

Industrial Relations Practices ... in the Services Sector (Fifth of a nine-part series on Industrial Relations)

In 2004, the Bureau of Labor and Employment Statistics (BLES) conducted the second round of the BLES Integrated Survey (BITS) in coordination with DOLE Regional Offices. The BITS is a nationwide survey covering a sample of around 6,000 non-agricultural establishments employing 20 or more workers. It aims to provide integrated data sets on employment patterns, industrial relations practices and occupational injuries at the workplace as basis for policy planning and program formulation.

This issue focuses on the industrial practices of an estimated 16,244 establishments in the service sector. The establishments include those that are engaged in wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods; hotels and restaurants; transport, storage and communications; financial intermediation; real estate, renting and business service; private education services; health and social work except public medical, dental and other health services; and other community social and personal service activities.



... as to balancing work and family life

On the average, majority (6 out of 10) of the establishments in the services sector implement work and family programs. Extended maternity leave without pay is the second most popular scheme which is granted by 5 out of 10 establishments.

One-half of the establishments (50.8%) in the male-dominated transport industry provided extended paternity leave benefits without pay. Due to the nature of work, establishments engaged in health and social work except public, medical, dental and other health services put more emphasis on the implementation of family planning service/reproductive health programs (62.0%) and adoption of flexible

work arrangements (58.1%). Except for private education services (13.4%) and health and social work (30.0%), very few establishments (less than 10%) provide facilities for employees with children.

... as to flexible work arrangement

A total of 5,536 establishments in the services sector subscribe to various forms of flexible work arrangements. The sliding flexible work schedule is the most favored arrangement in the sector particularly in financial intermediation (69.4%) and wholesale and retail trade; repair of motor vehicles, motorcycles and personal and household goods (60.9%). Keeping a pool of workers on call is the most common practice in health and social work except public medical, dental and other health services (65.1%) and transport, storage and communications (42.5%).

Compressed workweek schedule is adopted by 43.2 percent of the establishments in hotels and restaurants. More than one-third of the establishments in private education services (37.9%) and in health and social work (36.1%) grant career breaks of three to six months to their employees.

Less than 15 percent of the establishments, on the average, have job sharing arrangements. Similarly, only a small percentage (less than 7%) have arrangements on teleworking.

... regarding workers' participation in decision and policymaking process

Workers' participation in decision and policymaking through the Safety and Health Committee is popular in 6 out of 8 industries in the services sector except in financial intermediation; and real estate, renting and business activities where suggestions schemes are preferred by 39.1 percent and 38.5 percent of the total establishments, respectively.

Quality and productivity circles are adopted likewise by 4 out of 10 establishments in health and social work and in 3 out of 10 establishments in hotel and restaurants and other community, social and personal service activities. Grievance machinery is opted by 18.3 percent to 31.7 percent of the establishments while Labor Management Committee/Councils (LMCCs) are utilized by at most 25.0 percent of the establishments in financial intermediation.

... in terms of pursuing grievances

Airing of grievance through the supervisor is the most prevalent mode of pursuing grievances in health and social work except public, medical, dental and other health services (73.8%); other

community, social and personal service activities (60.7%) and financial intermediation (55.7%).

Meanwhile, airing of grievances to any responsible person in the company or the employee himself files a written complaint are the other options resorted to by employees in pursuing their grievances.

... as to mode of settling grievances

Grievances/complaints in majority of the establishments are resolved either by top management or immediate supervisor. About 20 percent utilize the grievance machinery in the settlement of grievances in financial intermediation; transport. storage and communications; and private education services. Only few are resolved through the LMC (2.1% to 14.7%) or by a union official (0.2% to 4.6%).

... as to mode of disposing unresolved grievances

Most establishments in the service sector refer all unresolved grievances for voluntary arbitration. This practice is highly evident in 7 out of 10 establishments in hotels and restaurants; private education services; health and social work except public, medical, dental and other health services; and financial intermediation.

Another mode adopted by 16.3 percent to 47.4 percent of the establishments is to elevate unresolved grievances to the DOLE Regional Offices. Less than 15 percent bring their unresolved cases for compulsory arbitration.

FOR INQUIRIES:

Regarding this report contact **LABOR RELATIONS STATISTICS DIVISION at 527-3000 Local 319**
 Regarding other statistics and technical services contact **BLES DATABANK at 527-3000 Local 317**
 Or Write to BLES c/o **Databank, 3/F DOLE Bldg. Gen. Luna St., Intramuros, Manila, 1002**
 FAX **527-55-06** E mail: lrsd@manila-online.net or bleslrsd@bles.dole.gov.ph or visit our
 Website at <http://www.manila-online.net/bles> or <http://www.bles.dole.gov.ph> for other statistical
 Information

Table 1 – PERCENT SHARE OF ESTABLISHMENTS IN THE SERVICE SECTOR EMPLOYING 20 AND OVER BY SELECTED INDUSTRY PRACTICES, PHILIPPINES: 2003

PRACTICES	MAJOR INDUSTRY CLASSIFICATION							
	G	H	I	J	K	M	N	O
Balancing Work and Family Life								
TOTAL	5,595	2,387	1,593	1,123	2,112	2,202	563	669
Implements work and family programs	61.9	56.3	67.3	65.0	60.0	68.6	72.6	61.6
Allows extended maternity leave w/o pay	58.9	55.3	46.8	54.0	58.6	54.1	69.1	56.8
Male employees are allowed extended paternity leave w/o pay	51.8	53.5	50.8	47.9	54.1	44.2	51.2	49.3
Leave benefits to care for sick family members	43.1	46.9	40.1	37.8	33.1	41.0	45.8	40.8
Adopts flexible work arrangements	26.7	46.5	32.2	27.1	36.1	32.7	58.1	45.7
Allows worker with sick/ elderly family - special work arrangement	23.3	27.5	20.5	9.5	23.7	24.5	40.9	25.3
Allows extended maternity leave with pay	22.9	34.4	31.2	33.0	27.9	31.9	26.6	29.0
Allows woman worker with newly born child - special work arrangement	20.7	24.8	21.6	8.3	26.2	22.1	38.9	17.2
Male employees are allowed extended paternity leave with pay	20.6	28.7	23.4	25.7	20.5	22.1	13.1	23.8
Implements family planning service/reproductive health programs	17.8	14.2	19.9	16.7	11.8	34.1	62.0	29.3
Facilities for employees with children	4.4	6.2	5.1	2.6	2.7	13.4	30.0	6.7
Flexible Work Arrangements								
TOTAL	1,494	1,110	513	304	762	720	327	306
Sliding flexible work schedule	60.9	51.0	43.5	69.4	55.1	38.9	49.2	51.3
On-call	23.1	32.9	42.5	10.5	28.3	16.3	65.1	34.6
Compressed workweek	18.5	43.2	31.0	23.0	32.9	32.6	29.4	17.0
Job-sharing	16.9	10.0	13.8	7.6	9.8	14.2	14.1	9.2
Career breaks	15.9	17.1	26.5	27.3	24.7	37.9	36.1	24.2
Others	2.4	-	-	0.3	2.2	2.2	0.3	4.2
Teleworking	2.0	-	6.0	3.3	1.0	3.1	-	-
Mechanisms for Workers' Participation In Decision and Policymaking Process								
TOTAL	5,595	2,387	1,593	1,123	2,112	2,202	563	669
Safety and Health Committee	40.6	50.9	46.7	23.3	34.5	47.2	64.1	46.0
Suggestions Schemes	37.6	41.2	43.9	39.1	38.5	41.3	49.7	37.7
Productivity Improvement Committee	23.9	33.8	23.9	30.5	19.7	29.7	37.7	30.5
Quality and Productivity Circles	22.2	37.0	19.5	20.9	22.3	28.8	46.4	32.0
Grievance Machinery	18.4	26.4	31.6	24.8	18.3	31.7	30.4	22.7
Labor Management Committee/Councils	15.5	19.1	20.8	25.0	15.1	20.8	19.0	13.6
Joint Committee and Task Forces	14.9	17.9	18.9	23.4	18.5	24.8	29.3	22.1
Others	1.6	1.7	0.4	2.8	0.4	4.8	2.3	1.3

Major Industry Classification

G- Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods

H- Hotels and Restaurants

I- Transport, Storage and Communications

J- Financial Intermediation

K- Real Estate, Renting and Business Activities

M- Private Education Services

N- Health and Social Work Except Public Medical, Dental and Other Health Services

O- Other Community, Social and Personal Service Activities

Table 1 – PERCENT SHARE OF ESTABLISHMENTS IN THE SERVICE SECTOR EMPLOYING 20 AND OVER BY SELECTED INDUSTRY PRACTICES, PHILIPPINES: 2003

PRACTICES	MAJOR INDUSTRY CLASSIFICATION							
	G	H	I	J	K	M	N	O
Means of Pursuing Employees Grievances								
TOTAL	2,561	1,248	928	675	973	1,021	347	300
The employee airs his/her grievance thru responsible persons in company	63.8	63.5	60.8	35.9	65.5	58.9	61.4	53.7
The employee airs his/her grievance thru supervisor	62.4	62.9	55.4	55.7	64.2	53.7	73.8	60.7
The employee him/herself files a written complaint	19.5	24.2	39.1	36.0	33.8	41.5	34.6	39.0
The employee files a written complaint with co-employees assistance	5.6	8.3	12.3	13.2	15.8	14.4	12.4	18.7
The employee files a written complaint with union assistance	4.7	2.4	12.8	17.2	0.3	4.1	4.6	5.7
The employee airs his/her grievance thru any union official	4.5	3.4	9.8	12.4	0.5	7.0	4.9	4.3
Others	2.6	2.0	6.4	2.1	1.8	1.7	0.3	0.3
Mode of Settling Grievances								
TOTAL	2,561	1,248	928	675	973	1,021	347	300
Resolved by top management	65.3	68.9	66.8	55.9	73.2	72.7	82.4	64.3
Resolved by the immediate supervisor	63.6	59.5	61.0	56.1	70.1	54.8	53.0	65.3
Through the grievance machinery	6.1	10.5	19.3	23.1	11.7	19.1	6.3	15.3
Through the LMC	5.4	2.1	14.9	11.0	6.2	11.9	14.7	8.0
Resolved by a union official	4.6	1.3	2.9	3.1	0.2	1.4	2.0	2.7
No policy	0.5	-	1.6	2.1	0.2	-	-	4.3
Mode of Disposition of Unresolved Grievances								
TOTAL	1,440	792	643	351	501	653	227	209
Voluntary arbitration	62.3	74.7	62.1	69.5	60.9	70.4	76.2	55.0
DOLE Regional Office	37.0	26.9	29.1	25.6	34.7	29.2	16.3	47.4
Compulsory arbitration	4.2	11.7	10.0	14.0	8.0	8.4	8.8	1.9
NCMB (union files a notice of strike/ preventive mediation)	3.3	0.8	10.7	1.4	0.8	3.7	2.6	2.9
Others	2.1	0.4	0.2	4.3	3.4	0.5	5.7	0.5

Major Industry Classification

G- Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods

H- Hotels and Restaurants

I- Transport, Storage and Communications

J- Financial Intermediation

K- Real Estate, Renting and Business Activities

M- Private Education Services

N- Health and Social Work Except Public Medical, Dental and Other Health Services

O- Other Community, Social and Personal Service Activities

Note: Details may not add to total due to rounding.

Source of data: Bureau of Labor and Employment Statistics, 2003/2004 BLES Integrated Survey.