



**Philippine  
Overseas  
Employment  
Administration**



**annual report  
2003**

*On the Path to Global Excellence in Governance*

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## The POEA: On the Path to Global Excellence in Governance

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Governance, or better still, sound governance, involves an effective and efficient management of public resources and problems to respond to the critical needs of society. It refers to the ability of a government to deliver what it promises, the ability to implement the policies it chooses. According to the United Nations, good governance is participatory, sustainable, transparent, accountable, promotes equity and equality, able to develop the resources and methods of governance, promotes gender balance, tolerates and accepts diverse perspectives, able to mobilize resources for social purposes, operates by the rule of law, efficient and effective in the use of resources, and service-oriented, among others.

From the time of its creation, the POEA has sought to trek the path of good governance. And since its policies and programs have global reach and implications, it has likewise moved towards earning its place in the global world as the manager of a model migration program. The agency's accomplishments in 2003 showed that the directions it has taken in pursuit of its vision, i.e., to provide decent and quality overseas employment to Filipino workers, were concrete testimonies to its commitment to sound governance.

As it embarks on another year, the POEA shall continue its mantra of good governance for the interest and well-being of the thousands of Filipinos seeking employment overseas, particularly by OFWs, employers and their intermediaries.



## Message from the Secretary of Labor and Chairman of the POEA Governing Board

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Far-reaching implications have been drawn from the frank and objective assessment of the role of overseas workers in the global economic order. An immediate offshoot of this assessment is the radical shift in the perspective of policy makers who used to regard labor migration as a temporary solution to the critical low employment rate in the domestic labor market, but who now recognize that overseas remittances *“help alleviate poverty, spur investment and cushion the impact of worldwide recession when private capital dries up.”*

Following this shift in perspective, is an urgent need to redefine our overseas employment policy vis-a-vis the new role that the migrant worker is expected to assume in the global economic order. Aside from ensuring decent and quality employment for OFWs, a top priority of the POEA must be to set up structures that would “professionalize” overseas employment to enable our own countrymen to compete in the enlarging and highly competitive global labor market. This requires a systematic review of our past and present program policies, thrusts and strategies to be able to redesign new structures for equipping our OFWs with professional, technological/technical skills and on-the-job requirements characterized by globally accepted standards of excellence and quality.

The task is not only daunting, but also an additional challenge to what POEA needs to accomplish in the coming years. For I am happy to report that POEA can claim reasonable pride in responding quickly to this paradigm shift in overseas employment to meet the new domestic and global market requirements, by instituting the necessary infrastructures, particularly the *e-Link System, an information facility and standards that facilitate OFW transactions and contract processing and major programs like zero-backlog in the disposition of cases, stricter administrative sanctions for erring agencies and intensified campaign against illegal recruiters.*

The immediate challenge and task of the POEA is to focus on creating a body of professionally trained, skilled, IT literate overseas workers, whose standards of excellence of job performance includes the traditional Filipino work ethic and values of hard work, self-sacrifice, patience, honesty, resourcefulness, love of family and country. In sum, POEA must assume the greater responsibility of seeing to it that the OFW eventually becomes an active and productive member of his local community and the global family of migrant workers without losing in the process, his identity as an overseas Filipino worker and a citizen of his country.

As Chairperson of the Governing Board, I wish to congratulate the POEA for achieving its goals and targets for the calendar year 2003, and moving ahead to meet the challenges and opportunities of the 21<sup>st</sup> century global world of work.

A handwritten signature in black ink, appearing to read 'Patricia A. Sto. Tomas'.

**PATRICIA A. STO. TOMAS**

Secretary of Labor and Chairman of the  
POEA Governing Board



## The Administrator's Report

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Global recession, the US-led war against Iraq, the SARS crisis and the continuing rigorous campaign against terrorism brought about by the 9/11 incident which resulted to restrictive immigration policies of a number of host countries added to the already existing instability in the country during the year 2003. Despite all these negative environmental factors, the Philippine Overseas Employment Administration (POEA) steadily provided the basic services to accomplish its mission to ensure decent and productive employment and promote the welfare of our

Overseas Filipino Workers.

Amidst unfavorable environment, the POEA implemented programs which put forward President Gloria Macapagal-Arroyo's directives and the Department of Labor and Employment's thrusts and program priorities.

The following highlighted the Administration's program accomplishments for the year 2003:

- The adoption and implementation of the 2003 POEA Rules Governing the Recruitment and Employment of Seafarers that are aligned with international standards;
- The adoption and implementation of the POEA Governing Board resolution requiring all employers/principals of Iraq-based OFWs to provide accident and life insurance in the amount of Php 200,000.00 at no cost to the workers in addition to the life insurance and medical health care under the Welfare Program of OWWA;
- The continuous streamlining of procedures in full conformity with the POEA's ISO certification for its Quality Management System under ISO 9001:2000;
- The launching and operationalization of the Philippine Seafarer's One-Stop Center (PSOC) created by President Arroyo that provided faster and more efficient services in the processing of requisite documents of seafarers. POEA took the lead among the fourteen government agencies comprising the PSOC;
- The intensified information campaign on overseas employment through a strengthened media and public relations that produced satisfactory results with more clients reached and more linkages formed with the public, private and business sectors through partnership in the implementation of information and anti-illegal recruitment programs formalized through Memoranda of Agreement; and
- The successful implementation of the electronic system for contract submission for landbased workers and the e-receipt system for seafarers that resulted to shorter process cycle time (PCT) for processing of employment contracts.

Targets set during the previous year were reached, even surpassed. These included, among others, the following:

- Increase in the total number/percentage of foreign and sea-based principals registered and accredited;
- Increase in employment contracts processed for landbased workers and seafarers;
- Increase in total recruitment agencies inspected; increase in number of illegal recruitment cases filed for Preliminary Investigation;
- Increase in the number of surveillance operations and closure orders issued;
- Decrease in backlog of cases for conciliation and adjudication; and
- Decrease in number of new licenses of agencies granted and increase in the number of licenses suspended and cancelled in line with the policy of “difficult to-enter-and-easy to go” policy on licensing set by the Board.

Considering that much has still to be done and with a growing number of clientele which need to be served come 2004, the POEA is determined to double its efforts in the coming year.

The POEA will continue to move towards “paperless” transaction, upgrading its technology to operate its systems electronically at the fastest time possible, and in the process, minimize bureaucratic red tape.

The POEA is also committed not only to meet the needs of its outside clients, but also its people - its human resources - which it considers as the best asset of the organization. Training and upskilling of its personnel based on a strong values foundation, will be the core of its human resource development program. It will continue to strengthen its partnership through the expanding network of service providers who contribute immensely in bringing the agency’s varied services closer to its publics.

We, at POEA, will continue to acknowledge that only by the grace of God, our Heavenly Father, that we will succeed in all our endeavors, individually, and as one corporate body.

  
**ROSALINDA DIMAPILIS-BALDOZ**  
Administrator

## The POEA Governing Board



**PATRICIA A. STO. TOMAS**  
Secretary, Department of Labor and Employment  
Chairman



**ROSALINDA DIMAPILIS-BALDOZ**  
Administrator  
Philippine Overseas Employment Administration  
Vice-Chairman



**CAPT. GREGORIO S. OCA**  
Seabased Sector Representative



**GUILLERMINA T. GABOR**  
Women Sector Representative



**ISIDRO Q. ALIGADA**  
Private Sector Representative



**ALEXIS P. CRUEL**  
Land-Based Sector Representative

## Policy Initiatives of the 2003 POEA Governing Board

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In the wake of the wage reduction issue in Hong Kong that affected our Overseas Filipino Workers (OFWs), President Gloria Macapagal-Arroyo instructed the Department of Labor and Employment Secretary, Patricia A. Sto. Tomas, to convene the POEA Governing Board (GB) to address the issue.

On March 7, 2003, the POEA Governing Board adopted Governing Board Resolution (GBR) No. 1, temporarily suspending the processing of new contracts that offered low wages for domestic helpers. In its meeting on May 23, the Board approved GBR Nos. 2 and 3 to rationalize the existing regulations on the recruitment and deployment of Overseas Performing Artists (OPAs) bound for Japan, to adapt to the developments of the host country, and to relax the verification requirements for the recruitment documents of landbased foreign principals and employers and employment documents of landbased workers in the United States, Canada and Europe, respectively.

On July 14, 2003, Mr. Alexis P. Cruel was appointed by the President as member of the POEA Governing Board representing Landbased Sector vice Mr. Ezekiel T. Alunen. Three days after, the Governing Board has other new members with the appointment of Ms. Guillermina T. Gabor as Women Sector Representative replacing Ms. Luzviminda L. Elbinias; Mr. Isidro Q. Aligada representing the Private Sector replacing Mr. Vicente F. Aldanese, Jr. and Capt. Gregorio S. Oca retained his position as Seabased Sector representative.

On August 28, 2003, the POEA Governing Board adopted five (5) resolutions, namely:

- GBR No. 4 - commending Mr. Ezekiel T. Alunen whose post as Land-Based Sector Representative was taken over by Mr. Alexis P. Cruel;
- GBR No. 5—extending the provisional license for a period of six (6) months with no extension thereafter;
- GBR No. 6—calling for a policy allowing the adoption of the schedule of fees for Korea-bound worker-trainees under the industrial training program;
- GBR No. 7—establishing a Foreign Employer's Guarantee Trust Fund (FEGTF) for workers hired by private foreign employers through the POEA Government Placement Branch; and
- GBR No. 8—setting of parameters/criteria for POEA Government Placement Branch in the recruitment/placement of workers by foreign employers.

On December 23, 2003, the new Board adopted three (3) other resolutions, namely:

- GBR No. 9—commending Mr. Vicente F. Aldanese Jr., who was replaced by Mr. Isidro Q. Aligada as Private Sector Representative;
- GBR No. 10—acknowledging the active participation of Ms. Luzviminda L. Elbinias and designating Ms. Guillerma T. Gabor as representative of the Women Sector; and



- GBR No. 11—adopting a policy requiring all employers/principals of Iraq-based OFWs to provide a life and accident insurance in the amount of P200, 000 at no cost to the workers.

All in all, the POEA Governing Board promulgated eight (8) resolutions responsive to the needs of the OFWs. The most significant accomplishment of the POEA Governing Board for the year 2003 was the passage of the POEA Rules and Regulations Governing the Recruitment and Employment of Seafarers, which was signed on May 23, 2003 and took effect fifteen (15) days after.

At present, the POEA Governing Board is composed of the following:

Chairman: Patricia A. Sto. Tomas  
Secretary, Department of Labor and Employment

Vice-Chairman: Rosalinda Dimapilis-Baldoz  
Administrator, Philippine Overseas Employment Administration

Members: Ms. Guillermina T. Gabor  
Women Sector Representative

Mr. Alexis P. Cruel  
Landbased Sector Representative

Mr. Isidro Q. Aligada  
Private Sector Representative

Mr. Gregorio S. Oca  
Seabased Sector Representative



# The POEA Directorate



**ROSALINDA DIMAPILIS-BALDOZ**  
Administrator



**VICTORIA C. BERCELES**  
Deputy Administrator  
Licensing, Regulation and Adjudication



**CARMELITA S. DIMZON**  
Deputy Administrator  
Management Services



**RAMON T. TIONLOC**  
Deputy Administrator  
Employment and Welfare



**RICARDO R. CASCO**  
Director  
Welfare and Employment Office



**VIVECA C. CATALIG**  
Director  
Licensing and Regulation Office



**JAIME P. GIMENEZ**  
Director  
Adjudication Office



**STELLA BANAWIS**  
Officer-in-Charge  
Pre-Employment Services Office



# Highlights of Accomplishments

## Deployment Performance

### OFW Deployment

**Total OFW Deployment, 1999-2003**

Year	Total	Landbased	New Hires	Rehires	Seabased
1999	837,020	640,331	237,714	402,617	196,689
2000	841,628	643,304	253,418	389,886	198,324
2001	866,590	661,648	271,085	390,554	204,951
2002	891,908	682,315	288,677	393,638	209,593
2003 <sup>1</sup>	867,969	651,938	279,565	372,373	216,031

Source: Planning Branch, POEA

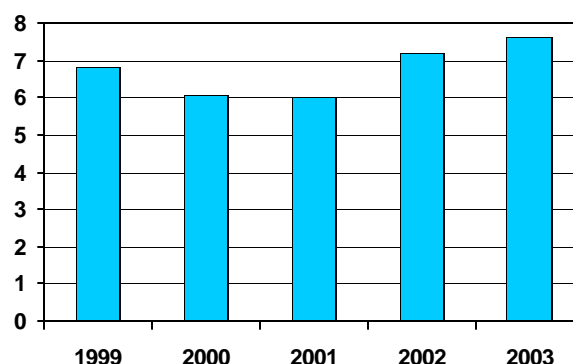
- The growth trend of the country's overseas employment was on the uptrend from 1999 to 2002, expanding by an average rate of 2.0% or 861,240.
- In 2003, however, the total deployment of overseas Filipino workers (OFWs) showed a slowing down by 2.68% to 867,969 from 891,908 in 2002. The 2.68% dip is mainly attributed to the decrease in deployment of landbased workers by 4.5% 651,938 from 682,315, with new hires also going down by 3.16% and rehires by 5.40%.
- In particular, the external developments such as the Severe Acute Respiratory Syndrome (SARS) outbreak, US-Iraq war and the increasing competition, among other factors, negatively affected deployment target for the entire year.
- Bucking the downtrend in deployment for 2003 was the seabased sector which rose by 3.07% to 216,031 from year ago level of 209,593.
- For the five-year period ending in 2003, the growth trend of landbased workers continued to boost jobs creation overseas, accounting for 75.97% of the total deployed workers. Seabased workers, on the other hand, comprised only 24.04% of the total.

- The 2003 deployment represents about 86.80% of the total one (1) million jobs target for the period.
- In spite of the slight decline in the deployment of OFWs, per Bangko Sentral ng Pilipinas (BSP), the inward foreign remittances coming from the migrants' sector reached an all-time high of \$7.6 billion for the year 2003, an increase by 6.3 percent compared to the \$7.2 billion realized in 2002. Such growth in remittances could be attributed to the deployment of higher-paid landbased workers, including professional and service workers such as caregivers/caretakers, clerks, office managers and utility personnel. The deployment of workers in these types of work more than offset the decline in the number of landbased workers.

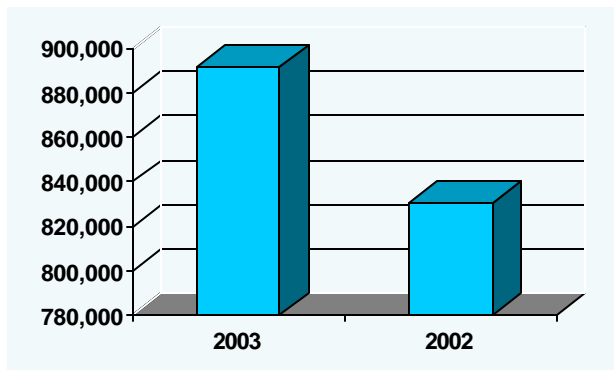
### OFW Remittance

- OFW remittances account for about 16 percent of the country's total current receipts and 10 percent of gross domestic product (GDP), a larger portion of which continued to originate from the US, Saudi Arabia, Hongkong, Japan, Singapore and the UAE.

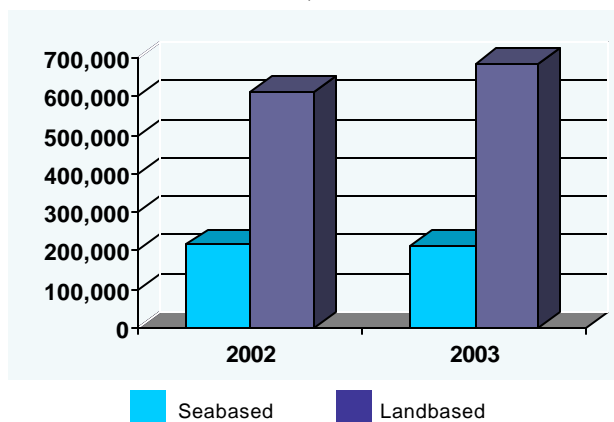
**OFW Remittance, 1999-2003 (US\$B)**



### Total OFW Deployment, 2002-2003



### OFW Deployment, Landbased and Seabased, 2002-2003



### Increase in Seafarers Deployed

- For 2003, landbased workers recorded a decline of 9.95% to 514,428 from 682,315. This was mainly due to the weakness in the number of both new hires and rehires deployed for the period. Rehires shrunk by 16.15% to 242,055 (from 288,677 in 2002) while rehires or *Balik Manggagawa* contracted by 5.40% to 372,373 (from 393,638 in 2002).

- In sharp contrast, the number of seafarers deployed swelled by 3.07% to 216,031 – or an average daily deployment of 600 seamen— from 209,593 in the previous year.

### Deployment of Newly Hired Workers

#### Increase in Administrative and Managerial Workers

- Of the seven major skill categories, fresh hiring of administrative and managerial workers, majority or 13 percent of whom was male, increased by 3.5% to 387 in 2003 from 374 in 2002.
- On the other hand, deployment of first-time migrant Filipino professional and technical workers posted a 20.8% decline to 78,956 from 99,688 in 2002. This type of worker, about 85% of whom was female, accounted for 32.70% of the total deployment of newly hired workers for the period.
- Hiring of Filipino service workers, which garnered 34.79% of the total, also slowed down by 13.7% to 84,021 from 97,374 in the comparable period. The proportion of professional and technical workers and service workers still continued to comprise the greater bulk of the total deployment of newly hired OFWs

- It must be noted that workers belonging to these categories were women migrant workers, a significant proportion of whom were medical workers (nurses and health care assistants), teachers and performing artists.



## DEPLOYMENT OF NEWLY HIRED OFWs BY SKILLS CATEGORY, 2002-2003

SKILL CATEGORY	2002			2003			% Change Total
	Female	Male	Total	Female	Male	Total	
Professional and Technical Workers	84,839 85%	14,849 15%	99,688	67,336 85%	11,620 15%	78,956	-20.8%
Administrative and Managerial Workers	128 34%	246 66%	374	103 27%	284 73%	387	3.5%
Clerical Workers	2,511 63%	1,501 37%	4,012	2,204 56%	1,761 44%	3,965	-1.2%
Sales Workers	1,452 48%	1,591 52%	3,043	1,394 56%	1,096 44%	2,490	-18.2%
Service Workers	88,082 90%	9,292 10%	97,374	76,296 91%	7,725 9%	84,021	-13.7%
Agricultural Workers	16 3%	596 97%	612	29 7%	384 93%	413	-32.5%
Production Workers	20,323 29%	49,190 71%	69,513	18,766 31%	42,586 69%	61,352	-11.7%
For Reclassification	10,927 95%	585 5%	11,512	8,975 90%	952 10%	9,927	F-13.8%
TOTAL	208,278 73%	77,850 27%	286,128	175,103 73%	66,408 27%	241,511	-15.6%

### Deployment by World Groups

- For 2003, thousands of job opportunities abroad for Filipinos were lost due to a host of factors such as the global economic recession, exacerbated by the US-Iraq war and the SARS outbreak, which further weakened the economies of major markets of OFWs in the Middle East, Asia and the Pacific, Europe and Americas, and the increasing competition by other labor sending countries.

### Deployment Trend in Asia

- In Asia alone, where the SARS virus originated during the first quarter of 2003,

the total number of OFWs deployed (both landbased new hires and rehires) contracted by 11.8% to 254,520 from 288,481 recorded in 2002.

### DEPLOYMENT OF OFWs BY MAJOR WORLD GROUP

WORLD GROUP	2002	2003	% CHANGE
ASIA	254,520	288,481	-11.8
MIDDLE EAST	285,564	306,939	-7.0
EUROPE	37,981	45,363	-16.3
AMERICAS	11,049	11,532	-4.2
TRUST TERRITORIES	5,023	6,075	-17.3
AFRICA	8,750	6,919	26.5
OCEANIA	1,698	1,917	-11.4
UNSPECIFIED	48,279	10,882	325.3
TOTAL LANDBASED	651,938	682,315	-4.5
TOTAL SEABASED	216,031	209,593	3.1
TOTAL	867,969	891,908	-2.7

- The slight decline in volume may be traced to the relatively larger or 17.2% contraction of newly-hired OFWs deployed in the region (to 119,180 from 143,910) as compared to the 3.1% dip in the deployment of rehired OFWs to 184,738 from 189,646.

### Deployment Trend in the Middle East

- In the Middle East, total deployment also suffered a setback declining by 7.0% to 285,564 in 2003 from 306,939 in 2002. This was due to efforts of host countries in the Gulf States to intensify the employment nationalization policy (such as the “Saudization” policy) amidst a situation of growing unemployment (currently estimated at 15% by a World Bank report).
- Deployment of both newly hired and rehired OFWs to the Middle East was down to 100,862 and 135,340, respectively. This was 13.3% and 6.4% lower than 116,293 and 144,571 recorded in 2002.

### Deployment Trends in Europe and Americas

- Deployment of OFWs in the Americas and Europe also showed a declining trend in 2003 as depressed economic conditions and restrictive immigration policies arising from increased security concerns since the *9/11 attack* slowed down recruitment efforts of employers.
- For the same period, combined deployment of newly hired and rehired OFWs in Europe reached 37,981, down by 16.3% from 45,363 in 2002. Deployment of Filipino migrant workers (both new hires and rehires) in Americas also went down by 4.2% to 11,049 from 11,532 in the previous year.

### Increase in Deployment to Africa

- Reversing the global downtrend move in deployment of OFWs (both new hires and rehires) for the period was Africa with the volume deployed to said region increased by 26.5% to 8,70 from its year ago level of 6,919.

TOP 10 DESTINATIONS OF OFWs

Rank/Country	2003	2002	% Change
1 Saudi Arabia	169,011	193,157	-12.5%
2. Hong Kong	84,633	105,036	-19.4%
3. Japan	62,539	77,870	-19.7%
4. United Arab Emirates	49,164	50,796	-3.2%
5. Taiwan	45,186	46,371	-2.6%
6. Kuwait	26,225	25,894	1.3%
7. Singapore	24,737	27,648	-10.5%
8. Qatar	14,344	11,516	24.6%
9. United Kingdom	13,598	13,633	-0.3%
10. Italy	12,175	20,034	-39.2%

- For 2003, Saudi Arabia, which has been the perennial top destination of OFW since 1995, remained the top destination of Filipino migrant workers, hosting 169,011 (both new hires and rehires) or a 12.5% decline from 193,157 recorded in 2002.
- Hong Kong, which was one of the SARS hit-countries in Asia during the first half of 2003, came in second with 84,633, followed by Japan with 62,539; and United Arab Emirates with 49,164.
- Taiwan, another SARS affected country in Asia, was closely trailing UAE, employing a total of 45,186, down by 2.6% to 45,186 in 2003 from 46,371 in 2002. Kuwait came in sixth with 26,225 or 1.3% higher than 25,894 in 2002, while Singapore was ranked seventh hosting 24,737 OFWs in 2003 compared to 27,648 in 2002.

- Qatar also reversed the downtrend in deployment of OFWs for 2003, rising by 24.6% to 14,344 from 11,516 recorded in 2002. The United Kingdom and Italy kept the ninth and tenth spots for the same period, hosting 13,598 and 12,175 OFWs.

#### TOP 10 DESTINATIONS OF OFWs (NEW HIRES)

Rank/Country	2003	2002	% Change
1. Japan	58,755	74,269	-20.89
2. Saudi Arabia	51,334	64,615	-20.55
3. Taiwan	35,352	36,622	-3.47
4. United Arab Emirates	17,812	21,114	-15.64
5. Kuwait	16,150	15,670	-3.06
6. Hong Kong	14,033	23,119	-39.30
7. Qatar	6,653	5,959	-11.65
8. South Korea	4,080	1,886	116.32
9. Brunei	2,846	2,874	-0.97
10. United Kingdom	2,494	3,801	-34.39

#### Japan and Saudi Arabia Remain Top Destinations of New Hires

- Japan and Saudi Arabia maintained their lead as the first and second top destinations of newly hired OFWs for both 2002 and 2003. Taiwan came in third, employing first-time Filipino workers numbering to 35,352 in 2003.

#### Increase in New Hires in Kuwait

- United Arab Emirates and Kuwait with 17,812 and 16,150 were trailing closely in the fourth and fifth spots.. Deployment of newly hired OFWs in Kuwait was 3.06% higher than 15,670 recorded in 2002.
- Hong Kong came in sixth with newly hired OFW reached to 14,033 in 2003, down by 39.30% from 23,199 recorded in 2002. Aside from a host of factors, particularly the SARS outbreak in the region, the government's decision to suspend the hiring of Filipino

workers following the Hong Kong's government's policy to cut by HK\$400 the minimum wage of foreign domestics also contributed to the decline.

#### Increase in New Hires in Qatar

- For the same period, Qatar landed as seventh top destination of newly hired OFWs numbering to 6,653, up by 11.65% from 5,959.

#### Increase in New Hires in South Korea

- South Korea was placed eight, with number of newly hired OFWs jumped by 116.33% to 4,080 in 2003 from a mere 1,886 in 2002. The hefty increase was mainly due to the sharp increase in the demand for production and related workers (such as transport equipment operators and laborers) for the period.
- Brunei and United Kingdom kept the ninth and tenth spots, with new hires numbering to 2,846 and 2,494, respectively.

#### TOP 10 DESTINATIONS OF OFWs (REHIRES)

Rank/Country	2003	2002	% Change
1. Saudi Arabia	117,677	128,542	-8.45
2. Hong Kong	70,600	81,917	-13.82
3. United Arab Emirates	31,352	29,682	-5.63
4. Singapore	22,790	24,830	-8.22
5. Italy	12,054	19,929	-39.52
6. United Kingdom	11,104	9,854	-12.69
7. Kuwait	10,075	10,224	-1.46
8. Taiwan	9,834	9,749	0.87
9. Qatar	7,681	5,557	-38.40
10. Brunei	6,983	8,690	-19.64

### ***Increase in Rehires in the United Arab Emirates***

- Saudi Arabia, which hosted the bulk of the total deployed landbased rehired Filipino migrant workers in the Middle East, remained the top destination of rehired workers for 2003. For the period, deployment of rehired OFWs to Saudi Arabia was placed at 117,677 or 8.45% lower than 128,542 recorded in 2002.
- On the other hand, deployment of rehired OFWs to United Arab Emirates surged by 5.63% to 31,352 from 29,682 recorded the previous year.

### ***Increase in Rehires in the United Kingdom, Taiwan and Qatar***

- In contrast, deployment of rehired OFWs in the United Kingdom went up by 12.69% to

11,104 from the previous year's level of 9,985. Deployment of rehired Filipino migrant workers to Taiwan and Qatar followed suit, rising by 0.87% and 38.40% to 9,832 and 7,691, respectively.

### ***Increase in Government Hires***

- Due to intensified promotional strategies which resulted to increase in the demand for skilled and unskilled workforce by some 28 countries operating worldwide, the total number of GPB deployed workers surged by 59.23% to 3,788 from 2,379 recorded in 2002.
- This was 51.52% over the annual target of 2,500 and only represented a mere 0.58% of the total 651,938 landbased OFWs deployed for 2003, an indication that the government-hiring program is not competing with the private sector.





## Operational Performance Highlights

### PRE-EMPLOYMENT SERVICES OFFICE

Promotion and facilitation of employment is done through the Pre-Employment Services Office (PSO), which is tasked to undertake the formulation of comprehensive marketing program, industry service projects, continuous market research and development of overseas standards in order to generate overseas employment opportunities and improve the condition of employment of overseas Filipino workers. It also provides integrated accreditation and processing services to facilitate the fast delivery of qualified Filipino workers hired through private agencies/entities; processing services to facilitate the fast delivery of qualified Filipino workers returning to worksite to resume their contractual employment with foreign employers.

### REGISTERED/ACCREDITED FOREIGN PRINCIPALS

#### *Increase in Registered and Accredited Foreign Principals*

- For 2003, the combined number of registered/accredited foreign principals – both for landbased and manning sectors — increased by 43.82% to 33,994 from 23,636 in 2002. The hefty increase was due to the expansion in the registration/accreditation of both land based and seabased principals for the period.
- In particular, the number of landbased principals registered/accredited in 2003 surged by 46.13% to 29,393 from 20,114 in 2002. The sharp increase may be attributed



to the expansion in the number of principals, particularly individual employers of caretakers for Taiwan (including replacement workers and those returning to the same employers).

- The shipping principals also surged by 30.64% to 4,601 from its year ago level of 3,522. The number of renewed accredited seabased principals slipped by 27.37% to 751 from 1,034 in 2002 due to the merging of principals and shifting of crewing request to other nationalities.
- Further, a total of 17,804 vessels were enrolled during the whole of 2003 or 15.14% increase from 15,463 in 2002.
- Process cycle time (PCT) for the registration of foreign principals in the landbased sector took only one (1) day while accreditation of the same took three (3) days. PCT in contract

processing and issuance of OEC to seafarers took four (4) hours from the previous eight (8) hours while seafarers' registration and issuance of Seafarer's Registration Card (SRC) took only one (1) hour from the previous eight (8) hours.

## DOCUMENTATION OF WORKERS

### *Increase in Employment Contracts Processed for Land based Workers*

- In 2003, a total of 289,162 employment contracts were processed (through agency hires) or 8.63% increase from 266,180 recorded in 2002. This was 101.16% way above the target set for the period. The year's strong performance was due to the implementation of the *e-Receipt system* and *e-Submission program* during the period.



- On the other hand, the number of employment contracts processed (through name hires) contracted by 10.62% to 12,270 from its year ago level of 13,728.

### **Increase in Employment Contracts Processed for Seafarers**

- Following the full implementation of the *e-Receipt system* at the Seabased Employment Accreditation and Processing Center last December 2003, the number of employment contracts processed for seafarers jumped by 29.1% to 287,344 from 22,575 processed in 2002. The 2003 figure was 17.13% higher than the 245,300 targets for the period.

### **Increase in the Issuance of e-Receipts/OECs to Workers-on-Leave**

- \* For the same year, the number of *e-Receipts* and Overseas Employment Certificates issued to Workers-on-Leave or *Balik-Manggagawa* increased by 8.34% to 203,193 from 187,543 in 2002. The 2003 performance was 50.51% above the target of 135,000 for the period.
- \* The strong performance was attributed to two major factors: (1) the improved *e-Receipt system* through the transfer of service from the Equitable Card Network, Inc. (ECNI) to POEA during the second quarter of 2003; and (2) the streamlining of three (3) procedures – verification of payment of OWWA membership, verification of payment of OWWA-Medicare Fees and the assessment of fees into one transaction.

## **AGGRESSIVE MARKETING STRATEGIES**

Indicators	2003
Number of missions dispatched/assisted	5
Number of conferences/fora on migration assisted	7
Number of inputs provided in bilateral negotiations/proposed BLAs	9
Number of promotional materials developed/disseminated	4
Number of policy guidelines issued/revised	7

### **Expansion in Existing/New Markets**

- In line with the Department's objective of generating one (1) million jobs overseas from June 2003 to July 2004, the POEA has prepared technical papers and handled administrative arrangements for DOLE/POEA's five (5) missions in seven (7) countries – Indonesia, Taiwan, Croatia, Slovenia, Korea, United Kingdom and Ireland. This was 67% above performance against the annual target of three (3).
- \* The POEA forged a formal alliance with Indonesia on January 18, 2003, the first bilateral agreement with a labor sending country, for the promotion and protection of the welfare and rights of Filipino and Indonesian migrant workers. This served as a binding instrument for advancing the interests of both countries during the height of the wage-cut issue involving domestic helpers in Hong Kong.
- \* It also managed to secure the cooperation of the Taiwanese government through the renewal of the TECO-MECO Memorandum of Understanding on the Special Hiring in Taiwan. This is aimed at generating more employment opportunities from the Taiwan market and address the problem of the imposition of exorbitant fees.

- The mission to Croatia and Slovenia last June 2003 ascertained potential employment opportunities for Filipino workers, particularly healthcare workers for Slovenia, which will be in demand in the light of their booming industry and labor shortage problems.
- The mission to Korea sought to discuss with the Korean government authorities the issues and concerns affecting the recruitment and employment of Filipino worker-trainees and lobby for Philippine participation in the Korean work permit system, which will take effect in the late 2004.
- The country mission also took up with the Philippine Embassy/POLOs and the UK and Irish government entities pressing issues affecting the employment and welfare of Filipino nurses, and promoted the continuous employment of Filipino workers in these markets.
- For 2004, the POEA projects that deployment of workers overseas may register a minimum growth rate of 2.5% to a maximum of 5.0% (913,205- 936,503) over the 2002 level of 891,908. The current projection is about 5.5% to 8.0% growth rate over the 2003 level of 865,044 barring any major catastrophe.
- The deployment of seafarers is projected to grow between 2.0% and 5.5% or between 5,367 and 10, 734 additional jobs due to the following factors:

- (1) entry into the North American market this year of 12 new cruise ships owned by Carnival cruise Lines, Costa Cruises, Holland America Lines, Cunard Lines, Royal Carribean Cruise Lines, etc. all of

whom are presently employing Filipino cruise personnel;

- (2) active tanker market during the last quarter of 2003 and increased security which strengthens the preference for Filipino seafarers;
- (3) continuing improvement in maritime education and training to address the quantity and quality of supply;
- (4) the country's strict compliance to the IMO-STWC standards, as manifested by the vote of confidence on the Philippines during the recent IMO General Assembly Meeting;



- (5) the strengthened mobilization system through the creation of the Philippine Seafarers One-Stop-Center, the e-Card, etc.; and
- (6) the decision of the Miami Federal Court on the case of SS Norway, which remanded the injury suit of the plaintiffs to the Philippine courts and recognized the POEA's standard employment contract for seafarers.

- The deployment of landbased workers, on the other hand, is projected to grow between 6.0% and 9.0% or additional jobs of between 42,794 and 60,725 over the 2003 level given the continued employment of skilled workers and professionals in traditional and potential labor markets overseas, namely:

(1) Middle East: *Saudi Arabia*: health services, construction, oil industry, telecommunications, transport, water desalination; *United Arab Emirates*: health services, construction, energy, infrastructure, finance, transport, ICT, engineering design, household services, retail and hotel; *Qatar*: construction, operations and maintenance, retail, hotel, energy, communications and transportation, financial services and technology; *Kuwait*: construction, service contracting, restaurant/catering; *Israel*: skilled workers for tourism industry of Eliat (a resort city); *Iraq*: 5,000-10,000 jobs for reconstruction projects.

(2) Asia and the Pacific: *Japan*: ICT\* services; *Korea*: ICT\* services; *Taiwan*: manufacturing, construction\*, education\*, household services; *Singapore*: health and hotel workers; *Macau\**: casino and hotel workers; *PNG\**: engineering services; *Australia\** and *New Zealand*: health services;

(3) Americas: *US and Canada*: health and education; *Caribbean Islands\** (Barbados, Cayman Islands): hotel services

(4) Europe: *Kazakhstan\**: oil, energy and construction; *Slovenia\**: health workers; *Croatia\**: hotel and tourism; *UK and Ireland*: health and hotel services

### Active Participation in International Conference

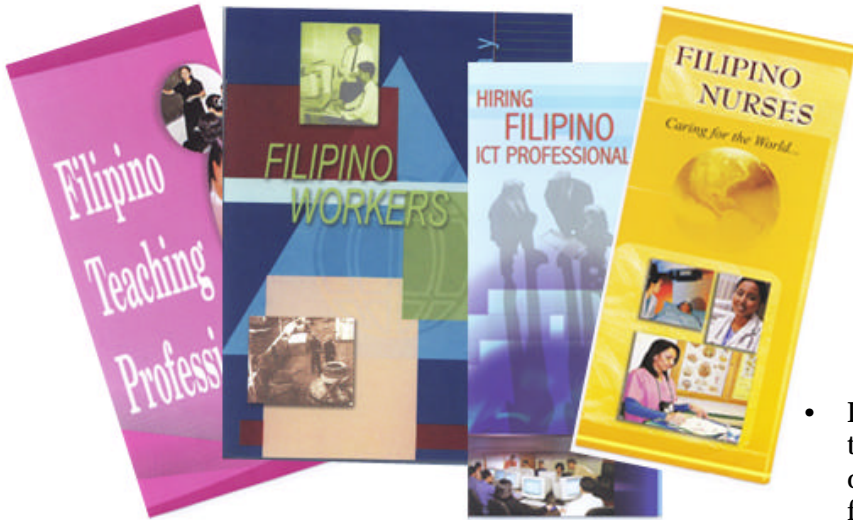
- In line with its policy advocacy for the protection of Filipino migrant workers, the POEA actively participated and presented seven (7) papers in five (5) international conferences on labor migration: Bangladesh, Indonesia, Japan, Sri Lanka, Thailand, Switzerland, and United Kingdom.
- At the 23<sup>rd</sup> General Assembly of the International Organization, *the Philippines was given the vote of confidence by the Assembly due to its strong adherence to IMO and STCW standards for seafarers.*

### Inputs in Bilateral and Multilateral Agreements

- In 2003, the POEA provided inputs to nine (9) bilateral agreement negotiations such as: RP-Swiss Agreement on the Exchange of Professionals and Technical Trainees; RP-Netherlands Letter of Intent on the Recruitment of Nurses; 11<sup>th</sup> Manila-Taipei Joint Economic Conference (28-29 November 2003); RP-Japan Bilateral Consultations on Consular matters; BIMP-EAGA; Japan-RP Economic Partnership Agreement; State Visit of the President of Kazakhstan; RP-Oman JCM; and RP-KSA JCM. This was 12.5% above the target of eight (8) recorded in 2003.

### Development/Dissemination of Promotional Materials for POLOs

- Despite a shoestring budget for 2003, the POEA was able to produce a total of 5,700 marketing flyers for Filipino nurses (3,200) and teachers (2,500) in aid of the promotional campaign of the Philippine Overseas Labor Offices (POLOs) in Washington and the Philippine consulates in the US.



- It also produced and disseminated 150 flyers for the manning industry employers during the Lloyds Conference as well as on the Special Hiring Program in Taiwan. It likewise produced a power point presentation on the recruitment of Filipino nurses for the US market that will soon be converted to a CD.
  - The Administration also produced two (2) sets of CDs on Computerized National Manpower Registry System (CNMRS) and Filipino Worker provided to Construction Association of Korea (CAK) and the Korean Federation of Small and Medium Business (KFSMB).
- Development/Review of Policy Issuance and Guidelines**

- It also undertook a review of the policy on the partial deployment ban to Jordan in view of the Philippine embassy's recommendation for the lifting of the ban in the light of the positive measure recently undertaken by the Jordanian government assistance on the UNIFEM.
- Other policy issuances and guidelines issued for 2003 include: (1) *Memorandum Order No. 3* on the suspension, accreditation, processing and deployment of OPAs for Korean nightclubs which seeks to prevent/minimize the problem of trafficking of women for Korea; (2) *Memorandum Circular No. 19* on the Guidelines for the Registration of Professionals and Skilled Workers for the US, Canada and Europe aimed at facilitating the deployment of skilled workers and professionals (including women) in the said regions and provide protective mechanism to vulnerable skills such as household workers (mostly women) by maintaining the verification requirement.
- (3) *Memorandum Circular No. 16* which provides the Guidelines on the Recruitment and Deployment of Filipino Workers for the Reconstruction of Iraq; (4) *Governing Board Resolution No. 11* on the additional insurance for Iraq bound workers; and (5) *Governing Board Resolution No. 06* on allowable fees for worker-trainees in Korea (publication held in abeyance).

## LICENSING AND REGULATION OFFICE

The Licensing and Regulation Office is tasked to develop and maintain policies and programs for the licensing of participants from the private sector and supervision of their recruitment.

### Licensing and Monitoring of Recruitment Agencies

#### *Increase in Licensed Agencies in Good Standing*

- In 2003, a total of 551 licenses were issued comprising 85 newly established recruitment agencies and 466 renewed licenses.
- For the same year, the number of agencies in good standing reached 1,327, the bulk or 978

of which was from landbased sector while the remaining 349 were from the manning industry.

- The PCT in the issuance of new license took 15 days from the previous 30 days while for renewal of license took 48 hours from the previous one (1) month.

#### *Decrease in New License Issued*

- Due to the strict implementation of the Secretary's directive of "hard or difficult to enter" in line with the 2002 and 2003 POEA Rules, a remarkable drop of 112.94% in new licenses issued was noted in 2003, with a total only of 85 from 181 in 2002. Of the number, 71 new licenses were issued for landbased agencies while 14 were issued for manning firms.

Pre-Application Seminar for new recruitment agencies



- In 2003, 129 licenses were issued under the Old Rules (1991 POEA Rules) and 21 agencies were issued provisional licenses pursuant to the requirements of the 2002 Rules, which took effect on May 24, 2002. The first provisional license was approved on August 13, 2002.

#### **Increase of Total License Denied/Withdrawn**

- Of the 985 agencies inspected and monitored, 516 were suspended due to recruitment violation cases and 24 were suspended for failure to replenish garnished bonds.

#### **Increase in Total Recruitment Agencies Inspected**

- The Administration's intensified conduct of inspection of the agencies in 2003 gained headway as the total number of recruitment agencies (both landbased and seabased) inspected increased to 1,723, exceeding the annual target of 1,500 and 0.4% higher than the 2002 level of 1,716 agencies. Of this number, 1,631 were regular, 30 were spot and 53 were salvo inspections.
- In the last quarter of 2003, the POEA had coordinated with BIR-Manila concerning the examination of books of accounts and official receipts submitted by licensed agencies. With the thorough inspection, 16 cases were indorsed to Adjudication Office for investigation of illegal exaction, non-issuance of Official Receipts (ORs) and absence of updated books of accounts and ORs.
- \* In the same year, 39 recruitment agencies underwent spot inspection for alleged violation of recruitment rules and regulations, the most common of which were non-presentation of books of accounts and

ORs, non-compliance in posting of Door Sticker "*Kaukulang Bayad*" and organizational structure of the agency. This was 32.75% down from 58 recorded in 2002

- As of December 2003, a total of seven (7) agencies were endorsed to Adjudication Office for investigation for illegal exaction and violation of Article 29 of the Labor Code. Likewise, one (1) landbased agency's documentary processing was suspended for violation of Art. 29, in relation with the Anti-Dummy Law.

#### **Aggressive Conduct of Salvo Inspection**

- A total of 53 recruitment agencies had undergone salvo inspection for 2003. There was no salvo inspection for 2002. In 2003, there were two (2) salvo inspections conducted. The first salvo resulted in the endorsement to the Adjudication Office of eight (8) agencies for investigation in relation with the Anti-Dummy Law, cancellation of three (3) rooms of three (3) agencies where foreigners were found holding office, suspension of documentary processing of 11 agencies, and revocation of acknowledgment of three (3) foreigners.
- The year saw a sharp decline of 67.29% in the number of Special Recruitment Authority (SRA) granted to agencies – from 1,238 in 2002 to only 405 – all of which were landbased recruitment agencies. This was due to the empowerment of the POEA Regional Units/PESOs of which no special recruitment authority is needed.
- The process cycle time for the issuance of SRA took eight (8) hours.
- A remarkable 77.86% (from 298 to 66) was also noted in the issuance of special exit





### ILLEGAL RECRUITMENT CASES, 2002-2003

Indicators	2003	2002	%Change
Cases handled	1,219	956	27.5
Pending at the beginning	353	205	72.2
New cases received	866	751	15.3
Cases filed for preliminary investigation	618	603	2.5
Cases pending at the end	621	353	70.3
Number of victims assisted	1,625	1,902	-14.6
Surveillance conducted	478	416	14.9
Person arrested	11	18	-38.9
Establishments closed	29	29	---

clearance to documented workers in 2003 due to the deregulation adopted by the Administration in August 2002 and the signing of MOA between the POEA and the Bureau of Immigration (BI) in November 2002, which provides authority to BI to give final clearance to individuals falling under the category of special cases, *except for Korea-bound trainees*.

- Process cycle time for the issuance of Special Exit Clearance at the Central Office was one (1) hour, while the issuance of final LAC-NAIA clearance for POEA processed OFWs took only five (5) minutes.

#### **Increase in Advertisement Violations Monitored**

- POEA's intensified monitoring of advertisement placed by licensed agencies in 2003 yielded a total of 7,480 ads monitored, a hefty 368% increase from only 2,030 in the previous year.
- Of the total, 391 ad violations were recorded consisting of 375 ads from landbased licensed agencies, four (4) from seabased, and 12 from local entities, foreign principals. The Administration also monitored 338 ads

placed by unlicensed agencies and all of these were referred/endorsed to AIR Branch.

#### **Anti-Illegal Recruitment Campaign**

##### ***Increase in IR Cases Filed for Preliminary Investigation***

- An intensified nationwide Anti-illegal Recruitment Campaign undertaken by POEA operatives, in line with the shift of approach from remedial to preventive, gained headway as the number of cases filed for preliminary investigation increased by 2.50% to 618 in 2003 from 603 in 2002. This was also 106.0% way above the target of 300 cases for the period.
- The number of anti-illegal recruitment cases handled for 2003 also grew by 18.60% to 866 (involving 1,625 victims) from 751 recorded in 2002. This was 8.25% over the target of 800 for the period.
- The number of complainants who were provided with legal assistance dropped by 24.10% to 3,748 in 2003 from 4,938 in 2002. The current figure was, however, 149.86% higher than the annual target of 1,500.

- The process cycle time for the issuance of clearance for persons with derogatory records (with criminal records) took three (3) days.

### *Increase in the Conduct of Surveillance*

- For 2003, there were 478 surveillance operations conducted by operatives from OSD, CIDG and combined elements of OSD-CIDG or 14.90% increase from 416 recorded in 2002. This already surpassed the target of 300 for the entire period. The strong performance was mainly due to the increase in the manpower complement of the AIR Branch during the third quarter of 2003.

### *Increase in Closure Orders*

- An intensified nationwide campaign against illegal recruitment yielded 29 establishments closed for 2003, exceeding the target of 15 for the same period. This

positive development was due to the close coordination of operatives of POEA and CIDG. As part of its long-term plan, the Administration is mulling over the expansion of its areas of operation by establishing assistance and closer coordination of the Regional Directors of the Philippine National Police (PNP) and the Department of Labor and Employment (DOLE).

The intensified campaign also resulted to entrapment and eventual arrest of 11 suspects (all of whom were female) in 2003. This was, however, 38.89% lower than 18 recorded in 2002 and accounted for 73.0% of the target of 15 for the period. The year's decline was due to the removal of the PNP/CIDG personnel assigned at the Anti-Illegal Recruitment Branch.

Suspected illegal recruiter cornered by victims



## ADJUDICATION OFFICE

The Adjudication Office advises top management on legal matters affecting interpretation, administration and enforcement of laws affecting Filipinos working or desiring to work overseas. Specifically, it hears, arbitrates and adjudicates cases or complaints for disciplinary action, as well as cases involving violations of the rules and conditions for the use of licenses, docketed and records all cases filed with the Administration, and serves notices and orders to the concerned parties.

### Adjudication of Cases

#### ADJUDICATION CASES, 2002-2003

Indicators	2003	2002	%Change
Total cases handled	7,547	8,187	-7.82
Pending at the beginning	3,514	4,465	-21.29
New cases received	4,033	3,722	8.36
Cases disposed of	4,033	4,673	-13.69
Disposition rate	53%	57%	-4.00
Cases pending at the end	3,514	3,514	-
Writs acted upon	226	235	-3.83
Monetary claims satisfied thru enforcement	P1.752M	P4.106M	-57.33
Fines collected from erring agencies	P6.878M	P13.115M	-47.56
Number of OFWs benefited	200	387	-48.32

### Increase in Accomplishment Rate in Case Disposition

- During the same year, the Administration was able to dispose of 4,033 recruitment and disciplinary action cases, a 13.69% decrease from 4,673 recorded in 2002 but exceeded the annual target of 4,000. This was an enviable 100.8% accomplishment rate for the period.
- Issuance of clearance for OFW with (a) case pending appeal takes one (1) hour; and (b) case pending at POEA takes also one (1) hour.

#### VOLUNTARY CONCILIATION CASES

Indicators*	2003
Total cases handled	1,442
Pending at the beginning	131
New cases received	1,311
Number of cases settled	797
Settlement rate	55.27%
Number of cases docketed	328
Number of cases archived	64
Number of cases pending at the end	253
Total number of complainants	2,558
Number of money claims beneficiaries	424
Total amount settled	P6.962-M plus \$16,616.24 and yen170,000.00

\*This activity started only in August 2002 therefore, no comparative figures for the covered period

- For 2003, the POEA handled a total of 1,442 voluntary conciliations comprising 1,311 new requests for conciliation received and 131 reported pending at the beginning of the year.
- Of the total number of cases handled, 797 were settled while 328 were referred for docketing and 64 were archived due to the failure of the complainants to appear during the conciliation hearing. This leaves a balance of 253 cases still pending.
- For the entire year, the success rate in settling disputes under this mode was estimated at 55.27%. On the other hand, the rate for disposing of all requests for conciliation, whether, settled, referred for docketing or archived, stood at 82.45%.
- The number of adjudication cases docketed during the whole of 2003 should have been more than 1,000 reported, if not for voluntary conciliation. Also, there were 2,588 complainants involved in these cases and the amount settled was placed at P6.963 million plus \$16,616.24 and Yen170,000.

## WELFARE AND EMPLOYMENT OFFICE

The Welfare and Employment Office develops and implements policies and programs of the Administration to promote the interest and welfare of overseas Filipino workers and their families. Specifically, the WEO is responsible for the maintenance of a registry of workers for placement purposes; promotes and develops recruitment agreements with foreign government employers and their instrumentalities; provides comprehensive facilities for handling all phases of recruitment of Filipino workers hired through government-to-government arrangements; maintains a manpower registry; and conducts pre-employment orientation programs to inform applicant-workers on migration realities, employment conditions in host countries, etc.

### *Increase in Skills Registration*

- For 2003, a total of 11,191 (landbased) worker-applicants registered for manpower pooling. This was in addition to the 12,426 worker-applicants registered from the manning industry.
- The 2003 figure was a hefty 149.18% expansion from 4,491 recorded in 2002. This was also a 123.82% over-performance against the target of 5,000 for the entire year. The dramatic improvement may be attributed to the centralization of the registration of landbased skills adopted on August 5, 2003, which included the transfer of the Government Placement Branch's (GPB) in-house registration to the Manpower Registry

### WELFARE AND EMPLOYMENT FACILITATION

Indicators	2003	2002	% Change
Number of workers-applicants evaluated/registered (Landbased)	11,191	4,491	149.19
Online skills registration	7,197		
Iraq registration*	3,119	4,491	60.25
Taiwan registration	875	—	
Number of workers documented under Government placement program	3,962	2,400	65.08
Number of workers deployed	3,788	2,379	59.23
Government	3,137	2,050	
Private	533	172	
Taiwan Special Hiring	118	157	
Number of Job Fairs facilitate/supervised	35	13	169.23
No. of applicants registered	26,076	3,247	703.08
No. of workers qualified	5,942	475	1,150.09
No. of workers deployed	1,735	3	57,733.33
Number of referrals prepared/recommendations re: applicants for overseas employment	3,400	2,223	50.95
Number of Taiwan-bound workers counseled	48,388	43,521	11.21

\* Special registration for Iraq reconstruction started only on May 10, 2003.



Division (MRD). Another factor was the special registration for Iraq reconstruction, which started last May 2003 numbering 7,197.

### **Increase in the Number of Workers Documented Under the Government Hiring Program**

- The number of workers documented under the government hiring program shot up by 65.08% to 3,962 in 2003 from 2,400 in 2002. This was a 32.07% above the annual target of 3,000. Also, the number of workers deployed under the same program surged by 59.23% to 3,788 from the year ago level of 2,379, representing a 51.52% over the target of 2,500 for the period.
- The year's strong performance was attributed to the increased demand for employers, particularly for those hiring medical workers. Through an intensified collection effort, a total of P12.101 million and \$95,650.00 administrative fees were generated and remitted to the national treasury.

### **Increase in Jobs Fair Facilitated/Supervised**

- The POEA, for the same year, facilitated/supervised 35 jobs fairs, up by 169.23% from only 13 last year, with 26,076 worker-applicants registered for various jobs; 5,942 qualified for the same; and 1,735 deployed for the period.

### **Improvement in Referrals Under the Worker Referral System**

- Under its Worker Referral System, the POEA prepared 3,400 referrals or recommendations for overseas employment of worker-

applicants, up by almost 51% from 2,223 recorded in 2002. This was 36.0% over-performance against the annual target of 2,500.

### **Increase in the Number of Workers Counseled**

- Aside from its monitoring and quick referral system, the Administration also conducted counseling to 48,399 Taiwan-bound workers in 2003. This was an 11.21% improvement from the 43,521 recorded in 2002 and a remarkable over-performance of 141.99% against the 20,000 target for 2003.

### **REPATRIATION ASSISTANCE AND WORKER EDUCATION**

Indicators	2003	2002	%Change
No. of cases referred	2,203	1,699	29.66
No. of cases for repatriation acted upon	1,562	733	111.10
No. of agencies meted suspension	209	112	86.61
No. of PDOS conducted	194	237	-18.14
No. of PDOS participants	14,203	23,100	-38.51
No. of special orientation seminars conducted (Full Disclosure Policy)	106	104	1.92
Libya	26	26	
Taiwan-Fishermen	21	43	
Korea	59	35	
Number of PEOS conducted	74	-	
Number of PEOS participants	15,402	853	1,705.63

### **Increase in Repatriation Cases**

- In line with its welfare and advocacy programs, the POEA referred the total of 2,203 cases to the Overseas Workers and Welfare Administration (OWWA) and other agencies for 2003, up by 29.66% from 1,699 recorded in 2002.

### ***Increase in the Number of Repatriation Cases Acted Upon***

- Following the strict implementation of Section 53 of the Implementing Guidelines of RA No. 8042, the number of repatriation cases acted for the year jumped by 111.10% to 1,562 from only 733 recorded in 2002.
- The strict implementation of RA No. 8042 during the year also resulted to a 86.61% hike in the number of agencies meted with suspension of documentary processing, numbering to 209 from 112 in 2002.

### ***Conduct of Capacity-building Sessions/ Consultations***

- In 2003, the POEA thru its Welfare and Employment Office conducted two (2) capacity-building sessions for PEOS trainers among its pool and the NGO partners. It likewise completed and distributed the basic PEOS materials such as FAQ (frequently asked questions) in partnership with the Development Bank of the Philippines (DBP),

and the VCD, **Ang Bagong Bayani**, as well as the DH Workbook and COPPA primer, among others.

- It also launched its migrant workers Information Kiosks and sustained its network with the banks for its PDOS operations for name hires and GPB hires. The POEA likewise conducted 16 meetings for the tripartite consultations on the ILO Conventions.
- In line with the government policy of ensuring the safety of OFWs here and abroad, the Administration started to incorporate awareness building against terrorism and new health risk phenomena such as SARS and HIV/AIDS. It also conducted strategic consultations with the Overseas Employment Supply Network, the ILO-sponsored GAD capability-building program as well as the regular conduct of GAD planning and reporting, the Special Placement Program for the Military's Dependents, and policy consultations, among others.



Orientation of nurses applying for jobs in the United Kingdom

## GENERAL ADMINISTRATIVE AND SUPPORT SERVICES

The General Administrative and Support Services assists the Administrator in the formulation and implementation of the policies, programs and functions of the agency in the areas of policy development, planning, finance, general administration, human resource development and management information. It provides efficient, effective and responsive support services to the operating units of the Administration.

### e-Link for OFW Project

- Under its e-Link for OFW Project, which seeks to further reduce the processing time of documents by as much as 50% using information technology, the POEA continued implementing the *e-Receipt System* and *e-Submission*.
- In line with the government's efforts to eliminate bureaucratic red tape and reduce graft and corruption, and in compliance

with Republic Act No. 8972 otherwise known as the *e-Commerce Act*, the POEA developed the *e-Submission* as a fast, paperless and efficient system of submission of contract particulars of qualified Seafarers using the internet.

- Since it pilot tested last May 2003 with five (5) participating recruitment agencies, the POEA *e-Submission* gained headway as the number of agencies enrolled with the system expanded to 50 as of December 2003. After seven (7) months, 6,305 workers' employment contracts were processed via this electronic system.
- Under the *e-Submission*, electronic submission is done in the agency using its internet anytime of the day. Payment of required fees by the agency representative or liaison officer to POEA is now less than five (5) minutes.

ISO 9001:2000 Management Audit



### Quality Management System

- For 2003, the POEA maintained its Quality Management System under the ISO 9001:2000 certification, which resulted to shorter and faster process cycle time in various transactions for both landbased and seabased workers.
- The services covered by the ISO certification are the provision of overseas employment facilitation services and the processes of the General Administrative and Support Services (GASS). Overseas employment facilitation services include services of the Landbased and Seabased Processing Centers, the Government Placement Branch and the Household Workers Processing.

### Corporate Affairs

- Provided technical and administrative assistance to various Governing Board and Directorate meetings, as well as management committee and management review meetings.
- Complied with timely submission of reports on Presidential Directives, SONA Commitments, Labor Day Directives, DOLE Performance Commitments, Migrant Workers' Week Commitments and other inter-agency commitments.
- Released statistical reports on OFW daily deployment and monthly reports by country destinations, skills and market updates.

### Systems Development

- For 2003, the POEA conducted 12 systems analyses and designs on LAC-Deployment;

BM Individual Processing; BM In-house Processing; Regional Name Hire Processing; AIR Database Review; Principal Watchlisting; SB Skills Review; Adjudication Violation and Penalties Review; E-Recruitment System; Registration, Negotiation, Recruitment and Documentation Billing).

- For the same period, it also developed and enhanced 10 (from 7 in 2002) programs/modules on Taiwan Manpower Agency Monitoring System; Registration and Processing Validity; LAC-Deployment Vessel Copy; BM In-house Processing; Regional Name Hire Processing; Welfare PTA Monitoring System; Collection System; Performance Measurement; and BM Individual Processing.

### Records Management

- In 2003, the POEA completed the text format of its Memorandum Circulars from 1997-2003 for posting at the Website and Local Area Network (LAN).
- It also served a total of 40,916 OFWs in the verification/certification of their records, up by 36.56% from 29,962 recorded in 2002. Of the total, 30,713 were from landbased walk-in clients and through letter requests from various entities while 10,203 were from seabased clients. The hefty increase was due to TESDA's new requirement for certified OFW records prior to the renewal of the Artist Record Book (ARB).
- The process cycle time in the issuance of OFW records using electronic retrieval system took only 25 minutes



## Human Resource Development

- Filled up 86 *plantilla* positions out of the existing 96 vacancies as of December 2003 or 89.58% accomplishment of the target. This was also a 59.58% above performance against the ISO commitment on the filling up of 30% of the existing vacancies.
- A total of 30 trainings and seminars, particularly in computer literacy, technical writing, CSW, planning and budgeting skills, continuing legal education and other ISO-related courses, were conducted for 2003, benefiting 967 employees. Of the total, 13 were in-house which benefited 327 employees and 17 were conducted outside which were participated in by 640 employees.
- Implemented the Job Rotation Program as HRD multi-skilling tool covering 177 personnel (out of 462 total workforce) from various operating units in POEA, except for Finance Branch, ICT Branch, Cash Division and the HRDD.

## Building Improvement and Maintenance

- For 2003, the following projects, among others, were successfully undertaken and

completed in 2003: rehabilitation of comfort rooms at the *Balik-Mangagawa* Processing Center, Ground Floor, Mezzanine and Second Floors; tiling of the *Balik-Mangagawa* Processing Center and the Concessionaires Area.

- It also restored/upgraded the air conditioning facilities effected through the upgrading of the building's electrical system and effective negotiations with partner institutions/donors of air conditioning equipment and installation services.

## Financial Services

- For 2003, the POEA maximized utilization of its financial resources with prudent fund management that allowed the giving of authorized benefits.
- It also provided funds for POEA services after negotiating with the Department of Budget and Management for the release of an additional P6.2 million.
- Installed software application under the New Government Accounting System in coordination with DOLE-Financial Management Services subject to approval by COA.



Training on technical writing

## REGIONAL AND OVERSEAS COORDINATING OFFICE (ROCO)

The Regional and Overseas Coordinating Office (ROCO) is an ad hoc unit of the POEA tasked to coordinate the operations and activities of the POEA regional units.

Created under Section 5 of Executive Order Number 247, series of 1986 by then President Corazon C. Aquino, the ROCO is mandated to implement the policies, plans and programs of the POEA in the 12 regions. It is also tasked to coordinate with the labor posts and other government instrumentalities overseas on matters that affect POEA’s regional functions and operations.

At present, the POEA thru its ROCO has three **Regional Centers** found in (1) La Union as POEA Regional Center for LUZON; (2) Cebu City as Regional Center for VISAYAS; and (3) Davao City as POEA Regional Center for MINDANAO. It has also four **Regional Extension Units** in (1) Baguio City as POEA Regional Extension Unit –CAR; (2) Iloilo City as POEA Regional Extension Unit-Region VI; (3) Cagayan De Oro City as POEA Regional Extension Unit-Region X; and (4) Zamboanga City as POEA Regional Extension Unit-Region IX. And finally, it has five **Satellite Offices** found in (1) San Fernando, Pampanga; (2) Calamba City, Laguna; (3) Legaspi; (4) Bacolod City; and (5) Tacloban City.



Processing of employment documents at the regional offices

### ACCOMPLISHMENT OF REGIONAL OFFICES

Indicators	2003	2002	%Change
Number of contracts processed	79,696	61,228	30.16
Number of workers deployed	10,864	10,818	0.43
Luzon	928	-	
Visayas	8,538	9,531	
Mindanao	1,398	1,287	
Number of workers registered	70,025	1,229	-13.79
Number of principals accredited/registered	26	22	18.18
Number of recruitment agencies inspected	393	306	28.43
Number of PDOS conducted	613	962	-36.28
Number of PEOS conducted	637	581	9.64
Number of Job Fairs supervised	136	72	88.90
Number of cases disposed	405	369	9.76
Income collected	P10.544M	P9.944-M	6.04

## POEA RESOURCES

### Decrease in Budget Allocation

- The budget allocation of P203.357 million for 2003 was 5.68% or P12.234 million lower from the P215.6 million allotted in 2002. Of this amount, the bulk or P126.436 million went to personal services (PS), P69.344 to maintenance and other operating expenses (MOOE), and P7.577 million to reserves (R). The net appropriation (Personal Services plus MOOE) was placed at P195.780 million.
- Of the total budget for 2003, about P193.021 million was actually released representing a 9.52% or P20.316 million decline from the P213.337 million recorded in 2002.

### Increase in Budget Utilization Rate

- Of the total P193.021 released for 2003, about P192.301 million was utilized or a *budget utilization rate of 99.63%, slightly up from 96.27% posted in 2002*. The balance of P720.365 million was not utilized due to late release/ not having been covered by the Notice of Cash Allocation. Prudent spending was strictly observed during the year due to the imposition of mandatory reserve and economy measures.
- In particular, the total budget utilized of GASS reached P46.893 million as against the P46.463 million budget allotment released for the period resulting to a negative balance of P430,064.71 or a *utilization rate of 100.93%*. For PSO, total

## COMPARATIVE STATUS OF POEA BUDGET FOR 2003 VS 2002

Particulars	2003	2002	% Change
<b>GASS</b>			
Budget Releases	P46,462,659	P54,054,986.43	-14.05
Budget Utilized	P46,892,723.71	P50,744,328.05	-7.59
Utilization Rate	100.93%	93.88%	7.05
<b>PSO</b>			
Budget Releases	P39,935,808	P43,483,113.35	-8.16
Budget Utilized	P39,475,342.28	P42,971,867.01	-8.14
Utilization Rate	98.85%	98.82%	0.03
<b>WEO</b>			
Budget Releases	P32,545,294	P32,003,650.98	1.69
Budget Utilized	P32,557,902.80	P30,656,055.07	6.20
Utilization Rate	100.04%	95.79%	4.25
<b>LRO</b>			
Budget Releases	P32,655,637	P35,113,236.87	-7.00
Budget Utilized	P32,419,680.34	P34,022,621.48	-4.71
Utilization Rate	99.28%	96.89%	2.39
<b>AO</b>			
Budget Releases	P24,164,411	P25,100,001.37	-3.73
Budget Utilized	P23,860,193.14	P23,959,338.29	-0.41
Utilization Rate	98.74%	95.46%	3.28
<b>ROCO</b>			
Budget Releases	P13,246,824	P14,042,429.00	-5.67
Budget Utilized	P13,087,038.61	P13,323,356.97	-1.77
Utilization Rate	98.79%	94.88%	3.91
<b>TERMINAL LEAVE/LP</b>			
Budget Releases	P4,010,716.00	P9,540,000	-57.96
Budget Utilized	P4,008,102.68	P9,538,749.53	-57.98
Budget Utilized	99.93%	99.99%	-0.06
<b>TOTAL</b>			
Budget Releases	P193,021,349	213,337,418.00	-9.52
Budget Utilized	P192,300,983.56	P211,149,222.06	-8.93
Utilization Rate	99.63%	96.27%	3.36

Source: Budget Division, Finance Branch

budget utilized hit P39.475 million as against the actual release of P39.936 million or a *utilization rate of 98.85%*.

- For 2003, the total budget utilized of WEO was placed at P32.558 million as against the P32.545 million budget released. This resulted to a negative balance of P12,608.80 or a *utilization rate of 100.04%*.

- Total budget expenditure of LRO for the same period was estimated at P32.418 million as against actual budget release of P32.656 million resulting to a balance of P235,956.66 or a budget *utilization rate of 99.28%*. AO's budget expenditure was placed at P23.860 million as against the P24.164 million budget allotment released or a budget utilization rate of 98.74%.
- Budget expenditure of ROCO stood at P13.087 million as budget allotment released was P13.247 million or a budget utilization rate of 98.79%

#### **Decrease in Project Cost Allocation**

- Except for WEO whose budget allotment increased by 1.69% to P32.545 million from its year ago level of P32.004 million, the budget allotment released for the five (5) other offices went down by an average of 7.72%. In GASS alone, the budget allotment released for 2003 declined by 15.05% or P7.592 million to P46.462 million from P54.055 million posted in 2002. The budget allotment

for PSO and LRO dropped by 8.16% or P3.547 million and 7.0% or P2.458 million, respectively, amounting to P39.936 million and P32.656 million in 2003 compared to the P43.483 million and P35.113 million recorded in 2002.

- The budget allotment released for AO and ROCO was cut down by 3.73% or P935,589 and 5.67% or P795,605), respectively, amounting to P24.164 million and P13.246 million in 2003 from the P25.100 million and P14.042 million in 2002.

#### **Cost per Capita**

- With a total budget utilization of P192.301 million for 2003, the cost per capita per deployed worker was estimated at P221.55, slightly lower than the P230.08 recorded in 2002.
- Considering that POEA continues to service the stock estimate of about three (3) million Filipino workers overseas, the *cost per capita is only P64.10*.

## INCOME COLLECTION

- For 2003, the POEA, an attached agency of DOLE, ranked 10<sup>th</sup> as an income generating agency in the entire government sector and had been a consistent efficient revenue-generator for the state coffers. This was mainly due to the services it rendered to the OFWs and recruitment agencies.
- In 2003, the actual income generated by the POEA reached P278.182 million or 36.79% higher than the budget of P203.357 million allotted for the same year.
- The actual income collected for 2003 was, however, 2.0% notch lower than P283.802 million collected in 2002. This indicates the slower-than-expected performance in the deployment of OFW for the period.
- Bucking the downtrend in actual income collection for 2003 were the fees generated from our seafarers, which swelled by 10.4% to P34.005 million from P30.805 million in 2002. Actual income collection from our landbased workers and the *Balik-Manggagawa* Processing Center also bucked the downtrend, growing by 3.9% and 12.4% to P56.261 million and P59.427 million, respectively.

### ACTUAL INCOME COLLECTION, 2002 vs 2003

<b>Account Title/Description of Income</b>	<b>Actual Income Collection as of end-December 2003</b>	<b>Actual Income Collection as of end-December 2002</b>	<b>% Change</b>
<b>Processing Fees:</b>			
Seabased	P34,005,150.00	P30,805,320.00	10.4
Landbased	P56,261,200.00	P54,134,000.00	3.9
BMAC	P59,472,466.46	P52,868,600.22	12.4
GPB Hired/ Direct Hire	P89,326,898.77	P91,041,309.37	-1.9
ARB	-	P 4,160,100.00	-100.0
SRC	P 3,466,550.00	P 3,697,400.00	-6.2
Filling Fee	P 820,000.00	P 950,000.00	-13.7
License Fee	P27,047,500.00	P31,870,000.00	-15.1
Fines	P 7,178,759.60	P 3,569,987.99	-47.1
<b>Others</b>	P 648,379.58	P 704,966.83	-8.0
<b>TOTAL</b>	<b>P278,181,904.41</b>	<b>P283,801,684.41</b>	<b>- 2.0</b>

Source: Budget Division, Finance Branch

## Special Events

### Kabuhayan 2003

- In support of the President's Kabuhayan, Kabahayan and Kahusayan sa Pamamahala Program (KKK), the Department of Labor and Employment (DOLE) on April 5, 2003, launched Kabuhayan 2003 aimed at creating and preserving employment nationwide. On the part of POEA, it had been tasked to influence the creation of one (1) million overseas jobs for 2003. The Kabuhayan 2003 Action Center's services included referrals and interview for overseas employment, issuance of overseas employment certificates to returning workers and issuance of e-Cards to OFWs.





### Launching of the Philippine Seafarers One-Stop Center

- As part of our provision of efficient and facilitative service delivery to seafarers, and pursuant to Administrative Order No. 56, signed and issued by President Gloria Macapagal-Arroyo on January 24, 2003, the Philippine Seafarer's One-Stop Center (PSOC) was formally established on May 31, 2003, at the Ground Floor of the Blas F. Ople Building (formerly called POEA Building). The Center, which is composed of 14 government agencies, is envisioned to be a one-stop shop with appropriate mechanism, facilities, equipment, information technology and qualified personnel to attend to the magnitude of seafarers' concerns and demands.



- As of end-December 2003, the PSOC served a total of 63,567 clients or a daily average of 261 seafarers.



### 2002 Bagong Bayani Awards

- The POEA, in cooperation with the Bagong Bayani Foundation Inc. (BBFI), recognized 17 outstanding Overseas Filipino workers (OFWs) in the country during the *2002 Bagong Bayani Awards* held on June 7, 2003, at the Ceremonial Hall of the Malacanang Palace.
- Led by President Gloria Mapagal-Arroyo, Labor Secretary Patricia Sto. Tomas and Captain Gregorio S. Oca, President of BBFI, the 2002 Bagong Bayani Awards were given to 15 outstanding landbased workers and two (2) seamen.

### National Tripartite Conference on ILO Conventions on Labor Migration

- The POEA, after a series of sectoral and tripartite consultations and workshops, conducted the National Tripartite Conference on ILO Conventions on Labor Migration at the *Holiday Inn Galeria* on October 28, 2003. Participated in by 130 representatives from the country's mainstream labor, employers and government sectors, including two experts from ILO Geneva and its

Sub-regional office in Manila, the National Tripartite Conference was able to unanimously adopt two major resolutions, namely: (1) Resolution Recommending the Ratification of *ILO Convention 97* and *ILO Convention 143* by the Philippine Government; and (2) Resolution Endorsing *ILO Convention 181* to the Tripartite Industrial Peace Council for the Most Representative Consultation.

- The program was envisioned as a timely endeavor in preparation for the International Labor Conference (ILC) in June 2004, which shall have migration as the core agenda.





## Other Activities

### Women's Day



### Team Building



**Mid-Year Performance Assessment**



### DOLE Anniversary



### Christmas Party



## The Rank and File Employees Association (RAFEA)

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The Rank-and-File Employees Association (RAFEA) was formed in June 1986 as an employees union by fifteen (15) incorporators. For the past 18 years, it has served as a unifying body for the rank-and file family of the POEA. From an initial membership of 250, the association now has 406 members.

Through the years, the RAFEA has served the interests and welfare of its members in such areas as employees' welfare, benefits, health, administrative concerns, grievances and professional development. Its officers are elected every two (2) years who see to it that the benefits and privileges accruing to its members are provided by the Administration.

The Association has worked reciprocally with the Administration for a harmonious relationship in support of the latter's thrusts and projects, particularly in continually improving the services to clients and getting rid of corruption in the bureaucracy, while at the same time taking care of the protection and welfare of its members.

Ms. Jocelyn T. Sanchez heads the Association as its President. The other officers of the Association are as follows:

- Atty. Noel A. Dignadice – Vice-President
- Ms. Elena M. Rom – Secretary
- Ms. Corazon A. Rosales – Treasurer
- Ms. Dolores F. Rodriguez – Auditor
- Mr. Mel L. Candano - PRO



*Jocelyn T. Sanchez*



*Noel A. Dignadice*



*Elena M. Rom*



*Corazon A. Rosales*



*Dolores F. Rodriguez*



*Mel L. Candano*

## Integrated Information, Education and Communication Program On Overseas Employment

- For the year 2003, the POEA conducted an intensified and nationwide information campaign on overseas employment aimed at informing and educating jobseekers, families of OFWs, law enforcers and partner agencies on different aspects of overseas employment from pre-employment requirements, market projections, social impact of overseas employment was well as illegal recruitment.
- This information campaign implemented through strengthened media and public relations gained ground and produced satisfactory results with more clients reached and more linkages formed among the public, private and business sectors through partnership in the implementation of information and anti-illegal recruitment programs formalized through Memoranda of Agreement (MOA).
- The POEA central and regional offices, through a variety of media and methods to disseminate information and educate its target clientele, undertook the information campaign.

government, laws and rules on overseas employment, latest guidelines released through memorandum circulars, OFW advisories, job vacancies and licensed agencies to clients with access to the internet.



- A total of 34 advisories (from 24 in 2002) were posted on the website for the year 2003.

### The POEA Information and Assistance Center

### The POEA Website

- The POEA website, a medium in information dissemination was upgraded and recorded an average of 3,500 visitors everyday for the last quarter of 2003. It had been very valuable to the Administration in disseminating information on the overseas employment policies of the



- The POEA Information and Assistance Center (PIAC) provides information and assistance to POEA clients and the general public. The PIAC has 24-hour hotline numbers answering queries of the public with regards to licensed agencies, accredited job orders, overseas employment processes and other related information. For the year 2003, the PIAC assisted 55,713 walk-in clients and answered 2,451 e-mails. It answered queries of 95,285

callers through the Center's 24-hour hotline numbers. 121 reports on illegal recruitment activities were also endorsed to the Anti-Illegal Recruitment Branch. The PIAC is also a distribution point of information, education and communication materials.

### The Pre-employment Orientation Seminars, Anti-Illegal Recruitment Information Campaign and Jobs Fairs

The POEA Central Office, through the Pre-employment Orientation Seminar (PEOS) and the Anti-Illegal Recruitment Information Campaign (AIRIC), conducted seminars to 34 Local government units and 10 Government and non-government institutions reaching an estimated 18,249 participants.

650 overseas jobseekers participated in the regular "PEOS sa Ortigas" conducted every Friday from 10:00 in the morning to 12:00 noon.

The twelve (12) regional centers, regional extension units and satellite offices conducted

a total of 819 information campaigns seminars reaching an estimated 45,806 participants. Of the total figure, Pre-employment Orientation Seminars conducted totaled 397 with 22,817 participants and AIR Campaign Seminars totaled 422, educating in the process 22,989 participants.

In total, the intensive information campaign program reached an estimated 64,705 participants nationwide.

The regional offices also supervised and facilitated 525 jobs fairs and other provincial recruitment activities.

### Information, Education and Communication (IEC) Materials

During the campaign, 210,000 copies of the List of Licensed Recruitment Agencies and 58,756 information materials on overseas employment were distributed. These included

Press conference launching the Text POEA project



**Frequently Asked Questions on Overseas Employment** brochure; **'Handa ka na Bang Umalis'** pamphlet; **'Ang Bagong Bayani'** CD, **RA 8042 Migrant Workers and Overseas Filipinos Act of 1995**; POEA Memorandum Circular No. 10; **Ten Don'ts To Avoid Illegal Recruitment, You Can Stop IR, Modus Operandi and Trabaho Abroad** posters; MOA between PNP, POEA and OWWA, and MOA between POEA and NBI; and **STOP IR Stickers**.

### Text POEA

The Text POEA project was launched last March 6, 2003, guided by a Memorandum of Agreement forged between the POEA and Centext, Inc. The Text POEA is a facility that provides a number of information on overseas employment for cellular telephone texters. The following are among the information that can be received from the Text POEA facility: information whether the agency is a licensed recruitment agency; address and contact numbers of licensed recruitment agencies and accredited job orders of licensed recruitment agencies.

For the year 2003, 933,417 text messages were received and responded to by the facility.

### Institutional Partnership with other Government Agencies and Civil Society, Private Sector, NGOs and the Media

The POEA recognizes the crucial and important role that good media and public relations contribute to the success of its programs. The media, the public and the

private sector and other government agencies are essential partners of the Administration in its information campaign on overseas employment. For the year 2003, ties with the media and the public and private sector were strengthened and expanded.

Improved media relations for the year 2003 benefited the information campaign as the print media published more press releases. Of the 73 press releases disseminated to the media, 146 news releases were published, which meant an average of three published POEA news per week.

Donation from the private sector to improve POEA facilities and services



Signing of MOA on Anti-illegal recruitment with the Philippine National Police and OWWA

- The POEA also caused the publication of forty-one (41) issuances, memorandum circulars and advisories in different newspapers.
- In the broadcast media, POEA officials actively participated in 20 public affairs programs on television and 81 interviews on radio programs. The intensified AIR Information Campaign also undertook a radio campaign where letters were sent out to ten (10) radio stations for their support and assistance in disseminating the *10 Don'ts to Avoid Illegal Recruitment* on the air.
- Again for 2003, the POEA signed MOAs with eleven (11) government and non-government institutions committed in educating and protecting the citizenry. These included those signed with the 1) Philippine National Police and Overseas

Workers Welfare Administration; 2) Mercury Drug Corporation; 3) Manila Times; 4) Philippine Missions Associations (PMA); 5) The League of Provinces; 6) City Government of San Fernando; 7) OFW Family Club; 8) Worldwide Church of God; 9) Federation of Mindanao Overseas Contract Workers; 10) Metropolitan Bank and Trust Company; and the 11) Department of National Defense.

- The POEA signed forty-five (45) MOAs with the private and the government/public sectors supporting the information and the anti-illegal recruitment campaign from 1989 to the present.

Access to media through interviews





## Participation in Legislative Initiatives

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Aside from the annual attendance of congressional budget hearings, 2003 also marked POEA's participation in legislative caucuses and other special meetings relative to pressing issues on overseas employment. Some of these include:

### *Issue on the implementation of the Unified Contract for the Saudi National Recruitment Committee (SANARCOM)*

- POEA took part in the Executive Meeting of the Committee on Labor Employment headed by Hon. Congresswoman Roseller L. Barinaga held last March 5, 2003, at Conference Rooms 9 and 10 of the Annex Building, House of Representatives.

### *Issue on the wage cut of foreign domestic helpers in Hong Kong*

- In the same meeting, the POEA took part in providing an update on the cut in wages of foreign domestic helpers in Hong Kong.

Budget deliberation at the Lower House



## Regional Operations

- As a microcosm of POEA, the Regional and Overseas Coordinating Office (ROCO) processed a total of 79,596 contracts for 2003, a sharp increase from 61,228 recorded in 2002. It also registered/accredited 26 principals and inspected 393 recruitment agencies for the period, up by 18.18% and 28.43% from 22 and 306 posted in 2002.
- For the same period, the ROCO deployed a total of 10,864 applicant-workers or 0.43% higher than 10,818 in 2002. A 9.76% hike in the number of cases disposed of was noted in the regions, numbering 405 from the previous year's level of 369. Similarly, a 6.04% increase in the income collected was exhibited, amounting to P10.544 million from P9.944 in 2002.
- Aside from this remarkable operational highlight, the ROCO (Region 1) for 2003 bagged the 5S Championship Award on October 30, 2003 during the Quality and Productivity Congress held at the City De Luxe Hotel and Restaurant, Tapuac District, Dagupan City.
- Despite being a newcomer in 5S, the Regional Center for Luzon-La Union bested other government and private agencies in the region and coveted the *Most Outstanding 5S/LPPMS Implementor in the Public and Private (Academe) Sectors for CY 2003*. This annual award was given by the Regional Productivity Committee and Regional Tripartite Wages and Productivity Board.
- This achievement was made possible because of the moral support and cooperation of the regional staff and the central office.

POEA-La Union gets most outstanding 5S implementor award





## Thrusts and Priorities for 2004

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- I. A More Proactive Secretariat to the Governing Board
- Inclusion of all members in POEA Mailing List
  - Submission by members of proposed agenda for Governing Board Meetings and Complete Staff Work by concerned POEA Officials and Directorate
  - Calendar of Meetings and Proposed Agenda given in advance
  - Faster publication of all GB Resolutions
  - Faster implementation through POEA memorandum circulars (MC)
  - Inclusion of GB members in POEA consultations/meetings/high-level foreign missions
  - Immediate payment of honorarium to GB members
- II. Office of the Administrator (Including the Legal Counsel and the Internal Quality Auditor)
- Continuing observance of “Open Door Policy” to clients and the POEA family
  - Document Tracking System (Information and Communication Technology Branch)
  - 100% Disposition of all administrative complaints (Legal Counsel, ACC)
  - On-the-Spot and Scheduled Systems Audits (coordinated with ISO IQA)
  - More organized and professionalized management of meetings in coordination with concerned POEA officials and units
- III. Office of the Deputy Administrator for Employment and Welfare
- Continuous Process Improvement (CPI) of all ISO certified processes
- Compliance with internal/external audit findings
  - Measures to eliminate fixers and forgeries/falsification of POEA records
  - Regular conduct of CSM Survey and timely release and dissemination of findings
  - Continuous upgrading of systems, facilities and manpower (to be coordinated with e-Link team and with GASS)
  - Institutionalization of the BM satellite operations during the peak season (December-January and May-June)
  - Review of MCs on non-verification policy in selected countries and as an incentive to top employers/agencies
  - Strengthening of the Landbased Registry and Manpower Development Division for marketing strategy
  - Regular report to POEA and OWWA Boards on our repatriation assistance
  - PSOC operations: Costs of maintaining the offices in the 2003 and 2004 Budget
  - Special Projects: Jobs Fairs and PEOs; Bagong Bayani and Migrant Workers Day, MOA on Dependents of Military Personnel, etc.
  - GPB: SHPT, active pre-employment, employment and post employment services to clients
- IV. Office of the Deputy Administrator for Management Services
- Oversight functions of all POEA systems (both ISO and Non-ISO certified processes), through the Planning Branch
    - Documentation of all non-ISO certified processes for the purpose of certification in coordination with the concerned Unit / Office / Branch

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- Compliance to all POEA Deliverables to the DOLE Planning Service
    - Timely release of Quarterly, Mid-Year and Annual Reports. DOLE deadline for the Annual Report publication is not later than February 15, 2004.
  - Continuing public awareness of all OE issues (IED and IAC, in coordination with PEOS and AIR teams); Media Plan 2004
  - More efficient and prudent fiscal management of our resources
    - Compliance with IQA and COA audit findings and recommendation/s
    - CSW for Budget Calendar of Activities until approval
    - Continuing economy measures
    - Savings for incentives to employees
  - More client-oriented bureaucracy through continuing training on Excellence in Governance individually, as a Unit/Branch/Office and as an agency
  - Participation in awards and recognition contests/competitions within DOLE, national and international
  - Enforcement of discipline and the Code of Conduct for Public Servants to all POEA officials and staff
  - Continuing improvement/upgrading and management of POEA facilities
    - Building
    - Properties / equipments
    - Records
    - Supplies
  - Completion of the e-Link System
    - Status / Progress reports
    - ITEC Project
  - Marketing program
    - 2003 Assessment
    - 2004 Marketing Plans and Programs
  - ROCO plans and programs towards more decentralized functions and resources
  - POEA Anniversary, Corporate Planning, Mid-Year and Year-End Assessment, DOLE 2004 Labor Day, etc.
- V. Office of the Deputy Administrator for Licensing and Adjudication
- Status of the Zero Backlog Project in case disposition
    - Recruitment violations
    - Disciplinary action against employers
    - Disciplinary action against workers
    - Conciliation cases
    - Illegal recruitment cases
  - Analysis of the impact of the new POEA Rules on License issuance and adjudication of cases including affirmation and reversals on appealed cases
  - Continuing education and professionalization of licensed agencies
  - Effective management and supervision of LAC operations and other exit points for departing OFWs
  - Statuses of legal research, docketing and enforcement of awards
  - Analysis of the 2003 adjudication records compared to prior years
  - Strategy to dispose of the 2003 backlog of cases
  - Guidelines implementing the MC on consultancy and travel agencies
  - Preparation for the 2003 Agency Awards
  - AIR Campaign Program
  - Quarterly List of Licensed Agencies



# Financial Statement

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION  
 DETAILED STATEMENT OF INCOME AND EXPENSES  
 FOR THE FISCAL YEAR ENDED DECEMBER 31, 2003

Income		
Subsidy Income from National Government	226,261,720.91	
Less: Reversion of Unused Notice of Cash Allocation	(1,414,973.22)	224,846,747.69
Income from Government Services		243,776,309.66
Rent Income		379,200.00
Dividend Income		98,574.43
Interest Income		67,315.27
Miscellaneous Income		923,289.88
Fines and Penalties		7,178,759.60
License Fees		27,047,500.00
 Total Income		 504,317,696.53
Less Expenses:		
Salaries and Wages - Regular	82,822,446.91	
Salaries and Wages - Casual	2,552,052.97	
Personnel Economic Relief Allowance (PERA)	2,562,260.52	
Additional Compensation (ADCOM)	2,566,467.74	
Representation Allowance (RA)	2,232,246.21	
Transportation Allowance (TA)	1,871,759.74	
Clothing/Uniform Allowance	1,801,000.00	
Productivity Incentive Allowance	853,488.00	
Other Bonuses and Allowances	863,149.67	
Honoraria	92,000.00	
Longevity Pay	488,596.00	
Overtime and Night Pay	1,128,671.18	
Cash Gift	4,251,031.50	
Year End Bonus	6,826,464.50	
Life and Retirement Insurance Contributions	9,847,078.47	
PAG-IBIG Contributions	481,946.80	
PHILHEALTH Contributions	639,518.75	
ECC Contributions	292,965.86	
Terminal Leave Benefits	2,135,602.97	
Other Personnel Benefits	3,276,980.90	
Travelling Expenses - Local	2,019,538.39	
Travelling Expenses - Foreign	347,353.45	
Training Expenses	444,791.40	
Office Supplies Expenses	3,647,895.61	
Accountable Forms Expenses	2,900,430.80	
Food Supplies Expenses	792.00	
Medical, Dental and Laboratory Supplies Expenses	3,480.00	
Gasoline, Oil and Lubricants Expenses	588,807.77	
Textbooks and Instructional Materials Expenses	140.00	
Other Supplies Expenses	528,094.09	
 Sub-totals	 138,067,052.20	 504,317,696.53
 Balance forwarded	 138,067,052.20	 504,317,696.53

Water Expenses	175,460.44	
Electricity Expenses	10,982,050.03	
Cooking Gas Expenses	9,694.80	
Postage and Deliveries	1,768,234.90	
Telephone Expenses - Landline	3,737,098.19	
Telephone Expenses - Mobile	785,902.76	
Internet Expenses	295,128.48	
Cable, Satellite, Telegraph & Radio Expenses	256,098.16	
Advertising Expenses	530,901.00	
Printing and Binding Expenses	1,418,642.95	
Rent Expenses	2,834,126.15	
Representation Expenses	548,597.90	
Transportation and Delivery Expenses	997,201.75	
Subscription Expenses	230,129.31	
Professional Services - Legal Services	80,000.00	
Auditing Services	93,998.00	
Consultancy Services	173,000.00	
Environment/Sanitary Services	235,500.00	
General Services	5,645,720.93	
Janitorial Services	4,236,046.41	
Security Services	5,227,042.81	
Other Professional Services	53,400.00	
Repairs and Maintenance - Office Buildings	2,926,627.44	
Repairs and Maintenance - Other Structures	23,400.00	
Repairs and Maintenance - Office Equipment	246,882.50	
Repairs and Maintenance - Furniture & Fixtures	68,223.50	
Repairs and Maintenance - IT Equipment & Software	203,191.95	
Repairs and Maintenance - Motor Vehicles	380,997.26	
Rent Expense	4,853.00	
Repairs and Maintenance - Other Property, Plant and Equipment	423,281.05	
Repairs and Maintenance -Artesian Wells, Reservoirs, Pumping Stations and Conduits	13,493.75	
Repairs and Maintenance - Waterways, Aqueducts, Seawalls, Riverwalls and Others	65,158.12	
Office Equipment Maintenance	5,800.00	
Extraordinary Expenses	767,916.41	
Miscellaneous Expenses	1,071.50	
Fidelity Bond Premiums	37,840.74	
Insurance Expenses	504,123.20	
Bad Debt Expenses	540,328.20	
Depreciation Expenses - office Buildings	1,550,000.00	
Sub-total	186,144,215.79	504,317,696.53
Balance forwarded	186,144,215.79	504,317,696.53
Depreciation Expenses - Motor Vehicle	374,017.50	
Depreciation Expenses- Library Books	1,251.19	
Depreciation Expenses- IT Equipment	4,911,706.75	
Depreciation Expenses-Furniture and Fixtures	425,925.79	
Depreciation Expenses-Office Equipment	377,389.28	
Other Maintenance and Operating Expenses	8,438,816.17	
Bank Charges	882.50	200,674,204.97
Excess of Income Over Expenses		303,643,491.56

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION  
 DETAILED BALANCE SHEET  
 AS OF DECEMBER 31, 2003

**ASSETS**

**Current Assets**

Cash (Note 3)				
Cash - National Treasury, MDS		4,022,909.65		
Petty Cash Fund		30,000.00		
Cash - Collecting Officers		(77,603.14)		
Cash - Disbursing Officer		190,949.97		
Cash in Bank, Local Currency, Current Account		4,008,866.46	8,175,122.94	
Receivables (Note 4)				
Accounts Receivable	11,491,443.92			
Less: Allowance for Doubtful Accounts	1,067,073.40	10,424,370.52		
Due From Officers and Employees		3,207,141.84		
Due From NGAs		2,817,098.42		
Due From NGOs / Pos		950,000.00		
Due From National Treasury		226,692,082.92		
Due From Regional Offices		4,012,221.97		
Other Receivables		10,541.03	248,113,456.70	
Inventories (Note 5)				
Accountable Forms Inventory		6,779,228.30		
Office Supplies Inventory		8,530,003.24		
Spare Parts Inventory		1,545.00		
Other Inventory items		74,343.60	15,385,120.14	
Prepaid Expenses				
Other Prepaid Expenses		426,092.88		
Guaranty Deposit		120,655.30		
Advances to Contractors		181,434.17	728,182.35	272,401,882.13

**Property, Plant and Equipment (Note 6)**

Land		8,000,000.00		
Buildings		99,449,630.87		
Less: Accumulated Depreciation		32,796,120.27	66,653,510.60	
IT Equipment and Software		57,184,163.97		
Less: Accumulated Depreciation		38,330,473.98	18,853,689.99	
Telegraph, Telephone, Cable, TV & Radio Equipmt.		11,000.00		
Less: Accumulated Depreciation			11,000.00	
Motor Vehicles		5,344,745.40		
Less: Accumulated Depreciation		3,426,970.90	1,917,774.50	
Office Equipment		8,781,862.90		
Less: Accumulated Depreciation		4,289,072.92	4,492,789.98	
Furniture and Fixtures		10,852,751.29		
Less: Accumulated Depreciation		8,473,190.21	2,379,561.08	
Other Property, Plant and Equipment		5,660,062.06		
Less: Accumulated Depreciation		2,529,529.08	3,130,532.98	
Books	43,430.00			
Less: Accumulated Depreciation		2,510.07	40,919.93	
Items in Transit			2,306,939.74	
107,786,718.80				

TOTAL ASSETS 380,188,600.93

**LIABILITIES AND EQUITY**

**Liabilities**

Current Liabilities				
Accounts Payable		19,700,392.30		
Due to NGAs		833,574.40		
Due to GOCCs		1,056,626.31		
Due to BIR		3,684,399.84		
Due to GSIS		469,860.86		
Due to PAG-IBIG		222,083.22		
Due to PHILHEALTH		235,760.74		
Deferred Credits to Income		6,279,088.88		
Other Payables		150,417,663.73		
Total Liabilities			182,899,450.28	

**Equity**

Government Equity				
197,289,150.65				
TOTAL LIABILITIES AND EQUITY			380,188,600.93	

Republic of the Philippines  
Department of Labor and Employment  
**Philippine Overseas Employment Administration**  
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