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## FROM THE CHAIRMAN OF THE GOVERNING BOARD



Secretary Patricia A. Sto. Tomas

The past year saw the POEA successfully facilitating the employment overseas of close to a million Filipinos who opted to pursue economic opportunities in foreign lands. This accomplishment is consistent with the President's priority agenda and with the agency's mandate to manage the overseas employment program through an orderly system. Such feat serves as another image boost to the vaunted *world-class excellence* of the Filipino worker.

Last year may have been another trying year for the overseas employment program, but in spite the many crisis situations, both in the local and international front, the POEA ably met its goal and targets, and in some instances, even surpassed them. Our thanks go to our partners in both the public and private sectors who helped make such accomplishments possible.

As labor migration remains a dominant fixture in the global economic landscape, we need to constantly review our policies and procedures to make them attuned to the rapid changes in the international environment. Indeed, if we have to keep our position as the *world's top supplier of quality labor* and ensure our hold on both the traditional and emerging countries

of destination for Filipino workers, we need to maintain a strong and healthy partnership with the private sector, as well as with other government agencies involved in the employment of Filipino overseas. A fair and transparent recruitment and hiring system will provide a credible and level playing field to the major stakeholders of the program and major players of the industry.

As the POEA continues its march towards global excellence in governance, I challenge it to keep its dynamism and strong determination in facing the threats, along with opportunities, in the global world of work. It should sustain its vigor in managing an international migration program that has been become a model for other labor-sending economies for the past two decades. I also enjoin it to keep its place as the top government agency that makes a difference in the lives of our overseas Filipino workers.

Congratulations to the POEA for a productive 2004!

A handwritten signature in black ink, reading "Patricia A. Sto. Tomas". The signature is written in a cursive, flowing style.

## THE ADMINISTRATOR'S REPORT

*Rosalinda Dimapilis-Baldoz*



Despite numerous threats and challenges posed by the global environment to the overseas employment program, the POEA remained unperturbed in 2004. The world economic recession, stringent port state controls and restrictive policies of many host countries after the 9/11 attacks, plus the growing competition from other labor sending countries did not deter us from moving steadily and continuing to provide decent and productive employment to Overseas Filipino workers.

The country experienced some political and economic uncertainties, but the POEA refused to be distracted and it proceeded to implement its work programs in support of the Ten-Point Agenda of the President aimed at alleviating poverty and of the Department of Labor and Employment's thrusts and priorities. In spite of its shoestring budget of P203.357M, it successfully delivered the following accomplishments for 2004 through prudent fiscal and human resource management:

- Strong rebound in the number of OFWs deployed during the period, hitting a historic high of 933,588, up by 7.6% from the 867,969 who found employment abroad in 2003. The number of landbased workers deployed increased by 8.1% to 704,586 from 651,938 while seafarers surged by 6.0% to 229,002 from 216,031 in 2003;
- Accreditation and registration of more than 22,000 foreign principals and employers that employed landbased Filipino workers and seafarers;
- Increase in the number of employment contracts processed for landbased workers and seafarers by 3.8% and 5.0%, respectively;
- A record high of 245,420 registrants in the POEA manpower registry;

- Pursuant to the “difficult to enter” and “easy to go” policy on licensing system, only 35% of those who applied for new license was approved or a total of 92 licenses. This was lower than the 38% approval rating in 2003. In contrast, the number of licensed agencies cancelled increased by 163.2% to 50 in 2004 from 19 in 2003;

- 4,115 cases were resolved in 2004 which was 3.0% higher than the 4,033 cases resolved in 2003. From these cases, the POEA was able to remit more than P10.5 million to the Bureau of Treasury out of the fines collected from agencies while a total of more than P8 million was refunded to workers;

- 52% of the 2,784 cases for voluntary conciliation were settled with the complaining workers recovering more than P25.3 million. The rest of the cases were referred to the Adjudication Branch for hearing;

- Increase in the number of surveillance conducted (521 in 2004 from 478 in 2003) leading to a higher number of closure orders issued against establishments (40 in 2004 from 29 in 2003). This also resulted in the filing of 635 cases for preliminary investigation;

- Increase in the number and frequency of nationwide Pre-departure Orientation Seminars (PDOS) and Pre-Employment Orientation Seminars (PEOS) *benefiting some 73,000 workers*;

- Increased (free) subscription to market updates and travel advisories by the major stakeholders of the program;

The POEA also performed creditably in other areas. These were the:

- Adoption and implementation of POEA Governing Board Resolutions: (1) requiring all employers/principals of Iraq-bound OFWs to provide a minimum global and all risk insurance coverage amounted to US\$35,000.00, in addition to the P200,000,00 life and accident insurance coverage at no cost to the workers; (2) issuance of the Seafarers' Identify Document to seafarers; and (3) incorporating the Social Security coverage of the Seafarers in the Standard Employment contract for Filipino seafarers for protection;

- Institutionalization of the voluntary conciliation mode of settlement dispute which yielded satisfactory results, including the de-clogging of the POEA docket system;

- Implementation of the *Employment Permit System of Korea* under a government-to government arrangement during the second half of the year, deploying close to 1,000 OFWs for the period;

- Successful implementation of the *e-Registration system*, which provided online registration of applicants who wish to work abroad;

- Implementation of the *e-Verification system*, which allowed the regional offices and other government agencies to verify information online through access to the POEA database.

- An intensified information campaign on overseas employment through strengthened media and public relations that resulted to more clients reached and more linkages formed with the public, private and business sectors;

- Sustained membership in the ISO Community achieved through continuous process improvement in full conformity with the agency's *Quality Management System certified under ISO-9001:2000*;

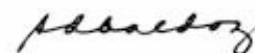
- Continuous implementation of the e-Link for OFWs program, particularly the submission of contracts of landbased workers and seafarers through the electronic medium, and the electronic generation of official receipts of payment which resulted to shorter and faster process cycle time for processing of employment contracts;

- Smooth transition in the transfer of Artists Accreditation System from TESDA back to POEA and the development of an in-house fully computerized system using the finger scan technology. With a process cycle time of only 3 days, the POEA had renewed/replaced/ issued 10,548 ACC's; and

- Generation of an income of *P310,087,987.00* collected from processing fees, license fees, filing fees, fines of erring recruitment and manning agencies, etc., which was 11.47% higher than the income collected in 2003.

The succeeding pages will give the reader the clear picture of the performance of the POEA in numbers and figures during the 12 months of the preceding year. All told, we are confident that we can do better in 2005 as we fulfill our commitment of facilitating one million overseas jobs through the full implementation of the e-link program for OFWs; forging more bilateral agreements with labor-receiving countries; faster resolution of adjudication cases, institutionalization of worker and private sector participation in the policy making process through the Tripartite Consultative Council and sustained campaign against illegal recruitment.

May God bless us all.



## POLICY INITIATIVES OF THE GOVERNING BOARD

Realizing the need to provide better protection to Filipino workers being deployed to Iraq, the Governing Board passed GBR No. 2 on February 2004 amending GBR No. 11 series of 2003, requiring all employers/principals of Iraq-bound landbased OFWs to provide a minimum global and all risk insurance coverage in the amount of US\$35,000.00, in addition to the P200,000.00 life and accident insurance coverage, at no cost to the workers.

During the year in review, the Governing Board passed three (3) other Resolutions, namely:

- GBR No. 1—Renaming the POEA Building after Honorable Blas F. Ople, who was the author of the country's overseas employment program
- GBR No. 3— Issuance of the Seafarers' Identity Document to seafarers. The SID shall replace the Seafarers' Registration Certificate, an employment document which is presently issued by the POEA
- GBR No. 4— Incorporating the social security coverage of the seafarers in the Standard Employment contract for Filipino seafarers for protection

## THE POEA GOVERNING BOARD



PATRICIA A. STO. TOMAS  
CHAIRPERSON  
SECRETARY, DEPARTMENT OF LABOR AND EMPLOYMENT



ROSALINDA DIMAPILIS-BALDOZ  
VICE-CHAIRPERSON  
ADMINISTRATOR, PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION



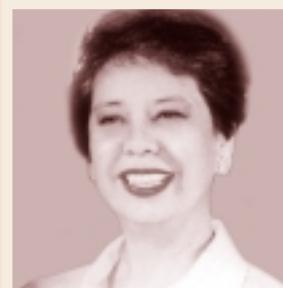
GREGORIO S. OCA  
SEABASED SECTOR REPRESENTATIVE



ISIDRO Q. ALIGADA  
PRIVATE SECTOR REPRESENTATIVE



ALEXIS P. CRUEL  
LAND-BASED SECTOR REPRESENTATIVE



GUILLERMINA T. GABOR  
WOMEN SECTOR REPRESENTATIVE

**THE POEA DIRECTORATE**



**ROSALINDA DIMAPILIS-BALDOZ**  
Administrator



**VIVECA C. CATALIG**  
Deputy Administrator  
Licensing and Adjudication



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



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



**ALEJANDRO A. PADAEN**  
Director  
Adjudication Office



**STELLA Z. BANAWIS**  
Director  
Pre-Employment Services Office



**REYNALDO H. JAYLO**  
Director  
Welfare and Employment Office

## 2004 PERFORMANCE ACCOUNT

### EMPLOYMENT FACILITATION



#### DEPLOYMENT TREND FOR THE LAST FIVE YEARS ENDING 2004

- Except for 2003, the growth trend of the country's overseas employment was on the uptrend for the last five-year period ending 2004, expanding by an average of 2.0% or 872,753 overseas jobs annually.
- In 2004, the total deployment of overseas Filipino workers (OFWs) broke the 900,000-barrier and hit a historic high of 933,588 up by 7.6% from 867,969 recorded in 2003. The 7.6% expansion was a sharp turnaround from 2.7% contraction in 2003. Deployment of OFWs in 2003 declined to 867,969 from its year ago level of 891,908 owing to, among other external factors, such as the SARS outbreak, US-Iraq crisis and global economic recession.
- The strong recovery in 2004 was fuelled by the landbased sector, with deployment increasing by 8.1% to 704,586 from 651,938. The seabased also contributed immensely to the robust increase, with deployment, surging by 6.0% to 229,002 from 216,031 in 2003.
- In particular, the number of (landbased) rehires deployed grew by 12.7% to 419,674 and new hires also increased by 1.9% 284,914. The steady increase in the deployment of seafarers also boosted the better-than-expected performance for the period –with daily average deployment of 627.
- From 2000 to 2004, the growth trend of landbased workers remained the linchpin of job creation overseas, accounting for 76% of the total deployed workers. On the other hand, though comprising only 24% of the deployment figure, the volume of deployment of seafarers had sustained an upward swing.
- The 2004 deployment accounted for **93.4%** of the annual target of 1 million jobs.

#### DEPLOYMENT OF OVERSEAS FILIPINO WORKERS, 2000-2004

Year	Total	Growth Rate	Landbased	New Hires	Rehires	Seabased
2000	841,628	0.55%	643,304	253,418	389,886	198,324
2001	866,590	3.08%	661,639	271,085	390,554	204,951
2002	891,908	2.80%	682,315	289,288	393,027	209,593
2003	867,969	-2.68%	651,938	279,565	372,373	216,031
2004	933,588	7.60%	704,586	284,912	419,674	229,002



### Increase in Demand of Service Workers

- The skills competency, English proficiency, caring attitude and adaptability of Filipino workers have continued to gain recognition in the global markets. As of end-December 2004, hiring of first-time Filipino service and professional and technical workers posted an increase of 34.3% and 17.8%, respectively.
- In particular, the number of newly hired service workers—such as domestic helpers, household workers, caretaker, waiters and bartenders, etc.—expanded to 112,812 in 2004 from the previous level of 84,021 in 2003. These service workers, about 90% of whom were females, accounted for 36.20% of the total deployment of newly hired workers for the period.

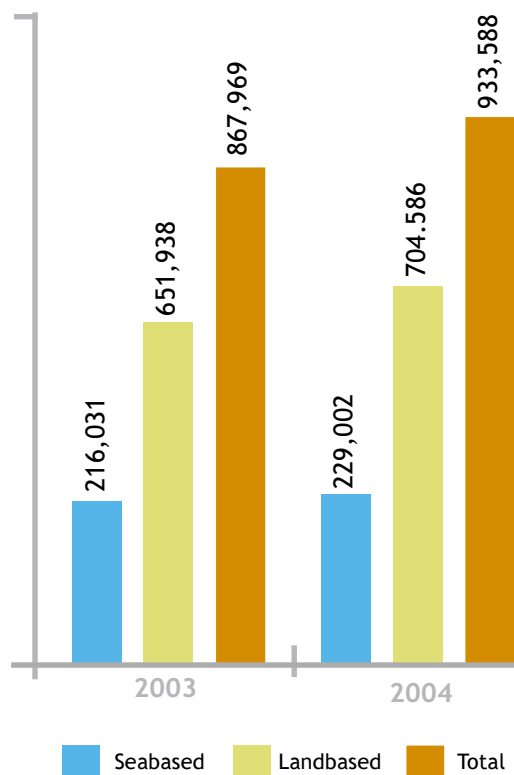
### Increase in Demand of Professional and Technical Workers

- Hiring of Filipino professional/technical and related workers went up to 92,987 from 78,956. The proportion of service and professional/technical 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 portion of whom were medical workers (nurses and health care assistants), teachers and performing artists.

### Increase in Demand of Production Workers

- The number of newly hired production workers (such as bricklayers, plumbers, stone masons, tile setters, carpenters, drivers, etc.) went up by 2.2% to 62,691 in 2004 from 61,352 in 2003. A growing number of newly hired clerical workers —such as bookkeepers, receptionists, stenographers, etc. — were noted, reaching to 5,221 from the previous 3,965.

OFW DEPLOYMENT, 2003-2004



SKILL CATEGORY	2003			2004			Percentage Change		
	Female	Male	Total	Female	Male	Total	Female	Male	Total
Professional and Technical Workers	67,336	11,620	78,956	79,862	13,144	93,006	18.57	13.12	17.8
Administrative and Managerial Workers	103	284	387	151	339	490	46.60	19.37	26.6
Clerical Workers	2,204	1,761	3,965	3,054	2,167	5,221	38.57	23.06	31.7
Sales Workers	1,394	1,096	2,490	2,741	1,162	3,903	96.41	6.02	56.6
Service Workers	76,296	7,725	84,021	101,595	11,261	112,856	33.10	45.77	34.3
Agricultural Workers	29	384	413	20	645	665	-31.03	67.97	61.0
Production Workers	18,766	42,586	61,352	20,713	41,978	60,708	10.38	-1.43	2.2
For reclassification	8,975	952	9,927	258	1,368	1,626	-97.13	43.70	-83.6
TOTAL	175,103 76%	66,408 24%	241,511	208,411 75%	72,064 25%	280,475	18.97	8.52	16.1

## DEPLOYMENT OF NEW HIRES BY WORLD GROUP

	2004	2003	% Change
ASIA	132,729	119,180	11.4
MIDDLE EAST	138,021	100,826	36.9
EUROPE	4,973	4,615	7.8
AMERICAS	5,445	4,316	26.2
AFRICA	1,950	3,005	-35.1
TRUST TERRITORIES	1,413	806	75.3
OCEANIA	381	538	-29.2
OTHERS	-	46,279	0.0
<b>TOTAL LANDBASED</b>	<b>284,912</b>	<b>279,565</b>	<b>1.9</b>

## TOP 10 DESTINATIONS OF NEW HIRES

	2004	2003	% Change
1. JAPAN	71,166	58,755	21.1
2. SAUDI ARABIA	58,363	51,334	13.7
3. TAIWAN	34,030	35,352	-3.7
4. UAE	26,653	17,812	49.6
5. KUWAIT	22,640	16,150	40.2
6. HONG KONG	16,511	14,033	17.7
7. QATAR	10,919	6,653	64.1
8. LEBANON	6,155	1,698	262.5
9. BAHRAIN	3,683	1,890	94.9
10. SOUTH KOREA	3,516	4,080	-13.8

### Top Destinations of New Hires

- The POEA facilitated the creation of hundreds of thousands jobs for Filipino workers in 2004. Total number of Filipino workers deployed (new hires) to various regions in the world grew by 1.9% to 294,914 from 279,565 in 2003.
- In the Middle East alone, the total deployment of newly hired Filipino workers jumped by 36.9% to 138,021 from 100,826 in 2003. Trailing close behind was Asia absorbing 132,729 newly hired Filipino workers or 11.4% higher than 119,180 recorded in 2003.
- In Americas and Europe, a 26.2% and 7.8% increase in the deployment of new hires was noted, – numbering to 5,447 and 4,973 in 2004 from the previous years of 4,316 and 4,615, respectively.

### Japan Outpaced Saudi Arabia as Top Destination of New Hires

- In 2004, Japan outpaced Saudi Arabia as the top destination of new hires numbering 71,166 from 58,744 in 2003. Saudi Arabia, which was the perennial top destination of new hires since 1995, came in second with 58,363, up by 13.7% from 51,334 in 2003.
- Taiwan and United Arab Emirates were ranked third and fourth, absorbing 34,030 and 26,653 newly hired OFWs, respectively. Trailing behind was Kuwait with 22,640, up by 40.2% from 16,150, followed by Hong Kong with 16,511 or 17.7% higher than 14,033 posted in 2003.
- Qatar came in sixth absorbing 10,919 newly hired OFWs as against 6,653 in 2003, while Lebanon hosted 6,155 OFWs from 1,698 the previous year. Bahrain and Korea came in 9<sup>th</sup> and 10<sup>th</sup> spots for newly hired OFWs numbering 3,683 and 3,516 compared to previous levels of 1,890 and 4,080, respectively.
- Except for Taiwan and Korea, which treaded in the negative territory, all other top 10 destinations of new hires registered a growth rate of 70.5% for 2004.

### Increase in Hires Through the Government Facility

- Due to intensified promotional strategies which resulted to increase in the demand for skilled (particularly medical workers) and unskilled workforce by some 28 countries operating worldwide, the total number of workers deployed through the recruitment and hiring facility of the POEA increased by 35.9% to 5,147 in 2004 from 3,788 recorded in 2003.
- The figure was 105.9% over the annual target of 2,500 and represented a small **0.76%** of the total **704, 586 landbased OFWs deployed for 2004, an indication that the government-hiring program is not a competition of the private sector.**
- Through an intensified collection effort, a total of P10.225 million and US\$105,350.00 administrative fees were generated and remitted by the POEA to the national coffers.

### Top Destination of (Landbased) Rehires

- The Middle East was the top destination of rehires in 2004, absorbing 214,294 or about 51% of the total deployed rehired OFWs in the region. The figure was 16.0% higher than 184,738 deployed the previous year.
- Coming close behind was Asia, hosting to 133,880 rehired OFWs and accounting for 31.9% of the total deployment for the period. This was followed by Europe with 50,143; Americas, 6,247; Africa, 6,535; Trust Territories, 5,764; and Oceania, 1,160.

### Double-Digit Growth in (Landbased) Rehires

- The double-digit or 12.7% growth of landbased rehires was phenomenal considering of marginal growth trend during the past five years ending 2004. This was attributed to the continued preference of foreign employers for Filipino workers in our major markets. The intensified implementation of nationalization policies on labor in the Middle East has not seriously affected our deployment at the moment.

### Saudi Arabia: Perennial Bright Spot for Rehires

- Saudi Arabia had remained the perennial bright spot for rehires since 1995, employing 129,744 OFWs, up by 10.3% from 117,677 in 2003. The annual figure accounted for 30.9% of the total and translated to a daily average of 355 rehired OFWs deployed during the period.
- Aside from Saudi Arabia, the other top destinations of rehires were Hong Kong, UAE, Italy, United Kingdom, Kuwait, Taiwan, Qatar and Brunei.

### Italy Posted Highest Annual Growth

- Percentage-wise, Italy posted the highest annual growth of 91.0% to 23,022 from 12,054, outpacing Singapore for the fourth slot. This was followed by United Kingdom and Kuwait that grew by 46.9% and 38.5% to 16,314 and 13,951, respectively.

### DEPLOYMENT OF RE-HIRES BY WORLD GROUP

WORLD GROUP	2004	2003	% Change
ASIA	133,880	136,107	-1.6
MIDDLE EAST	214,293	184,738	16.0
EUROPE	50,143	33,366	50.3
AMERICAS	6,247	6,733	-7.2
AFRICA	6,535	5,745	13.8
TRUST TERRITORIES	5,764	4,217	36.7
OCEANIA	2,642	1,160	127.8
OTHERS	170	307	-44.6
<b>TOTAL LANDBASED</b>	<b>419,674</b>	<b>372,373</b>	<b>12.7</b>

### DEPLOYMENT OF RE-HIRES, TOP TEN COUNTRIES

	2004	2003	% Change
1. Saudi Arabia	129,744	117,677	10.3
2. Hong kong	70,743	70,600	0.2
3. UAE	41,733	31,352	33.1
4. Italy	23,022	12,054	91.0
5. Singapore	19,746	22,790	-13.4
6. United Kingdom	16,314	11,104	46.9
7. Kuwait	13,951	10,075	38.5
8. Taiwan	11,029	9,834	12.2
9. Qatar	10,441	7,691	35.8
10. Brunei	7,900	6,983	13.1

### OFW REMITTANCE BY WORLD GROUP\*

	2004	2003	% Change
ASIA	902,821	927,000	-2.6
MIDDLE EAST	1,170,895	978,514	19.7
EUROPE	1,283,890	743,763	72.6
AMERICAS	5,047,623	4,292,449	17.6
TRUST TERRITORIES	-	-	0.0
AFRICA	3,406	10,558	-67.7
OCEANIA	41,582	42,338	-1.8
OTHERS	94,234	645,333	-85.4
<b>TOTAL LANDBASED</b>	<b>7,082,987</b>	<b>6,345,815</b>	<b>11.6</b>
<b>TOTAL SEABASED</b>	<b>1,461,464</b>	<b>1,294,140</b>	<b>12.9</b>
<b>TOTAL</b>	<b>8,544,451</b>	<b>7,639,955</b>	<b>11.8</b>

\* In thousand U.S. Dollar

Source: Bangko Sentral ng Pilipinas

## EMPLOYMENT PROMOTION



*Promotion and facilitation of employment is the principal task of the Pre-Employment Service Office (PSO), the Office 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 worker. It provides integrated accreditation and processing services to facilitate the documentation of qualified Filipino workers hired through private agencies/entities and those of returning to worksite to resume their contractual employment with foreign employers.*

### **REGISTERED/ACCREDITED FOREIGN PRINCIPALS**

#### *Decrease in Registered and Accredited Landbased Principals*

- For 2004, the number of landbased principals registered/accredited dropped by 33.6% to 21,248 from 28,380 in 2003. Foreign principals and employers who were registered numbered to 20,769, while those accredited accounted for 479.
- Of the 20,769 registered principals, the bulk or 19,506 were from non-Middle East countries and 1,263 were from Middle East countries. Taiwan alone had 18,102 principals registered compared to 24,769 in 2003. There was a huge increase in the volume of registered principals in Taiwan following the implementation of POEA policy of registering individual employers of caretakers/household workers instead of registering Taiwan manpower agencies (TMA) facilitating their hiring. The POEA only monitors the Taiwan manpower agencies of Taiwan principals because of a CLA advise at the start of the Taiwan program.
- Meanwhile, the bulk or 351 accredited principals were from Middle East countries and 128 from non-Middle East,

reflecting the continuing option for principals from Saudi Arabia to be accredited instead of registered by coursing their documents through the Saudi Chamber of Commerce in lieu of verification by POLOs in KSA.

- The low volume of renewal of accreditation (1,024) in 2004 was due to the advantage of a longer validity of registration/accreditation at four (4) years, instead of two years which was implemented before the 2002 POEA Rules and Regulations took effect.

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

- In contrast, the number of shipping principals accredited/registered at the Central Office swelled by 45.9% to 826 from its year ago level of 566. More principals were registered than accredited, an indication that principals were from countries where there is POLO operating in the site. The number of principals whose accreditation were renewed totaled 846 in 2004 compared to 751 in 2003.
- While the number of vessels enrolled increased by 19.4% to 1,686 in 2004 from the previous year ago level of 1,412, the number of vessel enrolment cancelled reached 422. The bulk of these vessels were cancelled due to sale of vessels (278) while the rest were cancelled due to change management (100), scrapping (44) or being laid up (19).
- Despite the decline in volume, the process cycle time (PCT) in the registration of foreign principals in the landbased sector took one (1) day while the accreditation for the same took three (3) days. The PCT in the renewal of accreditation for seabased principals took 6 hours from the previous 7 while contract processing and issuance of OECs to seafarers took four (4) hours from the previous eight (8) hours. Seafarers' registration and issuance of Seafarer's Registration Card (SRC) took only one (1) hour from the previous eight (8) hours.

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

- Despite the drop in the number of accredited and registered principals, there were more job orders processed by the POEA. A total of 832,446 employment contracts were processed or a huge 212.7% increase from the 266,180 recorded in 2003. The strong performance was partly due to the implementation of the *e-Receipt system* and *e-Submission program* during the period. The number of agencies registered under the POEA *e-Submission* program tripled to 110 from the previous 43.
- In the Central Office alone, the number of contracts processed for landbased workers grew by 3.8% to 312,970 from 301,432 in 2003, accounting for 98.9% accomplishment of its annual target. The current figure was fueled by the expansion in the number of *agency hires* (comprising of skilled and household workers) processed numbering to 294,298 or about 4.0% from 283,369 in 2003. This developed despite a 28% decline in the number of accredited principals.
- The number of workers processed through the name hire facility increased by 15.2%, from 12,270 in 2003 to 14,133. Majority of the name hires were professional, technical and skilled, and service workers.

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

- The continued implementation of *e-Receipt System* at the Central Office resulted to a 4.7% increase in the number of employment contracts processed for seafarers (301,468 from 287,344). The 2004 figure was almost 100% accomplishment of the annual target of 302,000.
- The Filipino seafarers have remained the most preferred crew in the manning industry worldwide despite the strong entry of Chinese seafarers, with 228,485 seafarers deployed from some 300,000 employment contracts processed for the period.

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

- For the same year, the number of *e-Receipts* and Overseas Employment Certificates (OECs) issued to Workers-on-Leave or *Balik-Manggagawa* at the Central Office increased by 3.2% to 209,729 from 203,195. The 2004 figure was 3.2% over the annual target of 203,195.
- In the regions, the number of OECs and e-Receipts issued to Workers-on-Leave increased 79,724 compared to 2003. The year saw a bigger volume of workers who returned on vacation or leave.



## AGGRESSIVE MARKETING STRATEGIES



### *Marketing Missions Overseas*

- In support of the President's 10-point agenda to alleviate poverty, and in line with Department's objective of generating one (1) million jobs overseas, the POEA prepared technical papers and handled administrative arrangements for DOLE/POEA's high-level mission to South Korea on April 22 to 24, 2004 – that led to the signing of the RP-Korea Memorandum of Understanding and placement of Filipino workers under the Permit Employment System of Korea.
- The POEA undertook a high-level mission to Taiwan on 27 September- 02 October 2004 to promote the hiring of Filipino workers among Taiwanese employers particularly in the IT and electronic sectors without the intervention of middle men or brokers.
- The Agency facilitated marketing mission for the Overseas Placement Association (OPAP) to Kuwait in January 2004, and United Arab Emirates and Lebanon in July to August 2004. In addition, the POEA provided technical inputs to individual recruitment agencies for their marketing missions abroad.

### *Active Participation in International Conferences*

- In line with its policy advocacy for the protection of Filipino migrant workers, the POEA actively participated in eight international conferences on labor migration: (1) Special Session of the 10<sup>th</sup> Workshop on "International

Migration and Labor Market in Asia, in Japan on 5-6 February 2004; Japan Institute of Labour and Training; (2) 92<sup>nd</sup> Session of the International Labour Conference in Geneva, Switzerland on 1-17 June 2004; (3) Regional Workshop on "Managing Regional Public Goods: Water Health, Labor Mobility and the Environment in Singapore on 28 June-02 July 2004; (4) Berne Initiative Regional Consultations for Asia n Guilin, China on 20-30 July 2004;

- (5) Preparatory Technical Maritime Conference in Geneva, Switzerland on 13-24 September 2004; (6) 1<sup>st</sup> Berne Initiative Support Group Meeting in Switzerland on 20-23 October; (7) 9<sup>th</sup> Human Resources Development Programme for Officials of ASEAN countries in South Korea on 22 November-02 December, 2004; and (8) Strategic Perspective on Labor Rights Among Foreign Contract Workers in South East Asia and the Middle East Bangkok, Thailand on 9-10 December 2004.

### *Study Tours and International Meetings on Migration Management*

- As the model in the migration management scene, the POEA organized, participated and/or hosted several study tours and international meetings on migration management, namely: (1) Cooperative Efforts to Manage Emigration (CEME) on 1-4 February 2004, Westin Philippine Plaza; 2) Global Commission on International Migration (GCIM ) on 7-18 May 2004, Shangrila Makati; (3) Visit to Deputy Director General, Ministry of Foreign Affairs of Japan on 13-14 September 2004;



- (4) 2<sup>nd</sup> Labor Migration Ministers Consultations on 21-24 September 2004, Westin Philippine Plaza; (5) Study Tour Cum Training on Diaspora and Development of Central Asian States and Russia on 4-8 October 2004, Manila Peninsula; (6) Visit by members of the Japanese Parliament on 5-7 October 2004; and (7) Visit of the Ministry of Labor of the Islamic Republic of Iran on 10-13 October 2004.

#### *Development and Dissemination of Promotional Materials*

- Despite a shoestring marketing budget for 2004, the POEA developed and produced a brochure for the Special Hiring Program for Taiwan workers, a Hiring Primer on Filipino Workers; and developed initial draft of flyer for factory workers.
- It produced and disseminated 150 flyers for manning industry employers during the Lloyds Conference. It produced a PowerPoint presentation on the recruitment of Filipino nurses for US principals desiring to hire for the Philippines.

- The Administration produced two (2) sets of CDs on Computerized National Manpower Registry System (CNMRS) and on the Filipino Worker given to the Construction Association of Korea (CAK) and the Korea Federation of Small and Medium Business (KFSMB).

#### *Inputs in Bilateral Labor Agreements*

- For the period in review, the POEA participated in RP-JPEPA negotiations for deployment of nurses and caregivers to Japan and provided vital information/inputs on the recommendation for the non-ratification of the proposed memorandum of understanding (MOU) between Malaysia and the Philippines.
- It prepared a draft RP-Lebanon MOU to strengthen the protection of Filipino migrant workers bound for Lebanon. The draft took note of the comments of the Lebanese government on the previous drafts submitted thereto. It likewise provided inputs/technical assistance to the RP-Lao MOU.
- It pursued the revival of the POEA-AETAT recruitment agreement with Norway and worked on the possibility of forging a bilateral labor agreement with Spain.

#### *Provision of Labor Market Information to the Public*

- The POEA arranged TWG Meetings with DFA, NSO, TECO to discuss the suspension of the PILMAT member-agencies by the TECO due to alleged fraudulent documentation of Taiwan-bound Filipino workers. It arranged a TWG Meeting with PAMADEL on the proposed MC on Guidelines for the Accreditation, Authentication of Employment Requirements and Processing of Documents of Employers in Cyprus.
- The year 2004 saw a total of 19 market updates and 7 travel advisories concerning the UAE, Iraq, KSA, Nigeria, USA, Canada, Turks and Caicos Islands, Japan, Hong Kong, Singapore, Indonesia, Malaysia, UK and Greece and the global demand for caregivers, which were disseminated to the DOLE and POEA officials, industry associations and media. It prepared articles on the overseas employment prospects in 2005 for Filipino hotel and restaurant workers.

## LICENSING AND REGULATION SERVICES



*The Licensing and Regulation Office is tasked to develop and maintain a licensing and supervision system for participants in the overseas employment program from the private sector and develop policies and programs to enhance their capability as service providers of overseas jobs.*

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

- In 2004, a total of 566 licenses were issued, broken down to 98 for newly established recruitment and manning agencies and 468 for renewals. Of the new licenses issued to private sector participants in the OE program, 6 companies submitted new markets for Filipino seafarers, while 92 landbased agencies had new markets for various skills categories like nurses, IT professionals, entertainers, service workers, etc.
- For the same year, the number of agencies in good standing reached 1,337, slightly up from 1,327 registered in the same period in 2003. Of the total, 1,003 or 75% came from the landbased sector, while the remaining 334 or 25 % of the population of manning agencies were from the overseas manning industry.
- *The Process Cycle Time in the issuance of new license was reduced to 15 days from the previous 30 days, while for renewal of license took a swift 48 hours from the previous one (1) month processing time.*

### *Slight Increase in New License Issued*

- A total of 92 (72 new licenses, 20 re-issuance) agencies were issued new licenses, consisting of 86 landbased agencies and 6 manning firms. The figure represented an increase of 8.2% compared to the 85 issued in 2003.
- Of the 86 licenses issued to landbased agencies, 68 were new and 18 were re-issuance. On the other hand, new licenses were issued to 6 sebased agencies, consisting

of 4 new licenses and 2 re-issuance.

### *Decrease in Total Licenses Suspended*

- The number of licensed agencies suspended due to violation of recruitment rules, majority of which came from the ranks of landbased recruitment firms, declined by 57.3% to 241 from 565 in 2003. Likewise, the number of agencies suspended due to failure to replenish garnish bond decreased by 26.9% to 19 from 26 in 2003. This developed as the Administration intensified its conduct of agencies inspection for the period, yielding a total of 1,881 agencies inspected or 9.1% hike from 1,723 and exceeding the annual target of 1,500.
- Inspection conducted consisted of 1,842 regular inspections and 39 spot inspections. The increase in the number of inspection activities conducted compared to the number in 2003 was realized despite the inadequate number of inspectorate teams.

### *Increase in Special Recruitment Authorities Issued*

- The year saw a sharp increase in the number of Special Recruitment Authority (SRA) granted to agencies – majority of which were landbased recruitment agencies – rising by 52.3% to 617 from 495 in 2003. This indicated the active participation of the private sector in jobs creation in the countryside parallel to the efforts of the DOLE Regional Offices, POEA regional units and Public Employment Services Office (PESOs).
- The process cycle time for the issuance of SRA took eight (8) hours.

### *Decrease in Special Exit Clearance Issued*

- There was a noticeable decrease (15 from 66) in the number of special exit clearance issued to documented



## ILLEGAL RECRUITMENT CASES, 2003 - 2004

Indicators	2004	2003	% Change
Cases handled	1,462	1,219	20.0
Pending at the beginning	594	353	68.3
New cases	868	866	0.23
Victims involved	1,441	1,625	-11.3
Cases filed for preliminary investigation	635	618	2.75
Number of victims assisted	5,763	4,789	2.0
Surveillance conducted	521	478	9.0
Persons arrested	12	11	9.1
Establishments closed	40	29	37.9

workers in 2004 due to the continued deregulation of processes and procedures adopted by the Administration. The signing of a Memorandum of Agreement between the POEA and the Bureau of Immigration (BI) paved the way for the latter to giving the final clearance to individuals whose cases fell under the category of special cases.

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

### *Increase in Advertisement Violations Monitored*

- The POEA's intensified and more vigilant monitoring of advertisements placed by licensed agencies in 2004 yielded a total of 12,903 ads monitored, a 72.5% increase from the 7,480 advertisements monitored during the previous year.
- Of the total ad violations, 396 ad violations were committed by landbased-licensed agencies and 378 committed by manning companies. The Administration also monitored 6 ads placed by unlicensed agencies and all were referred/endorsed to AIR Branch for further investigation. No advertisement violation committed by foreign principal was monitored by the POEA team.

### *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 27.5% to 635 in 2004 from 618 in 2003. This was 2.70% way above the annual target of 500.
- Total number of anti-illegal recruitment cases handled for the period increased by 20.0% to 1,462 from 1,219 recorded in 2003. Of the number, 868 were new cases

(involving 1,441 victims) slightly up from 866 the previous year. This was 108.5% accomplishment from the annual target of 800. The better-than-expected performance for 2004 was attributed to the increase in manpower compliment at the AIR Branch. Hearings of 1,402 cases were conducted, (this includes the 594 cases carried over from 2003) resulting to disposal of 645 cases.

### *Increase in IR Victims Provided Legal Assistance*

- The POEA provided legal assistance and services to 5,763 victims of illegal recruitment the figure was up by 2.0% from 4,789 in 2003.
- The process cycle time in the issuance of clearance for persons with derogatory records took only three days. The POEA had to check if persons seeking clearance had criminal records and would therefore be disqualified from participating in the overseas employment program.

### *Increase in the Conduct of Surveillance*

- There were 521 surveillance operations conducted by OSD, and combined elements of OSD-PAITF a 9.0% increase from the 478 recorded in 2003. This was 73.7% way above the target of 300 for the entire period. The strong performance was mainly due to the aggressive programs of the AIR Branch during the year in review.

### *Increase in Establishments Closed*

- A sustained campaign against illegal recruitment yielded 40 establishments closed for 2004, surging by 37.9% from 29 in 2003 and exceeding the annual target of 20. This positive development was due to the close coordination between the POEA operatives and the PAITF teams.
- The intensified campaign against illegal recruitment also resulted to entrapment and eventual arrest of 11 illegal recruiters, all of whom were female. There were 11 suspected illegal recruiters entrapped in 2003.

## ADJUDICATION SERVICES

ADJUDICATION OF CASES, 2003 - 2004			
Indicators	2004	2003	% Change
Total cases handled	7,159	7,547	-5.1
Pending at the beginning	3,514	3,514	--
New cases received	3,645	4,033	-9.6
Cases disposed of	4,155	4,033	3.0
Cases pending at the end	3,163	3,514	-10.0
Disposition rate	58%	53%	--
Writs acted upon	410	226	81.4
Monetary Claims Satisfied thru enforcement	P5.6-M	P3.6-M	55.6
Number of OFWs benefited	181	200	-9.5

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

### Improvement in Disposition Rate

- Of the 7,159 recruitment and disciplinary action cases handled in 2004, the POEA disposed 4,155 – consisting of 3,855 cases resolved through regular disposition and 300 resolved through out-of-town hearings. This reflected an enviable disposition rate of 58% or five percentage points higher than 53% recorded in 2003. The figure accounted for 102% accomplishment of the annual target of 3,900.
- All cases filed in 2001 and earlier had been disposed of, as of the year-end.
- While mindful of speedy resolution of cases, the POEA had not compromised the quality of its decisions and orders rendered. Based on appealed cases decided by the Department of Labor and Employment during the year, only 7% of appealed cases resulted in the reversal of the Agency's decisions. This was taken from the 35 reversals out of 467 appealed cases that were disposed by the Department. About 60% (278 out of 467) of the appealed POEA decisions were affirmed *en toto*. If 131 decisions were added to the number that was not affirmed entirely but were merely modified, the Agency affirmation would have been higher at 88%.

### Increase in Licensed Agencies Cancelled

- The new POEA Rules were felt in the adjudication of cases, as the orders of cancellation of licenses increased sharply to 260 from the 59 issued during the preceding year. The orders affected the licenses of 50 agencies, 13 of which had been meted penalty of cancellation the previous year. There was also an increase in the number of agencies cancelled numbering to 19 in 2003. The most common reason for the cancellation was the excessive collection of placement fees, which is classified under the New Rules as a serious offense.

## VOLUNTARY CONCILIATION CASES

Indicators	2004
Total cases handled	2,784
Pending at the beginning	253
Cases received	2,531
Cases settled/disposed	1,462
Cases docketed	782
Cases archived	434
Total cases acted upon	2,678
Cases pending at the end	106
Settlement rate	52%
Total number of complainants	3,260
Number of money claims beneficiaries	1,066
Total amount settled	P23,483 M US\$32,081 Yen 81,000

## WORKERS' ASSISTANCE



*The Welfare and Employment Office (WEO) 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 the registry of workers for placement purposes; develops and signs recruitment agreements with foreign government employers and their instrumentalities; provides comprehensive facilities for handling all phases of recruitment of Filipino workers hired on government-to-government arrangements; and develops and implements pre-employment orientation programs to inform applicant-workers on migration realities and employment conditions in host countries.*

### *Upsurge in Skills Registration*

- As of December 2004, a total of 245,420 applicants were registered in the POEA manpower pool, comprising of 220,259 (landbased) worker-applicants and 25,161 seabased worker-registrants.
- The 2004 figure was a hefty 939.2% expansion from a mere 4,491 recorded in 2002. This was also a remarkable 4,908.4% performance against the annual target of 5,000. The dramatic improvement was attributed to the centralization of registration of landbased skills adopted last year, which includes the transfer of Government Placement Branch's (GPB) in-house registration to Manpower Registry Division (MDR).
- Another crucial factor in the increase was the special hiring program for Korea, which elicited 198,950 registrants from March 26. Majority of workers registered under the special hiring for Korea belonged to the production skills category.
- Of the total skills registered in the seabased sector, Deck Department officers topped the list with 8,785, followed by Catering Department officers with 4,128, and Engined Department officer with 2,266. The number of skills

registered in the seabased sector at the regions stood at 5,416.

### *Increase of Government Hires*

- The number of workers documented under the government-hiring program rose by 21.9% to 4,828 in 2004 from 3,962 in 2003. This was a 160.9% improvement from the annual target of 3,000. Also, The number of workers deployed went up by 36.8% to 5,182 from the year ago level of 3,788, representing a 207.3% over-accomplishment of the annual target of 2,500. However, government hires accounted for only for 0.73% of the total deployment of landbased workers for the period, an indication that the government-hiring program is not competing with the private recruitment agencies.
- The year's strong performance was due to the robust demand for employers, particularly for those hiring medical workers. Through intensified collection efforts, a total of P10.225 million and US\$105,350.00 administrative fees were generated and remitted to the national coffers.

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

- The POEA, facilitated and supervised 52 jobs fairs, up by 10.6% from 47 in 2003, with 24,603 worker-applicants registered for various jobs. Of the total, 4,045 were qualified and 991 were deployed. The number of jobs fair coordinated with DOLE regional offices, POEA regional extension units and PESOs, jumped by 516.7%, to 74 from last year's level of only 12.

### *Improvement in Worker Referral System*

- Under its Worker Referral System, the POEA prepared a total of 3,760 referrals or recommendations for overseas employment of qualified worker-applicants. This was 10.6% higher than the 3,400 recorded in 2003 and a 159.4%

over-performance against the annual target of 2,500. The bulk or 2,290 referrals/recommendations of POEA were for landbased worker-applicants, a sharp increase from only 480 in 2003. The remaining 1,470 referrals were given for seafarers-applicants.

#### *Issuance of Artist Accreditation Cards to Overseas Performing Artists*

- Following the transfer of the implementation of the ARB System (now Artist Accreditation System) from TESDA to POEA during the third quarter of 2004, the Agency proceeded to implement the new system that was characterized by full automation and issued a total of 6,898 AACs to overseas performing artists.

#### *Increase in Repatriation Cases Acted Upon*

- Requests for assistance by OFWs who were at the job sites lodged at POEA by their relatives totaled 2,103. All cases were resolved to the benefit of the workers.
- For the period, the POEA received 1,310 requests for repatriation and the POEA acted on 1,121 requests by

requesting their respective agencies to provide the required PTAs/tickets. The Administration endorsed the remaining 189 requests to OWWA for appropriated action. *Riyadh* topped the country that has dispatch the most number of requests for repatriation with 527 OFWs, followed by *Kuwait* with 310, and *Al Khobar* with 150.

- Of the 1,310 OFWs involved in repatriation, 833 were voluntarily offered PTAs/tickets by their respective agencies (i.e., agencies that complied with the provision of the tickets within the 48-hour deadline) and 477 were provided tickets by OWWA. OWWA initially provided the tickets when the license of the deploying agencies had expired or had been suspended.
- There were 202 agencies that were meted suspension of documentary processing. Out of this number, 171 agencies immediately complied with the requirements within the lifting of suspension.

#### *Increase in the Number of OFWs Counseled and Assisted*

- The POEA counseled and assisted a total of 3,961 OFWs and families. Of this figure, walk-in clients reached 1,321,

## WELFARE AND EMPLOYMENT FACILITATION

Indicators	2004	2003	% Change
Number of workers-applicants evaluated/registered	245,420	23,766	937.7
Landbased:	220,529	11,340	1,842.3
<i>Online skills registration</i>	16,107	7,197	
<i>Iraq registration*</i>	1,408	3,119	
<i>Taiwan registration</i>	3,794	1,024	
<i>Korean Registration</i>	198,950	0	
Seabased:	25,161	12,426	102.5
Number of workers documented under Government placement program	4,828	3,962	21.9
Number of Job Fairs facilitate/supervised	52	47	10.6
No. of applicants registered	24,603	26,076	-5.64
No. of workers qualified	4,045	5,942	-31.9
No. of workers deployed	991	1,735	133,1
Number of referrals prepared for overseas employment	3,760	3,400	10.6
Number of ACCs issued to OPAs <sup>1</sup>	6,898	0	
Number of testimonial accreditation issued to OPAs	4	0	

<sup>1</sup> Issuance of ACCs to OPAs started only on 21 October 2004

while those counseled through phone-patch totaled 2,640 – or an average of 10 callers per day. The 2004 figure was 426.2% higher than the 251 figures in 2003.

- Despite the transfer of the welfare functions of POEA to OWWA, the increase in the number of OFWs counseled and assisted for the period was still evident because many of the workers preferred to come to POEA because of its regulatory power.
- Under its *Bilis Action sa Communication*, the Agency replied (and endorsed to POLOs/OWWA/AO) to some 3,380 letters, e-mails and fax messages from OFWs and relatives. The figure was 38.8% higher than the 3,306 posted in 2003.

#### *Decrease in the Number of Incidents Reported*

- A total of 1,734 incident reports were received by the POEA. These consisted of 509 reports coming from landbased sector, which involved entertainers from Japan and factory workers from Korea who ran away from their employers and 1,225 reports from seabased sector.

#### *Increase in PDOS and PEOS Conducted*

- There was a 416.5% hike in POEA's in-house PDOS conducted in 2004 due to the increase in the volume of name-hires and GPB hires.
- Likewise, a 1,065% increase in the Agency's PEOS was noted during the period attended by a huge volume of students, who had been the focus of the PEOS during

the 1<sup>st</sup> and last quarter of the year. A total of 52,896 worker-applicants participated in nationwide PEOS, with the regions accounting for the bulk or 43,984.

- For Special briefing, however, for Libya dropped by about 27% from 26 to 19 due to the drop in the deployment to said country. Most of the workers who left for Libya were rehires and/or vacationing workers. With the implementation of the *Employment Permit System* of Korea, the number of orientation sessions for South Korean-bound workers under the Alien Industrial Training System went down from 59 to 40.

#### *Development of Country-Specific Modules*

- As of December 2004, the POEA had developed a total of 10 country-specific modules for PEOS which were uploadable in the website. The modules were on Italy, Singapore, Libya, Taiwan, UK, Saudi Arabia, South Korea, Kuwait, Hong Kong and Iraq.

#### *Documentation of Good Practices on Welfare and Protection of OFWs*

- The POEA completed and submitted the full document of the Philippines Good Practices Sharing Projects to the UN Task Force on HIV/AIDS Vulnerability Reduction based in Bangkok.
- The Administration actively involved and participated in the intra-agency/regional/multilateral discussions/fora relative to GATS/JPEPA/BIMP-EAGA and HIV/AIDS concerns.

## REPATRIATION ASSISTANCE AND WORKERS EDUCATION

Indicators	2004	2003	% Change
Number of cases referred	2,103	2,203	-4.5
Number of cases for repatriation acted upon	2,103	1,562	34.6
Number of agencies meted suspension	202	209	-3.3
Number of PDOS conducted	1,002	194	416.5
Number of PDOS participants	20,769	14,203	46.3
Number of special orientation seminars conducted (Full Disclosure Policy):			
Libya	148	106	39.6
Taiwan-Fishermen	19	26	-26.9
Korea	99	0	-
Korea	49	59	-16.9
Iraq	25	0	-
Number of PEOS conducted	1,065	74	1,339.2
Number of PEOS participants	52,896	15,402	243.4

# SUPPORT SERVICES



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

## *E-Link for OFW Project*

- In 2004, the POEA launched the *e-Registration* through its program website. *e-Registration* provides online registration of applicants who want to go abroad. Worker-applicants were given the facility to encode their personal details, employment background, skills certification and other pertinent details concerning their employability.
- The POEA, through its *e-Verification* System, also provided regional officers and selected government agencies online verification system by giving access to the POEA database, such as OFW records, recruitment and manning agency details, foreign principals particulars, and jobs orders.
- 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 has developed *e-Submission* as a fast, paperless and efficient system of submission of contract particulars of qualified landbased workers and seafarers using the internet. As of December 2004, 99 landbased agencies had enrolled. A total of 31,068 contracts were processed via this electronic system.
- On the other hand, 24 manning agencies had so far enrolled, since the pilot-testing of the system was conducted in August 2004.

## *Quality Management System*

- The POEA generated positive feedback from Customer Satisfaction Measurement (CSM) Survey, a proof of the effectiveness of the Agency's Quality Management System (QMS) that led to the continuous certification of POEA to ISO 9001:2000.
- The maintenance of the QMS also resulted to shorter and faster process cycle time in various transactions for both landbased and seabased workers.

## *Corporate Affairs*

- The POEA provided technical and administrative support and assistance to various Governing Board and Directorate meetings, as well as management committee and management review meetings.
- It 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.
- It released statistical reports on OFW daily deployment and monthly reports by country destinations, skills and market updates and provided copies to the Office of the Labor Secretary and Office of the Executive Secretary of the Office of the President.
- It transformed the POEA website into a primary information hub with the inclusion of a window on the Special Hiring Program for Korea.

## *Systems Development and Maintenance*

- The POEA developed and enhanced five (5) systems, namely: (a) *e-Registration*; (b) Online Balik Manggagawa Processing for the Regions and POLOs; (c) Electronic

connectivity (Online OFW verification); (d) Korea Employment System (EPS) Modules; and (f) On Line POLO Verification System (POEA and POLOs connectivity,

- In addition, it generated the programs for the following: Classification of Registration' Skills and Industry; Korea Applicants File Conversion/Upgrading; Editing of Registrants' ID Pictures for EPS, Encoding of ID pictures in the SPAS/EPS, Transferring of registrants file thru the EPS, Maintenance of e-Registration Module, Revision of BM Report Generation System (1998-200 Record), Revision of the Report generation Module for the Planning Branch, and Revision of Name Hire and Household Reporting System.

#### *Records Management*

- The POEA surpassed its target by 37.5% topped by production and distribution of CD copies of electronically archived official issuances on overseas employment from 1990 to 2003.
- It completed the text formatting of POEA Memorandum Circulars from 1990-2004, including Advisories.
- It maintained conformances to ISO standard for process cycle time (PCT) of 25 minutes on verification of OFW records, despite a 17% increase (47,821) in the number of clients assisted over the 2003 level of 40,916.

#### *Human Resource Development*

- The POEA filled up 61 *plantilla* positions, out of the existing 80 vacancies. The 100% filling up of the vacancies was unrealized due to the implementation of the election ban for the period 15 March - 15 June 2004. This was, however, 23.3 percentage points over the ISO commitment of 30% on filling up of the existing vacancies.
- It developed the Human Resources Information System (HRIS) which paved the way for the effective and efficient management of the Personnel 201 File through quick and accurate production of the service records, monitoring of step increments, and automation of applications for leave for absence.
- It completed the Document Tracking System (DTS) which would render the use of logbooks obsolete and redundant and would result to paperless transactions.
- It conducted a total of 33 trainings/seminars benefiting 418 employees.

- Its close coordination with academic institutions for OJT for On-the-Job Training 2004 yielded positive results, as it deployed a total of 248 students who helped augment the manpower complement of various units of the Agency. These student trainees were utilized during the registration phase of the Special Hiring Program for Korea (SHPK) project.
- It completed list of the recommended awardees for the 2004 POEA Program on Awards and Incentives for Service Excellence (PRAISE).
- It conducted Training Need Analysis (TNA), which become the basis for the Revised Training Plan for 2005.

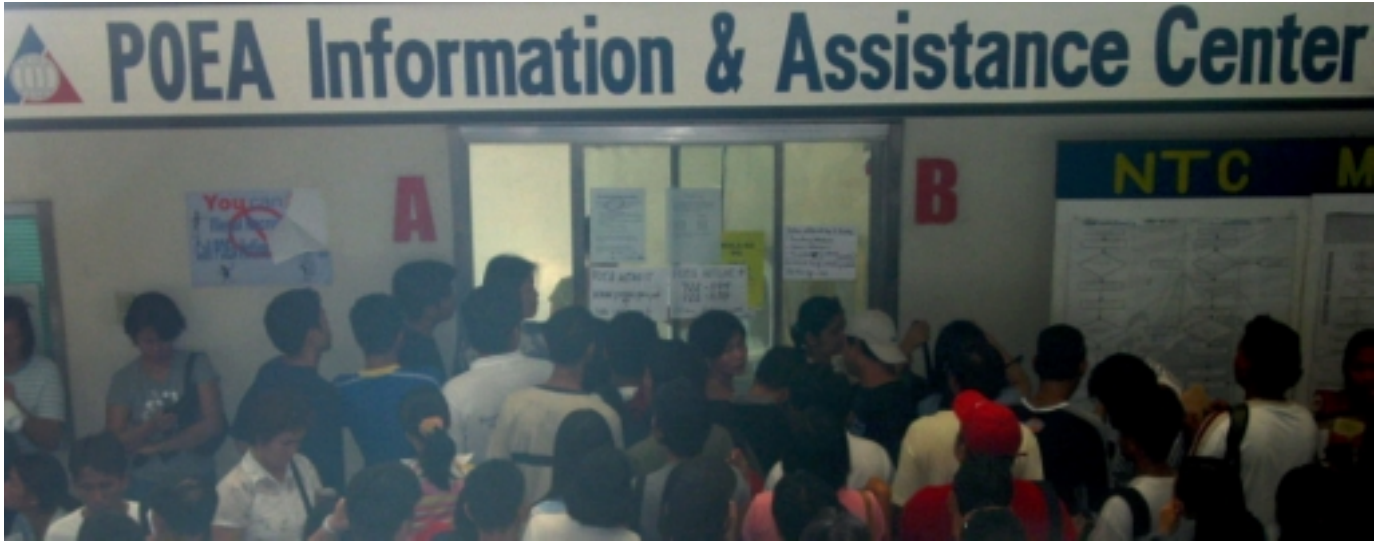
#### *General Services and Property Management*

- Rehabilitated the building's Capacitor Bank which resulted to 0.92% or P48,350.70 savings to the Administration's electric bill from July to December 2004. Improved information paging system, including background music which can now be heard from 6<sup>th</sup> floor to the lobby and BMPB, using the rehabilitated centralized sound system.
- Renovated facilities of various offices - GPB office and comfort rooms, Director's office and storage room, PDOS venues and storage room, still encasement windows and waiting areas of Liaison Officers – and improved the ventilation system by installing additional 45 air-conditioning units through close coordination with POEA institutional partners.
- It implemented the computerized forms for the RIS and Supplies Monitoring.

#### *Fiscal Management*

- More efficient management of the collection system during the 2004 resulted to reduced occurrence of shortages. As of end-December 2004, the POEA recorded a 5% increase in the total collection at the Central office as total collections and deposit of fees (MDS and Trust) reached P263.653 million and US\$174,277 from P249.9917 million and US\$128,025, respectively, in 2003.
- More efficient management of resources in 2004 resulted to savings that led to the timely payment of payables.
- For its overall performance with respect to budget utilization and income generation for the first semester of 2004, the POEA merited a "Very Satisfactory Rating" from the Department of Budget and Management (DBM).

## INFORMATION, EDUCATION & COMMUNICATION PROGRAM



### INFORMATION, EDUCATION & COMMUNICATION PROGRAM

- In this era of technological finds and dictates, a website is considered the nucleus of information on specific subjects, establishments, companies, and individuals. Consistent with international standards, the POEA Website contains substantial and current facts and figures on the Philippine overseas employment program. It is, therefore, POEA's integrated information and education program in the palm of one's hand.
- A direct link and guide to the public is the POEA Information and Assistance Center situated at the lobby of the BFO building, which houses the POEA offices. The Center, which is manned 24 hours a day, serviced 106,353 telephone queries; 45,468 walk-in clients; and 4,571 e-mails.
- For its Tri-media Information Dissemination Program, the POEA produced a corporate video, published about 100 press releases and rejoinders; and printed some 341,000 brochures, flyers, posters, ads, and periodicals for its various clients.
- It responded to 914,693 inquiries facilitated through the Text POEA project, while 5,103 researchers availed of materials at the POEA Library.

#### Library Services

- The POEA library offers a wide-range of reading materials and references on international labor migration, local and international labor laws, including newspaper clippings on overseas employment program. Aside from the internal clients, the library also attended to more than 5,000 external users, consisting of student researchers, representatives of different recruitment agencies, business groups, media people, airline companies, etc.





## MEDICAL AND DENTAL SERVICES



- The Administration provided *free medical and dental services* to POEA officials and employees, including their immediate relatives.
- It administered a whole-year round medical and dental services to more than 1,500 patients. The top five medical cases or ailments attended by our company physician

during the period were: (1) Hypertension; (2) Common cold, fevers, etc.; (3) Pneumonia; (4) Abdomen; and (5) Trauma and/or Burns. On the other hand, the top dental services rendered included: (1) Dental fillings; (2) Tooth extractions; (3) Dental consultations; (4) Oral Prophylaxis; and (5) Dentures adjustment.

## RANK AND FILE EMPLOYEES ASSOCIATION (RAFEA)



Founded in June 1986, the Rank-and-File Employees Association (RAFEA) continued to serve as the unifying body for the rank-and-file family of the POEA. From an initial membership of 250 members, the association has now 406 members.

Through the years, the RAFEA, sitting with 15 incorporators, 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 see to it that the benefits and privileges accruing to its members are provided by the Administration.

The following highlighted the Accomplishments of RAFEA for 2004:

- Renewal of the Collective Negotiation Agreement (CNA) with POEA Management on December 15, 2004, which contained specific provisions on economic benefits that were granted by the POEA, namely: (1) provision of *Health Card* to all regular employees, contractual (except for project base), and temporary employees; (2) provision of *Rice Subsidy* on a quarterly basis; and (3) other incentives like grocery pack/gift check.
- Active representation in the POEA Selection and Promotion Board; PRAISE Committee, Administrative Complaints Committee, and Bids and Awards Committee.
- Jocelyn T. Sanchez headed the Association as President. The other officers were: Elena M. Rom, - Secretary; Corazon A. Rosales - treasurer; Dolores F. Rodriguez - Auditor; and Mel L. Candano - PRO

## REGIONAL OPERATIONS



*The Regional and Overseas Coordinating Office (ROCO) is tasked to coordinate the operations and activities of the POEA regional centers and units and satellite offices, and attends to the requirements of the POLOs for OECs. The ROCO was formerly called Regional Extension Unit Coordinating Office. It was established as an adhoc unit by virtue of Memorandum Order No. 03, series of 1999, signed by then Administrator Reynaldo A. Regalado*

*Created under Section 5 of Executive Order Number 247, series of 1987, of 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.*

- The POEA installed online verification system in the regions where regional offices can access POEA major databases on licensing, employer registration and accreditation, OFWs, principals and OFWs watchlist, etc.
- It improved the delivery of services in the regions by setting up of One-Stop-Centers in Davao and Cebu and moving its Pampanga office to the Clark Economic Development Zone.
- As a microcosm of POEA, the ROCO processed a total of 86,383 contracts for 2004, an 8.4% increment from 79,696 recorded in 2003. It also registered/accredited 83,826 principals and inspected 25 recruitment agencies for the period.
- The ROCO deployed a total of 19,321 worker-applicants in 2004 or 19.7% increase from 10,864 in 2003. Of the total, about 70.7% or 13,660 came from the Visayas while the remaining 29.3% were from Mindanao with 3,053 and Luzon with 2,608, respectively.

Indicators	2004	2003	%Change
Number of contracts processed	86,383	79,696	8.4
Number of workers deployed	19,321	10,864	77.8
Luzon	2,608	928	181.0
Visayas	13,660	8,538	60.0
Mindanao	3,053	1,398	118.4
Number of workers registered	83,826	70,025	19.7
Number of principals accredited/registered	25	26	-3.8
Number of recruitment agencies inspected	126	393	-67.9
Number of PDOS conducted	778	613	26.9
Number of PEOS conducted	978	637	53.5
Number of Job Fairs supervised	2,112	136	1452.9

# POEA REGIONAL OFFICES

## LA UNION

3rd Floor, Tabora Building P. Burgos St.  
San Fernando City  
Telefax: (072) 242-5608/4335

## BAGUIO CITY

Benitez Court Compound  
Magsaysay Ave., Baguio City  
Telefax No. (074) 442-9478/445-4209

## PAMPANGA

Balikbayan Mall  
Clark Field, Angeles City  
Tel. No. (045) 961-3910/961-1305  
Fax No. (045) 961-2195

## LAGUNA

Townhouse B3, Hectan Commercial Center  
National Highway  
Brgy. Halang, Calamba City  
Telefax - (049) 545-3984

## LEGASPI CITY

Ground Floor ANST Building  
Washington Drive, Legaspi City  
Telefax No. (052) 481-4935

## CEBU CITY

3rd Floor, Gemini Building  
719 M. J. Cuenco Ave., Cebu City  
Tel. Nos. (032) 416-7049/416-7056  
Fax No. (032) 416-7051

## ILOILO CITY

2nd Floor, S. C. Divinagracia Bldg.  
Quezon Street, Iloilo City  
Telefax No. (033) 335-1058. 336-8611

## BACOLOD CITY Satellite Office

3rd floor, Maybank Building  
San Juan St., Bacolod City  
Tel. No. (034) 434-7391

## TACLOBAN CITY

DOLE Compound  
Trece Martirez Tacloban City  
Telefax No. (053) 321-7134

## DAVAO CITY

2nd Floor AMYA II Building  
Quimpo Blvd corner Tulip Drive  
Davao City  
Telefax No. (082) 297-7429  
Tel. No. (082) 297-7640 / 297-7650 / 297-7428

## CAGAYAN DE ORO CITY

3rd Flr., Acersyant Bldg.  
Kauswagan Highway, Cagayan de Oro City  
Telefax No. (088) 857-4920

## ZAMBOANGA CITY

POEA Regional Extension Unit - Region IX  
3rd Floor, TAUP Bldg, Nunez Extension  
Zamboanga City  
Tel. No. (062) 992 0049



## POEA RESOURCES

### ACTUAL INCOME COLLECTION, 2004 vs. 2003

Account Title/DescriptionOf Income	Actual IncomeCollection as ofEnd-December2004	Actual IncomeCollection as ofEnd-December2003	% Change
<i>Processing Fees</i>			
Seabased	32,263,350.00	34,005,150.00	-5.12
Landbased	52,908,000.00	56,261,200.00	-5.96
BMAC	70,901,608.68	59,427,466.46	19.31
GPB Hired/Direct Hire	105,891,688.20	89,326,898.77	18.54
<i>Issuance of Cards</i>			
ARB			
SRC	3,073,750.00	3,466,550.00	-11.33
AAC	3,857,900.00	-	
<i>Fees, Fines, etc.</i>			
Filing Fee	1,010,000.00	820,000.00	23.17
License Fee	28,162,500.00	27,047,500.00	4.12
Fines	11,052,922.42	7,178,759.60	53.97
<i>Others</i>	966,268.51	648,379.58	49.03
<b>TOTAL</b>	<b>310,087,987.81</b>	<b>278,181,904.41</b>	<b>11.47</b>

#### Reenacted Budget of 2004

- The POEA had a reenacted budget of P203.357 million broken down into: *Personal Services (PS)* with P126.436 million or 62.2% of the total; *Maintenance and Other Operating Expenditures (MOOE)* with P76.921 million or 37.8%. There was no budget allotted for *Capital Outlay* during the period.
- In addition to this, the POEA acquired a supplemental budget of P72.919 million for the *e-Link Project* and P1.456 million for payment of Terminal Leave.

#### Increase in Budget Utilization Rate

- As of December 2004, about P277.632 million was released or 43.8% higher than the budget release of P193.021 in 2003. Of the total amount, about P277.297 million was utilized or a budget utilization rate of 99.88%. This was 25 percentage points higher than the 99.63% recorded in 2003.

#### Cost per Capita

- With a total budget utilization of P277.297 million for 2004, the per capita cost per deployed worker was estimated at P297.0. The Agency deployed a total of 933,588 OFWs during the period in review.

- Considering that POEA continued to service the stock estimate of about 3 million Filipino workers overseas, the cost per capita was only P92.4.

#### Increase in Income Generated

- In 2004, the POEA remained as one of the top income-generating agencies in the entire government sector and a perennial efficient revenue-generator for the national coffers. This was mainly due to the services it rendered to hundreds of thousands of OFWs and recruitment agencies.
- During the same period, the actual income generated by the Agency increased by 11.5% to P310.088 million from the P278.182 million realized in 2003. The figure was 11.6% higher than the budget given for the same year.
- Of the total income collected, the bulk or P105.891 million came from processing fees collected from GBP Hires and Direct Hires, followed by fees collected from Landbased workers amounted at P52.908 million, and seabased workers valued at P32.263 million.

**COMPARATIVE STATUS OF POEA BUDGET  
FOR 2004 vs 2003**

Particulars	2004	2003	% Change
<b>GASS</b>			
Budget Releases	49,194,250.00	46,462,659.00	5.88
Budget Utilized	49,190,151.13	46,347,330.47	6.13
Utilization Rate	99.99%	99.75%	0.24
<b>PSO</b>			
Budget Releases	42,613,000.00	39,935,808.00	6.70
Budget Utilized	42,558,418.68	39,584,652.58	7.51
Utilization Rate	99.87%	99.12%	0.76
<b>WEO</b>			
Budget Releases	28,821,750.00	32,545,294.00	-11.44
Budget Utilized	28,739,674.70	32,427,280.28	-11.37
Utilization Rate	99.72%	99.64%	0.08
<b>LRO</b>			
Budget Releases	35,852,000.00	32,655,637.00	9.79
Budget Utilized	35,795,769.65	32,571,353.67	9.90
Utilization Rate	99.84%	99.74%	0.10
<b>AO</b>			
Budget Releases	27,778,000.00	24,164,411.00	14.95
Budget Utilized	27,661,312.79	24,118,954.78	14.69
Utilization Rate	99.58%	99.81%	-0.23
<b>REGIONAL OPERATIONS</b>			
Budget Releases	14,998,000.00	13,246,824.00	13.22
Budget Utilized	14,990,178.10	13,242,823.25	13.19
Utilization Rate	99.95%	99.97%	-0.02
<b>TERMINAL LEAVE</b>			
Budget Releases	1,456,249.00	4,010,716.00	-63.69
Budget Utilized	1,449,607.76	4,008,588.53	-63.84
Utilization Rate	99.54%	99.95%	-0.40
<b>Artist Accreditation Cert. (AAC)</b>			
Budget Releases	4,000,000.00	-	
Budget Utilized	3,992,519.03	-	
Utilization Rate	99.81%	0.00%	
<b>E-LINK</b>			
Budget Releases	72,919,000.00	-	
Budget Utilized	72,919,000.00	-	
Utilization Rate	100.00%	0.00%	
<b>TOTAL</b>			
Budget Releases	277,632,249.00	193,021,349.00	43.83
Budget Utilized	277,296,631.84	192,300,983.56	44.20
Utilization Rate	99.88%	99.63%	0.25

## SPECIAL EVENTS/PROJECTS AND AWARDS



### *Migrant Workers' Day*

- The POEA led the annual celebration of the Migrant Workers' Day last June 4, 2004, where thousands of OFWs and their relatives joined the affair at the POEA Balik-Manggagawa Activity Center. Prominent figures from the overseas employment industry, including representatives of other government sectors, NGOs, private OFW welfare groups and members of the media graced the occasion.
- During the one-day celebration, the POEA launched the Bagong Bayani Awards, preceded by the signing of the MOA between Bagong Bayani Foundation, Inc. and the Land Bank of the Philippines.

### *Special Overseas Project for Dependents of Military Personnel*

- Following the signing of MOA between POEA and the Department of National Defense (DND) which aimed at formulating and implementing a special program for military personnel's, the latter approved the implementation of Standing Operation Procedures and the same was the subject of two meetings convened by the Office of the Deputy Chief of Staff for Personnel, Camp Aguinaldo in January and February 2004, respectively.

### *DOLE Kapwa Award*

- The POEA was conferred the DOLE Kapwa Award for its entries, "The Silent Revolution: POEA's March to Global Excellence in Governance" and the *e-Link Program for OFWs*" on July 2004 at the Occupational Safety and Health Center.

### *Migration Workshops and Study Tours*

- The Administration hosted international study tours and meetings on labor migration management
- In cooperation with the ILO Manila Office, POEA helped

conduct 2 workshop-meetings of migration experts in Manila last February (Cooperative Efforts to Manage Emigration) and May (Global Commission on International Migration). There was also the 2<sup>nd</sup> Labor Migration Ministers Consultations, sponsored by IOM held in September.

- The Philippines, as the model in overseas labor migration management, also shared its experiences in the OE program through the visiting delegations from Japan's Human Holdings Co., Ltd., the Japanese Ministry of Health, Labour & Welfare and representatives from the Japanese Foreign Ministry. Visitors from East and Central Asian States and Iran's Ministry of Labor also came to POEA for the purpose.

### *The POEA Gazette*

- The POEA came out with the maiden issue of the "POEA Gazette" its official newsletter, in March 2004 and with the succeeding quarterly issues of the paper.

### *Blas F. Ople Building*

- In recognition of the pioneering efforts on the country's overseas employment program of the late Statesman, Blas F. Ople, the POEA building was named after him in ceremonies on 3 February 2004. The officials of DOLE and POEA and members of the Ople family attended the affair.

### *Promotions and New Faces*

- Deputy Administrator (DA) Viveca Catalig was sworn in to head the POEA's Licensing & Adjudication Office. Ms. Stella Banawis formally assumed her job as Director of the Pre-Employment Services Office (PSO), while the Directorship of the Adjudication Office (AO) was assumed by Atty. Alejandro Padaen. On the other hand, Director Reynaldo H. Jaylo, head of the Presidential Task Force against Illegal Recruitment, was named Director of the Welfare & Employment Office.

# EVENTS, EVENTS, EVENTS

## Cooperative Efforts to Manage Emigration



Unveiling of Blas F. Ople Building Marker





Overseas Employment Summit



Migrant Workers Day



DOLE 71st Anniversary



Year-end Thanksgiving Party



# Korea Employment Permit System



## FOR THE YEAR AHEAD . . . 2005 PERFORMANCE COMMITMENTS

PRIORITY / CORE PROGRAMS	2005 COMMITMENTS / TARGETS	TIME FRAME
1. Facilitation of overseas employment for Filipino workers.	1 Million OFWs	January-December 2005
2. E-link program for OFWs	Electronic linkages of 12 government agencies involved in the documentation of OFWs  50% reduction in processing time of OFW documentation	Implementation by hubs per quarter/ Full implementation by the end of December 2005.
3. Hearing and resolution of Recruitment violation cases and disciplinary action cases.	Zero-backlog of cases	January-December 2005
4. Forging bilateral agreements in cooperation with the private sector for securing employment and ensuring protection of OFWs abroad.	3 Bilateral Cooperation/Regional Agreements proposed	January-December 2005
5. Tripartite Consultative Council to institutionalize OFW and private sector participation in overseas employment	4 market-related policies and programs endorsed by the Council.	January-December 2005
6. Performance Appraisal system of all licensed recruitment agencies	20% reduction in the number of erring agencies  Partial implementation of the system	January-December 2005  February-March 2005 April-December 2005
7. E-Registration System for applicant-workers	Full implementation	April-December 2005
8. Electronic Artist Accreditation System	Implementation of a fully automated system that is fraud-free and graft-free	January-December 2005
9. Sustained campaign against illegal recruitment	50% reduction in the number of IR victims	January-December 2005

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION  
 DETAILED STATEMENT OF INCOME AND EXPENSES  
 FOR THE FISCAL YEAR ENDED 31 DECEMBER 2004

Income		
Subsidy Income from National Government	P 308,208,818.55	
Less: Reversion of Unused Notice of Cash Allocation	12,993,281.40	
		P 295,215,537.15
Income from Government Services		289,704,968.73
Rent Income		597,340.25
Dividend Income		20,566.61
Interest Income		62,239.65
Miscellaneous Income		1,233,622.00
Fines and Penalties		11,342,419.02
License Fees		29,112,500.00
Total Income		P 627,289,193.41
Less Expenses:		
Salaries and Wages - Regular	87,560,824.51	
Salaries and Wages - Casual	2,528,785.45	
Personnel Economic Relief Allowance (PERA)	2,791,832.34	
Additional Compensation (ADCOM)	2,786,475.20	
Representation Allowance (RA)	2,113,875.00	
Transportation Allowance (TA)	1,882,227.27	
Clothing/Uniform Allowance	2,631,128.22	
Productivity Incentive Allowance	91,000.00	
Other Bonuses and Allowances	992,784.07	
Honoraria	186,080.00	
Longevity Pay	274,998.15	
Overtime and Night Pay	1,075,033.99	
Cash Gift	2,713,022.50	
Year End Bonus	7,071,549.00	
Life and Retirement Insurance Contributions	10,267,904.87	
PAG-IBIG Contributions	612,522.30	
PHILHEALTH Contributions	282,312.50	
ECC Contributions	167,619.96	
Terminal Leave Benefits	1,449,607.76	
Other Personnel Benefits	9,000.00	
Sub-totals	127,488,583.09	P 627,289,193.41

Balance forwarded	127,488,583.09	P 627,289,193.41
Travelling Expenses - Local	2,147,039.33	
Travelling Expenses - Foreign	836,854.13	
Training Expenses	498,585.70	
Office Supplies Expenses	3,978,036.96	
Accountable Forms Expenses	3,024,234.90	
Drugs and Medicine Expenses	7,292.00	
Medical, Dental and Laboratory Supplies Expenses	387.25	
Gasoline, Oil and Lubricants Expenses	598,994.89	
Textbooks and Instructional Materials Expenses	300.00	
Other Supplies Expenses	1,614,181.13	
Water Expenses	(9,972.40)	
Electricity Expenses	11,269,754.96	
Postage and Deliveries	1,329,265.15	
Telephone Expenses - Landline	3,563,718.83	
Telephone Expenses - Mobile	680,207.30	
Internet Expenses	736,533.29	
Cable, Satellite, Telegraph & Radio Expenses	101,306.55	
Advertising Expenses	917,764.43	
Printing and Binding Expenses	842,026.72	
Rent Expenses	3,830,111.06	
Representation Expenses	589,860.65	
Transportation and Delivery Expenses	1,449,560.30	
Subscription Expenses	269,128.75	
Professional Services - Legal Services	10,000.00	
Auditing Services	153,658.10	
Environment/Sanitary Services	21,000.00	
General Services	7,586,244.00	
Janitorial Services	4,369,234.72	
Security Services	6,012,022.03	
Other Professional Services	28,500.00	
Repairs and Maintenance - Office Buildings	3,812,103.51	
Repairs and Maintenance - Office Equipment	105,588.54	
Repairs and Maintenance - Furniture & Fixtures	2,700.00	
Repairs and Maintenance - IT Equipment & Software	10,560.00	
Repairs and Maintenance - Motor Vehicles	455,569.24	
Repairs and Maintenance - Other Property, Plant and Equipment	-	
Repairs and Maintenance -Artesian Wells, Reservoirs, Pumping Stations and Conduits	69,910.80	
Repairs and Maintenance - Waterways, Aqueducts, Seawalls, Riverwalls and Others	-	
Extraordinary Expenses	766,678.76	
Miscellaneous Expenses	19,749.20	
Fidelity Bond Premiums	208,426.22	
Insurance Expenses	808,256.21	
Bad Debt Expenses	520,030.70	
Depreciation Expenses - Office Buildings	1,554,313.70	
Depreciation Expenses - Motor Vehicle	374,017.50	
Depreciation Expenses- Library Books	1,251.19	
Depreciation Expenses- IT Equipment	14,623,875.19	
Depreciation Expenses-Furniture and Fixtures	462,059.44	
Depreciation Expenses-Office Equipment	410,633.30	
Other Maintenance and Operating Expenses	14,038,197.95	
Bank Charges	6,270.00	
Subtotal	222,194,605.27	222,194,605.27
Excess of Income Over Expenses		P 405,094,588.14



PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION  
 DETAILED BALANCE SHEET  
 AS OF 31 DECEMBER 2004

**ASSETS**

**Current Assets**

Cash (Note 3)			
Cash - Collecting Officers	P 2,293,760.19		
Cash - Disbursing Officer	129,794.41		
Cash in Bank, Local Currency, Current Account	5,356,183.91	7,779,738.51	
Receivables (Note 4)			
Accounts Receivable	P11,473,493.92		
Less: Allowance for Doubtful Accounts	1,587,104.10	P 9,886,389.82	
Due From Officers and Employees		2,722,574.20	
Due From NGAs		2,817,098.42	
Due From National Treasury		241,993,066.00	
Due From Regional Offices		57,397.18	
Other Receivables		10,541.03	257,487,066.65
Inventories (Note 5)			
Accountable Forms Inventory		10,777,355.20	
Office Supplies Inventory		7,819,272.04	
Other Supplies Inventory		74,343.60	
Spare Parts Inventory		1,545.00	18,672,515.84
Prepaid Expenses			
Prepaid Insurance		331,660.00	
Other Prepaid Expenses		94,432.88	
Guaranty Deposit		120,655.30	
Advances to Contractors		324,266.88	871,015.06
			284,810,336.06

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

Land	8,000,000.00		
Buildings		99,689,280.87	
Less: Accumulated Depreciation		34,350,433.97	65,338,846.90
IT Equipment and Software		111,140,655.31	
Less: Accumulated Depreciation		52,954,349.17	58,186,306.14
Other Assets		11,000.00	
Less: Accumulated Depreciation		-	11,000.00
Motor Vehicles		4,340,300.00	
Less: Accumulated Depreciation		2,796,543.00	1,543,757.00
Office Equipment		9,151,240.92	
Less: Accumulated Depreciation		4,699,706.22	4,451,534.70
Other Machineries and Equipment		18,470.00	
Less: Accumulated Depreciation		-	18,470.00
Furniture and Fixtures		11,053,313.79	
Less: Accumulated Depreciation		8,935,249.65	2,118,064.14
Other Property, Plant and Equipment		5,660,062.06	
Less: Accumulated Depreciation		2,529,529.08	3,130,532.98
Library Books		43,430.00	
Less: Accumulated Depreciation		3,761.26	39,668.74
Items in Transit			2,306,939.74
145,145,120.34			

**TOTAL ASSETS**

P429,955,456.40

**LIABILITIES AND EQUITY**

**Liabilities**

Current Liabilities:			
Accounts Payable		P27,457,516.01	
Due to NGAs		833,574.40	
Due to GOCCs		3,833,877.55	
Due to BIR		4,148,624.29	
Due to GSIS		(1,058,481.78)	
Due to PAG-IBIG		71,653.59	
Due to PHILHEALTH		87,460.58	
Due to Central Office		(26,155.00)	
Performance/Bidders/Bail Bonds		10,000.00	
Other Deferred Credits		6,279,088.88	
Other Payables		130,367,885.88	
Total Liabilities			172,005,044.40

**Equity**

Government Equity			257,950,412.00
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**TOTAL LIABILITIES AND EQUITY**

P429,955,456.40

**Philippine Overseas Employment Administration**  
Blas F.Ople Building, EDSA corner Ortigas Avenue  
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