

BREAKOUT SESSION

SERVICES SECTOR

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Services Sector Workshop Output

On the Asia-Pacific Human Development Report

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Firstly, I would like to give a brief introduction of the organization I represent. The Union Network International-Philippine Liaison Council is the coordinating council of the Philippine affiliates of the Union Network International, which is the biggest global union federation in the services sector. Our affiliated unions and federations are from the finance sector (banking and insurance), telecommunications, commerce, postal service, private medical/health service, and printing and graphical. UNI-PLC advocacy focuses on the promotion of the welfare of service sector workers basically through the strengthening of trade union rights. We are also increasingly concerned about the improving the living and working conditions of informal sector workers and migrant workers. We are deeply involved in trade issues, particularly trade in services. As such, we are closely monitoring developments in the recent negotiations for further services trade liberalization through the General Agreement on Trade in Services (GATS) and have been pushing for a more transparency in the GATS negotiations and for a more pro-worker, pro-Filipino Philippine negotiating framework in these talks.

The Asia-Pacific Human Development correctly points out that trade in services in the region had increased “significantly” in three of its manifestations: labor migration, cross-border outsourcing or off shoring, and tourism. Aside from this, the Union Network International-Asia Pacific Regional Organization (UNI-Apro) has noted increases in cross-border commercial, telecommunications and financial services.

These developments impact directly upon service workers in Asia. For example, the entry of transnational retail giants in countries like Thailand had resulted in the closure of many small local retail establishments. Increased mobility of capital within the region as well as intense competition within the financial services sector had resulted in several mergers and acquisitions that cost the jobs of many bank employees and threatens the job security of many more. In response, service sector unions have seen the importance of cross-border solidarity that goes beyond the usual “statements of support”. Cross-border union actions are now more concrete. For example, the UNI-Apro has initiated the formation of the ASEAN Bank Union Council. Unions of employees of both the Hong Kong Shanghai Bank (HSBC) and the Standard Chartered Bank (SCB) in several Asia-Pacific countries have put together the HSBC Trade Union Network for the Asia-Pacific and the SCB Trade Union Network for the Asia-Pacific. Both networks have already conducted social dialogues with the Asia-Pacific management of both banks and are working towards a Framework Agreement with these banks.

The AP HDR noted increased labor migration from and within the Asia-Pacific region as workers in “labor-surplus” economies move to “labor-deficit” economies. More significantly for us, the Report observed that “the largest single source (of migrants) has been the Philippines. Filipino workers of varying skill levels have traveled all over the world, though they have tended to cluster in specific destinations... An estimated 10 per cent of the Philippine labor force...now work overseas” Remittances of OFWs is estimated at around US\$8 billion. Additionally, as the Report noted, OFWs returning to the Philippines bring home “valuable work experience, enhanced skills and useful networks”. Of course, as the Report stated, this comes at a cost: vulnerability of OFWs to exploitation, deleterious social effects on families, increasing local inequalities, and brain drain. A recent forum at the UP School of Labor and Industrial Relations noted the outflow of what is known as “mission critical” workers: skilled, technical and professional workers needed by Philippine industries and businesses.

Wishing to contribute efforts to promote the welfare of overseas Filipino workers, the UNI-PLC will be embarking on a joint project with its counterpart in Malaysia, the UNI-Malaysian Liaison Council (MLC) to set up help desks in Malaysia for Filipino migrant workers there. This is one more concrete example of cross-border union cooperation. This type of arrangement is already in place for Indonesian migrant workers in Malaysia where the UNI-MLC has set up help desks in conjunction with our Indonesian counterparts, ASPEK-Indonesia.

Cross-border outsourcing was also highlighted in the Report as one of growing importance in the aspect of trade in services. Undeniably, the Philippines has benefited from this phenomenon. It is heartening to note that the Report considered both the negative and the positive aspects of outsourcing and recommended as a domestic strategy the “(creation of) and environment conducive to outsourcing while integrating it with the rest of the economy, so as to capture the associated developmental benefits”. Further, it said that “some of the negative social, cultural and occupational outcomes (of off shoring) can be mitigated if governments focus on core labor standards, human resource management practices and domestic labor laws.” This is precisely the advocacy of the UNI-PLC: promoting trade union rights within the call center and business processing outsourcing industry in the Philippines.

The Report gives no assessment and recommendation regarding the liberalization of public services. The general tone of the Report as regards trade in services is to advocate for more liberalization. The UNI-PLC views further liberalization in trade in services with caution. Especially, the UNI-PLC is wary of further opening public services as advocated by powerful global interests. There had been attempts to expand trade in services liberalization within the framework of the GATS.

In the GATS negotiations, the UNI-PLC proposes that the Philippine government adopts a negotiating position that takes into consideration the welfare of the workers in the service sector, the protection of the national patrimony, and the protection of Philippine consumers and the general public. In particular, the UNI-PLC advocates that the Philippine government adopt the following as its framework for the negotiations:

1. **Democratic decision-making procedures should not be circumvented as a result of the country's GATS commitments.** Legislative and consultation procedures must be applied in determining domestically-initiated liberalization proposals. Such must not be by-passed as a result of GATS commitments. Philippine constitutional protection of the national patrimony should not be circumvented.
2. **The governments should avoid making further market opening offers in the field of public services and other services of general interest without prior consultation.** The privatization and liberalization of public services sector should be a result of democratic debate and decision-making; it should not be preempted by negotiations and deals made at the WTO.
3. **The government should endeavor to link GATS and WTO agreements with key international human rights covenants.** GATS-related measures must always be compatible with measures to defend and promote trade union and human rights including the core labor standards identified by the global union movement and the International Labour Organization (ILO).
4. **GATS and GATS-related negotiations and measures should not put at risks public services and other services of vital interest.** Implementation of Philippine offers of market access should not hinder the achievement and preservation of universal and equal access to quality public services and other services. This includes universal access to postal and telecommunications services, accessible and affordable water and electric power supply, accessible and affordable educational and health services.

5. **GATS-induced liberalization and privatization measures should not impact negatively upon the service sector and the services workers.** As a primary engine of the country's economic growth, the service sector deserves favorable consideration since any GATS commitment that results in the contraction of the domestic services sector will hurt domestic service providers and the workers within the services sector. Moreover, GATS-induced measures must not derail the government's commitment of generating employment.
6. **GATS commitments must not jeopardize the country's measures to protect cultural diversity and cultural identity of WTO member countries.** In particular, market opening of media and related services must not run counter to Philippine constitutional provision barring foreign ownership of Philippine media corporations.
7. **The Philippine governments should make as few market-opening commitments as possible, regardless of the services concerned.** This does not mean that the Philippine government will not study further liberalization proposals or will not allow foreign investment in domestic services. What this only means is that the Philippine government should offer for market access those that have already been opened. The government should endeavor to have the country's existing levels of liberalization locked in and made WTO-enforceable. Further liberalization commitments should be carefully studied because GATS makes liberalization virtually irreversible and links liberalization to the WTO's sanctions-based dispute settlement (enforcement) procedures.

In other words, trade in services should be compatible with the country's national interest and the promotion of the welfare of its citizens balanced by sensitivity to the needs of the global community and respect for internationally accepted standards of trade union and human rights including political, economic and social rights.

“The State, Problems and Prospects of Pro-Human Development Trade in the Services Sector”

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A. The Philippine Employment Situation

Labor Force. In the last five years, the country’s labor force grew at an annual average rate of 3.0 percent. From 32.809 million in 2001, labor force went up to 35.862 million in 2005; representing an increase in the labor force participation rate (LFPR) by 0.4 percentage points, that is, from 67.1 percent to 67.5 percent. Annually, around 800 thousand new entrants join the labor force.

Employment. In terms of sectoral employment, the services sector (47.7%) continued to generate the largest share followed by the agriculture (36.6%) and industry sectors (15.7%), respectively. From 46.6 percent in 2001, employment in the services sector went up to 48.5 percent in 2005. Agricultural employment, on the other hand, tapered to 36 percent in 2005 from 37.2 percent in 2001. Meanwhile, industrial employment continued to stagnate as its share to total employment decelerated to 15.5 percent in 2005 from 16.2 percent in 2001.

Unemployment. The unemployment rate in the Philippines over the period of 2001-2004 averaged at around 11.4 percent. The incidence of unemployment in the country is prevalent among young workers (i.e., 20-24, 25-34, 15-19 years old) and among those who are relatively skilled or educated (i.e., high school graduates and college undergraduates and graduates).

Overseas Employment. The Philippines is a major source of human resources of the global labour market. In the last five years, the number of Filipino workers deployed abroad averaged at 900,000. In 2005, total deployment nearly breached the 1 million mark as it reached 981,677. Almost 75 percent of the total deployed overseas workers are land based workers while the rest are sea-based workers. Large concentration of OFWs can be found in Saudi Arabia, United Arab Emirates, Japan, Hong Kong and Taiwan. The Philippines is also a major provider of seafarers supplying nearly one-third of the world’s requirements.

B. Services Sector Contribution to GDP

The services sector of the economy is comprised of transportation, communication and storage, trade finance, real estate, private services and government services sectors. As of 2005, nearly 50 percent (48%) of the country’s Gross Domestic Product is accounted by the services sector. Meanwhile, export on non-factor services which include transportation and communication, travel and insurance constitute 5.6 percent of the total GDP (as of 2nd Qtr.2005).

C. The Philippine Commitments on Trade in Services

Upon accession to WTO in 1995, the Philippine government made commitments under four sectors, namely: financial services (commercial banking, securities and insurance), communication (courier and value added telecommunications), transport (maritime, road, rail, and air and auxiliary services to all modes of transportation); and tourism.

Opportunities. GATS offers a host of potential opportunities for a developing country like the Philippines especially in terms of employment and incomes. Given our comparative advantage in human resources, we foresee opportunities for our workers in the global labor market despite stiff competition from other labor surplus countries. Some years back, a

group of well-known technocrats identified certain service industries where the Philippines can globally compete, and these are in areas of education, medical and tourism services. Meanwhile, improvements in the standard of living among our people are also projected to occur as more employment opportunities are created, and as multiplier effects reach other sectors of the economy.

Threats. Realizing the full potential gains poses by our accession to GATS requires coping with the seemingly insurmountable challenges/threats that constantly loom in the periphery. One is coping with its negative transitional effects particularly displacement of workers as inefficient companies succumbed to the pressure of competition. Second, the entry of foreign service providers in certain sectors that are deemed by some sectors as inimical to our national interest. Third, specific legal provisions (e.g., employment of professionals, labor market test) in our Constitution and other relevant laws that contradict the basic principles of GATS. Fourth, the social and economic exclusion of the vulnerable groups of workers since GATS caters only to highly-skilled workers. Fifth, the issue of “brain drain or replacement” due to massive exodus of skilled workers like “experienced” nurses and medical doctors to developed countries, among others.

D. Some Recommendations

In view of these challenges, our policymakers have come up with some measures or interventions aimed at protecting the interests of the poor and at the same time, ensuring that the poor gets a sizeable chunk of the pie.

1. **Labor market test.** Subjecting foreign nationals who wish to work in the country to labor market test as provided in Article 40 of the Labor Code. The labor market test is a requirement under the Philippine Labor Code which stipulates that a non-resident alien may be granted an employment permit “after a determination of the non-availability of a person in the Philippines who is competent, able, and willing, at the time of application, to perform the services for which the alien is desired,” (The Labor Code of the Philippines, Art. 40). If the applicant satisfies this requirement, he/she will be issued an Alien Employment Permit.^{1/} This intervention was imposed given the large incidence of unemployed in the country.
2. **Mutual recognition agreement (MRA).**^{2/} These are bilateral or multilateral arrangements concerned with the process and conditions of accepting and recognizing qualifications of foreign professionals in terms of education, experience, licensing or certification, obtained in their home territory for licensing, certification and practice in a host territory. The Philippines has been an active advocate for MRAs given the gap in

^{1/} In 1987, the DOLE conducted a consultation workshop with various sectors regarding this requirement of the Labor Code. The proposed amendment to Article 40 of the Labor Code was presented in the workshop for comments. As regards the proposed amendment to Article 40, we forward the following amendment to paragraph 2, to read:

“The issuance of an employment permit shall be based on the non-availability of a qualified and willing Filipino national except in any of the following cases:

- a) when the expertise of the non-resident alien is needed;
- b) when the employment involves a transfer of technology;
- c) where the employment is in pursuance of an alien’s investment or a joint venture agreement whether in government or private projects;
- d) when the services of foreign professionals are secured by agencies, organizations or individuals whether public or private, to practice their professions in the Philippines under reciprocity and other international agreements; and in other analogous cases.

^{2/} These guidelines are not binding but are intended to ease the negotiations on mutual recognition of professional qualifications. The right of professionals to practice in another country is not extended automatically by MRAs. What MRAs are supposed to do is to establish procedures that would assess how the differences between qualification systems can be bridged, and consider the mechanisms for the recognition of home country requirements in the host country.

our basic education and to enjoin countries to recognize the educational qualifications of our workers. But aside from that, we are also pushing for MRAs that recognizes or gives premium to the work experience, trainings and competencies of our workers.

- 3. *Bilateral Labor Agreements (BLAs)*.** Aside from concessions we are trying to get from the multi-, regional and bilateral free trade agreements which we are negotiating, we are also forging bilateral labor agreements. BLAs are valuable means of addressing migration for employment issues, and which are not directly discussed in free trade agreements. So far, these have been proven an effective way of managing migratory flows and in obtaining fair employment terms and conditions for our migrant workers. Our BLAs negotiators have been negotiating for an expansion of coverage so as to include social protection to migrants and their families, equal treatment with their local counterparts in terms of working conditions, and skills enrichment. To date, we have 10 labor agreements, 11 social security agreements and 38 credentials/certificates by the destination countries.

- 4. *Skills training in mission critical skills and ladderization*.** Ideally, trade in services should effect a complementation of human resources across countries and regions rather than an imbalanced. The Philippines is recognized as a major player in the global supply of chain of human resources. In particular, we supply nearly one third of the world's requirements for seafarers. But recently, there were alleged reports that some of our sectors particularly health and aviation sectors have been experiencing severe brain drain due to massive exodus of our "experienced" medical and health professionals notably nurses and doctors to other countries, as well as severe drain in our pilots and aircraft mechanics who are pirated by international airline companies. Alongside with these is the need to address the skills requirements of the local industries such as the agribusiness, cyber-services, hotel and restaurants and mining sectors. The severity of this problem has already reached what is called mission critical by the sectors' stakeholders.

During the National Manpower Summit held early this year, several initiatives were put forward to address these gaps. Some of these include: 1) conduct of intensive career advocacy programs among elementary and high school students; 2) scholarships to students who will take up courses that address the supply of critical skills or that are deemed highly employable; 3) setting up of advisory bodies that will provide information to colleges and universities on the specific skills requirements of certain industries; 4) prescribing a six month notice for people with critical skills and are predisposed to leave the country for overseas employment, to mention some

Recently, we have started implementing the ladderized education system in 75 learning institutions to ease up the transition students from schools to jobs. A radical alternative method of education, the LES is a form of learning combines technical and vocational (tech-voc) courses that are creditable for a collegiate degree. Under the system, the tech-voc and college degree components are harmonized, allowing an individual to progress between tech-voc courses and college degree programs.

There are also lots of opportunities for entrepreneurship. We are strengthening our entrepreneurial training and micro-finance services to encourage more workpreneurs particularly among women workers and OFWs.

E. The Philippine Position

Overall, we advocate for a pro-human development approach in trade negotiations. This means that while we remain faithful to the shared vision of facilitating the participation of developing countries in the international trade in services, we believed that it should be governed by the following principles:

- Respect for national policy and current level of development of individual members;
- Flexibility of developing countries in line with their levels of economic development (i.e., to open fewer sectors, liberalize fewer type of transactions, and more market access to developed countries);
- Support of approval of rules on domestic regulations and modalities for emergency safeguards measures

In buttressing the Philippine position, an important prerequisite is the adoption of what is known as standard setting at the international level with the full participation of developing countries. A broad criterion for this should include (but not limited to): transparency, openness, impartiality, effectiveness and relevance, and the development dimension, among others.

Meanwhile, in reformulating the country's *level of ambition* when it comes to trade in services negotiations, it is imperative to:

1. Advocate for a wider sense of global community among all stakeholders.
2. Ensure that liberalization services sector is balanced and fair, and better-managed by the government such that people who are considered poor, illiterate, unskilled and those regarded as indigenous peoples would also benefit from such.
3. Ensure that the opportunities derived from services liberalization is translated into jobs and incomes. As such, trade policies should be framed in the context of creation of decent employment.
4. Review and reformulate agreements that respect and empower local communities.

Ms. Mercy Fabros

Women's March Against Poverty and Globalization

To start with I would like to take issue with the UNDP report on the following points:

First, the report has premise, they are taking globalization as a given, that's one. Then they look at trade as given that there is an unequal relation between nations. It was also given in the report that there are winners and losers. The report presented advantage and disadvantage. Trade and services as tackled in the report of UNDP is migration, BPO and tourism. And yet a very big industry in trade and services prostitution or human trafficking. The report is silent on the issue of prostitution and trafficking. Only one sentence was used in the report, and it was called "impact on women on the possibility of abuse or sexual exploitation". This shows that there is a still a need to conduct further studies on the effects of trade on women, particularly on prostitution. These are my issues on the chapter dedicated to services.

Now expanding our lenses. As I was reading the report, I could not make the connection between the statistics and the purported opportunities they bring and the sense that we are only trying to make the most out of the little spaces that come our way. Presenting a picture of a developing economy that has a global advantage seemingly in service trade, I also find that sense of desperation where we are constrain to make stop gap intervention for the situation that calls for more long term strategic action. We need to situate this interesting statistics in conditions on the ground that pushes us to make this constrain decision and interventions. I found the report packaging opportunities as a muted language. Migration is viewed as a respond to international labor imbalances where flows of workers move from areas with labor surplus to areas with labor deficit. Outsourcing and migration essentially operate in the same manner. But we have to ask, are these flows actually addressing imbalances or are these enterprises capitalizing on global disparities?

Hoping and constrain opportunities. I look at the statistic as a reflection of a crisis, of a failed economy, damage control and trying to come up with adjustments and trade reforms. This phenomenon of trade and services is silent about the conditions by which we enter the arena of migration and outsourcing. It seems to be glossing over typical gaps that thrust many of our workers, men and women, to make decisions to migrate or to accept low value outsource work that fall beneath their capacities and qualifications. We must enter these arenas with our eyes wide open and stakes tack of the constraint starting point we are in as we try to harness more strategic benefits from the so called opportunities or as we try to develop our own alternatives.

Let me give you some features and facets of outsourcing because we have here Kanlungan to give some features and facets of migration. As I earlier mention this service and trade is really a reflection of a failed economy and a crisis in unemployment. So let me share with you some features and facets of our job deficit situation. Of course we know very well that there is a jobless growth and severe unemployment and as of January 2005 the labor force survey indicated an unemployment of 11.3%, 4 million Filipinos out of work, the youth comprise almost one half of the total unemployment at 44.1% or 1.7 million youth who are unemployed. Unemployment by educational attainment, majority of the unemployed in 2005 are high school graduates, 29.2%; college undergraduates make up 16.8% of the unemployed which is about 676, 000; and there are 668, 000 or 16.6% college graduates out of work. Now if you remember last year, GMA had promise to deliver 6-10 million jobs up to 2010. With the domestic economy growing by at least 7%, by 2010 our government is projecting total job generation for 2004 to 2010 reaching 9.7 – 11.5 million, averaging 1.4-1.6 million new jobs each year. Last year and this year we have barely reach 900, 000. Services expected outsourcing or the BPO is expected to create the most jobs that GMA has promised

at 5.8-7 million which will account for about 60% of total job generation. Information and communication technology including call center is projected to deliver for GMA around 8 million jobs per year. This trade in services as I have said, they do not respond to our domestic demand and it is not a domestic entity. Movement of jobs is of course we know that it is brought about by particular global configuration in labor and wages. There is a perennial pursue of cost efficiency, labor cost and wage differential. Labor costs constitute almost 80% of overhead and most companies that stick to cut down on expenditures have to cut down on labor cost. In the Philippines, labor costs are just ¼ to 1/5 of comparable quality workers in developed economies. In a way, we are witnessing a global osmosis of jobs from centers with high wage concentration to low wage high supplying locales. The jobs that trade and services, fills in, is really job transfusion. No other business has been hungrier for workers than BPO because of its short gestation period. In the Philippines the industry estimate show there is a minimum hiring of 3, 000 agents a month. Reportedly the biggest source of jobs for office is white collar workers. The brain drain and brain wane characterizes trade in services. Our university graduates and professionals are thrust into jobs that do not maximize their capacities. In the west, call center work is considered temporary, no-brainer. They are also called the mock jobs. Our professionals are either leaving, sanction out of the labor market or working at routine temporary jobs perform by semi-skilled workers in develop countries. Compensated in quotation, compensated income wise, let's see base on a research of call center workers, we need to qualify on what we mean on compensated income wise. Assuming that they are compensated income-wise, there is still very little room for improvement in skills and upward mobility contrary to what the report has mention. There is paradox of growth and stagnation in terms of IT in place. Industry is growing but our professionals are stunted.

Now in terms of the feminization of work in the trade and services, I think for the longest time when we take a glance at gender, trade and growth, we tend to see that trade liberalization creates employment that benefits women or import competition diminishes gender discrimination in labor market. While it is true that there have been a general process of feminization of the labor force, feminist focus is not simply on trade but on the link between trade and the spheres of production and reproduction. We need to examine how women's increase participation in employment impact on the reproductive economy. How the benefits of increase command over income are weighed against whether the responsibility of women for the burden of unpaid work within the households and community is lessen in relation to that of men. Apart from the feminization of labor, what is important to note is the feminization of the conditions of work, meaning informalization, casualization and the general disempowerment of workers vis-à-vis capital and this applies for all workers in the world economy. Trade and services is also characterized especially in BPO by high turnover rates and low retention rate. 40-60% of agents leave within 3 months to one year. That precisely is the reason why it is called the in between state. Fast circulations of workers render the industry in a state of perpetual hiring. Why so high? Customer service is a high stress job. Globalized customer service reflects social relations in a highly divided world. Agents have to deal with irate customers who they do not even see face to face, and are in different locations world-wide.

The industry while it is interesting is still a small portion of a huge pie. It represents only a portion of the entire employment terrain. Some of the features and facets that I have mention in relation to jobs deficit situation reflects that deficit is not only reflected in the rising numbers of the unemployed. The jobs deficit and the state of joblessness in the Philippines can also be gleaned from the conditions of employment. Jobs deficit is also manifested by the kind of jobs available and the circulation of workers in the labor market. Current state of trade and services is really a manifestation of a failed economy of our country.

Recommendations:

What then do we do, to reform or to create an alternative trade? One crucial intervention to ensure that trade and service takes on a pro-poor development track is to remove conditions that pit workers against workers and nations against nations. Were developing economies bid lower to compete for highly mobile accounts? Were the conditions and quality of works suffer to the detriment of workers who feel constrained to endure this in order to secure their jobs and income in this kind of trade and services. Some become better off at the expense of others. Improving conditions for the poor and marginalized require international and regional solidarity especially among the workers to correct a global trade situation where jobs gained by some mean jobs lose by others and improvements in well-being for some are temporary and fitting. Trades and services offer a great challenge to workers the world over. The most important task, probably for the workers, will be workers outside the formal sector to organize themselves and for the traditional trade unions to open up in order to carry out common action. We can probably also constitute effective transnational trade union structures in order to confront transnational employers. These trade union structures should have the capacity to negotiate and at the same time have a mandate to organize common actions beyond national borders. I think we can also look at cooperative advantage instead of comparative advantage. We need to develop this job quality index which measures the kind of impact jobs offer to workers in terms of income adequacy, adequate hours of work, employment security index, income regularity or variability and access to non wage enterprise benefits. I think, we of course need the situation calls for non economic intervention in the realm of democratization and governance.

I call it "making do with what you have". Finally we should look forward to a more strategic vision where we determine our own opportunities based on our actual conditions rather than simply respond to whatever openings come our way and lunch on it as if it is the only resort. We have to veer away from that concept "making do with what you have" and coping. We just live on what is given to us. They even change and modify the terms. Are our graduates mere telephone operators? Just answering phone calls? Will we allow them to continue in such conditions? I think we need to construct an alternative economic model where there is solidarity amongst workers the world over.

SERVICES SECTOR WORKSHOP OUTPUT

Major Issues/ Challenges	Recommendations	Agenda for Action/ Next Step(s)			Agency/ Organization Responsible
		w/in 2006	next 3 yrs	next 5 yrs	
<ul style="list-style-type: none"> - Liberalization of public sector services makes them less accessible for the poor, has also resulted in the displacement of several workers - Deteriorating health services 	<ul style="list-style-type: none"> - consultation of concerned sectors to create alternative solutions - discounts in private hospitals 				
<ul style="list-style-type: none"> - Lack of protection for overseas workers (deregulation of overseas employment), unscrupulous recruitment processes, - women invariably doing unskilled work, trafficking of women and children, - exodus of nurses, doctors, teachers 	<ul style="list-style-type: none"> - monitoring of recruitment activities and prompt action against offenders - training and education for women to qualify them skilled labor - safeguard OWWA funds (ensure they are used by OFWs) - salary upgrade for medical professionals to induce them to stay 				OWWA, POEA, DOLE, DSWD, DOH, DFA

<ul style="list-style-type: none"> - Unemployment and underemployment - Lack of jobs, employment is limited to skilled and trained professionals (call centers cannot absorb everyone) 	<ul style="list-style-type: none"> - Invite more businessmen to invest - Set up community based labor placement assistance - Observance of labor code practices - Availability of education and training - Provision of livelihood opportunities 	<p>Improve infrastructure</p>			
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