

FOURTEENTH CONGRESS OF THE )  
REPUBLIC OF THE PHILIPPINES )  
Third Regular Session )

OFFICE OF THE SECRETARY

10 FEB -2 P 2:30

SENATE

P.S. Res. No. 1552

MADE IN THE SENATE



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INTRODUCED BY SENATOR MANNY VILLAR

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RESOLUTION

DIRECTING THE SENATE COMMITTEES ON TRADE AND COMMERCE, LABOR, EMPLOYMENT AND HUMAN RESOURCES DEVELOPMENT AND ECONOMIC AFFAIRS TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE MECHANISMS TO IMPROVE THE COUNTRY'S BUSINESS PROCESS OUTSOURCING INDUSTRY TO ENSURE ITS COMPETITIVENESS AND PROVIDE MEASURES TO PROTECT THE WELFARE OF ITS EMPLOYEES

**WHEREAS**, the business process outsourcing (BPO) industry or the global outsourcing and off-shoring of services have seen a rapid growth in the past years;

**WHEREAS**, the Philippines has gained international recognition as a viable business processing outsourcing location because of the availability of professionals with the required language skills, cultural affinity with western consciousness, and strong customer service orientation;

**WHEREAS**, improvements in telecommunications infrastructure and the availability of premium-grade building facilities has also contributed to the rise of the BPO industry,

**WHEREAS**, over the past five years (2004 - 2008) this growth in the Philippine BPO industry resulted in the employment of about 372,000 full-time employees and US\$6 billion in revenue for the government;

**WHEREAS**, in order to ensure the continued competitiveness of the business processing industry it becomes necessary to study measures to improve the industry, NOW THEREFORE, BE IT

**RESOLVED**, as it is hereby resolved by the Senate of the Philippines to direct the Committees on Trade and Commerce, Labor Employment and Human Resources Development and Economic Affairs to conduct an inquiry, in aid of legislation, on the mechanisms to improve the country's business process outsourcing industry, ensure its competitiveness and provide measures to protect the welfare of its employees.

Adopted,



MANNY VILLAR