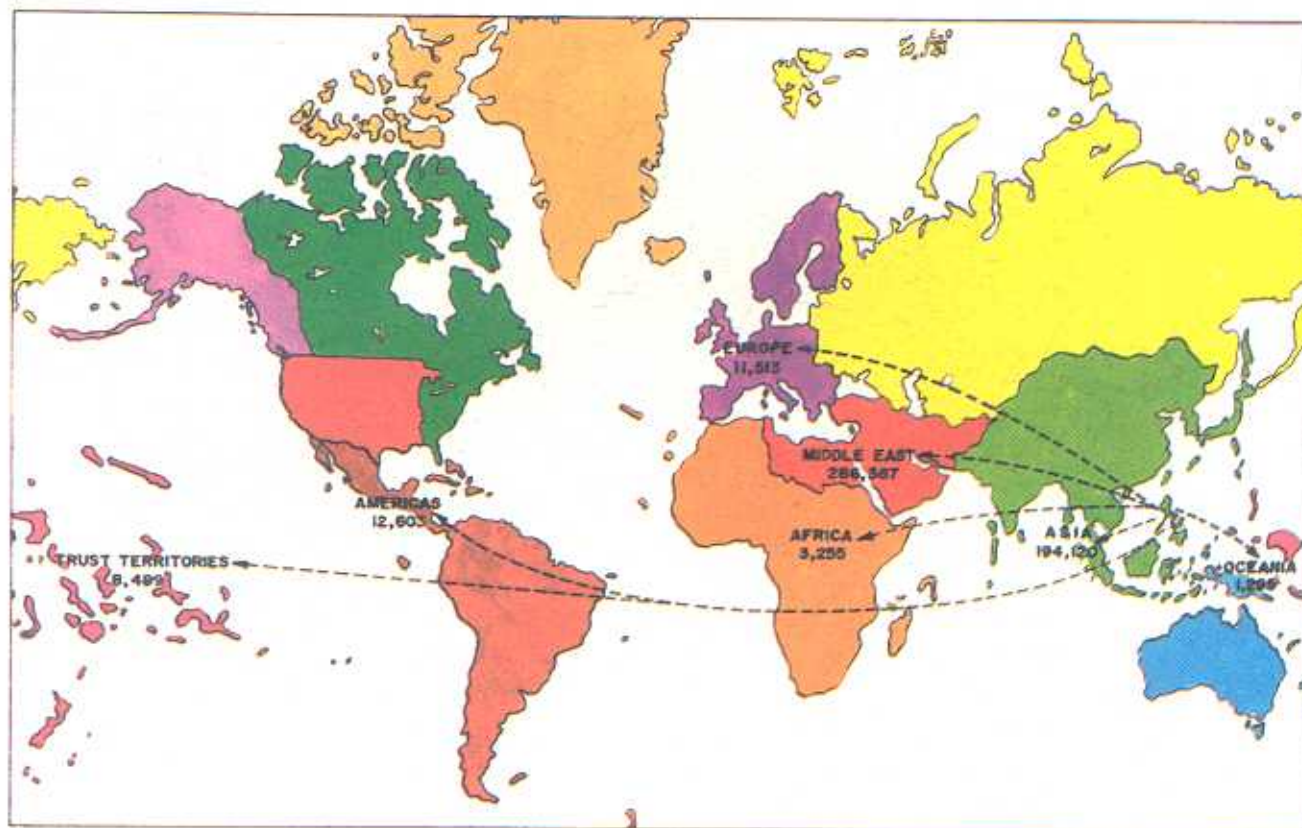
backtracked by 17.14%, from 35. In contrast, 1993's slight setback was cushioned by the 20.69% increase in enrollment of Philippine Registered Vessels.

GLOBAL DESTINATIONS

THE extraordinary push towards a borderless economy and a global workforce are realities we cannot set aside. But we are determined to intervene and place our bets on promising markets, where our workers will reap juicier returns in terms of jobs and pay. The preferred countries of destination for 1994 show that we are on the right track.

For the first time in two decades, departures for the Middle East slowed down by 5.47% to 286,387. Saudi Arabia and UAE shedded jobs by 6.76% and 7.76% respectively. The region continues to be the major source of employment but the market appears bearish. In 1993, employment rose barely by 1%.

Asia, the growth center of the decade is an increasing magnet for Filipino workers. Demand is rising by 15.41% from 168,205 in 1993. South Korea (5,054) and Taiwan (34,387) which both posted significant increases compared to last year's outputs of 703 and 23,025 respectively, have become major growth markets.



The Americas upstaged Europe this year with 12,603. The small net gain of 3.07% is propelled by combined demand for medical and paramedical workers in the USA, in Canada and base facility workers in Guam. Only Diego Garcia failed to pickup.

Migration figure in Europe fell by 14.23% from 13,423 in 1993 when Italy's share, made up mostly of domestic helpers on recontract, was cut by 20.78%.

The Trust Territories held on to its fifth spot, despite a 4.51% loss in employment. Jobs in the Federated States of Micronesia (356) and the Republic of Marshall Island (61) sagged but Saipan bounced by hiring 1,839 more workers. Compared with 1993's 20.37% squeeze, the region enjoyed a mild recovery.

Africa recorded the highest recovery rate - 34.23% or 3,255 jobs in 1994, reflective in part of improved political conditions. Algeria was primarily

responsible for the leap, from 59 to 1,034 workers. Angola also took in more workers, 480 vs. 289. Nigeria retrenched from 1,148 to 839.

Lagging behind other regions, Oceania fell by 14.07% to 1,295 and has yet to recover from a similar trend in 1993.

For 1994, the top ten destinations of Filipino workers include: Kingdom of Saudi Arabia (215,361); Hongkong (62,161); Japan (54,879); Taiwan (34,387); United Arab Emirates (27,713); Malaysia (11,674); Kuwait (11,486); Singapore (11,324); Brunei (9,731); and Qatar (8,811). The first three destinations are holdovers from last year's rankings. Malaysia and Brunei maintained its hold on the sixth and ninth slots, despite declines in their respective employment shares of 5.92% and 11.21%. Taiwan and Kuwait came in strong and dislodged UAE and Singapore for the fourth and seventh spots. The only newcomer in the list is Qatar which upstaged Italy for the last slot.

MARKET DEVELOPMENT



AS a member nation of Asean Free Trade Agreement (AFTA) and the Brunei/Indonesia/Malaysia and Philippines East Asian Growth Area (BIMP-EAGA), the Philippines is ideally placed to take advantage of Asia's burgeoning markets of 320 million people. We anticipate cross borders movements of goods and services well into the 21st century and we are positioning ourselves to realize this enormous potential.

As in 1993, we tended to look into the emerging markets. With the growing number of Filipino workers entering the South Korean labor market, two technical missions were dispatched. The first was in April, primarily to get a first hand look at the supply and demand situation in the country. Visits were made to small business enterprises participating in the worker - trainee scheme to assess work conditions of Filipino employees. Another concern is to generate information on the intricacies of the South Korean market - system of hiring, prevailing wage rates and workplace conditions. The possibility of setting up a Workers Development Center, a mechanism to protect and assist our workers was also explored in cooperation with the Philippine embassy. The second mission in November laid the ground work for Presidential talks between both countries set in Manila which

included a labor agenda on joint venture agreements, trainee exchange program and skills transfer. The mission was also an occasion to renew ties - with the Korean Federation for Small Business (KFSB), the Philippine Labor Office and with the Filipino community in Korea. The operations of the Worker's Development Center was likewise firmed up.

Taiwan, a valuable global market was visited thrice this year. A technical mission in April performed a two fold task: First, to do the spadework for a Philippine top level mission which will negotiate for better terms and wages; and second,





to assess status of Filipino migrant workers, both legal and illegal and implement welfare initiatives, including repatriation. In June, the Administrators of POEA and OWWA met with the Council of Labor Affairs in Taiwan to discuss a three point agenda – repatriation of illegal workers, possibility of direct hiring and issue of high fees charged by Taiwanese brokers. By year end, the final mission assisted in the repatriation of illegal workers and raised issues on the fishery sector: first, the clandestine departure of Filipino fishworkers via the water ports of Aparri; and the rampant illegal fishing of Taiwanese fishing vessels, a violation of the Sealanes Agreement.

Global shipping is another target of our market development initiatives. A high ranking delegation led by the Secretary of Labor journeyed to Europe in June. The group attended the Posidonia '94 Maritime Exhibition in Greece and met with different shipping industry leaders and associations in Norway and Denmark.

President Fidel V. Ramos also had a dialogue with the European Shipping Community last September. The dialogue had a three pronged

objective: to sustain the competitive advantage of the Filipino seafarers in the global market; stimulate greater support from European shipowners to enhance the skills of Filipino seafarers; and promote the country as an investment area.

The Kingdom of Saudi Arabia is part of the year round tour. A technical mission left in October to accomplish two assignments. Visits of selected government agencies employing Filipino workers were done. Consultations were held with the Philippine post on critical policy and operational concerns affecting it – the operationalization of the Household Worker's Center which entailed a prequalification of employers of domestic helpers by the post; registration, accreditation and blacklisting of foreign employers; and information campaign for the Pamaskong Handog and Bagong Bayani Awards, major projects aimed at recognizing the contribution of the OCWs.

In June, the POEA also dispatched a high level mission to Japan to clarify issues relative to the new guidelines affecting the deployment of Filipino Performing Artists.

FOREIGN EXCHANGE REMITTANCES

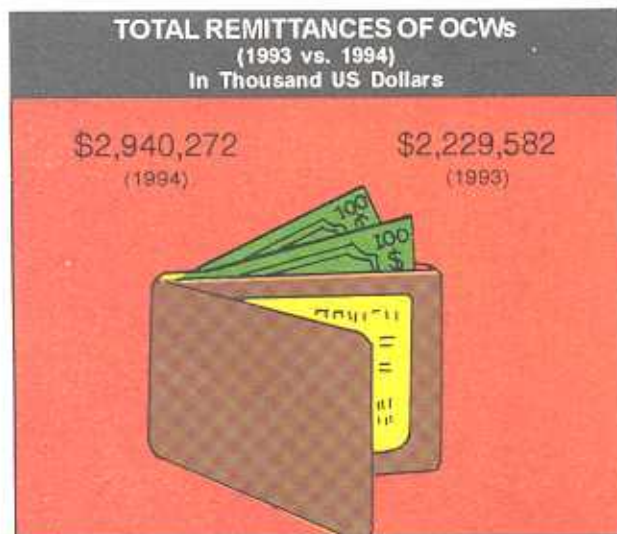
REMITTANCES from migrant earnings have always performed well in exclusive rankings of topnotch dollar earners. Foreign exchange remittances contribute an average of 2.5 percent to the total Gross National Product (GNP) of the country.

Latest available statistics from the Central Bank for 1994 show that US\$2.94 billion flowed in through the banking channels. The amount has pushed up by 31.88% the previous year's aggregate of US\$2.23 billion. This year appears to be good picking considering that for year end 1993, remittances expanded by a waiflike slim 1.23%.

Expectedly, seafarers contributed 87.10% or US\$2.56 billion, 39.16% higher than 1993's US\$1.84 billion. The landbased sector produced better than expected earnings considering that during the end of 1993, it accounted for only 81% of total earnings and grew by a thin margin of 4.72%.

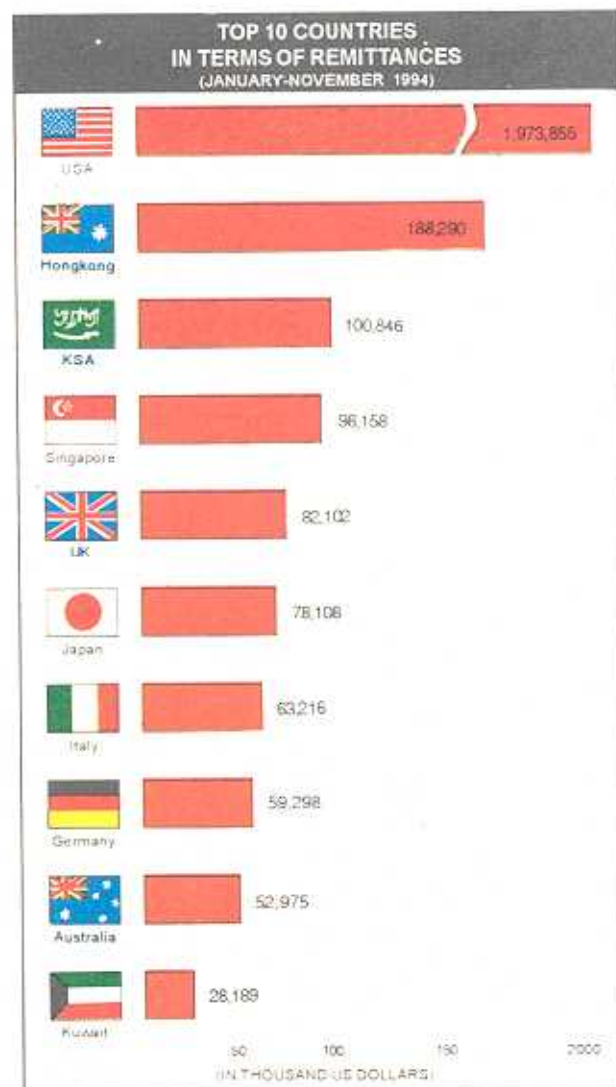
Earnings from seafarers declined by 2.55% to US\$379.35 million. This replicates the downward trend of 1993 when contributions decreased by 12.52% to US\$389.28 million.

Prime contributors are Filipino workers in the United States of America at US\$1.97 billion, a status they maintained since 1988. Migrant workers in Hong Kong (US\$188.29 million) are second, moving from the third spot. Filipinos in the Kingdom of Saudi Arabia made less with US\$100.85 million to land 3rd. Other top remittance sources were:



Singapore (US\$98.16 million) moving up from eighth to fourth spot; United Kingdom (US\$82.10 million) moving up to 5th rank; Japan (US\$78.11 million) dropped from 3rd to 6th slot, a 5.88% slump; Italy (US\$63.22 million) held on to 7th place despite being eased out of the top ten preferred destinations; Germany (US\$59.30 million) slipped from 5th to 8th spot; Australia (US\$52.97 million) and Kuwait (US\$25.52 million) completed the line-up.

Together, the top ten earners make up 92.68% of total remittances. The United States of America generated 67.13%, Hong Kong shared 6.40% and Saudi Arabia chipped in 3.43%.



WORKERS WELFARE AND PROTECTION

IF THERE is anything we learned during these two decades, one of the most poignant is that caring for our migrant workers never comes easy. The welfare programs we have today is the product of both hard and good times in contract migration. It has grown from our initial inexperience to fully embrace the challenges of today.

In the past two years, we have placed much emphasis on "learning" and "client server" strategies to enhance efficiency, cut cost and reach a wider clientele. The "learning" component is a strategy to develop awareness among aspiring workers on the realities of contract migration for sound decision making. The "client server" approach relies on the network of relationship we have initiated and nurtured among our partners – other government entities, NGOs and POs and church based organizations.

WORKER'S EDUCATION PROGRAM

WE HAVE focused on public communications. Our goal is to share ideas about contract migration – its perils and benefits. We want to educate the public and ultimately to enlarge their opinions and choices about working overseas.

The Pre-Employment Orientation Seminar (PEOs) and the Pre-Departure Orientation Seminars (PDOs) remain primary vehicles of communicating with our workers. The PEOs, a consciousness raising program continue to engage its target audience – aspiring workers. For 1994, a



total of 8 PEOs were conducted in at least 5 regions with 2,761 participants. In 1993, the single PEOs conducted drew 500 people. A complementary activity, the Pre-Employment Orientation Trainor's Training (PEOTT) for volunteer advocates of the PEO involving 209 participants from various local government unit, non-governmental and people's organizations, religious groups, media and the academe, were likewise completed in 9 areas in Luzon, Visayas and Mindanao. Volunteer trainors of the PEO are expected to hold echo seminars of their own in conjunction with POEA to sustain the information dissemination and assist in the crusade against illegal recruitment.

The video productions entitled "Gabay Para sa Mga Nais Maghanapbuhay sa Ibang Bansa" and "Dalawang Mukha ng Pangarap", a documentary guide to application requirements and procedures and a dramatized presentation on the realities of working overseas, respectively were completed during the year with the support of the International Labour Organization and the Technology and Livelihood Resource Center. These video materials which are being disseminated and used in the various regions were developed to enhance the effectiveness of the PEOs and create a desired multiplier effect nationwide.

The POEA continued to provide pre-departure orientation services which benefitted 14,730 departing OCWs who were either landbased or seabased namehires, workers recruited through its in-house facility or household workers referred by licensed agencies under the centralized PDO scheme for disadvantaged skills. The sessions are meant to provide "survival" skills – laws, culture, support systems in a foreign workplace. For 1993, POEA conducted 579 briefings for 38,069 workers, a big drop of 61.31%. Workers of different skills



(8,583) were the main beneficiaries of the sessions, a 21.66% from their previous number of 7,055 domestic helpers, who used to dominate the briefings (30,420 in 1993) made a radical reversal - 5,360 or 82.38% decrease. The field offices conducted a total of 141 orientations in the provinces.

In fulfilling our role to set standards, we approved the in-house PDOS programs of 21 recruitment agencies and 113 arrangements of companies to tie up with other agencies with existing PDOS services. We also conducted 5 landbased and seabased training programs in which 191 new PDOS trainers obtained accreditation.

The advent of the South Korea Alien Industrialization and Technology Transfer Program, particularly the deployment of the initial batch of 3,000 Filipino trainees under the auspices of the Korean Federation of Small Business (KFSB) paved the way for the development and implementation of a special 6-day (24 hours) PDOS and Korean language training during the year. The training program took off with the cooperation of a tripartite group of resource speakers and trainers and managed by the three local licensed agencies authorized by KFSB.

MULTI SERVICE PARTNERSHIP

P OEA HAS started its long term evolution of welfare programs since 1992. By evolution, we mean that we have come up with new welfare strategies and philosophies to progress along with the needs and expectations of the workers. The first step was to form partnerships and alliances primarily with NGOs and church based sectors. Under this set up, POEA interacts directly with other entities to strengthen the reliability and flexibility of welfare service delivery.

Thus, the conduct of PEOs and PDOs continue to be a shared responsibility with such organizations as Women in Development Foundation (WIDF), National Greening Movement Foundation, National Center for the Protection of Pilipino Overseas Contract Workers, (NCPOPW) and Friends of Migrant Workers (KAIBIGAN). For 1994, a total of 89,372 workers' briefings were handled by the NGOs.

Plans to extend full medical coverage to OCWs

and their families was realized in 1994, with full implementation scheduled for January of next year. POEA was an active participant in the crafting of guidelines granting compulsory Medical Care Coverage to Filipino OCWs and their dependents. POEA cooperated with entities such as the Social Security System, MEDICARE and the Overseas Worker's Welfare Administration (OWWA), among others. Its field offices play a critical role in the regional implementation of the scheme.

WELFARE ASSISTANCE SERVICES

O UR CORE competencies - conciliation, counselling, repatriation and tracing of whereabouts remain. For the period under review, the Administration handled a total of 6,431 welfare cases posting a 10.69% rise from 1993's 5,810. Around 41% of all cases handled were disposed by year end, a rate less by 5% percentage points from 1993. As in previous years, the low disposition rate is due primarily to the lack of interest from the complainants in pursuing their cases and delayed responses from parties involved.

Of the 2,663 cases disposed, 79.20% or 2,109 were counselling services given to contract workers and their kins. Request for repatriation was logged at 438, while tracing of workers' whereabouts was the smallest at 116. All three items registered upward trends: tracing of whereabouts and repatriation requests increased tremendously by 66.54% and 78.46% respectively. Counselling services inched up by 20.10%. No welfare case was archived this year.

The Administration's conciliation efforts resulted in the awarding of monetary benefits amounting to P9,216,288.00 to 56 worker-complainants. The monies represent the workers' back salaries and wages, death and disability benefits and medical compensation. This year's settlements increased by 27.29% or P1,976,164.00 from previous year's P7,240,124.00 which was awarded to 46 worker-complainants.

Exercising its punitive sanctions aimed at enhancing the well being and protection of OCWs, the POEA imposed 92 suspension of documentary processing of agencies who failed to cooperate in resolving welfare cases, 63 of which were lifted and watchlisted 380 principals/employers only 26 of whom were delisted for the year 1994.

INDUSTRY REGULATIONS

ONE OF the things most striking about our vision for contract migration is the harnessing of private sector involvement and accountability. We believe that a caring, responsible private sector should evolve as our partners and ensure that the program will survive and prosper in the competitive global arena.

Since 1993, we have tried to craft rules that will break bureaucratic chains to serve the private sector and make the companies more competitive.

LICENSING AND REGULATION

A BASIC principle which underpin our thrust is a tough but credible licensing and inspectorate system. This is on the premise that a few but effective checks would encourage participation of professional managers and entrepreneurs into the contract migration programme.

In 1994, the Administration issued 154 new licenses, 20 more than the previous year. Companies catering to shorebased workers applied for and obtained the most number of new licenses at 126. The same number of agencies serving global shipping firms acquired new licenses (28) as in 1993.

Agencies in good standing, or those without penalties of suspension reached 708, a 1.87% rise

from the previous year's 695. Fewer landbased agencies made the grade, declining by 1.69%, from 474 in 1993 to 466. In contrast, more manning agencies were up to par, improving its total by 9.50%, from 221 to 242.

ANTI-ILLEGAL RECRUITMENT CAMPAIGN

A SURVEY done by the Scalibrini Migration Center states "With a rising demand for a job overseas...the temptation to have recourse to illegal forms of migration implies the recourse to illegal forms of recruiting." Illegal recruitment is one reality which remains a constant threat to Filipino migrant workers. It is a reality spawned by the dream for a better quality of life by every Filipino. It is a reality perpetuated by those who prey on the hopes and dreams of our workers.

For 1994, we came up with new strategies to plug the steady stream of illegal migrants. We sustained our information, education and communications program in media-radio, television and print with a new twist. We forged strategic alliances with the other government entities, private sector, NGOs and POs to strengthen our enforcement operations.





INFORMATION, EDUCATION AND COMMUNICATION PROGRAM

OUR IEC program goes beyond just providing information. Our strategy is to enable the people to take action, to render them capable of directing their destinies, embodying their values not to deal with or tolerate illegal recruitment in any of its guises.

On August 17, we launched *Kruzada Laban sa Illegal Recruitment (KLAIR)*, a grassroots movement relying on vigilant volunteers in the community who will monitor, report and document illegal recruitment activities. Network and alliances were also struck up with all sectors of society involved in the fight. We entered into a partnership with the Presidential Anti-Crime Commission (PACC), headed by no less than Vice President Joseph Ejercito Estrada to dismantle the activities of illegal recruiters. Other partners include the National Bureau of Investigation (NBI), the PNP/CIS, the Local Government Units (LGUs), the NGOs and POs in the localities. So far, 222 volunteers

have been tapped from the cities of Dagupan, Olongapo, Banga, Aklan, Cagayan de Oro and Cotabato. The KLAIR launching also coincided with a photo exhibit on the Anti Illegal Recruitment (AIR) program where we unveiled two mascots – POpEng Ang Galing, a symbol of the POEA officers and employees committed to serve the public and Ric Ruter, a monkey personifying the wily and evil illegal recruiter. These mascots stand at the POEA lobby as clear reminders to all our clients not to deal with illegal recruiters. A more modest photo exhibit was done at the American embassy, timed with the visit of American President, Bill Clinton.

Our tri media initiatives also took a radical turn. We took a cue from President Ramos' call for massive awareness and information dissemination and embarked on our own alternative IEC strategy. In June, we resumed our daily one hour radio program – "OCW – Pagusapan Natin", a vehicle detailing POEA and OWWA services, programs and regulations so that aspiring workers will have access to information on contract migration. Three 45 – second ads, cautioning against the guises of illegal



recruitment were prepared for radio, television and cinema. The big screen ads incorporated warnings from figures of authority – the POEA Administrator, the Secretary of Labor and the Vice President. On top of television whose reach is limited and expensive, we tapped alternative distribution channels. We utilized the superferries and bus terminals which ordinary people frequent. The "roving cinema" which goes from barangay to barangay showing Tagalog movies in town plazas nationwide also serve as major couriers – for our TV ads as well as posters, streamers and comics. These comics are of the "Wakasan" genre, carrying four vignettes on the modus operandi of illegal recruiters told and drawn in the tradition of the Filipino style "komiks".

As in previous years, our field offices were the best communicators for our program. For instance, our REU in CAR – Baguio linked up with the local DZRB station, replicating our Manila based radio program. To disseminate crucial information, our units conducted 223 AIR seminars, went on the air in 1,180 local radio broadcasts and churned out 215 print and 146 television releases.

To hone our advocacy strategies, we commissioned a study to come out with a social marketing campaign meant to mobilize the energies of the community against illegal recruiters.

INVESTIGATION AND PROSECUTION

TO ASSERT our authority over violators, we have created linkages primarily with law enforcement agencies, association of local government officials and church based organizations to provide a single track of action against illegal recruiters and bypass bureaucratic constraints.

We organized 7 orientation programs on illegal recruitment for our partners – NGOs, law enforcers, prosecutors and local government officials. We acted as resource persons to 25 Anti Illegal Recruitment Seminars (AIR) conducted in the different provinces. A Memorandum of Agreement (MOA) was inked with the Metropolitan Manila Authority (MMA), covering five cities and 12 municipalities granting



authority to LGUs to conduct surveillance activities and padlock erring establishments. The LGUs will also serve as information centers, distributing AIR materials to their constituents. A similar agreement was concluded with the Catholic Bishop's Conference of the Philippines (CBCP) and Apostleship of the Sea (AOS) to support its parallel program against illegal recruitment. Under the terms of the pact, POEA provided resource persons and informational materials. The annual zonal conferences in Luzon, Visayas and Mindanao went on as scheduled, providing opportunities to launch our KLAIR program locally and to strategize on anti illegal recruitment activities fitted to local conditions.

For the year just past, all indicators are down. A total of 650 illegal recruitment cases were handled of which 544 were acted upon, a 15.58% decrease by a net 120 cases. The decline is due to the number of new cases filed from 693 to 563 in 1994. Disposition or action on cases nosedived by 20.35%, from 683 to 544 cases. Rate of disposition slumped to 83.69% as against last year's rate of 88.70%, a 5.01 percentage points difference.

Some 1,290 victims were assisted in 1994, 30.46% less than 1993's 1,855. The one bright spot is surveillance operations – 359 vs. 185 in 1994 conducted by joint operatives of POEA-CISC. However, fewer persons were arrested – 35 compared with 69 suspects in the previous year. The total amount involved in complaints received reached P29,514,941.00 or a 43.94% slash from previous year's aggregate amount of P52,652,703.00.

OVERSEAS EMPLOYMENT CASES

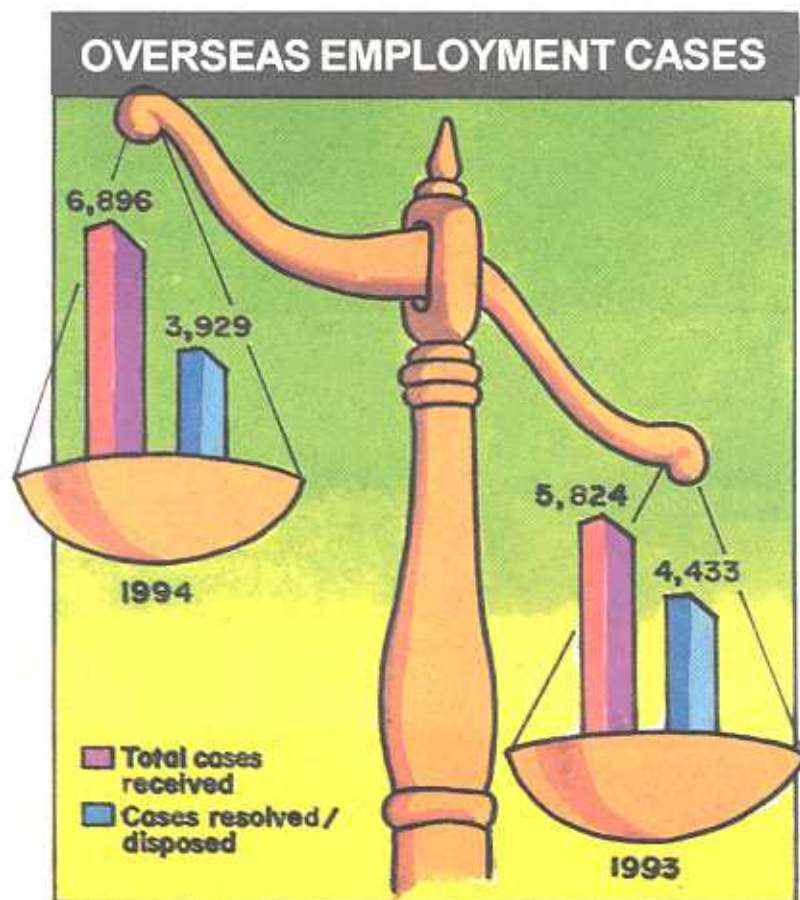
THE QUICK settlement of adjudication cases or those arising out of contractual obligations and recruitment violations is a parallel move towards migrant welfare.

For 1994, a total of 9,993 cases were handled, representing a 32.71% increase from the previous year's 7,530. Both employment related and recruitment regulation cases increased by 33.11% and 30.94% respectively. From a level of 6,140, cases involving employment headed up to 8,173. Those linked to recruitment regulation grew but at a lesser number - 1,390 vs. 1,820.

Disposition rate was cut down by 19.55 percentage points, from 58.87% in 1993 to the current 39.32%. Action was relatively slower for employment related cases, down by 24.05% from 3,804 in 1993. Regulation cases prospered - 1,040 were acted upon or 57.14%. However, the disposition rate for 1994 reflects only those cases

which have been resolved, i.e. decisions actually handed down by the Administration. In contrast, the 1993 rate includes those acted upon by POEA lawyers and those forwarded to the Administrator's Office for decision. If 1994's figure followed those of the previous year, disposition rate would have been higher.

To address the perennial problem of mounting cases and declining resources, especially in terms of lawyers and clerical staff, our Adjudication office went off to two marathon decision writing cases, reducing case backlogs for 1993 and 1994. A task force was also maintained to fast track pending cases. Our rules underwent its own updating - the 1994 Schedule of Administrative Penalties and 1994 Adjudication Rules and Regulations on money claims and recruitment violations were drafted and submitted to the Labor Secretary for approval.



DECENTRALIZATION OF SERVICES

TRENDS IN the community, the country and in the global economy require that we bring our services closer to the people. There is a clamor of regional voices to be given a stake in overseas employment, to redirect the flow of jobs and services that will allow the local people an equitable and fair shot at overseas employment. There is also the breaking down of national boundaries in the ASEAN region and the rise of the BIMP-EAGA, which require an efficient and organized flow of skills.

At the forefront of these challenges are field offices called Regional Extension Units (REUs). The REUs are windows for the people to access our services – bringing overseas jobs to the provinces, processing and documentation of employment papers and assistance on welfare and legal cases.

REGIONAL EXTENSION UNITS

IN 1993, there were two regional centers situated in Cebu and Davao, reflecting the importance of these two provinces. There were also six field offices in CAR – Baguio, La Union, Iloilo, Cagayan de Oro, Zamboanga and Cotabato. A total of 45 employees were redeployed to man these offices. These offices started off as mere processing units – documentation of employment

contracts and gradually evolved to full – fledged "mini POEAs" capable of offering all our services at the level of the regions and provinces. In 1994, we made two important additions: a satellite office was opened in Bacolod and a Fishworker's Assistance Center (FAC) in Aparri, Cagayan inaugurated in March. The FAC addresses a critical concern – the illegal recruitment of Filipino fishworkers on board Taiwanese fishing vessels. POEA heads the interagency committee which is laying down the guidelines for the training and recruitment of Filipino fishworkers on board Taiwanese vessels. The group is composed of the Department of Agriculture (DAR), Bureau of Fisheries and Aquatic Resources (BFAR), Philippine Coast Guard (PCG), Philippine Navy, Department of Foreign Affairs (DFA), MARINA, Bureau of Immigrations and Deportation (BID), Bureau of Quarantine, Bureau of Customs and the Local Government Unit of Cagayan. Representatives from the Taiwan Economic and Cultural Office (TECO) also sit as resource persons in the committee. One concrete output is a 21 day training module for implementation by BFAR early next year. The module seeks to upgrade the skills of our fishworkers, to handle fishing gears and communicate with Taiwanese officers.

For 1994 alone, 35,777 rehires or 12.07% of all workers resuming employment abroad availed of the processing services of the field offices. This is a





15.55% increase over the previous year's 30,963. Departing workers who left through the Mactan International Airport in Cebu totalled to 1,484 and 3,791 for new hires and rehires respectively. The Labor Assistance Center (LAC) in Davao is starting to handle traffic of workers leaving on secondment from mother companies in the Philippines to subsidiary firms in Indonesia and Malaysia. We expect the flow to increase as the BIMP-EAGA gains momentum.

More and more private recruitment agencies are electing to put up branch offices in key areas of the country, opening up opportunities for our workers and posing challenges for our REUs. Cebu plays host to 20 private recruitment entities; Davao, 8, Iloilo, 10 and Baguio 5.

The REUs tout its share in spreading the flagship programs of the Administration - KLAIR and the promotion of PEOs and PEOTTs. Our offices in Baguio, La Union, Cagayan de Oro were instrumental in launching and maintaining these activities in their respective localities.

MANPOWER REGISTRY

MANILA, the hub for overseas jobs and services has created a lopsided bias for its populace and residents of nearby provinces. To overcome this undue edge, we have created a manpower registry that will reap maximum advantage for region based workers. We have put together a "skills profile", an up to date inventory of skills available in a particular area to guide foreign employers and local agencies in

sourcing manpower. The registry which is computer based and national in reach is a joint effort of the POEA, the Bureau of Local Employment (BLE), the Community Employment Centers (CECs) and the Public Employment Services Office (PSO).

For 1994, the nationwide registry attracted 61,474 applicants, a 1.14% climb from 60,781 which is primarily due to regional initiatives: the presence of the local PESOs and the conduct of jobs fair and provincial recruitment activities by the REUs. The Manila Office accounted for 69% of the pool (42,443) while the REUs generated the remaining 19,031. However, the good news is that the number of applicants from the regions expanded considerably to 35.08% from 14,089, a clear sign that the system is reaching the grassroots. The Manila registry slid by 9.10% from 46,692.

Workers with shorebased competencies dominated the registry at 18,053 - 7,272 lodged at the POEA and 10,781 with the field offices. However, their numbers dwindled by 7.78% from 19,577 in 1993. The 9.10% low in Manila registrants could not compensate for the 4.03% high in regional jobseekers.

The seabased manpower pool expanded by a net of 2,217 workers from 1993's 41,204. Again the field offices was the major source of skills, increasing a hundredfold to 8,250. On the whole, new registrants and seafarers updating their status reached 100,424, hitting 99.92% of target figure of 100,500. However, 559 were apprehended for presentation of fake registration documents - Safety Of Life At Sea (SOLAS) certificates, diploma, Department of Education, Culture and Sports (DECS) C.A.V. and marine licenses.

The automatic registration scheme, which makes graduates of Philippine Association of Maritime Institutions (PAMI) member – schools eligible for apprenticeship gained headway in 1994. Under this set up, all registrants are bona fide students and the Seaman's Book and Seaman's Registration Card, both requisites for employment are issued upon graduation. A target of 3,000 enrollees was set, of which 2,652 or 88% were served by POEA registry. The figures do not include those registered with the REUs.

JOBS FAIR

THE JOBS fair, along with provincial recruitment is the intervention mechanism which puts together the jobs and the skills in the region. It is an annual activity which allows the private recruitment entities and even foreign employers to go directly to areas where skills match their vacancies. It is highly dependent on the manpower registry available in the regions.

For 1994, 55 jobs fairs were realized in selected provinces, down by 9 compared to 1993's 64. However, it exceeded the target figure of 30. At least four such events were held each month, in response to clamor from GLUs and legislators to spread the benefits of overseas employment to their constituents. About 37,437 jobseekers were registered and 28,056 interviewed. For placement purposes, some 8,955 applicants were sourced from the POEA registry, 2,127 of which were deployed. Three (3) regional hiring activities were conducted in Pampanga, Angeles City and Iloilo. Provincial recruitment was also on the rise, with 495 Provincial Recruitment Authorities (PRAs) issued against 598 this year. A total of 16,784 passed the initial screening process but only 404 actually left for overseas jobs.

A special registration scheme for marginalized sector – those with little or no skills was piloted in 1994, netting a total of 1,000 workers. However, the scheme suffered from the very lack of skills, creating difficulty in placement and raising expectations among the registrants. A skills training component will possibly be included into the program by next year.

SPECIAL HIRING PROGRAMS FOR WOMEN MIGRANTS

TWO SIGNIFICANT, albeit controversial change programs were put in place to protect women migrant workers. The Household Workers Center (HWC) became operational in October until a Writ of Preliminary Prohibitory Injunction issued in November halted its activities. The HWC aimed at ensuring that only trained and certified domestic helpers leave the country and pursued a two way track. First, the Center wanted to come up with a corp of domestic helpers with the necessary skills and emotional stability to cope with the rigors of overseas employment. Registration of the domestic helpers was undertaken by POEA and the DOLE field offices while the National Manpower and Youth Council was responsible for training and certification. At the same time, private sector participation was limited to recruitment agencies and foreign employers with proven track records of caring for its domestic helper recruits. A prequalification scheme was put up in coordination with the Philippine posts, including the posting of a P100,000 bond for every 50 domestic helpers hired. In the interim, a Central Processing Unit (CPU) for service workers was created in December, putting in one place all transactions related to their departure – processing of employment contracts, accreditation of foreign placement agencies and approval of job orders.

The Artist Record Book (ARB) system moved along similar lines, this time for overseas performing artists (OPAs). The Entertainers Industry Advisory Council (EIAC), a tripartite consultative body chaired by the Secretary of Labor was tasked to come up with the policy guidelines. The system featured the issuance of the ARB as the ultimate proof of professionalism and no OPA can leave the country without it after October 1. Admittedly, the system is still fraught with operational difficulties, including refinement of its components – training, testing, certification and pre-departure showase.

SPECIAL PROJECTS

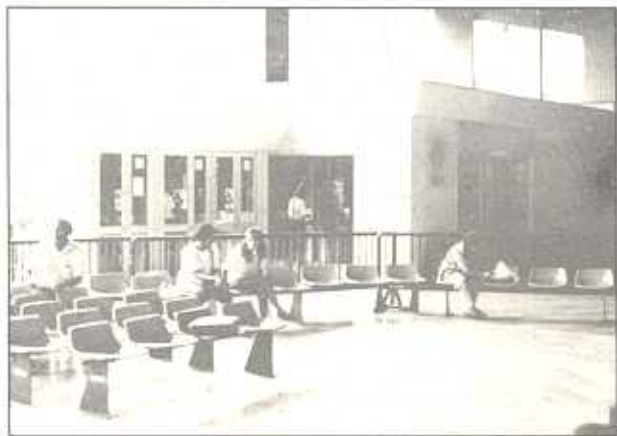
PART OF POEA's strategy to constantly reinvent itself is its involvement in programs that go beyond its traditional confines. As part of the global business community, we try to shape how people think and how other organizations react to contract migration. For this year, we focused our energies to collaborate on programs that create information channels, quality relations with the private sector and value for the Filipino migrant worker.

POEA-PLDT CALL MALL

IN AN environment where information flows continuously to and from all corners of the world, the challenge for POEA is to find ways to quickly communicate and react to the worker's needs and expectations. To keep in touch with our OCWs, we firmed up arrangements with the

Philippine Long Distance Telephone (PLDT) to set up a "Call Mall", an integrated communication facilities featuring Direct Dial and Operator-Assisted Calls and fax services focused solely on the OCW and his family. Set for inauguration by January, the facility features a "Libreng Tawag" component setting it apart from others. Under this scheme, OCWs and their families with critical welfare problems – repatriation due to death, wars or calamities, runaways – can access a 30 minute line anywhere around the globe, for free. Our radio program will air the calls during its regular broadcast hours. Similar negotiations are underway with the International Telephone of Japan (ITJ) to respond to communication needs of our women artists.

As a corollary move to share information, we have sustained our bi-weekly column with the Manila Times International Edition. The column, which enjoys local and international readership is our mirror to the outside world – reflecting our views and vision on the myriad issues confronting contract migration.





AGENCY RECOGNITION NIGHT

THE EVENT is an annual activity to honor excellent recruitment companies and the managers and entrepreneurs behind them. For 1994, the recognition is much more significant in the sense that the "hurdles" have been raised to qualify for two elite categories: Top Performers and Award of Excellence.

Five entities – two (2) landbased firms and four (4) manning agents bagged the title of Top Performers for outstanding performance this year. A total of 25 companies were able to lay claim to the Award of Excellence for consistent excellence and top notch performance: four (4) private employment agencies; one (1) service contractor; four (4) construction contractors; and sixteen (16) manning agencies. The awards night was graced by Senator Blas F. Ople who, as former DOLE Secretary, nurtured the beginnings of the contract migration programme.





BAGONG BAYANI AWARDS

THE BAGONG Bayani Awards celebrates the achievements of exemplary migrant workers – men and women, across the globe. For 1994, 8 seafarers and a full crew of 23 officers and ratings were honored during the 61st anniversary of the Department of Labor and Employment on December. Honorees from the landbased sector represented a cross section of skills – teacher, doctor, administrative assistant, musician, radiology technician and household worker. They share a quest for excellence imbued in their jobs, courage and a selflessness that reach out to both countrymen and foreign employers.

A corollary incentive is the Pamaskong Handog sa OCW which rolls out the red carpet to returning contract workers. On its second year, the joint DOLE initiative featured special services such as quick processing at three International Airports –



NAIA, Mactan and Davao; halfway services at the OWWA-DEC; onsite processing of employment documents; and sales discounts.

VALUES ENHANCEMENT PROGRAM FOR THE PRIVATE SECTOR

TO HELP the private sector incorporate quality and professionalism into their daily business transactions, POEA continued to develop core and continuing education programs for its partner. The programs target both CEOs and liaison officers, who serve as critical link between the POEA and the agencies. Three sessions of Inner Excellence were conducted for Senior Officers of newly licensed agencies. The same number of sessions were also conducted for the liaison officers.



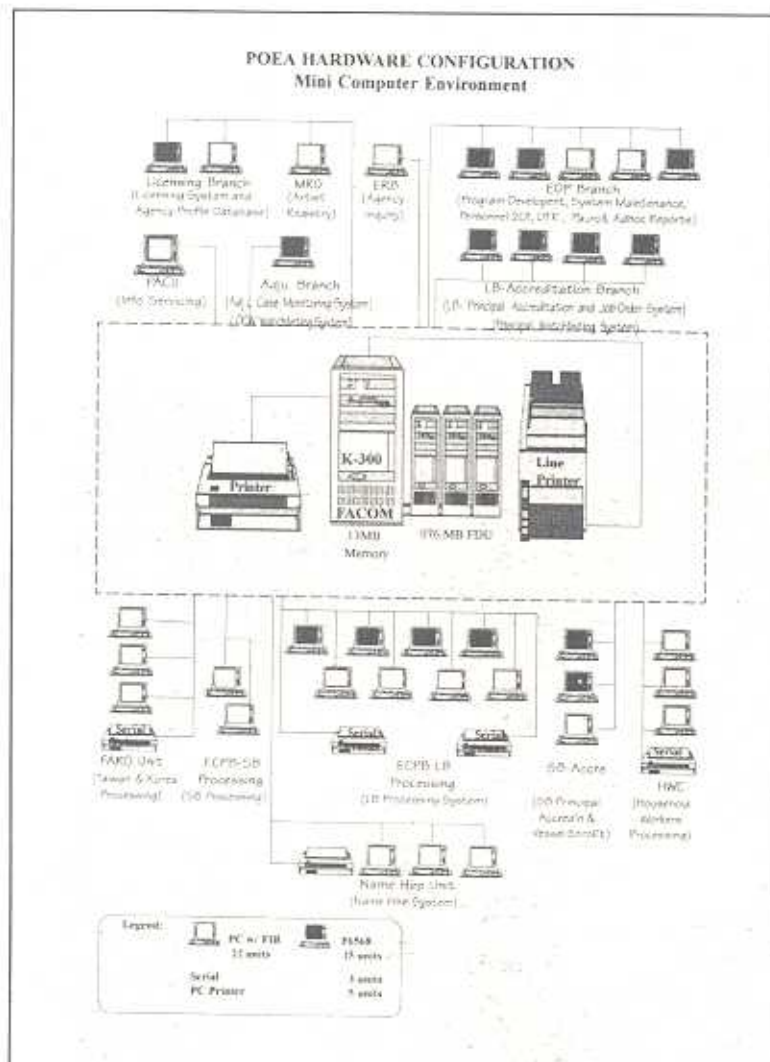
INFORMATION SHARING

INFORMATION technology bypasses the limitations of schedules, geography and organizational boundaries. We recognize that information technology is crucial – to communicate within the organization and with our different clients as well as to access valuable information and resources.

For the year just past, we made improvements in our data base system to allow us to "think local but act global". Reflecting the priorities of the Administration, we put in place a computerized system for household workers, entertainers and seafarers. We are "cleaning up" our worker's profile primarily by developing a Skills Classification

Coding Standard to generate data on skills outflow. This is imperative if we are to check our policy of rechanneling workers' outflow to higher skilled jobs. On the drawing board is an Information System Plan which will integrate all the computers program and systems within the organization and facilitate easy access to data across offices.

Our efforts are geared towards one goal. We envision POEA interconnected with other networks, both local and global to form a communication network that spreads across the world, extending our reach to instant information. This type of technology, together with the expertise of our people will help us make fast decisions.



POEA ACTION CENTER

ONE OF our "bureaucracy busters" is the POEA Action Center (PAC), designed to serve our clients better and make the seeming complex process of contract migration more understandable, especially to prospective workers. The PAC is the nerve center that links and guides our clients through POEA in course of their daily transactions.

For 1994, the PAC assisted a total of 46,593 clients, of which were 32,492 walk in and 14,101

were telephone callers. Most queries (15,523) focused on verifying job orders and status of foreign employers. Other requests for assistance include: verification of status of recruitment agencies (4,449); employment assistance, particularly procedures and requirements for overseas employment (6,979); and information on processing of rehires and namehires (6,885). PAC also prepared a total of 1,672 referral letters for jobs seekers coming from different recommendees and responded to 180 written queries on overseas employment.

In June, the Center started to take on additional responsibilities, specifically attending of court hearings (104) related to illegal recruitment. It was also involved in the manning of the POEA booth during the OCW - Balibayan Expo held on sometime December and other major activities of the POEA such as Pamaskong Handog and People's Day during the anniversary of EDSA. Last February, POEA played host to the celebrations which was graced by President Fidel Ramos, highlighted by a jobs fair for Metro Manila job seekers. 1994 also saw the establishment of an OWWA Desk which catered to clients seeking information assistance on welfare services such as complaints, access to loans, medical and burial assistance.



STAFF DEVELOPMENT

THE EFFECTIVENESS of an organization relies heavily on its people. One of our philosophies is that our investment in our human resource is an investment for public service. It is very important for us to provide the right motivation, in terms of achievements, new challenges, better quality of life and better work conditions within the context of the bureaucracy. One of our long term principles is to develop human expertise and potential for the long haul.

In our attempt to become an adaptive organization, we set in motion the second phase of our rotation scheme, enabling our people to crisscross between functions, teams and projects. We want to provide openings for creativity and initiative which too often stagnates when an employee stays in a job too long. Being a customer intensive organization, the rotation helps preserve the objectivity and integrity of business transactions, especially with the private sector.

We designated "country champions", people who stay within their formal structure but are tapped to think up creative and innovate ideas on emerging host countries. Team approach is encouraged for projects cutting across functional lines. This way, the staff pick up expertise which will serve them in good stead as they progress along the organization.

Our REU coordinators, who derive their greatest strength from their closeness to our workers underwent a Basic Managerial Course in January to acquire new sets of skills to function as "area managers" - change agents, not only for the contract migration programme for the community as well. Skills in linkaging, communicating, listening and managing people were part of the training course. They also crafted their own vision, mission and values (VMV), taking off from the organizational VMV but reflecting the uniqueness



of their areas. In October, the field offices came together to assess their mid-year performance, identify gaps and constraints and benefit from lessons learned by their peers. Beyond the formal structure, the exercises allowed the field staff to interact informally, from alliances and power relationships that will help get the work done.

Toward the same end, we also sent off people - managers, rank and file, members of the clerical staff - to short term training programs covering a wide gamut of topics - management and training, public relations, information technology to fiscal management. These provide opportunities to pick up basic knowledge, enhance skills and realign attitudes. Two middle level officers were sent to the year long Master in Public Management (MPM) at the Development Academy of the Philippines, consistent with our policy to enhance the regular promotion of our managers. Some employees were granted assistance to attend review classes for lawyers and CPAs. Opportunities to travel and learn about host country conditions in Korea, Taiwan, Saudi Arabia, Malaysia and Japan were parcelled out to senior technical staff and middle managers.

To unleash the creativity and innovative spirit of the POEA worker, we gave out our traditional recognition awards - for Rank and File Employee and REU Coordinator. A cash gift and a plaque accompanied the honor which was bestowed during the annual Christmas year celebration of the office.

Taking the initiative to lend critical management support, we coordinated administrative activities to ease bottlenecks in staffing and financing our operations. Such troublesome concerns as reclassification of our Adjudication lawyers, budgetting and pushing for regular items of our Mindanao Regional Center were addressed.

FINANCIAL STATEMENT

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
BALANCE SHEET
As of December 31, 1994

ASSETS

Current Assets

| | | |
|-------------|---|----------------|
| Cash | P | 165,678,213.42 |
| Receivables | | 11,855,429.59 |
| Inventories | | 3,177,189.06 |

Total Current Assets P 180,710,832.07

Other Assets 275,729.47

Contingent Assets 139,191.88

Investments and Fixed Assets

| | | |
|--|---|---------------|
| Investments | P | 0.00 |
| Acquired Assets | | 0.00 |
| Land and Land Improvement | | 8,000,000.00 |
| Building and Structures | | 99,449,630.87 |
| Furnitures, Fixtures, Equipment, Work Animals and Books | | 24,155,059.98 |

Total Investments and Fixed Assets 131,604,690.85

Total Assets P 312,730,444.27

LIABILITIES

Current Liabilities

| | | |
|-------------------|---|----------------|
| Payables | P | 18,058,136.69 |
| Trust Liabilities | | 165,847,932.69 |

Total Current Liabilities P 183,906,069.38

Other Liabilities 7,355,331.17

Total Liabilities P 191,261,402.55

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
BALANCE SHEET
As of December 31, 1994

Balance forwarded P 191,261,402.55

RESIDUAL EQUITY

| | | |
|---------------------------------------|-----------------|-------------------|
| Cumulative Results of Operations: | | |
| Per Statement of Operation | P 2,177,788.77 | |
| National Clearing Account | (12,455,485.78) | |
| Semi expendable supplies | 2,856.00 | |
| | | |
| Total Cumulative Result of Operations | | P (10,274,841.01) |
| Invested Capital | | 131,604,690.85 |
| Contingent Capital | | 139,191.88 |
| | | |
| Total Residual Equity | | P 121,469,041.72 |
| | | |
| Total Liabilities and Residual Equity | | P 312,730,444.27 |
| | | |

Approved by:


 FELICISIMO O. JOSON JR.
 Administrator

Certified Correct:


 CANDIDA B. VISTRO
 Chief Accountant

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
STATEMENT OF OPERATIONS
For the Year Ended December 31, 1994

GENERAL FUND

| | | | |
|--|---|----------------|------------------|
| Cumulative Results of Operation (CRO) at the Beginning of the Year: | | | |
| Continuing Appropriations | P | 0.00 | |
| Appropriations Allotted/ Expenditures- Unused Supplies and Materials | | 2,906,722.21 | |
| Overdraft in Appropriations | | (996,544.29) | P 1,910,177.92 |
| | | | |
| Add: Allotments received during the year- | | | |
| Republic Act No. 7663 | | 90,838,693.00 | |
| Others (Specify) | | 0.00 | 90,838,693.00 |
| | | | |
| Total Allotments During the Year | | | P 92,748,870.92 |
| Less: Obligations Incurred during the year- | | | |
| Personal Services | P | 49,893,983.49 | |
| Maintenance and Other Operating Expenses | | 37,558,428.99 | |
| Capital Outlays | | 2,201,043.80 | 89,653,456.28 |
| | | | |
| Excess of Allotments Over Obligations Incurred | | | P 3,095,414.64 |
| Add: | | | |
| Income | P | 211,892,393.83 | |
| Grants and Aids | | 0.00 | |
| Extraordinary Receipts | | | |
| Borrowings | | | |
| Adjustments - Additions or (Reductions) | | 4,784,073.01 | |
| Current Year's Purchase of Supplies and Materials | | 3,503,603.94 | 220,180,070.78 |
| | | | |
| Total CRO During the Year | | | P 223,275,485.42 |
| | | | |

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
STATEMENT OF OPERATION
FOR THE YEAR ENDED DECEMBER 31, 1994

| | | |
|---|------------------|------------------|
| Balance forwarded | | P 223,275,485.42 |
| Less: Reversions to CRO - Unappropriated- | | |
| Income | P 211,892,393.83 | |
| Grants and Aids | 0.00 | |
| Extraordinary Receipts | 0.00 | |
| Borrowings | 0.00 | |
| Unexpended Balance of Allotments | 1,185,236.72 | |
| Unexpended Balance of Allotments- | | |
| Capital Outlay | 0.00 | |
| Adjustments - Additions or | | |
| (Reductions) | 4,784,073.01 | 217,861,703.56 |
| | | |
| Sub-total | | P 5,413,781.86 |
| Less: Supplies and Materials Used | | 3,235,993.09 |
| | | |
| CRO at the End of the year | | P 2,177,788.77* |
| | | |

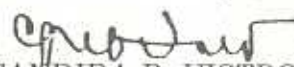
* Breakdown:

| | | |
|----------|--------------|--|
| 8-90-000 | P 0.00 | |
| 8-90-570 | 3,174,333.06 | |
| 8-90-700 | (996,544.29) | |
| | | |
| | 2,177,788.77 | |
| | | |

Approved by:


FELICISIMO O. JOSON JR.
Administrator

Certified Correct:


CANDIDA B. VISTRO
Chief Accountant

POEA DIRECTORATE



CRESCENCIO M. SIDDAYAO
Deputy Administrator
for Employment and Welfare



LORNA O. FAJARDO
Director
Pre-Employment Services
Office



FELICISIMO O. JOSON
Administrator



GONZALO T. DUQUE
Director
Welfare and Employment Office



VENERANDA C. GUERRERO
Officer-in-Charge
Licensing and Regulation Office



ANGELES T. WONG
Officer-in-Charge
for Management Services



VIVECA C. CATALIG
Director
Adjudication Office



**Philippine
Overseas
Employment
Administration**

Department of Labor and Employment

POEA Bldg., Ortigas Avenue cor. EDSA,
Mandaluyong, 1501 Metro Manila
P.O. Box 4061/Telex: 42472 POEA PM
Tel. 722-1142 to 99 Fax No. 722-1159