



Philippine
Overseas
Employment
Administration

Y2K

ANNUAL REPORT

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VISION

To be a culturally-sensitive, customer-driven and business-oriented advocate of the overseas Filipino workers' well-being.

MISSION

To ensure decent and productive employment for overseas Filipino workers.

From the Administrator

The clear sense of purpose of DOLE Secretary and POEA Governing Board Chairman, Bienvenido E. Laguesma and his leadership enabled us to confront pro-actively the numerous issues and concerns affecting labor migration. During the precarious times, the overseas employment sector had a good shepherd and custodian to weather the storm. POEA stood its ground and ensured that the services needed by the overseas employment sector was delivered effectively and efficiently.

Thus, the chapter on POEA 2000 came to a close with very significant accomplishments that serve as legacy for the incoming administration to nurture further and preserve. I wish to mention some of these notable achievements.

The Philippines finally made it to the so-called "White List" of the International Maritime Organization (IMO). This, in a way guarantees that Filipinos can sustain the strong market niche for mariners in the world fleet. POEA efforts to help meet IMO compliance requirements on the Convention on Standards for Training, Certification and Watchkeeping (STCW) reaped victory for the whole maritime sector.

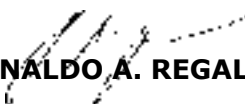
Adjudged as the Best Pilot Project in the DOLE-wide contest for Continuous Process Improvement (CPI) was POEA's process improvement on processing of employment contract and issuance of the overseas employment certificate (OEC) for seafarers. The CPI was one of the strategies under the Department's internal reform agenda for Continuous Service Improvement. Seabased Employment Center got the coveted plum for reducing process cycle time (PCT) from 8 working hours to 4 working hours. Another POEA entry to the said competition, the issuance of Artist Record Book (ARB) and ARB Certified True Copy for overseas performing artists (OPAs) reduced PCT from 3 to 5 working days to 1 working day resulting in better customer satisfaction.

OFW deployment, on the other hand, which was the major barometer of the gains from labor migration, showed a slight 0.55% overall increase. Nevertheless, a steady growth of OFWs hired under new landbased and seabased contracts could be noted. This goes to show that slowly, marketing initiatives in partnership with other entities have started to bear fruit. Overseas employment has continued to alleviate the country's unemployment situation and again pumped over US\$6 billion in OFW remittances to our national coffers, not to mention the P255.2 million revenues POEA generated during the year.

Presidential Proclamation No. 243 aptly dedicated Year 2000 as the Year of the OFWs. The POEA Community, together with our partners and other stakeholders, salutes the millions of Filipino migrant workers who are the real heroes and heroines of the new millennium.

This Administration looks up with gratitude to all the women and men and the Spirit behind POEA triumphs in Y2K. These are programs and projects aimed to develop and improve access to overseas employment opportunities and to provide customers and stakeholders with accurate and up-to-date labor market information.




REYNALDO A. REGALADO

Y2K Accomplishments

Highlights

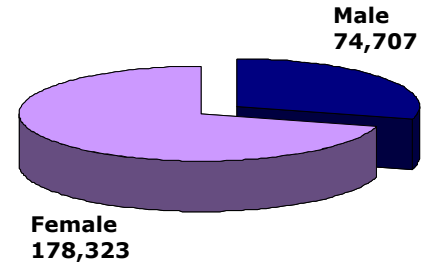
In line with the Medium-Term Comprehensive Employment Plan 2004 (CEP) and the DOLE key employment generators, namely: employment generation, employment facilitation, employment enhancement and employment preservation, the POEA as focal point of the overseas employment sector has adopted similar strategies in its plan and program implementation.

Employment Facilitation

OFW Deployment Profile

In previous years, total OFW deployment usually averaged about 500,000 annually. But at the advent of the new millennium, deployment reached a record-high of 841,628. Landbased workers (643,304) accounted for 76.44% and seabased workers (198,324) 23.56%.

This year's volume was slightly higher or 0.55% over 837,020 total assisted workers with overseas contracts in 1999. New hires (253,418) in the landbased sector or those with new contracts increased by 6.6% although rehires (389,886) decreased by 3.16%. Seabased deployment displayed a 0.83% increase from 196,689 in 1999.



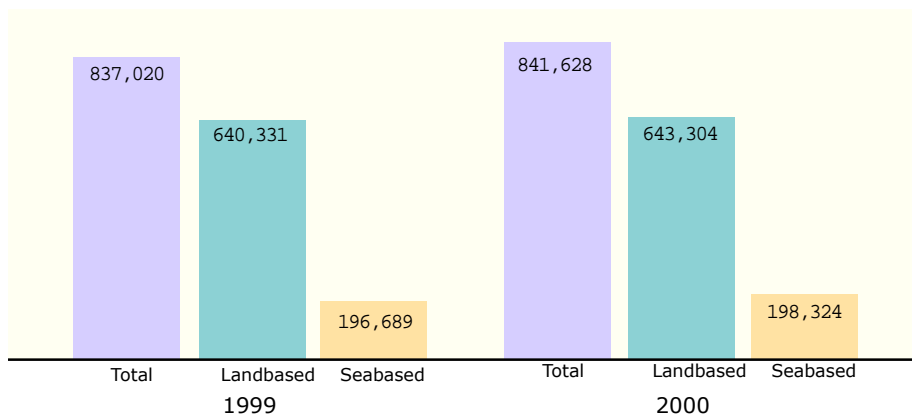
DEPLOYED NEW HIRES, BY SEX, 2000

It was good to note that accomplishments in this area approximated the indicative targets projected at the start of the year.

Looking at the deployment of new hires, it was evident that the female OFW population has strikingly reached 70% as service workers continue to rank as the number one major skill category. Likewise, females dominated the professional and technical skills category, which placed second. Included here were medical and paramedical workers that remain to be in demand in the Arab states, Americas and in Europe.

Traditional occupations held by male OFWs followed although in much lesser volume under the production, clerical, sales, agricultural and managerial skills categories.

DEPLOYED OFWs, LANDBASED AND SEABASED, 1999 AND 2000



Major OFW Destinations

The countries to where the OFWs were deployed according to geographical world groupings did not change much as many still concentrated to work in Asia, the Middle East, Europe, Americas, the Trust Territories, Africa, and the least number went to Oceania. Up to the late 90's, the Middle East was our biggest market until Asia, which has been host to an increasing number of household personnel and other service workers, dislodged it.

A total of 292,067 OFWs left for Asian countries while 283,291 found jobs in the Middle East. Unlike other world groups, which sustained a decrease in deployment level for the year, Europe had the biggest percentage increase of 28% for receiving 39,296 OFWs.

The top five destinations in Asia were Hong Kong-Special Administrative Region, Taiwan, Japan, Singapore and Brunei. Typically, overseas performing artists (OPAs) and other professionals went to Japan, workers

in the production sector or factories topped-billed OFWs in Taiwan and service workers were highly in-demand in Hong Kong, Singapore and Brunei. In spite of the temporary ban for alien workers, which the Taiwan government imposed but later lifted toward the end of the year, a total of 51,145 OFWs entered said host country. Last year, OFWs who left for Taiwan reached 84,186.

In the Middle East, Saudi Arabia, United Arab Emirates, Kuwait, Qatar and Libya consecutively took the lead positions. Service and professional workers registered the highest deployed to KSA while mostly production and service workers were hired for UAE.

In Europe, Ireland showed vigor as an emerging market wherein 793 workers were hired for the year, 590 of them were nurses. Said country was primarily responsible for the significant growth in the European market. Other favorite destinations of Filipino migrants were Italy, United Kingdom, Spain and Greece.

Number of Workers Deployed Top Ten Countries of Destination

Rank	Country	Total
1	Kingdom of Saudi Arabia	184,727
2	Hong Kong	121,762
3	Japan	63,041
4	Taiwan	51,145
5	United Arab Emirates	43,045
6	Italy	26,386
7	Singapore	22,873
8	Kuwait	21,490
9	Brunei	13,649
10	Qatar	8,679

Deployment of Newly Hired OFWs by Skills Category

SKILL CATEGORY	FEMALE	MALE	TOTAL
Professional/ Technical Workers	67,454	11,231	78,685
Managerial Workers	76	208	284
Clerical Workers	1,000	1,367	2,367
Sales Workers	949	1,134	2,083
Service Workers	83,794	7,412	91,206
Agricultural Workers	6	520	526
Production Workers	16,428	41,379	57,807
Invalid Category	8,616	11,456	20,072
TOTAL	178,323	74,707	253,030

Number of Deployment by World Group

Region	1999	2000
ASIA	299,521	292,067
MIDDLE EAST	287,076	283,291
EUROPE	30,707	39,296
AMERICAS	9,045	7,624
TRUST TERRITORIES	6,622	7,421
AFRICA	4,936	4,298
OCEANIA	2,424	2,386
Others	-	6,921
LANDBASED WORKERS	640,331	643,304
SEABASED WORKERS	196,689	198,324
TOTAL DEPLOYMENT	837,020	841,628

Government Hiring

The Government Placement Branch (GPB), which operates an in-house recruitment facility assisted a total of 1,643 workers for its 26 active foreign government and some selected private clients. These consist of medical staff, teachers, accountants, hotel service workers, production and other general staff positions.

The GPB made a breakthrough in the Guam labor market during the year. A delegation from the Guam Memorial Hospital Authority (GMHA), the only civilian hospital in the island state recruited healthcare professionals consisting of nurses, dietitians, x-ray technologists and pharmacists. Fifty nurses who were still non-

US licensed were pre-selected to take the National Council Licensure Examination (NCLEX) for registered nurses in Saipan under GMHA sponsorship. This was the first time that POEA facilitated such beneficial recruitment arrangement for nurses to the US.

The GPB also operates a Special Hiring Program for Taiwan to respond to the clamor for alternative channel through the government where documentation costs paid by workers are not as exorbitant as going through Taiwan brokers. The facility assisted only 389 workers given the temporary ban on construction and factory workers imposed by the host government arising from the air pact abrogation issue between RP and Taiwan.



Saudi Arabia and other countries prefer Filipino nurses for their diligence and industry.

Employers from Guam and Taiwan hire skilled Filipino workers through the Government Placement Branch



POEA Regional Offices

Cebu, Davao and quite recently, Subic and Clark were alternative points of embarkation for departing OFWs. POEA continuously responded to the need to bring its services closer to the people through its three

regional centers in Luzon, Visayas and Mindanao and extension or satellite units located in 12 provinces. The Labor Assistance Center (LAC) in Mactan International Airport recorded 7,672 OFW departures; and 1,408 workers exited through Subic and Clark. A slower deployment activity took place at LAC-Davao with a volume of 694 OFW departures, notwithstanding the existence of Abu Sayyaf terrorist activities in southern Mindanao.

These mini POEA in the regions also conduct orientation seminars for workers and applicants (PEOS/PDOS), process travel documents, organize anti-illegal seminars, assist in job fairs and provincial recruitment and extend welfare and legal assistance.



REGIONAL CENTER FOR LUZON
San Fernando, La Union



REGIONAL CENTER FOR VISAYAS
Cebu City



REGIONAL CENTER FOR MINDANAO
Davao City



Marketing Initiatives

A good part of the overseas marketing strategy to preserve the big Filipino market share was the dispatch of overseas missions. The countries and worksites visited during the year were Saudi Arabia, UAE, Kuwait, and Lebanon in the Middle East; Taiwan, South Korea, Malaysia and Macau for Asia; Guam, Palau and the Commonwealth of Northern Marianas Islands in the Pacific; and Ireland, The Netherlands, London, and Greece in Europe.

Easily, the positive effect of marketing initiatives in these areas could be gleaned as majority of these OFW destinations increased their hiring from the Philippines. At the same time, overseas missions were opportunities to negotiate for better protection and more beneficial terms and conditions of employment for Filipino migrants.



Administrator Regalado meeting the members of the Filipino community in Lebanon.



Administrator Regalado and a Taiwan government official, visiting a factory employing Filipino workers in Taiwan.

Labor Market Information

Overseas employment travel advisories appeared regularly in two newspapers of wide circulation to guide the public about migration realities and current labor market situations. Industry and foreign embassy liaisoning was given priority to enhance exchange of labor market information. Market updates, country-specific fact sheets and brochures have been produced for dissemination here and overseas.

Secretary Bienvenido E. Laguesma tasked the Administration to undertake

aggressive marketing missions in conjunction with the private sector.

As a consequence of an integrated approach to market development and promotion, the number of accredited landbased and seabased principals surpassed previous accomplishment and target by 25.34% and 140.65%, respectively. The same development was observed in the job orders or manpower requests approved, which increased considerably compared with the past volume and estimated target.

These key employment generators refer to the deliberate and concrete interventions geared to improve the quality of employment and welfare of our OFWs as well as safeguard them against job loss or displacement.



Employment Enhancement and Preservation

Workers Education

At the heart of the goal to empower prospective overseas job seekers and OFWs to make informed decisions with regard to the realities of labor migration is education. POEA manages the participation of accredited entities and individuals in providing seminars to OFWs, conducts its own in-house pre-employment and pre-departure orientation seminars (PEOS/PDOS) at the central and regional offices, establishes the necessary linkages with other partners and works for the improvement of modules and strategies.

An OFW relating her experiences in her previous overseas job to other PDOS participants.



Administrator Regalado signing MOA with former Ambassador Roy Seneres for the improvement of the PDOS program.



The increase of about 50% in GPB deployment also called for more in-house PDOS classes. Total PDOS participants reached during the year was 22,809 which was 17.43% higher compared to attendance in 1999. Even the PDOS conducted at the POEA regional centers and units increased considerably by 16%.

Considered as a vulnerable sector, household workers underwent a centralized PDOS administered in by six accredited non-government organiza-

tions (NGOs). The POEA referred a total of 83,005 household workers, of whom, 78% attended their PDOS.

The bulk of the new hires attended orientation seminars in the individual agencies deploying them, which have accredited in-house PDOS program. Industry associations such as PASEI, ASCOP and OPAP also had accredited programs, which reportedly covered 105,915 OFWs referred for PDOS by its members and other new agencies. A total of 130 new PDOS tie-up arrangements were approved for the year between industry associations and agencies without their own in-house PDOS.

Major changes in the implementation of the mandatory PDO policy for first-timers and new hires to specific worksites have been recommended for adoption as a result of the PDO Integrated Assessment and Development Plan (PIADP). Said activity focused on how to maximize PDOS to protect and empower OFWs even to make future plans instead of being mere paper compliance for some.

PDOS venue observation visits led to the conceptualization and development of a PDOS Activity Book, which shall serve as an evaluation tool to check the effectiveness of the seminar. Other monitoring mechanisms like OFW feedback and the program evaluation forms provide additional inputs to policy formulation and development.

An additional group of 34 advocates for the advancement

of pro-active workers education emerged after two Pre-Employment Orientation Trainers Training for landbased and seabased groups held at the central office.

Industry Regulation

The POEA is mandated to regulate the participation of private recruitment agencies in the overseas employment program and to ensure the protection of applicants and hired workers. The year ended with 171 new licenses and authorities issued in addition to the 613 licenses renewed. Inspection as a function of licensing and regulation covered 1,669 agencies. At the end of the year, the Administration recorded a total of 1,220 licensed agencies in good standing where 885 were landbased and 365 were manning agencies.

At the end of 2000, a total of 4,064 adjudication cases were handled. At the level of overseas employment adjudicators, the POEA docket of cases has been made current in accordance with operational

target or a disposition rate of 73.25%. The backlog, though, was in the final review of cases arising out of violations of recruitment regulations and disciplinary action. All OFW cases on money claims and other employer-employee relations have been transferred to the National Labor Relations Commission in accordance with RA 8042.

Anti-Illegal Recruitment Campaign

The anti-illegal recruitment campaign received a boost with assistance from concerned entities. The Administration succeeded in catalyzing to action various groups and individuals nationwide in disseminating information on how to avoid the modus operandi of unscrupulous persons. AIR seminars reached Laoag, Baguio, Urdaneta in Pangasinan, Tacloban and Dumaguete cities. Cases of illegal recruitment handled decreased from 603 to 573 (-5%). Similarly, victims of illegal recruitment who sought help from POEA reduced from 1,404 to 1,327 (-5.5%).

Surveillance and closure operations yielded 21 suspected illegal recruiters apprehended and more establishments (10) closed.

Multi-media avenues for information dissemination against illegal recruitment have been used such as the quarterly list of licensed agencies, regular radio programs and special guest/interview appearances of top officials and other responsible spokespersons,

Illegal recruitment victims rejoice over the closure of an erring recruitment agency.



The anti-illegal recruitment program is one of the main topics discussed during POEA's regular radio programs.



including the internet. *Usapang OFW* over radio station DZRH and *Bantay-OCW: Pilipinas On-Line* at Radio Mindanao Network helped improve mass communication on AIR and overseas employment in general.

International Labor Diplomacy

Given the One-Country Team approach in promoting the interests of OFWs, the Administration actively participated in various diplomatic initiatives of government. As a result, a new Memorandum of Understanding (MOU) on maritime transport with Netherlands and an amended MOU on labor with CNMI were signed in 2000.

Continuing efforts have been exerted toward conclusion of bilateral arrangement or Memorandum of Understanding on manpower, technical cooperation, special hiring or anti-trafficking with host countries such as Malaysia, South Korea, Indonesia, Macau, Lebanon, Jordan and others.

As a major labor-sending country, the Philippines strived to enhance its friendly collaboration with host governments. Toward this end, POEA actively participated in several international conferences and fora on migration such as, the 6th Japan Institute of Labor Workshop on International Migration and Labor Markets in Asia; 4th RP-Malaysia Joint Consultative Bilateral Conference; 7th BIMP-EAGA Working Group Meeting on Human Resource Development and People Mobility in Brunei; and the BIMP-EAGA Senior Officials Meeting in Malaysia; Regional Summit on Pre-Departure, Post-Arrival and Reintegration Programs for Migrant Workers in Malaysia and the 73rd Session of the Maritime Safety Committee in London.

Voluntary Arbitration

Twenty-nine (29) arbitrators were trained to handle seafarers' cases using the voluntary arbitration mode. The training program was part of the memorandum of agreement signed by POEA with the National Conciliation and Mediation Board (NCMB) and the seafarers union and employer groups providing for a voluntary arbitration mechanism among seafarers and manning agencies, employers or principals.



Gilbert Pimentel, Deputy Executive Director of NCMB (TOP), giving orientation to POEA lawyers and other officials on the implementation of the voluntary arbitration program for seafarers, on which a memorandum of agreement was signed last year. (RIGHT)



Active Networking

Despite constraints posed by the limited financial resources, the Administration was able to address the wide-ranging concerns and priorities of steering the overseas employment program to new heights. With the help and cooperation of various entities wishing to do something positive for the good of potential and real OFWs, the POEA managed to reach out to a big number of audiences for the anti-illegal campaign, advocacy for workers' empowerment, protection and reintegration.

Other government and non-government organizations, business organizations, including international bodies were tapped to render appropriate interventions and support to POEA programs and projects.

Among the new linkages forged by the Administration in 2000 involved: The Citizens Crime Watch on anti-illegal recruitment; HUDCC, HDMF and SSS on information for OFWs about housing.

DOLE Secretary Bienvenido E. Laguesma signing MOA on OFW housing program with HUDCC chairman Ma. Leonora V. de Jesus.



Administrator Regalado signing MOA on anti-illegal recruitment campaign with Atty. Jose Malvar Villegas of the Citizen's Crime Watch.

More Employment Safety Nets

The Minimum Requirements and Qualifications for Entry and Promotion to Grade (MRQSEPG) underwent a process of revision and updating with the involvement of other government and private sector entities. During the year, the final draft was completed. Once adopted by the maritime sector, the revised document, which was largely based on amendments to the 1978 STCW Convention, shall continue to serve as the national qualification standard for Filipino seafarers.

In order to deal with the dynamic nature of labor migration, a sensible policy framework and clear-cut parameters to follow are important to major stakeholders, particularly the industry players. Policy development in consultation with concerned sectors was a major activity during the period.

At the instance of DOLE management in promoting productivity and service quality in the Department and its attached agencies, the year exhibited painstaking efforts toward institutionalizing policy and internal reforms.

Policy Development and Internal Reforms

Revision of Rules and Regulations Governing Overseas Employment

In line with the Administration's thrust to streamline operations and promote a deregulated overseas employment environment, the project on revision of POEA rules and regulations came up with a draft for presentation to the Governing Board and consultation with the various sectors.

The modified rules took into consideration policy and operational changes as influenced by recent legislations and future scenarios, including the anticipated responses of government on the behavior and developments in the global work setting.

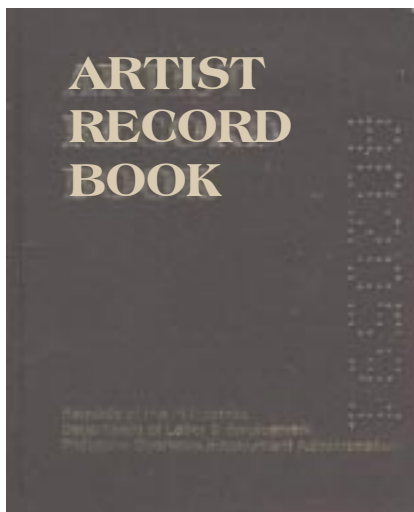
In accordance with the provisions of RA 8042 or the Migrant Workers and Overseas Filipinos Act of 1995 on the deregulation and phase-out of the regulatory functions of POEA, the Administration prepared a proposed deregulation plan and status of implementation of the streamlining efforts it has done so far.



The draft revised POEA rules and regulations seeks to hasten the resolution of OFW cases.

Review of the OPA System

POEA headed the DOLE Inter-Agency Technical Committee in coming out with a *Blueprint for Reform* for the integrated pre-deployment system for overseas performing artists (IPDS-OPA), otherwise known as the Artist Record Book or ARB system. The paper aimed to provide policymakers with a fresh perspective in looking at the developmental needs of the OPA sector on which to base their policy decisions.



Governing Board Policies

With POEA Governing Board (GB) reconstituted after the terms of appointment of the sectoral representatives expired, the Board promulgated new policies on the overseas employment facilitation of OFWs. In particular, GB

Resolution No. 1, series of 2000 adopted a simplified licensing, project registration and workers' documentation of companies registered with the Philippine Overseas Construction Board (POCB). The policy, likewise, serves as an incentive for deserving service contractors as called for in RA 8042.

The GB was composed of Secretary Bienvenido E. Laguesma as Chairman and Administrator Reynaldo A. Regalado as Vice-Chairman, together with Members representing different sectors, namely: Ms. Patricia A. Sto. Tomas for women, Capt. Gregorio S. Oca for seabased, Mr. Ezekiel T. Alunen for landbased and Mr. Vicente F. Aldanese for the private sector.

MEMORANDUM CIRCULARS Series of 2000

No.	Title	Date
01	Incentive Package For Recipients of the Philippine Overseas Employment Administration TOP Performer and Awards of Excellence	February 15
02	Guidelines on Recruitment and Deployment of Filipino Workers to Egypt	March 01
	Memorandum: RE-Placement and Monitoring Center	March 03
03	Agency Performance Evaluation	March 03
04	Posting of Company Signboard, Door Sticker, Valid License Certificate, Certificate Renewal, Poster on Placement Fee Ceiling, and Complete List of Officers and Employees	May 03
05	Guidelines on the Deployment of Filipino Nurses to the United Kingdom	May 22
06	POEA Processing of Holders of Visas Under the New Italian Immigration Category, "Sponsorship For Employment Purposes (Inserimento Nel Mercato Del Lavoro)	May 24
07	Revision of Medical Requirements for Workers	May 25
08	Additional Guidelines on the Renewal of Expired Artist Record Books	June 20
09	Amended Standard Terms and Conditions Governing The Employment of Filipino Seafarers On Board Ocean Going Vessels	June 23
	04 Department Order	June 02
10	Wage Rate For Filipino Able Seaman	June 29
	05 Department Order	June 02
11	Temporary Restraining Order on Certain Amendments of the Revised Terms and Conditions Governing the Employment of Filipino Seafarers on board Ocean-Going Vessels	September 13
12	Additional Requirements for Processing of Documents of Visa Holders Under the Sponsorship for Employment Purposes Category for Italy	October 30



The POEA Governing Board during one of their meetings.

Continuous Process Improvement

DOLE started to introduce total quality management and adopted Continuous Service Improvement (CSI) with a goal to be a benchmark of productivity and service quality in government and eventually win a Philippine Quality Award. CSI was launched through the technology of Continuous Process Improvement (CPI).

POEA made the bold move to volunteer to be among pilot offices in the company of DOLE National Capital Region and the Human Resource and Development Service. The success of both CPI pilot projects it enrolled brought pride and honor to the Administration. After six months of documentation and project implementation, the final quality audit came up with an evaluation for the process improvement of Seabased Employment Center as the Best CPI Pilot Project, while the other

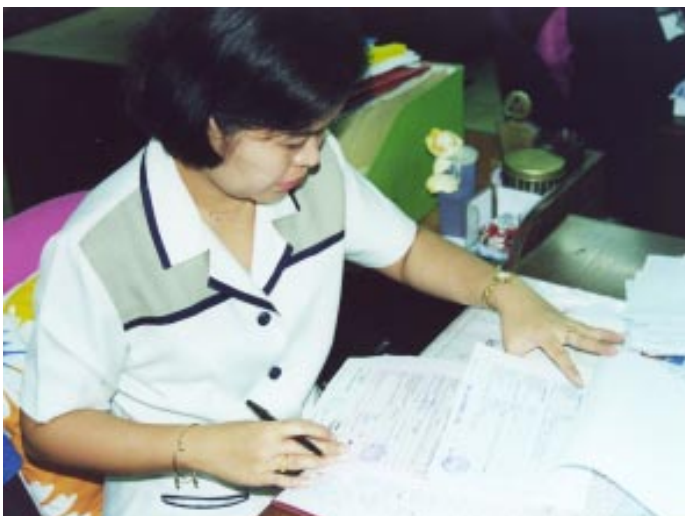
pilot entry project of the ARB Unit ranked second. Both CPI projects significantly cut previous waiting time of customers for issuance of the overseas employment certificate to seafarers and Artist Record Book and certified true copy of ARB to overseas performing artists.

Prior to final evaluation, all DOLE pilot projects gave interesting presentations in which SBEC showed an improvement story entitled *Noy-Pi the Sailor and the Serbilis Center* while the ARB Unit featured a vaudeville type.

POEA vowed to sustain its CPI efforts and work for an ISO 9001:2000 certification, for its frontline services beginning with the Landbased and Seabased Employment Centers and the Government Placement Branch.

POEA Organizational Calendar was full with various special activities relevant to its mission and in unity with various program partners.

Improved delivery of services at the Seabased Employment Center.



Special Events

Tripartite Conference to Review RA 8042

In a tripartite conference organized by the DOLE, a Draft Omnibus Bill to amend RA 8042 was presented to Representative Julio A. Ledesma IV of the Congressional Commission on Labor. It was intended to serve as legislative guide in addressing the clamor to change certain provisions in the Migrant Workers and Overseas Filipinos Act of 1995 as well as the Labor Code.

Secretary Laguesma and some recruitment agency leaders handing a copy of the draft Omnibus Bill amending RA 8042 to Congressman Julio A. Ledesma.



Migrant Workers Day and the Bagong Bayani Awards

On June 7, Migrant Workers Day was observed to pay tribute to OFWs for their valued role in nation-building. Coinciding with the celebration during the month was the Bagong Bayani Awards in partnership with the Bagong Bayani Foundation, Inc. (BBFI). The ceremonies took place in Malacañang where President Joseph E. Estrada led in conferring medals and plaques to 11 BBA awardees, five of whom were women. The President even suggested the idea of a future reunion among past winners.

Administrator Regalado congratulating one of the recipients of the Agency Top Performer and Excellence awards.



In the Year of OFWs 2000, POEA and the Philippine Postal Corporation inked a Memorandum of Agreement establishing the POEA Post Office in Ortigas to cater to OFWs and others. The PhilPost also issued a commemorative stamp later on in honor of the country's modern heroes to mark the Year of OFWs. Also launched was the website for the Shared Government Information System for Migration (SGISM), participated by POEA and various agencies producing data pertinent to labor migration.

Top Performers and Agency Excellence Awards

"Creating Opportunities, Shaping Lives and Building Economies" was the theme of the 2000 Agency Recognition Day held in December. Held every two years since 1998, the Top Performers and Agency Excellence Awards gave due recognition to another batch of 30 outstanding landbased and seabased industry participants.

President Joseph E. Estrada with the 2000 Bagong Bayani awardees and BBFI officials.



Employer Recognition 2000

A maiden chance to give due recognition to foreign employers and principals for their constant valuing of Filipino manpower over the years took place. A group of 30 employers/principals in Saudi Arabia and 7 in Kuwait received plaques of recognition during separate awarding ceremonies in connection with the overseas mission to these countries.

Administrator Regalado and Assistant Secretary Danilo Cruz with the employer-awardees in Kuwait.



Blood donation during the Pamaskong Handog 2000

Other Activities

The annual Pamaskong Handog kicked off at the NAIA Terminal II and had a weeklong schedule of services for OFWs and families at the POEA grounds. Also held during the year were activities in connection with People Power Anniversary in February, Women's Month in March through the auspices of the POEA Gender and Development Committee, National Statistics Month in October, and DOLE Anniversary in December.

The POEA co-sponsored the Regional Consultation on Media and Labor Migration in Manila. Delegates/journalists from Singapore, Malaysia, Indonesia, Thailand and Vietnam came for the Forum, which Singapore-based Asian Media Information and Communication Center organized with support from Friedrich-Ebert Stiftung Foundation.



Administrator Regalado speaking before the participants in the Regional Consultation on Media and Labor Migration



Support Services

Aside from the four Operating Offices, namely: Pre-Employment Services (PSO), Welfare and Employment (WEO), Licensing and Regulation (LRO) and the Adjudication (AO), the General Administrative and Support Services (GASS), helped ensure continuing services to POEA customers.

Like the circulatory or cardiovascular system to the human body, the GASS composed of Planning, Finance, EDP and Administrative branches conveyed technical, financial and administrative support to all parts of this agency to keep the organization alive.

Many projects and unprogrammed activities were successfully carried out. Despite chronic budgetary and manpower constraints, not to mention occasional power outages, accomplishments in this area proved that the administration could harness other available options with enough creativity, resourcefulness and unity.

Among the concrete priority projects delivered were:

1.A POEA Information and Assistance Center (PIAC), which was part of the Pamaskong Handog sa OFW 2000. Senator Blas F. Ople, DOLE Secretary Bienvenido E. Laguesma and HUDCC Chairperson Ma. Leonora Vasquez-de Jesus and Pag-Ibig Fund CEO Ramon Palma-Gil inaugurated the new facility, which was also intended to provide vital information on housing for OFWs and their dependents, with inter-agency participation of HUDCC, Pag-Ibig, SSS and OWWA.



Senator Blas F. Ople is the guest of honor during the celebration of Pamaskong Handog 2000.

Secretary Laguesma and HUDCC Chairperson Leonora de Jesus during the soft launching of the POEA Information and Assistance Center.



2. Two (2) POEA Field Officers dispatched to Hong Kong and Singapore, was also part of Pamaskong Handog 2000. Due to the peak demand for OEC issuance to vacationing OFWs during the Christmas holiday season, augmentation for the Philippine Overseas Labor Office were needed.

3. An Internal Audit Service Unit (IASU) manned by 3 personnel. The IASU shall lend support to management in making tough decisions regarding personnel, resources and structure based on documented and objective audit evaluation and recommendations.

4. Additional computer hardware and software acquired in accordance with the approved Information Systems Plan (ISP). Systems development and migration to a WindowsNT electronic platform have been ongoing. This involved the major application systems and databases toward POEA IT modernization and active participation in the Shared Government Information System on Migration.

5. Several building management projects for construction, renovation or maintenance of physical facilities, which were needed for a safe and conducive working environment. For instance,

the recurring and damaging flash flooding at the basement area was finally corrected by a proper engineering intervention.

6. Various corporate events conducted in a more effective and creative style. POEA celebrated its 18th Anniversary in May with VIPs who included former administrators Tomas D. Achacoso and Jose N. Sarmiento.



The annual corporate mid-year performance assessment (MYPA 2000) featured an "open house" technique for the five offices to present their respective accomplishments in unique and interesting ways. Judging done by invited DOLE officials and the new Resident Auditor Ms. Cresencia Escurel came up with respective award for each office. LRO with its Mid-Year Report Card concept won the Galactica Showcase (most comprehensive demonstration of the essence of MYPA and its accomplishments that mattered



most); PSO for its Greek mythology inspired annotation received the Cassiopeia Showcase (most symbolic); WEO's theme of "Taking to Heart the Workers' Causes" bagged the Cosmic Showcase (most intricate and extensive coverage), GASS took the Megastar Showcase (most artistic depiction of accomplishments) and AO with its comic presentation got the Supernova Showcase (most colorful or entertaining showcase).

The corporate Christmas greeting cards used the winning design submitted by an OFW artist from Saudi Arabia during the art contest held last year.

7. HRD projects and schemes to promote a highly motivated, productive and healthy workforce. The projects fast tracked the filling up of a total of 41 vacancies through regular meetings of the Selection and Promotion Board (SPB). The practice of exit interview for

resigned, transferred or terminated personnel was started. Revised implementing guidelines and operating procedures on POEA employees scholarship program and on conduct of performance evaluation evolved.

A total of 73 individual employees availed of various training programs including more than a hundred who participated in several in-house staff development seminars. POEA exceeded the DOLE requirement of 10% personnel trained in CPI in each agency.

Aside from the annual major events, some of the special projects enjoyed by the participants were the Friday socials for birthday celebrators and retirees; summer voice lessons for children of employees; and a team building cum sports event.

8. A refurbished POEA Website at <http://www.poea.org.ph> to make POEA on-line again after a brief hibernation. The new webpages consisted of institutional information, corporate activities, overseas employment statistics, travel advisories, list of licensed agencies, directories and relevant tips for OFWs and employers. POEA's official domain name, [poea.gov.ph](http://www.poea.gov.ph), was also registered with the Department of Science and Technology.

9. Registration of the POEA Provident Fund geared to provide employees with additional benefits for dedicated service. The seed money needed to establish the Fund was finally sourced out.



The POEA Community



THE POEA DIRECTORATE



ADJUDICATION OFFICE



GENERAL ADMINISTRATIVE AND SUPPORT SERVICES



LICENSING AND REGULATION OFFICE



PRE-EMPLOYMENT SERVICES OFFICE



WELFARE AND EMPLOYMENT OFFICE

Y2K Action Gallery



IN-STEP WITH THE E-COMMERCE ANTICIPATION. Briefing program given by National Computer Center with DA Angeles Wong-Garcia delivering the welcome remarks.



AN INKLING OF THINGS TO COME. Usec Rosalinda D. Baldoz beside Admin. Regalado during a consultation meeting on the revision of the POEA Rules and Regulations.



COURTESY CALL. Director Ricardo R. Casco with Vice-President Gloria Macapagal-Arroyo.



ON TARGET. Admin. Regalado prodding POEA managers and division chiefs to formulate achievable targets.



REVISITING EDSA. Vice-President Gloria Macapagal-Arroyo, former president Corazon Aquino, Secretary Bienvenido E. Laguesma and other EDSA luminaries at the office of Administrator Regalado.



MAG-EXERCISE TAYO. POEA employees doing the aerobics.



SPORTS AWARD. Admin. Regalado handing out trophies and cash awards to the winners during the DOLE sportsfest.



FEATURED SINGER. Arianne Lisandra Casco entertaining guests during the Pamakong Handog 2000.



BLOWING THE CANDLES. Birthday celebrators having fun during the Friday socials.



POEA BEAUTIES. Charming POEA usherettes to welcome guests during special events.



FIRE DRILL. Mandaluyong City firemen rescuing trapped POEA employees from a simulated fire.

Year-end Fellowship

DUET. Admin. Regalado making beautiful music with Ms. Moira Lintongan.



GLOBAL JOURNEY THROUGH DANCES.

- 1) Walk like an Egyptian - GASS
- 2) Turning Japanese- PSO
- 3) Arabian Nights- AO
- 4) Spanish Flamenco - LRO
- 5) Can-Can American - WEO



Performance Statistics

INDICATORS	1999	2000	INDICATORS	1999	2000
1. Workers Deployed	837,020	841,628	8. Pre-Departure Orientation Seminar (PDOS)		
Landbased	640,331	643,304	Seminars conducted	501	553
New Hires	237,714	253,418	Central Office	167	167
Central Office	237,260	252,672	RCs/REUs	334	386
RCs/REUs	454	746	Workers Attended	19,424	22,809
Rehires *	402,617	389,886	Central Office	14,240	16,140
Central Office	395,601	382,304	RCs/REUs	5,184	6,669
RCs/REUs	7,016	7,582	9. Pre-Employment Orientation Seminar (PEOS)		
Seabased	196,689	198,324	Seminars conducted	633	753
Central Office	196,367	196,916	Central Office	0	0
RCs/REUs	322	1,408	RCs/REUs	633	753
2. Workers Registered	53,823	55,615	Participants	37,789	42,266
Landbased	20,596	25,062	Central Office	0	0
Central Office	4,109	2,952	RCs/REUs	37,789	42,266
RCs/REUs	16,487	22,110	10. Pre-Employment Orientation Trainors Training		
Seabased	33,227	30,553	Trainings conducted	1	1
Central Office	22,917	21,526	Central Office	1	1
RCs/REUs	10,310	9,027	RCs/REUs	0	0
3. Principals Accredited	4,649	5,827	Participants	50	34
Landbased	4,103	5,250	Central Office	50	34
Central Office	4,095	5,243	RCs/REUs	0	0
RCs/REUs	8	7	11. Welfare Cases		
Seabased	546	577	Cases Handled	5,620	5,391
Central Office	543	576	Pending at the beginning	2,603	2,603
RCs/REUs	3	1	Newly Filed	3,017	2,788
4. Manpower Requests Approved	245,778	276,270	Cases Acted Upon	3,017	2,788
Landbased	216,909	238,608	12. Illegal Recruitment (IR) Cases		
Central Office	216,787	238,302	Cases Handled	603	573
RCs/REUs	122	306	Pending at the beginning	122	137
Seabased	28,869	37,662	Newly Filed	481	436
Central Office	28,802	37,584	Cases Disposed	466	446
RCs/REUs	67	78	Filed for Prelim Investigation	443	399
5. Licenses/Authorities Issued	161	171	Inquested Cases	0	0
Landbased	143	149	Archived/Closed	23	47
Seabased	18	22	Cases pending at the end	137	127
6. Licenses/Authorities Renewed	318	613	13. Adjudication Cases		
Landbased	175	430	Cases Handled	5,074	4,064
Seabased	143	183	Pending at the beginning	2,926	1,836
7. Agencies Inspected	1,488	1,669	Newly Filed	2,148	2,228
Regular Inspection	1,469	1,650	Cases Disposed	3,238	2,977
Central Office	1,449	1,629	Cases pending at the end	1,836	1,087
RCs/REUs	20	21			
Spot Inspection	19	19			
Central Office	12	19			
RCs/REUs	7	0			

Financial Statement

**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
STATEMENT OF OPERATIONS
FOR THE PERIOD ENDED DECEMBER 31, 2000**

GENERAL FUND

Cumulative Results of Operation (CRO)			
at the Beginning of the Year			
Continuing Appropriations	P	37,991,392.53	
Overdraft in Appropriations		(996,544.29)	P 36,994,848.24
Add: Allotments received during the year -			
Republic Act No. 8760	P	214,112,000.00	
Others (Republic Act No. 8522)		-	214,112,000.00
Total Allotments During the Year			P 251,106,848.24
Less: Obligations Incurred During the year -			
Personal Services	P	120,805,042.88	
Maintenance and Other Operating Expenses CY 2000		79,450,663.63	
Capital Outlay CY 2000		2,233,794.00	
Maintenance and Other Operating Expenses CY 1999		28,489,522.63	
Capital Outlay CY 1999		7,856,677.22	238,835,700.36
Excess of Allotments Over Obligations Incurred			12,271,147.88
Add:			
Income	P	255,202,049.37	
Grants		-	
Extraordinary Receipts		-	
Borrowings		-	
Adjustments - Additions or (Reductions)		1,351,004.45	256,553,053.82
Total CRO During the Year			P 268,824,201.70
Less: Reversions to CRO - Unappropriated			
Income	P	255,202,049.37	
Grants		-	
Extraordinary Receipts		-	
Adj. In balance of continuing appropriation		-	
Unexpended Balance of Allotments		12,501,486.17	
Adjustments - Additions or (Reductions)		1,351,004.45	269,054,539.99
CRO at the end of the year			
Continuing Appropriations		766,206.00	
Overdraft in Appropriations		(996,544.29)	(230,338.29)

Certified Correct:

MARILYN M. ADALIA
OIC, Accounting Division

**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
BALANCE SHEET
AS OF DECEMBER 31, 2000
GENERAL FUND**

A S S E T S

Current Assets

Cash	P	194,436,130.01	
Receivables		11,877,360.09	
Inventories		9,717,932.87	
Total Current Assets			P 216,031,422.97

Other Assets

358,229.47

Contingent Assets

139,191.88

Investment and Fixed Assets

Land and Land Improvements	P	8,000,000.00	
Building and Structure - Labor & Employment		99,449,630.87	
Furniture, Fixtures and Equipment - Labor & Employment		68,512,714.49	
Furnitures, Equipment and Work Animals - In Transit / Process		5,010,626.30	
Total Investments and Fixed Assets			180,972,971.66

Total Assets

397,501,815.98

LI A B I L I T I E S

Current Liabilities

Payables	P	45,715,243.31	
Trust Liabilities		176,733,122.19	
Total Current Liabilities			P 222,448,365.50

Miscellaneous Liabilities

15,974,621.75

Total Liabilities

P 238,422,987.25

Balance forwarded

P 238,422,987.25

R E S I D U A L E Q U I T Y

Cumulative Result of Operation:

Per Statement of Operation	P	(230,338.29)	
National Clearing Account		(21,802,996.52)	
Total Cumulative Result of Operation			(22,033,334.81)

Invested Capital

180,972,971.66

Contingent Capital

139,191.88

Total Liabilities and Residual Equity

397,501,815.98

Certified Correct:

**MARILYN M. ADALIA
OIC, Accounting Division**

POEA Governing Board

Chairman

BIENVENIDO E. LAGUESMA
Secretary, Department of Labor and Employment

Vice-Chairman

REYNALDO A. REGALADO
POEA Administrator

Members

VICENTE F. ALDANESE
Seabased Sector Representative

EZEKIEL T. ALUNEN
Private Sector Representative

PATRICIA A. STO. TOMAS
Women Sector Representative

RICARDO C. VALMONTE
Landbased Sector Representative



POEA Directorate

REYNALDO A. REGALADO
Administrator

LORNA O. FAJARDO
Deputy Administrator
Management Services

ANGELES WONG-GARCIA
Deputy Administrator
Employment and Welfare

VALENTIN C. GUANIO
Deputy Administrator
Licensing, Regulation and Adjudication

RICARDO R. CASCO
Director
Welfare and Employment Office

VIVECA C. CATALIG
Director
Licensing and Regulation Office

CARMELITA S. DIMZON
Director
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JAIME P. GIMENEZ
Director
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