

Average Annual Compensation per Employee in Top Five Business Process Management Sub-class, Philippines: 2017 (in PHP)

405,997	Business Process Management
1,090,493	Software publishing
824,207	Finance and accounting activities
761,301	Engineering and outsourcing activities
745,588	Payroll maintenance & other transaction processing activities
744,517	Computer programming activities

Source: ASPBI 2017

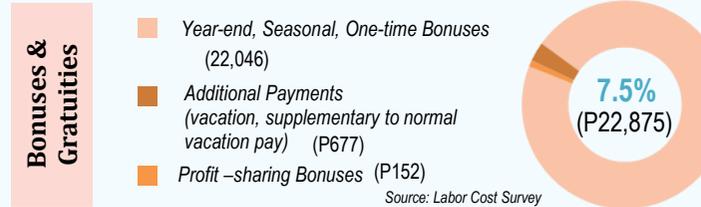
Based on the Annual Survey of Philippine Business and Industry of the PSA, the average annual compensation in the Business Process Management Industry is P405,997 per employee. Workers in software publishing reported the highest average annual compensation amounting to P1,090,493.

PUBLISHING ACTIVITIES

Annual Total Labor Cost: P306,306



0.37%	Cost of Training (P1,124)	Social Security (P21,779)	7.11%
0.09%	Payments in Kind (P282)	Housing (P409)	0.13%
0.17%	Welfare Services (P522)	Other Labor Cost (P856)	0.28%
0.08%	Remuneration for Time not Worked (P246)		



Source: Labor Cost Survey

The annual labor cost in Publishing Activities was P306,306 per worker in 2013. Of the total, 84.3% or P258,213 were direct wages; 7.5% or P22,875 were bonuses and gratuities; and 7.1% or P21,779 were payments for social security.

Workers Compensation in the BPO Industry by Position, Philippines: 2016

Position	Mo. Basic Salary (Php)	Annual Salary Increase (%)	Life Insurance (Php)	Health Insurance (Php)	Other Fringe Benefits (Php)
Executive	155,000	11	1,000,000	650,000	16,000
Managerial	70,000	10	800,000	500,000	15,000
Supervisory	27,000	9	500,000	400,000	13,000
Rank and File	24,000	14	160,000	130,000	11,000

Source: ECOP

Results of ECOP's 2016 Corporate Compensation Survey showed that median monthly basic salaries in the BPO industry ranged from P24,000 for rank-and-file employees to P155,000 for executive level positions. Annual salary increases ranged from 9% (supervisory) to 14% (rank and file). Executives had the highest life and health insurances, and fringe benefits, while rank and file workers received the lowest benefits in all three.

Workers Compensation in the BPO Industry by Occupation, Philippines: 2016

Occupation	Mo. Basic Salary (Php)	Annual Salary Increase (%)	Life Insurance (Php)	Health Insurance (Php)	Other Fringe Benefits (Php)
Collection Officer	28,000	14	160,000	130,000	11,000
Graphics Designer	74,000	14	160,000	130,000	11,000
Loan Officer	13,000	14	160,000	130,000	11,000
Telemarketer	16,399	14	160,000	130,000	11,000
Programmer	54,428	14	160,000	130,000	11,000
QA Tester	40,633	14	160,000	130,000	11,000
Software Developer	83,605	14	160,000	130,000	11,000
Customer Service Rep.	22,500	14	160,000	130,000	11,000

Source: ECOP

Among rank & file employees in the sector, median monthly basic salary ranged from P13,000 for loan officers to P83,605 for software developers. Median annual salary increase was uniform at 14%, while life insurance was at P160,000, health insurance at P130,000, and other fringe benefits at P11,000.

For more information:

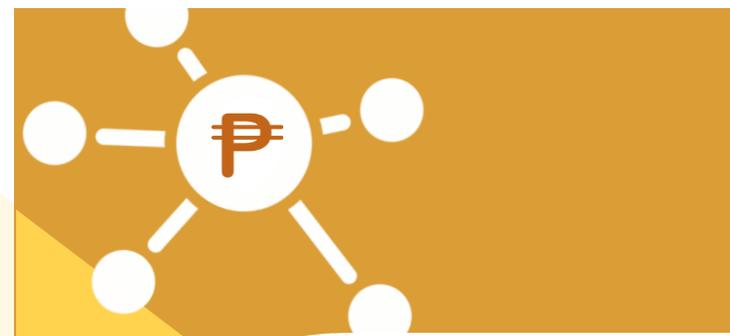
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Or call:

8 527-8011
(Wage Policy and Research Division)

8 527-8014
(Planning and Information Division)



PAY STANDARDS & PRACTICES

Business Process Outsourcing

The industry involves the delegation of one or more IT-intensive business processes to an external provider that, in turn, owns, administers, and manages the selected process or processes based on defined and measurable performance metrics.



National Wages and Productivity Commission
Department of Labor and Employment
Philippines

ISO 9001:2015 CERTIFIED

Wage and Wage-Related Benefits under the Labor Code of the Philippines



Minimum Wage

Lowest wage that an employer should pay his workers, as fixed by the RTWPBs



Holiday Pay

100% of the daily rate if unworked
200% of the daily rate if worked



13th Month Pay

Not less than one-twelfth (1/12) of the total basic pay earned in a calendar year



5-Day SIL

Workers are entitled to a 5-day service incentive leave after one-year of service, and every year thereafter



Separation Pay

Equivalent to ½ or 1 month pay for every year of service depending on the authorized cause of the separation



Overtime Pay

25% of the effective hourly basic rate



Premium Pay

30% of the daily basic rate



Night Shift Differential Pay

10% of the effective hourly basic rate for work performed between 10 p.m. and 6 am.



Service Charges

To be distributed completely and equally among covered workers except managerial employees

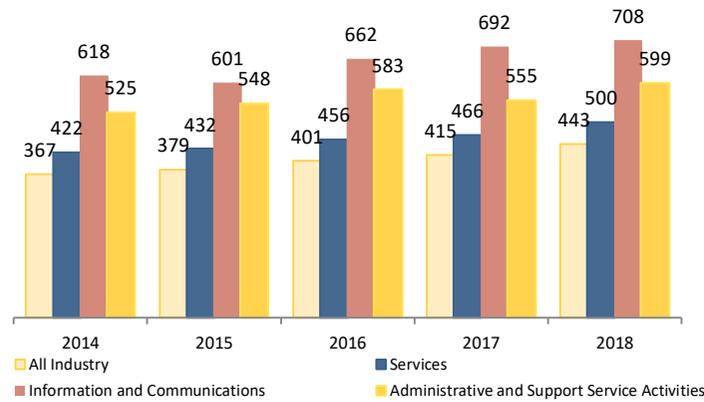


Retirement Pay

Daily rate x 22.5 days x number of years of service

Compensation and Benefits

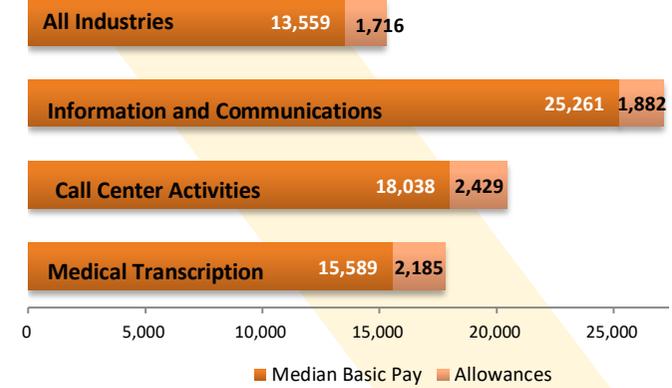
Average Daily Basic Pay of Wage and Salary Workers by Industry, Philippines: 2014-2018 (in PHP)



Source: Labor Force Survey

Data from the household-based Labor Force Survey showed that average daily basic pay of workers increased from P367 in 2014 to P443 in 2018 or by 20.7%. Workers' average pay in Information and Communications also grew from P618 to P708 or by 14.6%. Average pay increased slightly slower in Administrative and Support Service Activities from P525 to P599, or by 14.1% in the same period.

Median Monthly Basic Pay and Allowances in the Business Process Outsourcing Industry, Philippines: August 2018 (in PHP)



Source: Occupational Wages Survey

Average monthly basic pay as of August 2018 stood at P13,559 while monthly allowance at P1,716 based on establishment data gathered from the Occupational Wages Survey (OWS). In the BPO industry, average monthly basic pay in selected sub-sectors ranged from P15,589 (medical transcription) to P25,261 (information and communications); while monthly allowances varied from P1,882 (information and communication) to P2,429 (call center activities).

Average Monthly Wage Rates of Full-Time Workers in the Business Process Outsourcing Industry, Philippines: August 2018 (in PHP)

Call Center Activities (Voice)

Applications Programmers	51,224
Computer Engineers	47,337
ICT User Support Technicians	29,648
Contact Center Information Clerks	25,344
Accounting and Bookkeeping Clerks	17,989
Unskilled Workers except Janitors, Messengers and Freight Handlers	16,554

Computer Programming, Consultancy; Information Services

Systems Analysts	54,381
Applications Programmers	42,923
Electronics Engineers	40,473
Telecommunications Engineers	36,058
ICT Operations Technicians	33,910
ICT User Support Technicians	31,527
Computer Network Professionals	31,105
Electronics Engineering Technicians	30,284
Accounting and Bookkeeping Clerks	20,949
Data Entry Clerks	15,860
Unskilled Workers except Janitors, Messengers and Freight Handlers	14,501

Among workers in the BPO industry covered by the OWS, system analysts received the highest average monthly pay at P54,381, followed by application programmers (P42,923 to P51,224), computer engineers (P38,378 to 47,337), and electronics engineer who received, on average, P40,473.

Unskilled workers received the lowest average monthly pay, ranging from P13,532 to P16,554. Among technicians and associated professionals covered by the survey, applications programmers had the lowest pay at P14,297.

Source: Occupational Wage Survey

Medical Transcription Activities

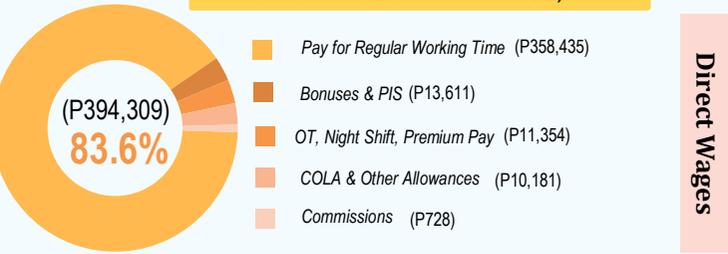
Computer Engineers	38,378
Medical Transcriptionists	22,316
Accounting and Bookkeeping Clerks	19,205
ICT User Support Technicians	18,015
Applications Programmers	14,297
Unskilled Workers except Janitors, Messengers and Freight Handlers	13,532

Publishing Activities

Production Supervisors and General Foremen	25,792
Journalists	20,983
Accounting and Bookkeeping Clerks	19,790
Coding, Proof-Reading and Related Clerks	18,832
Pre-Press Technicians	17,389
Sign Writers, Decorative Painters, Engravers and Etchers	16,723
Print Finishing and Binding Workers	16,507
Mechanical Engineers	16,350
Printers	16,331
Unskilled Workers except Janitors, Messengers and Freight Handlers	13,700

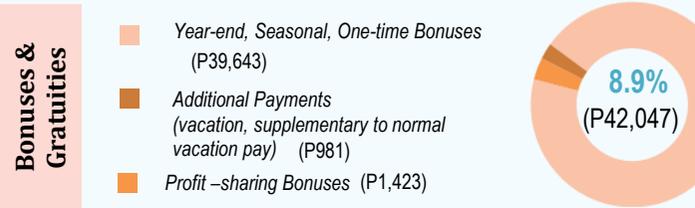
COMPUTER PROGRAMMING, CONSULTANCY; AND INFORMATION SERVICE ACTIVITIES

Annual Total Labor Cost: P471,485



Direct Wages

0.41%	Cost of Training (P1,948)	Social Security (P25,137)	5.33%
0.01%	Payments in Kind (P25)	Housing (P2,067)	0.44%
0.44%	Welfare Services (P2,079)	Other Labor Cost (P1,521)	0.32%
0.5%	Remuneration for Time not Worked (P2,352)		



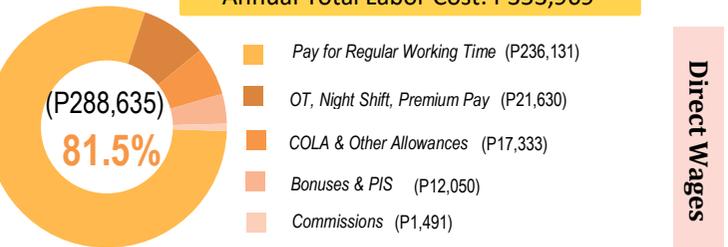
Bonuses & Gratuities

Source: Labor Cost Survey

Annual labor cost in Computer Programming, Consultancy, and Information Service Activities was P471,485 per worker. Of the total, 83.6% or P394,309 were direct wages; 8.9% or P42,047 were bonuses and gratuities; and 5.3% or P25,137 were social security payments.

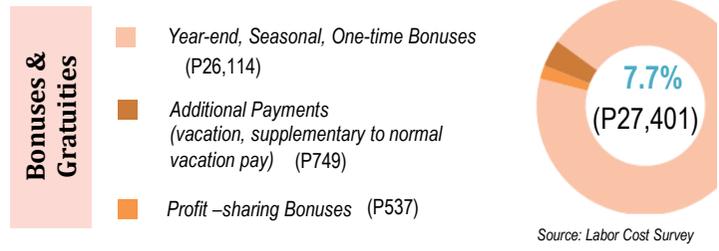
CALL CENTER ACTIVITIES

Annual Total Labor Cost: P353,969

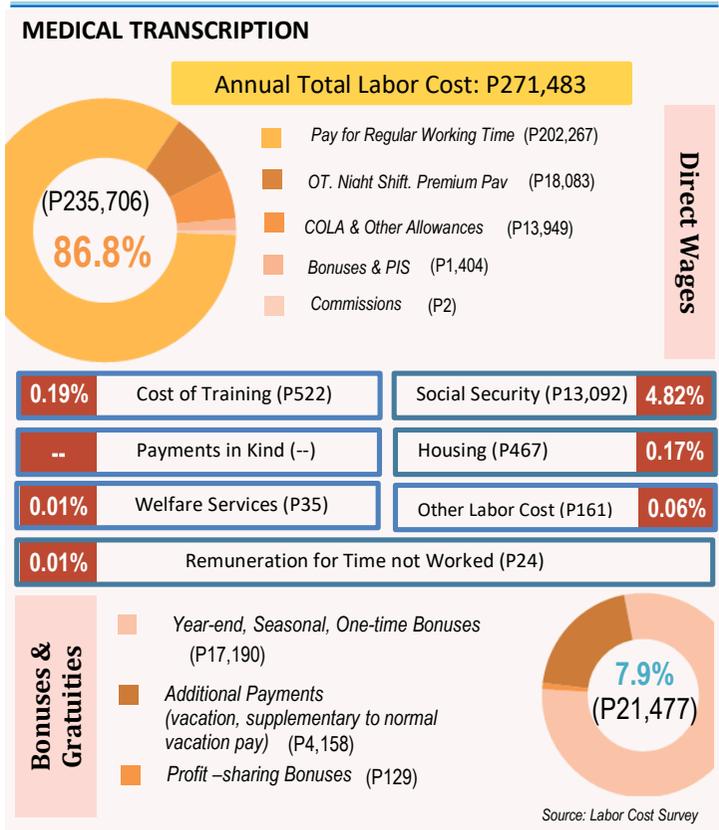


Direct Wages

1.61%	Cost of Training (P5,684)	Social Security (P22,182)	6.27%
0.02%	Payments in Kind (P77)	Housing (P286)	0.08%
0.06%	Welfare Services (P214)	Other Labor Cost (P6,503)	1.84%
0.84%	Remuneration for Time not Worked (P2,988)		



Annual labor cost in Call Center Activities totals P353,969 per worker. Of the total, 81.5% or P288,635 is received as part of workers' direct wages; 7.7% or P27,401 as bonuses and gratuities; and 6.3% or P22,182 accounted as cost for social security.



Annual labor cost in Medical Transcription was P271,483 per worker, bulk of which or 86.8% amounting to P235,706 were direct wages; 7.9% or P21,477 were bonuses and gratuities; and 4.8% or P13,092 were social security payments.