



# 2014 Annual Survey of Philippine Business and Industry ADMINISTRATIVE AND SUPPORT SERVICES ACTIVITIES Final Results for the National Capital Region (Total Employment of 20 and Over)



Philippine Statistics Authority-National Capital Region

Factsheet: 2014ASPBI-07

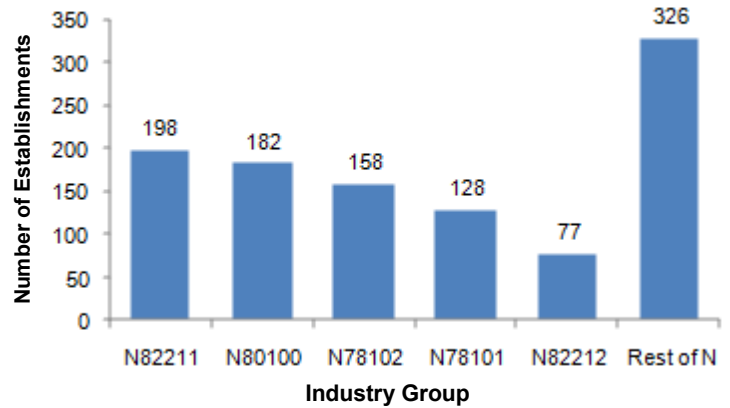
## Number of Establishments

A total of 1,069 establishments with total employment of 20 and over were covered in the 2014 ASPBI. Most of these establishments were engaged in the following industries:

- Customer relationship management activities with 198 (18.5%) establishments;
- Private security activities with 182 (17.0%) establishments;
- Labor recruitment and provision of personnel, overseas with 158 (14.8%) establishments.

(Figure 1 shows the Number of Establishments by Industry Group)

**Figure 1. Number of Establishments for Administrative and Support Establishments with Total Employment of 20 and Over, NCR: 2014**



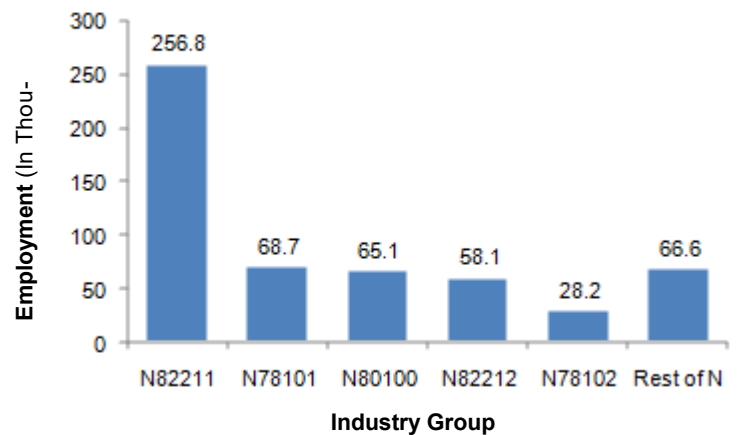
## Employment

Administrative and Support Establishment sector generated jobs for 543,521 workers in 2014. Majority of the workers were employed in the following industries:

- Customer relationship management activities employed a total of 256,756 (47.2%) workers;
- Labor recruitment and provision of personnel, local with 68,719 (12.6%) workers;
- Private security with 65,086 (12.0%) workers.

(Figure 2 shows the Employment by Industry Group)

**Figure 2. Employed Persons for Administrative and Support Establishments with Total Employment of 20 and Over, NCR: 2014**



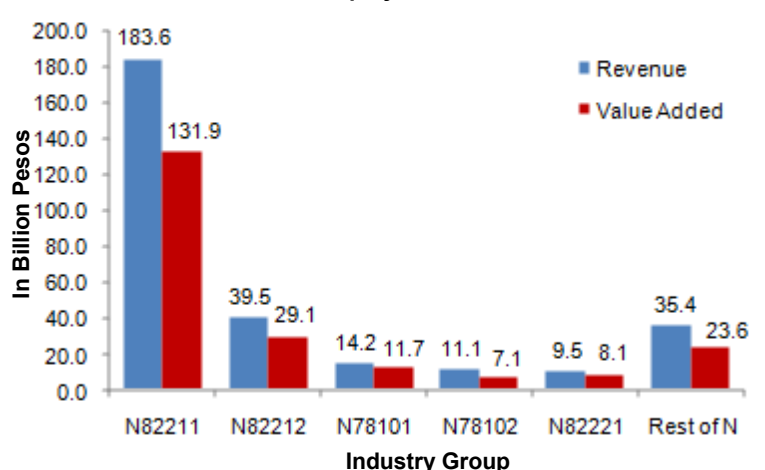
## Revenue and Value Added

Total revenue earned by the sector reached P293.2 billion in 2014. The sector generated value added of P211.5 billion. The top earners for the sector were the following industries:

- Customer relationship management with P183.6 billion (62.6%) and value added of P131.9 billion (62.4%);
- Sales and marketing (including telemarketing) activities generated P39.5 billion (13.5%) revenue and value added of P29.1 billion (13.8%);
- Local recruitment and provision of personnel, local earned P14.2 billion (4.8%) and generated value added of P11.7 billion (5.5%).

(Figure 3 shows the Revenue and Value Added by Industry Group)

**Figure 3. Revenue and Value Added for Administrative and Support Establishments with Total Employment of 20 and Over, NCR: 2014**



**Table 1. Summary Statistics for Administrative and Support Service Establishments with Total Employment of 20 and Over by Industry Group NCR: 2014** (Value in thousand pesos. Details may not add-up to total due to rounding add/or statistical disclosure control)

2009 PSIC Code	Industry Description	Employment as of November 15			Total Compensation	Total Re- venue
		Number of Establishments	Total	Paid Employees		
		(1)	(2)	(3)	(4)	(5)
<b>N</b>	<b>ADMINISTRATIVE AND SUPPORT SERVICES</b>	1,069	543,521	542,399	164,405,120	293,236,268
N77100	Renting and leasing of motor vehicles	s	s	s	s	s
N77220	Renting of video tapes and disks	3	141	141	34,503	222,391
N77296	Renting of audio-video machines					
N77299	Renting of personal and household goods, n.e.c.	4	102	102	27,458	106,106
N77305	Renting of construction and civil engineering machinery and equipment	16	1,056	1,056	295,043	1,853,262
N77307	Renting of office machinery and equipment (excluding computers)	s	s	s	s	s
N77309	Renting and leasing of other machinery, equipment and tangible goods, n.e.c.	6	413	413	125,025	1,083,795
N77400	Leasing of intellectual property and similar products, except copyrighted works	s	s	s	s	s
N78101	Labor recruitment and provision of personnel, local	128	68,719	67,738	9,170,756	14,211,266
N78102	Labor recruitment and provision of personnel, overseas	158	28,221	28,215	5,210,197	11,103,707
N78109	Other activities of employment placement agencies, n.e.c.	3	521	521	61,341	108,287
N78201	Temporary labor recruitment and provision of personnel, local	6	604	604	53,673	49,649
N78202	Temporary labor recruitment and provision of personnel, overseas	3	6,743	6,743	23,785	80,234
N78300	Other human resources provision	3	434	434	72,721	161,711
N79110	Travel agency activities	66	3,204	3,186	983,493	2,913,307
N79901	Activities of booking offices	15	636	636	174,655	437,922
N79902	Accommodation reservation activities	s	s	s	s	s
N79906	Event tickets, entertainment and recreational reservation activities	s	s	s	s	s
N80100	Private security activities	182	65,086	65,066	3,392,683	5,596,247
N80200	Security systems service activities	7	969	969	116,127	375,238
N80300	Investigation activities	3	80	80	13,830	56,383
N81100	Combined facilities support activities	3	1,028	1,028	525,932	945,606
N81210	General cleaning of buildings	33	20,941	20,873	2,748,660	3,848,567
N81291	Industrial cleaning activities	s	s	s	s	s
N81292	Pest control services, non-agricultural	7	989	989	101,746	422,900
N81300	Landscape care and maintenance service activities	3	395	395	40,356	108,702
N82110	Combined office administrative service activities	3	207	207	144,032	309,666
N82191	Photocopying service activities	s	s	s	s	s
N82211	Customer relationship management activities	198	256,756	256,756	105,760,075	183,576,028
N82212	Sales and marketing (including telemarketing) activities	77	58,115	58,113	21,988,653	39,471,287
N82219	Other call centers activities (voice), n.e.c.	25	9,375	9,373	3,253,445	5,787,715
N82221	Finance and accounting activities	10	6,496	6,496	5,428,172	9,511,184
N82222	Human resources and training activities	5	352	352	136,442	351,564
N82223	Administrative support activities	s	s	s	s	s
N82224	Document processes activities	s	s	s	s	s
N82226	Medical transcription activities	12	1,430	1,430	353,688	478,840
N82227	Legal services activities	s	s	s	s	s
N82229	Other non-voice related activities, n.e.c.	15	2,137	2,135	1,038,016	1,702,864
N82291	Engineering outsourcing activities	3	780	780	212,007	326,078
N82293	Publishing outsourcing activities	4	596	596	271,645	534,281
N82294	Research and analysis activities	s	s	s	s	s
N82299	Other back office operations activities, n.e.c.	s	s	s	s	s
N82300	Organization of conventions and trade shows	9	471	452	189,276	1,278,511
N82910	Activities of collection agencies and credit bureaus	18	1,241	1,241	214,273	413,912
N82920	Packaging activities	18	952	952	266,571	2,090,257
N82990	Other business support service activities, n.e.c.	4	2,565	2,561	1,252,575	2,112,161

concluded

2009 PSIC Code	Industry Description	Total Cost	Value Added	Gross Additions to Fixed Assets	Change in Inventories	Subsidies
<b>N</b>	<b>ADMINISTRATIVE AND SUPPORT SERVICES</b>	261,262,023	211,470,638	8,329,223	224,475	494,161
N77100	Renting and leasing of motor vehicles	s	s	s	s	s
N77220	Renting of video tapes and disks	176,859	88,899	6,394	1,216	-
N77296	Renting of audio-video machines	92,871	47,598	9,567	(4,156)	-
N77299	Renting of personal and household goods, n.e.c.	1,497,159	743,137	43,640	(2,487)	-
N77305	Renting of construction and civil engineering machinery and equipment	s	s	s	s	s
N77307	Renting of office machinery and equipment (excluding computers)	793,384	567,139	252,347	33,551	-
N77309	Renting and leasing of other machinery, equipment and tangible goods, n.e.c.	s	s	s	s	s
N77400	Leasing of intellectual property and similar products, except copyrighted works	12,089,712	11,722,254	121,185	107,605	-
N78101	Labor recruitment and provision of personnel, local	9,786,857	7,108,946	496,460	(946)	-
N78102	Labor recruitment and provision of personnel, overseas	143,858	30,771	4,649	173	-
N78109	Other activities of employment placement agencies, n.e.c.	59,224	44,974	-	2	-
N78201	Temporary labor recruitment and provision of personnel, local	64,910	47,848	-	-	-
N78202	Temporary labor recruitment and provision of personnel, overseas	154,077	89,791	-	-	-
N78300	Other human resources provision	2,116,654	1,949,716	142,902	488	-
N79110	Travel agency activities	351,206	289,921	27,575	19	-
N79901	Activities of booking offices	s	s	s	s	s
N79902	Accommodation reservation activities	s	s	s	s	s
N79906	Event tickets, entertainment and recreational reservation activities	5,042,427	4,508,522	32,881	629	-
N80100	Private security activities	337,946	127,949	1,966	36,956	-
N80200	Security systems service activities	48,161	23,378	298	11	-
N80300	Investigation activities	860,701	680,110	24,178	(62)	-
N81100	Combined facilities support activities	3,612,043	3,113,207	52,768	2,479	-
N81210	General cleaning of buildings	s	s	s	s	s
N81291	Industrial cleaning activities	292,645	259,697	4,866	6,764	-
N81292	Pest control services, non-agricultural	104,065	58,223	10,737	(924)	-
N81300	Landscape care and maintenance service activities	286,953	191,641	250	(50)	-
N82110	Combined office administrative service activities	s	s	s	s	s
N82191	Photocopying service activities	164,591,987	131,855,679	3,967,903	(11,412)	494,161
N82211	Customer relationship management activities	34,376,811	29,123,018	2,741,048	1,839	-
N82212	Sales and marketing (including telemarketing) activities	5,000,153	4,313,572	190,061	13,465	-
N82219	Other call centers activities (voice), n.e.c.	9,222,180	8,104,142	32,133	(187)	-
N82221	Finance and accounting activities	328,590	176,075	-	-	-
N82222	Human resources and training activities	s	s	s	s	s
N82223	Administrative support activities	s	s	s	s	s
N82224	Document processes activities	512,869	353,169	31,200	-	-
N82226	Medical transcription activities	s	s	s	s	s
N82227	Legal services activities	1,541,724	1,272,864	41,450	-	-
N82229	Other non-voice related activities, n.e.c.	300,768	250,861	24,111	-	-
N82291	Engineering outsourcing activities	453,974	384,197	20,887	-	-
N82293	Publishing outsourcing activities	s	s	s	s	s
N82294	Research and analysis activities	s	s	s	s	s
N82299	Other back office operations activities, n.e.c.	1,207,901	270,703	2,197	1,165	-
N82300	Organization of conventions and trade shows	382,069	264,495	2,190	-	-
N82910	Activities of collection agencies and credit bureaus	1,947,615	864,396	602	5,654	-
N82920	Packaging activities	1,974,440	1,675,748	12,521	441	-
N82990	Other business support service activities, n.e.c.					


Source: 2014 Annual Survey of Philippine Business and Industry (Final Results), PSA

Note: PSIC - Philippine Standard and Industrial Classification

s- suppressed data to avoid disclosure of individual establishment's data

"-" zero

)- Data combined



For more inquiries, please contact:

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