



DEPARTMENT OF LABOR AND EMPLOYMENT

Employees Compensation Commission (ECC) • Institute for Labor Studies (ILS) • National Conciliation and Mediation Board (NCMB)
National Labor Relations Commission (NLRC) • National Maritime Polytechnic (NMP) • National Wages and Productivity Commission (NWPC)
Occupational Safety and Health Center (OSHC) • Overseas Workers Welfare Administration (OWWA) • Philippine Overseas Employment Administration (POEA)
Professional Regulation Commission (PRC) • Technical Education and Skills Development Authority (TESDA)

PERFORMANCE REPORT January to August 2012

Executive Summary

From January to August 2012, the Department facilitated the placement of 1.115 million workers in local employment, either wage (1,044,088) or self-employment (70,998) through the active support of its network of employment intermediaries and/or providers and various programs/services.

Of the total, the placement of 743,550 job applicants in all types of jobs was facilitated by the country's network of Public Employment Service Offices (PESOs) as frontline institutions in job facilitation and delivery of accurate, relevant, and useful labor market information; 121,403 workers were through the active participation of registered/accredited Private Recruitment and Placement Agencies (PRPAs) and Contractors/Sub-Contractors; and 179,135 were through the Special Program for Employment of Students (SPES) and *Kasanayan at Hanapbuhay* (KasH) Program. In addition, the DOLE Integrated Livelihood Program (DILP) and other livelihood programs/services generated 70,998 jobs.

Meanwhile, a total of 956,105¹ jobs were generated (*infra*: 441,103; *non-infra*: 515,002) out of the 3.7 million jobs targeted for 2012 under Community-Based Employment Program (CBEP). The DOLE's contribution to CBEP is SPES (137,833) and DILP (50,428).

On overseas employment, the Philippine Overseas Employment Administration (POEA) facilitated the deployment of 1,011,135² workers for overseas employment thereby achieving 65.3% of the 1.548 million targets for the year.

The First National Career Guidance Advocacy Congress on 24-25 May 2012 with the theme "Follow the Guide. Tag a Career. Like the Future!" was highlighted with President Aquino III as guest and keynote speaker. The event is the first national gathering of the country's career guidance counselors and government partners which resulted in the signing of a joint "Statement of Cooperation on Career Guidance Advocacy". The joint statement called on the Filipino people to specifically (a) rally behind collaborative efforts to promote career guidance; (b) address talent mismatch; (c) bridge the information gap observed between the youth and the latest (Labor Market Information); and (d) provide additional mechanisms that will help

¹ Preliminary data

² January to July 2012 figure

shape and determine the 21st century worker and the succeeding working population.

In the area of labor law compliance that guarantees workers' rights and protection, the DOLE issued Department Order No. 118, series of 2012 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry. The DOLE released 68 Labor Standards Compliance Certificates (LSCCs) to public bus companies covering 3,627 buses in NCR, CAR, and regions 3, 4A, 6, and 10, attesting their compliance with general labor standards (GLS) on compensation, hours of work, social welfare benefits, and safety and health. The LSCC, being issued by the DOLE to bus companies, is a requirement of the Land Transportation Franchising and Regulatory Board (LTFRB) for franchise renewal.

In addition, the President has approved the additional 372 new Labor Law Compliance Officers (LLCOs) to bring their number to 564. This measure aims to improve the corps of labor inspection system in the Philippines and to address the issue of enforcement of labor standards in sub-contracting arrangements. The additional new plantilla items would meet the ideal number of one Labor Inspector for every 120 establishments, an improvement from the previous ratio of 1:300.

From January to August 2012, the DOLE ROs inspected 20,977 establishments or 63.0% attainment of the target set for 2012 (33,313 establishments). Overall compliance rate with labor standards is 60.4%.³

The DOLE, through the Regional Wages and Productivity Boards (RTWPBs), reviewed minimum wages and conducted 17 public hearings and consultations which resulted to the issuance of nine (9) Wage Orders for NCR, CAR, and Regions 1, 2, 4A, 5, 6, 12, and ARMM. The WOs provided for increases in basic pay (₱2.00 to ₱23.00), and COLA (₱10.00 to ₱30.00); and COLA integration in NCR and Regions 2 and 12.

In Region 4A, the first region to adopt the two-tiered wage system (TTWS), 16 companies are already implementing the Productivity-Based Pay system under Wage Order No. 15, and were issued Certificates of Compliance by the DOLE Regional Office No. 4A. 12 of these companies are members of the Association of Laguna Technopark Personnel and Human Resource Administrators Inc. (ALPHA). The PBP ranges from ₱12.50 per day to ₱86.00 per day, on top of other incentives currently enjoyed by the workers. Supervisors and middle level managers are also given PBP or pay-for-performance, which is usually higher than those received by rank-and-file. 27 other companies have reported that they are already implementing PBP schemes, majority of which are integrated into their management systems.

The TTWS, as a policy reform measure, is aimed at minimizing the unintended outcomes of mandated minimum wage, improving the coverage of the vulnerable sectors, and promoting productivity improvement and gain-sharing. The system consists of a fixed entry level "floor wage" for new entrants and low-skilled

³ First Semester 2012 figure for overall compliance rate.

workers as the first tier, and a voluntary and flexible productivity-based pay as the second tier.

The relentless efforts of the DOLE to facilitate settlement of labor disputes enable to sustain stable, sound, and just industrial peace by keeping the actual strikes and lockouts at a minimum with only one (1) work stoppage declared from January to August 2012. This is an indication of the maturity of management and labor sectors combined with the effectiveness of the Department's conciliation and mediation mechanisms, including the alternative modes of settling labor disputes.

From January to August 2012, the DOLE, through the National Conciliation and Mediation Board (NCMB), attained a 99.4% conciliation success rate with one (1) notice of strike/lockout that materialized into actual strike.

The accumulated monetary benefits from the settlement of 109 notices of strikes/lockouts (64% of 169 cases handled) and 223 (74% of 301 cases handled) preventive mediation cases reached ₱625.009 million which benefitted 6,622 workers.

Under the Single Entry Approach (SeNA) wherein all issues involving workers and management undergo mandatory conciliation and mediation within 30 days thereby preventing them from becoming full-blown cases, 74.3% (11,471 RFAs settled out of the 15,446 handled) overall settlement rate for DOLE's Regional Offices (ROs), NCMB, NWPC, and POEA which is 4.3 percentage points more than the target level of 70%; 37.0% settlement rate of RFAs (2,110 were settled out 5,700 RFAs handled) by NLRC, which is 32.9 percentage points below the target level of 70%. The combined monetary benefits from RFAs settled reached ₱931 million benefitting 20,646 workers.

On Speedy and Efficient Delivery (SpeED) of Labor Justice, 83% or 16,827 cases were disposed out of the total of 20,314 cases enrolled under the Speedy and Efficient Delivery (SpeED) of Labor Justice by the following DOLE offices: LS, BWC, BLR, ECC, NCMB, NLRC, and POEA. The amount of monetary benefits which were awarded to more than 26,000 workers reached ₱2.2 billion.

Of the total cases handled under SpeED, 5,4436 were carried over from previous Project SpeED implementation, broken down as follows: SpeED 1-14, SpeED 2-184, SpeED 3-731, and SpeED 4-3,507.

Financial Performance

- The DOLE's budget for Fiscal Year 2012 is ₱8.2 billion, includes GAA and continuing funds, with 65.4% utilization rate.

TOTAL BUDGET (PhP)	UTILIZATION		REMAINING BALANCE (PhP)
	AMOUNT OBLIGATED (PhP)	RATE	
8.464 billion	5.540 billion	65.4%	2.924 billion

- Budget Allocation and Utilization Rate

2.1 By Budget Item (In Thousand Pesos)

BUDGET ITEM	ALLOTMENT	UTILIZATION	
		AMOUNT	RATE
PS	3,693,862	2,499,313	67.7
MOOE	4,384,105	2,899,130	66.1
CO	386,183	141,336	36.6
TOTAL	8,464,150	5,539,779	65.4

2.2 By Agency (In Thousand Pesos)

AGENCY	ALLOTMENT	UTILIZATION	
		AMOUNT	RATE
OSEC	2,460,834	1,611,730	65.5
ILS	29,920	20,444	68.3
NCMB	170,940	105,026	61.4
NLRC	742,701	471,340	63.5
NMP	120,136	60,415	50.3
NWPC	192,312	109,364	56.9
POEA	364,672	255,155	70.0
PRC	675,430	356,312	52.8
TESDA	3,707,205	2,549,597	68.8
TOTAL	8,464,150	5,539,779	65.4

2.3 By Major Final Output (In Thousand Pesos)

MFO	ALLOTMENT	UTILIZATION	
		AMOUNT	RATE
MFO 1	751,881	518,384	68.9
MFO 2	544,673	385,741	70.8
MFO 3	1,262,625	807,911	64.0
MFO 4	4,637,576	3,042,985	65.6
MFO 5	338,999	228,960	67.5
MFO 6	926,170	554,885	59.9
MFO 7	2,226	913	35.5
TOTAL	8,464,150	5,539,779	65.4

I. Physical Performance

1. **Employment Facilitation.** The DOLE facilitates the employment of Filipino jobseekers for local and overseas works through the provision of various services to improve access to employment opportunities including among others, intensified monitoring of local job vacancies and overseas manpower requirements/demands in collaboration and coordination with public and private employment providers; and continuous harnessing of modern technology to make more efficient the matching of job vacancies and skills.

Local Employment Facilitation. From January to August 2012, the DOLE, through its network of employment intermediaries and/or providers and various programs/services, helped the placement of a total of 1.115 million workers in local employment, either wage (1,044,088) or self-employment (70,998).

- 743,550 job applicants were placed in all types of jobs --- most of them in wage employment --- through the country's network of Public Employment Service Offices (PESOs) as frontline institutions in job facilitation and delivery of accurate, relevant, and useful labor market information. The placement figure is 92.9% attainment of the target output of 800,000 for the year 2012.

The placements made through PESOs include the 67,409 jobseekers who were hired-on-the-spot during the conduct of 1,133 Job Fairs nationwide, indicating that an average of 59 jobseekers were placed during a Job Fair.

- 121,403 workers were able to find employment through the active participation of registered/accredited Private Recruitment and Placement Agencies (PRPAs) and Contractors/Sub-Contractors. The placement made by these private employment service providers is 57.2% achievement of the 2012 target.
- 188,261 were employed through the implementation of the Special Program for Employment of Students or SPES (137,833 which is 98.5% accomplishment of target for the year) and DOLE Integrated Livelihood Program or DILP (50,428). These programs are enrolled under the Community-Based Employment Program (CBEP).

The DILP helped disadvantaged and unemployed workers and other workers from the vulnerable groups to engage in various livelihood undertakings or enhance their existing sources of income, among others, through the provision of various trainings, tools and jigs and/or financial assistance. The number of beneficiaries in 2012 represents an 86.9% accomplishment of the 58,000 annual target for the year.

- 41,302 youth, majority of whom were newly-graduates from college, were able to find jobs through TESDA's KasH Program, registering a 62.0% achievement of its 66,632 target for 2012.
- 1,804 jobs were generated through the implementation of 453 livelihood enterprises/projects amounting to ₱292 million under the PhP2 Billion OFW-Reintegration Program.
- 363 (36.3% target achievement) women OFW-returnees/dependents were provided with Skills Training-cum-Starter Kits under the *Balik-Pinay, Balik-Hanapbuhay!* Project, a major component project of the Reintegration Program for OFWs that assists women-OFW returnees/dependents to engage in small livelihood undertakings.
- 2,506 OFW returnees/dependents (OWWA and non-OWWA members) were granted with ₱10,000.00 livelihood assistance each for livelihood/enterprise development, surpassing the targeted beneficiaries by 60 percentage points.
- 16,260 individuals and their families/dependents, particularly those affected by the recent floods, were granted with a total amount of ₱21 million livelihood assistance under the DOLE Adjustment Measure Program (DOLE AMP) Fund.

Overseas Employment Facilitation. From January to August 2012, the POEA reported that a total of 1,011,135² workers were deployed to various country destinations worldwide. This is 65.3% attainment of the 1.548 million target for the whole year of 2012. Of the total, 79.6% or 805,267 were land based while 20.4% or 205,868 were sea based.

- 19,284 foreign principals were accredited/registered and 1,738 new vessels were enrolled while manpower requests approved during the period totaled to 541,708 of which 511,120 were for land based workers while 30,588 were for sea-based workers.
- 27,210 Job Orders (JOs) with a total of 378,032 manpower requirements/demands, 243,415 individual employment contracts, 4,169 new foreign-based principals, and 55,852 other documents attached to JOs were verified by the network of Philippine Overseas Labor Offices (POLOs) with the view of establishing the existence of the employing person, company or project, its capacity to hire workers at applicable rates and at desirable working conditions that are in conformity with the minimum standards prescribed by the Philippine government and/or with the labor laws and legislations of the host country.
- 1,565,308 Exit Clearances/Balik-Manggagawa Certificates were issued of which 1,257,572 were through POEA and its Satellite Offices nationwide and 307,736 were through POLOs worldwide. Essentially, the OEC exempts the OFW from paying travel tax and terminal fee.

- Three (3) bilateral agreements were forged by the Philippine government with the governments of Jordan (Principles and Controls for Regulating Deployment and Employment of Filipino Domestic Workers), Kuwait (MOU in the Field of Labor Cooperation), and Lebanon (MOU on Labor Cooperation).

Labor Market Information (LMI). From January to August 2012, the DOLE implemented massive information and education drive on all available LMI to address the perennial problem of unemployment and job mismatch and to bring ‘jobs fit’ opportunities down the grassroots. The DOLE had been proactive in cascading the DOLE’s campaign to develop a jobs fit and productive labor force at local levels by informing and guiding new entrants to the labor force in identifying skills and competencies that would secure them the best jobs.

- Enhanced Phil-Jobnet (E-PJN) was reengineered to make job search more effective through a computerized job matching and referral system which resulted in the following:
 - 244,860 job applicants were registered, surpassing by 20.5 percentage points the whole year target of 203,220 for 2012;
 - 4,258 establishments with vacancy posting were accredited/validated for a 227.7% achievement of 1,870 targeted establishments; and
 - 651,490 vacancies were posted thereby registering a 65.1% attainment of 2012 target.
- First National Career Advocacy Congress was spearheaded by DOLE on 24-25 May 2012 with the theme “Follow the Guide. Tag a Career. Like the Future!” in support to President Benigno S. Aquino III’s directive during his 2nd State of the Nation Address (SONA) to find solutions on the compounding issue of youth employability and mismatch between jobs and skills.

The two-day Congress, which was graced by President Aquino, was the first national gathering of the country’s career guidance counselors and government partners. One of the major outputs of the Congress was the signing of the joint “Statement of Cooperation on Career Guidance Advocacy”. The joint statement called the Filipino people to specifically (a) rally behind collaborative efforts to promote career guidance; (b) address talent mismatch; (c) bridge the information gap observed between the youth and the latest (Labor Market Information); and (d) provide additional mechanisms that will help shape and determine the 21st century worker and the succeeding working population.

- Career Guidance Advocacy Plan that will pave the way to making national and regional labor market information more accessible to the public was developed in partnership with the Department of Education (DepEd) and the Commission on Higher Education (CHED).

- 291,903 secondary level students and their parents from 2,657 schools/ colleges/universities were reached by career guidance advocacies that were conducted during the year.
- Client specific labor market Information, Education and Communication (IEC) materials have been developed and advocated, to provide timely and accurate signals on jobs and skills in demand and shortages, readily accessible to the public including the 121 Career Pamphlets or Occupational Briefs on In-demand and Hard-to-fill occupations identified in DOLE's Project JobsFit (PJF), and Industry Career Guides which provide an in-depth look and analysis on the 11 industries/sectors viability and potential which were identified by PJF as Key Employment Generators (KEGs), among others.
- 774,393 individuals were reached by Labor Market Updates, reports and other publications on employment skills/supply shortages/surpluses; situationer, and industry profile, surpassing the whole year target by 66.6 percentage points. Meanwhile, institutions reached by these labor market materials totaled to 11,244, overshooting the targeted output for the year by 195.9 percentage points.
- 335,607 job applicants, including graduating students from tertiary and tech-voc education were covered by 18,030 employment coaching.

2. **Employment Enhancement.** In line with President's development agenda of equipping the Filipinos with employable skills whether in wage or self-employment, the DOLE continued to improve/strengthen and implement its programs and services toward enhancing the quality, and global competitiveness of the Filipino workforce.

- 741,270 graduated from various technical-vocational education and training (TVET) programs representing 55.1% accomplishment over the year's target of 1.344 million.
- 13,412 officers and ratings graduated from various maritime from training courses in compliance with the requirements of the STCW, surpassing by 12.5% the targeted output for the year.
- 107,708 youth, unemployed workers and OFWs were granted training and educational scholarships.
- 85.5% Certification Rate was recorded denoting that 552,769 persons out of the 646,621 assessed were able to hurdle the assessment, ensuring that they have the necessary competence to perform the tasks consistent with the required standards in the workplace.

- Spearheaded the conduct of the First National Technical Education and Skills Development (TESD) Congress in August 29, 2012 with the theme “Investing in the 21st Century Skilled Filipino Workforce”. The Congress generated commitments from various TESD stakeholders to clarify and resolve issues and concerns confronting TESD. It also promoted and advocated the thrust of President Benigno S. Aquino III to link TESD to the requirements of the labor market toward lessening the problem of job-skill mismatch.
- Philippine Qualifications Framework (PQF) was developed to establish a coherent national and internationally-benchmarked structure for all qualifications awarded in the Philippines. It covers all levels of formal education from the completion of a high school diploma to doctoral degrees, as well as certificates for initial entry into the workplace. All qualifications listed in the PQF are quality-assured for national and international recognition, not only in terms of skill and academic standards, but also in the quality of teaching assessment and the valid awarding of the officially recognized Philippine national qualification.

The PQF encourages lifelong learning by ensuring that qualifications offered by the three (3) sectors of education and training are strongly interconnected. Through the internationally-benchmarked PQF, graduates will have enhanced recognition and be more readily employable in the global labor marketplace. An Executive Order was drafted for the Institutionalization of the PQF.

- Online systems for the Verification of Filipino Professionals and Ratings as well as results of Licensure Examinations were developed and implemented to provide timely and prompt verification which resulted to the following:
 - 288 Licensure Examinations were conducted, representing 79.3% achievement of target for the whole year;
 - 285,027 applications were processed/issued for a 57.2% attainment of projected output for the year;
 - 146,346 professional examinees were tested for a 33.1% accomplishment of the 2012 target;
 - 261,488 licensure examinees’ results were released, registering a 49.8% of attainment of the target for the year; and
 - 400,937 professional identification cards (PICs) and certificates of registration (COR) were processed/issued, accomplishing 62.3% of the targeted annual output.

Final Baseline Assessment Report of the Professional Regulation Commission on the three (3) functional areas covered i.e., Licensure,

Registration and Financial Management Systems was prepared for review by ADB Consultants for eventual submission to the Asian Development Bank (ADB) and the Department of Budget and Management (DBM).

3. **Social Protection.** The Department of Labor and Employment seeks to improve access to social protection mechanisms, improved wages, better working conditions and expanded employment opportunities for all. Central to achieving this goal, the DOLE implemented protective and welfare services to ensure decent and humane work terms and conditions, whether they are employed locally or overseas, or in the formal or informal sector.

Safeguarding Fair and Just Terms and Conditions of Employment

- 20,977 establishments employing 933,128 workers were provided with labor standards compliance assistance or 63.0% attainment of the target set for 2012 (33,313 establishments). Overall compliance rate was 60.4% which is 9.6 percentage points below the target level of 70%. Meanwhile, compliance rate to minimum wage was placed at 78.3%.³
- 20,984 workers were awarded with a total amount of ₱328 million through the resolution of 3,316 labor standards cases and 933 small money claims cases.³
- 37 Big Brothers (large firms) dealing with 85 Small Brothers (micro and small enterprises) that employ 44,098 workers enrolled under the Big Brother-Small Brother (*Kapatiran*) Program. Under a Joint Memorandum of Agreement with DOLE, the contractors (Big Brothers) and subcontractors (Small Brothers) underwent labor standards compliance audit to ensure that work arrangements are not being used to circumvent labor rights and labor standards.

From 2007 to July 2012, there are already 105 big employers dealing with 949 sub-contractors employing almost 236,684 workers.

- ₱139.76 million was allocated for the hiring of additional labor inspectors to bring their number to 564 from the existing number of 224. This measure aims to meet the ideal number of one labor inspector for every 120 establishments, an improvement from the previous ratio of 1:300.
- Department Order No. 118, series of 2012 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry was issued as a result of the rapid assessment on the compensation and working conditions of bus drivers and conductors.

68 public bus companies covering 3,627 buses in NCR, CAR and Regions 3, 4A, 6, and 10 are already compliant to DO No. 188. These companies were already issued with Labor Standards Compliance Certificates (LSCCs), attesting their compliance with general labor standards (GLS) on compensation, hours of work, social welfare benefits, and safety and health. The LSCC, being issued by the DOLE to bus companies, is a

requirement of the Land Transportation Franchising and Regulatory Board (LTFRB) for franchise renewal.

- Nine (9) Wage Orders (NCR, CAR, and Regions 1, 2, 4A, 5, 6, 12, and ARMM) were issued after a series of review of minimum wages and conduct of 17 public hearings and consultations. The WOs provided for increases in basic pay (₱2.00 to ₱23.00), and COLA (₱10.00 to ₱30.00); and COLA integration in NCR and Regions 2 and 12.

In Region 4A, the first region to adopt the two-tiered wage system (TTWS), 16 companies are already implementing the Productivity-Based Pay system under Wage Order No. 15, and were issued Certificates of Compliance by the DOLE. 12 of these companies are members of the Association of Laguna Technopark Personnel and Human Resource Administrators Inc. (ALPHA). The PBP ranges from ₱12.50 per day to ₱86.00 per day, on top of other incentives currently enjoyed by the workers. Supervisors and middle level managers are also given PBP or pay-for-performance, which is usually higher than those received by rank-and-file. 27 other companies have reported that they are already implementing PBP schemes, majority of which are integrated into their management systems.

The TTWS, as a policy reform measure, is aimed at minimizing the unintended outcomes of mandated minimum wage, improving the coverage of the vulnerable sectors, and promoting productivity improvement and gain-sharing. The system consists of a fixed “floor wage” or entry level for new entrants and low-skilled workers, and a flexible wage above the floor based on worker productivity and performance of the industry and enterprises, which may be negotiated between the employer and the workers.

Philippines’ minimum wage (particularly in NCR) of P446.00 (\$9.60–10.50) is higher when compared to Cambodia (\$2.03), Vietnam (\$2.22–3.18), Indonesia (\$2.94–5.37), China (\$4.01–7.91), and Thailand (\$6.96–9.41) based on the Statistics on Comparative Wages in Selected Asian countries as of 29 June 2012.

- 178,553 workers and employers from 6,057 companies were reached by productivity trainings, orientations and campaigns. This includes the 161,388 workers and employers (97.8% of the 165,000 target for the year), who participated in Operasyon PAWIS (*Pagpapatupad ng Wasto at Itinalagang Sahod*), a public awareness campaign to increase workers and employers’ knowledge about the applicable minimum wage rates by region, industry, and/or locality.
- 31,209 vulnerable workers from the informal sector were enrolled to government’s various social security schemes.

Welfare and Protection Services

- 171,644 workers from 1,082 establishments were provided with family welfare-related services.
- 463,549 prospective overseas Filipino workers were covered by 380 Pre-Employment Orientation Seminars (PEOS) and 1,027 Pre-Deployment Orientation Seminars (PDOS).
- 1,227 persons (22.7 percentage points more than the whole year target) were reached by 16 seminars (39% achievement of 2012 target) on anti-illegal recruitment (AIR).
- 4,957 victims of illegal recruitment (202) and recruitment violations (4,755) were assisted.
- 159,207 persons were covered by 3,324 AIR-TIP campaign activities that were conducted nationwide while almost 60,618 clients were reached by various AIR-TIP information, education and communication materials that were disseminated.
- 840,625 OFWs' (705,819-local/134,806-on-site) membership (new and renewal) to OWWA was facilitated, generating an estimated amount of ₱902M while 1,963 OWWA members or families of OFWs were assisted in processing death and disability benefits claims amounting to ₱163M.
- 7,019 OFWs were provided with repatriation assistance, to include the securing of tickets, airport assistance, halfway home accommodation, medical assistance, domestic transport fares, and psycho-social counseling, among others.
- 577,999 OFWs on-site were provided with various assistance/services by the network of POLOs, including temporary shelter or accommodation, trainings/ information dissemination, endorsement to/clearance with Deportation Centers, medical/hospitalization, hospital/jail/deportation/work/camp site visitation, case management, and community outreach services, among others.

Meanwhile, 48,636 OFWs were assisted by OWWA's Regional Welfare Offices of which 34,178 were through its 24/7 Operations Center, including reintegration services, capability-building trainings, entrepreneurship programs, and educational scholarships, and halfway home accommodation, among others.

- 136 children were removed from child labor through the Sagip Batang Manggagawa (SBM) while 3,846 children and 583 parents were assisted, as follows:

Victims of child labor	• 2,196 with educational assistance
Parents of victims of child labor	• 254 with livelihood assistance
Children-at-risk of becoming child laborers	• 1,650 with educational assistance
Parents of children-at-risk of becoming child laborers	• 329 with livelihood assistance

- Massive campaign for a Child-Labor Free Barangay Campaign and capacity-building on child labor-related activities yielded results, including the creation of 39 Barangay Council for the Protection of Children; forging of 27 Memorandum of Agreement/Understanding, mostly with Local Government Units (LGUs); and formulation of Local Ordinances, among others,

Work Accidents/Illnesses Prevention and Work Rehabilitation

- 9,890 workers from 3,782 companies were provided with basic, advance and specialized trainings on occupational safety and health (OSH), and 27,475 from 147 companies with technical assistance and services for Work Environment Measurement (WEM) and Occupational Health Services.
 - 981 tests were completed and 523 specimens tested for Personal Protective Equipment (PPE) testing; 15 Training Organizations and 30 consultants were accredited under the OSH Accreditation of STOs and SCOs.
 - 1,259 Construction Safety and Health Program (CSHP) applications were approved with 138 construction works/projects sites inspected covering 181 contractors/subcontractors.
 - 280 construction sites have trained Safety Officers, in addition to the 35 construction sites in 2011. Target achievement this period was 23.9%.
 - 22 fatalities and 60 injuries (24-construction; 34-manufacturing; 2-ship building) from work accidents were reported/investigated through Work-ALERT.
 - 282 (114% of the target) occupationally-disabled workers (ODWs) were provided with various assistance including facilitation of the release of their compensation benefits (50); psychosocial-counseling services (75) physical restoration program (38); KAGABAY Program (86); home visits (33). Meanwhile, 145 advocacy seminars on Work Contingency Prevention Program were conducted by ECC.
4. **Labor Relations.** The Department exhausts all means to promote industrial peace through education, expeditious and fair resolution of labor disputes, enhancement of labor-management cooperation, and creation of venues for social dialogue to preserve jobs and to enhance the quality of employment in the country.

Conciliation/Mediation of Cases

- Peaceful industrial peace climate was maintained by keeping the actual strikes and lockouts at a minimum with only one (1) work stoppage

declared from January to August 2012. The said strike, which was filed by the Radio Mindanao Network Employees Union, was immediately resolved within eight (8) days through amicable settlement benefiting 20 workers with ₱36 million in monetary benefits.

- 99.4% conciliation success rate was attained, with one (1) notice of strike/lockout that materialized into actual strike.
- 6,622 workers were awarded with ₱625.009 million monetary benefits from the settlement of 109 notices of strikes/lockouts (64% of 169 cases handled) and 223 (74% of 301 cases handled) preventive mediation cases.
- Under the Single Entry Approach (SeNA), wherein all issues involving workers and management undergo mandatory conciliation and mediation for 30 days thereby preventing them from becoming full-blown cases, the following were attained:
 - 74.3% (11,471 RFAs settled out of the 15,446 handled) overall settlement rate for DOLE's Regional Offices (ROs), NCMB, NWPC, and POEA, which is 4.3 percentage points more than the target level of 70%.
 - 37.0% settlement rate of RFAs (2,110 were settled out 5,700 RFAs handled) by NLRC, which is 32.9 percentage points below the target level of 70%.
 - 20,646 workers benefited from the ₱931 million combined monetary benefits from settled RFAs.

Adjudication of Cases

- 83% or 16,827 cases were disposed out of the total of 20,314 cases enrolled under the Speedy and Efficient Delivery of Labor Justice (SpeED 5) by the following DOLE offices: LS, BWC, BLR, ECC, NCMB, NLRC, and POEA. The amount of monetary benefits which were awarded to more than 26,000 workers reached ₱2.2 billion.

Of the total cases handled under SpeED 5, 5,436 were carried over from previous Project SpeED implementation, broken down as follows: 14 from SpeED, 184 from SpeED 2, 731 from SpeED 3, and 507 from SpeED 4.

Workplace Cooperation and Partnership

- 144 Labor Management Councils or LMCs were facilitated, registering a 63.4% attainment of annual target and 920 LMCs were strengthened, recording an 81.3% accomplishment of the whole year target of 1,132.

Grievance Machineries (GMs) and Voluntary Arbitration (VA)

- 267 grievance machineries (GMs) were institutionalized/operationalized or 84% of the targeted output of 369 in 2012 while 744 GMs in both organized and unorganized establishments were enhanced or a 69.4% of the 1,072 target for the year.
- 103 new cases were submitted for voluntary arbitration (VA) and some 1,561 workers awarded with ₱123 million monetary benefits through 78 decided cases.

The combined disposition rate of VA cases for the previous and current cases was recorded at 51%.

Labor and Employment Education Program

- 227,397 (13.7% percentage points more than the projected annual output) workers, employers and graduating students were reached by the conduct of 3,110 seminars and orientations on various labor and employment-related topics/modules.
- 14,594 workers and employers of 1,865 companies were reached by 417 Labor Relations, Human Relations, and Productivity (LHP) seminars, representing 52.7% of the target seminars of 792 for 2012. In addition, 331 labor organizations from 2,632 companies were covered by 488 LHP advocacies that were conducted during the period.
- 43,386 workers and management representatives of 7,407 companies were covered by 1,131 Continuing Labor Education Seminars/Special Topics (CLES) that were conducted nationwide, registering an 87% attainment of the 1,299 target seminars for 2012.
- 169,417 students, including their parents, from 1,015 schools/institutions nationwide were reached by the conduct of 1,074 Labor Education for Graduating Students (LEGS) seminars, representing 91.6% of the 1,172 targeted LEGS seminars for year 2012.
- The Guide for Students and Jobseekers pamphlet is being drafted to provide potential entrants to the labor market with information on options whether to go for wage employment, self-employment or to upgrade skills and qualifications through further studies. The pamphlet shall be published in English and Filipino.

Tripartism and Promotion of Venues for Social Dialogue

- 21 new Tripartite Industrial Peace Councils (TIPCs) (48.8% of target output of 43) and 46 new Industry Tripartite Councils (106.9% of target output of 43) were established/created.
- 17 advocacies were conducted on the Joint DOLE-PNP-PEZA Guidelines covering Security Guards under the PNP-SOSIA, MMDA personnel, PEZA

security agencies and HR personnel, and PMAP members in compliance with the Ratified International Labor Standards.

- Three (3) Voluntary Codes of Good Practices were formulated in Region 6 for BPO industry; Region 9 for Construction industry; and Region 10 for Sugar industry.
- Drafted the proposed amendments to D.O. 26, series of 1995 (WODP Implementing Guidelines); and Guidelines on the Implementation of Section 34 of D.O. 18-A, series of 2011.
- Finalized the Q & A on Department Order No. 18-A presented the 2011 Progress Report on the Philippine Labor and Employment Plan – 2011 to 2016 to Tripartite Bodies.

5. **Transparency and Accountability.** The DOLE continued to pursue more systems improvement and using online technology toward better and more efficient public services delivery.

Providing free and immediate assistance/services to public, as follows:

- 2,466 advises and referral to other offices by the Public Assistance and Complaints Unit (PACU);
- 185 responses to various queries by the Public Assistance Desk (PAD);
- Replies to Queries through email – 6,661; phone – 825; and snail mail – 60; and
- 4,881 queries through the DOLE Call Center.

Rendering legal services to DOLE officials and employees

- 39 legal opinions and comments to Department's contracts, MOAs, MOUs, AOs, BAC Resolutions and other issuances were prepared/submitted.
- 92 pleadings to Higher Courts were filed.
- 51% or 29 out of 56 administrative complaints were disposed.
- 58% or 18 out of 31 administrative cases were disposed.
- Drafted Manual of Procedures on the Disposition of Administrative Cases.

Managing financial resources

- Monitored ROs' status of loans receivables and liquidation of grants in line with the Department's effort to clean dormant accounts and in compliance

to obtain a 100% liquidation of all loans receivables and grant, including the reiteration of submission of request for write-off of dormant accounts. Initial results were presented to the Visayas-Mindanao ROs during the workshop held in Cebu City on May 18, 2012.

- Continuing review and evaluation, prior to processing and release, of requests for funding of emergency, livelihood and reintegration programs; contracts and proposals, among others.
- Facilitated the release of almost ₱9 million DOLE Adjustment Measures Program (DOLE AMP) Fund for emergency employment and livelihood undertakings of displaced workers in NCR and Region 4A, and workers affected by calamities in Regions 7 and 10.
- Prepared various reports and support documents for the 2013 DOLE Budget Hearing as well as actively participated/attended Budget Hearing Sessions and meetings.

Providing internal audit services

- Completed the Seven-part NGICS/PGIAM training of the first batch of prospective Internal Auditors of DOLE Services and Bureaus.
- Drafted the DOLE Internal Auditing Manual.
- Conducted management and operations audit at Professional Regulations Commission (PRC) and its Baguio City office; DOLE-NCR audit reports of which have been drafted.
- Developed project proposal on Results-based Assessment of DILP in all ROs, including the assessment tools and Memoranda relative to the conduct of the assessment.

Capability building of DOLE workforce

- Implemented the online testing/examination for applicants to DOLE vacancies to measure the qualities of candidates through the following types of assessments: critical thinking and reasoning, personality type indicator, counterproductive behavior, management skills, and leadership effectiveness.
- Facilitated the employment of 58 (15-CO; 43-ROs) newly-graduates/unemployed youth under the Government's Internship Program (GIP).
- 100% (81) of net worth of officials (Director III and up) were posted in the DOLE website based on 2011 SALN.
- Conducted/administered the following:

- SEADOs Mindanao Group 1, May 14-15, 2012, with 31 participants; Visayas Group 1, May 17-18, 2012, with 56 participants; Luzon Group 1, June 5-6, 2012, with 38 participants;
- Work-Life Balance Workshop & Tree-Planting Activity conducted on June 21-22, 2012;
- Orientation/Briefing on the National Greening Program and the Procedures and Techniques in Planting to the staff of Administrative Service on 22 June 2012 at the Ople Hall, DOLE Executive Building, Intramuros, Manila in coordination with the Department of Environment and Natural Resources-NCR (DENR-NCR). The orientation is in preparation for the Administrative Service's upcoming tree planting activity on 07 July 2012; and
- 10 sessions of Moral Renewal Seminars, for 463 DOLE personnel and two (2) sessions of Lenten Recollection for 107 DOLE Central Office personnel.

Promulgating labor and employment policy initiatives through issuance of Department Orders and other issuances, as follows:

- D.O. 112-A or Amending the Guidelines on the Implementation of the Special Leave Benefit for Women Employees in the Private Sector;
- DO No. 115-A or the Operational Guidelines on the Issuance of a Tripartite Certificate of Compliance with Labor Standards (TCCLS);
- DO No. 118-12 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry;
- D.O. 119-12 or the Rules Implementing Republic Act No. 10151 (An Act Allowing the Employment of Night Workers, thereby Repealing Art. 130 & 131 of the Labor Code);
- DO No. 120-12 Amending Certain Provisions of DO No. 97-09 entitled Revised Rules for the Issuance of Employment Permits to Foreign Nationals;
- Department Circular No. 01 Clarifying the Applicability of DO 18-A, series of 2011, to Business Process Outsourcing (BPO)/Knowledge Process Outsourcing (KPO) and the Construction Industry;
- Department Circular No. 02 or the Manual of Procedures in Handling Complaints on Trafficking in Persons, Illegal Recruitment and Child Labor; and
- NWPC Guidelines No. 1 or the Operational Guidelines on DO 118-12 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry.

Strengthening policy-making through research and statistics

- Released/published monthly report on "Updates on Job Displacements" for the period December 2011 and January to July 2012 (selected statistics published quarterly in Current Labor Statistics).

- Posted at bles@dole.gov.ph and disseminated to concerned offices the following:
 - Results of 4th Quarter 2011 Labor Turn-Over Survey (LTS) last 20 April 2012; and
 - Current Labor Statistics for year 2011; 1st and 2nd quarters of 2012;
 - LABSTAT Updates (13).
- Conducted Tripartite Validation Workshop of the Philippines Decent Work Country Profile in collaboration with ILO, and Field Enumeration Training on 2012 Occupational Wages Survey (OWS) and 2011/2012 BLES Integrated Survey (BITS) for RO Personnel and Enumerators.
- Completed Philippine Policy and Practice on Domestic Work vis-à-vis Convention 189 Assessment of Responses; Philippine country paper on Tripartite Efforts for Reform: Policies and Strategies to Make the Philippines Ready for Regional Trade; three (3) briefing notes; seven (7) policy briefs; and two (2) research reports.
- Facilitated the conduct of 12 round-table discussions, fora, and consultations, to include Cultural Heritage Tourism Employment Forum, Men Left Behind: The Social Costs of Feminized Labor Migration in the Philippines, DOLE-World Bank Technical Discussion on International Evidence on Labor Market Policies: Best Practices and the Role of Labor Market Policies, and Working at Sea: Forum on the Working Conditions of Filipino Seafarers in the Domestic Shipping Industry, among others.

Continuing dissemination of information on labor and employment services and developments through webpage maintenance, and regular publication of newsletters, such as DOLE Good News, The Voyager (NMP), News Today (TESDA), NCMB Chronicles, and BLE News Feed; press releases; news articles; and primers.

Ensuring the implementation of major commitments of DOLE

- Monitored and reported DOLE plans/commitments and accomplishments concerning the Philippine Labor and Employment Plan 2011-2016, and Presidential Directives, among others.
- Continued the maintenance of the Statistical Performance Reporting System (SPRS) which serves as DOLE's source of official statistics/data on program performance/accomplishments.
- Conducted training workshops for concerned government instrumentalities for the development of CBEP Manual and Online Monitoring and Reporting System to ensure coherence in understanding and reporting of jobs generated through the implementation of infrastructure and non-infrastructure projects that were enrolled under CBEP by National Government Agencies (NGAs), Local Government Units (LGUs),

Government-Owned and Controlled Corporations (GOCCs), and Government's Financial Institutions (GFIs).

- Provided 24 X 7 access to DOLE website and network services, including homepage and network monitoring and maintenance, continuous scanning of servers and monitors for virus, isolating or dealing with hacking incidence, and providing timely technical services to DOLE offices.
- Facilitated the upgrading of internet-based lease line (4Mbps for ISP backup and 8Mbps for main line) to ensure and support the deployment of web-based systems.
- Conducted orientations on DOLE website for overseas personnel.

Maintaining DOLE building and its premises/facilities

- Renovated and painted the following offices: PS, HRDS, Undersecretaries for Employment and Labor Relation, Assistant Aragon, and stairs and lobby.
- Upgraded the CCTV camera by adding 10 cameras in addition to the existing eight (8) cameras, including the relocation of site for the recorder and monitor.
- Disposed through action corrugated metal sheets, yielding ₱49,735.00.
- Disposed 3.5 cubic meters or 6.1 kilos of valueless records, generating P7,648.64 and creating more space for records keeping area.
- The Green Our DOLE DOLE Program (GODP) converted wastes into income/revenue of ₱23,910.75 from the sale of 28 kilos of plastic bottles, 96 kilos of cartons/boxes, and 2,782 kilos of newspapers and other papers.
- Recorded 95% of AREs and ICS through electronic data recording of DOLE properties.

Supporting international affairs and overseas operations

- Provided technical and administrative support to the Philippine hosting of the SLOM and Ministerial Meeting of the Destination and Origin Countries in Asia (Abu Dhabi Dialogue II) which was held on April 17-19, 2012 at Hotel Sofitel Philippine Plaza, Pasay City. The meeting resulted in formulation of ADD 2012 Framework of Cooperation, and Interim Operating Modality.
- Provided administrative and technical support in the review, formulation and negotiation of BLAs which resulted to four (4) signed agreements, as follows: PH-Lebanon on Labor Cooperation, PH-Jordan on the Principles

and Protocols for Regulating Deployment and Employment of Filipino Domestic Workers, PH-Kuwait in the field of labor, and PH-British Columbia on Joint Communiqué on areas of mutual benefit with respect to labour mobility.

- Issued Administrative Order No. 28, series of 2012 prescribing DOLE Guidelines on Bilateral Labor Agreement.
- Developed the Foreign Labor Operations Information System (FLOIS), including the installation of system prototype at DOLE server. The said system was demonstrated to DOLE management and further enhancement of the system is ongoing.
- Provided support to the attendance of 47 DOLE officials/officers to 25 meetings/conferences/fora/seminars/study visits in which four (4) were Ministerial level.
- Established manpower pool of qualified and trained POLO officers and personnel based on new deployment guidelines and pre-departure training curriculum.
- Facilitated the conduct of 2012 POLO Conference for Middle East Posts.