

WORK GLOBALIZATION AND THE PHILIPPINE IT-BPM GROWTH ROADMAP

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5 Key Trends Shaping the World of Work

World Economic Forum 2022 Report

- Restructuring companies for efficiency
- A shift to skills-based hiring
- The mobility of talent
- The rise of 'work' and the decline of 'employment'
- The central importance of digital skills

Global Talent Shortages Reach 16-Year-High

Three in four employers globally report difficulty finding the talent they need in 2022, strengthening +6 percentage points year-over-year and double the difficulty in 2010 (31%).



ManpowerGroup Employment Outlook Survey | Q3 2022

ManpowerGroup Proprietary Information | 17

PH JOBS IN-DEMAND,

- IT-BPM jobs are driving the hiring requirements
- New buzzword in hiring – Skills (Hard & Soft)
- Filipinos are embracing e-commerce, but online media is catching up too
- Tech talent more in demand now because of start-ups

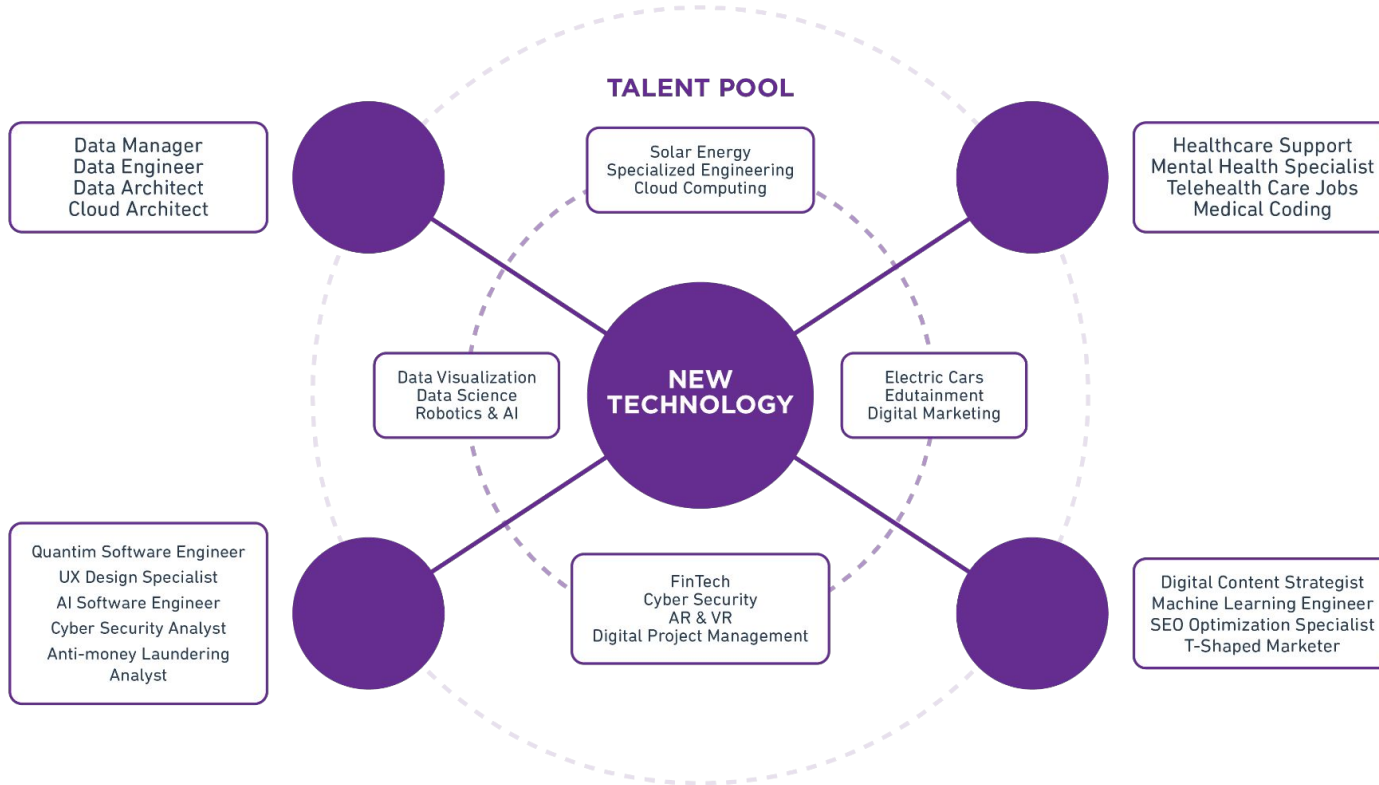
*“Even just five years from now, **more than one-third of the skills** we believe are essential for today’s workforce will have changed”*

*Future of Jobs Report
World Economic Forum.*

Top Jobs In-demand:

- Data Scientist
- Application Development Analyst
- Back End Developer
- JavaScript Developer
- Full Stack Engineer
- Robotics Engineer
- DevOps Engineer
- Data Engineer
- Cloud Engineer
- Cyber Security Analyst
- Customer Success Specialist
- Sales Development Representative
- Medical and Clinical Coder
- Media Buyer
- Salesforce Consultant
- Digital Marketer
- Social Media Manager
- ... And beyond...

Emerging Jobs | What's out there?



Enduring Skills for Evolving World of Work



CREATIVITY



EMOTIONAL INTELLIGENCE



ANALYTICAL (CRITICAL) THINKING



ACTIVE LEARNING WITH GROWTH MINDSET



JUDGEMENT WITH DECISION MAKING



INTERPERSONAL COMMUNICATION



LEADERSHIP SKILLS



DIVERSITY AND CULTURAL INTELLIGENCE



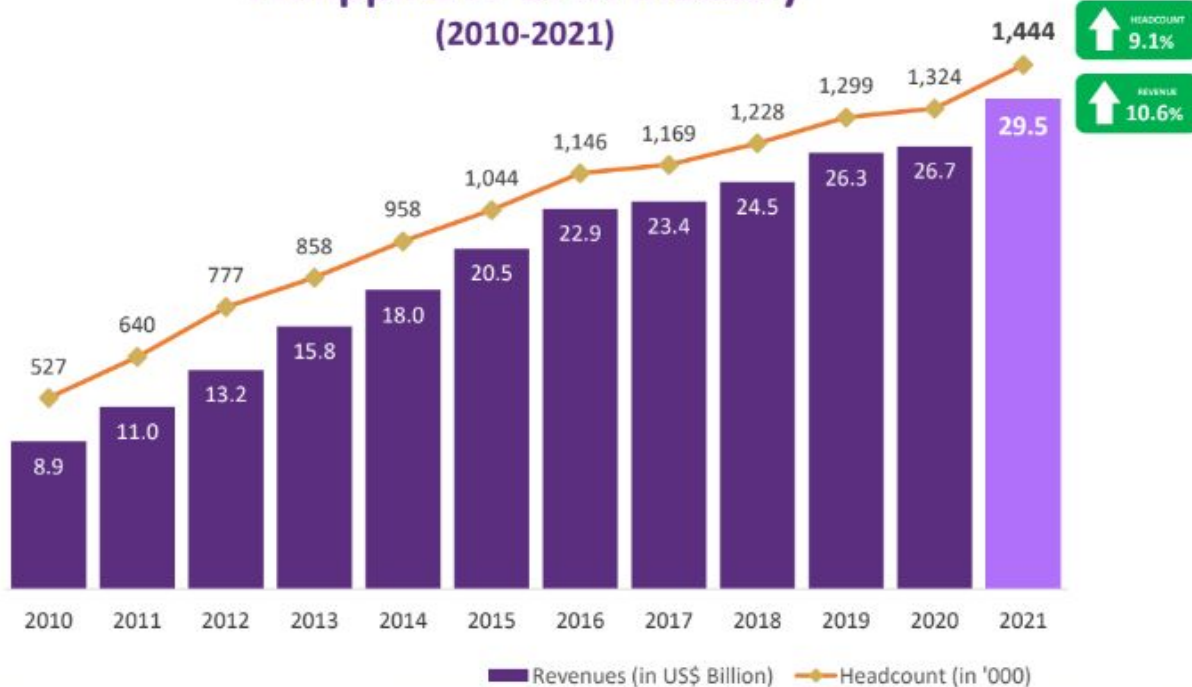
TECHNOLOGY SKILLS



EMBRACING CHANGE

A STORY OF OVERCOMING ADVERSITY & DEMONSTRATING RESILIENCE

Philippine IT-BPM Industry (2010-2021)



Biggest job creator providing sustained growth



Substantial export revenue contribution and strong driver of domestic demand



Major contributor to nation-building through strong multiplier effect



Spurred growth in multiple locations beyond the Metro



Driver of upskilling and talent development

THE BIG PH IT-BPM LEAP

GROWTH. RESURGENCE. IMPACT. TRANSFORMATION

ROADMAP 2028



VISION

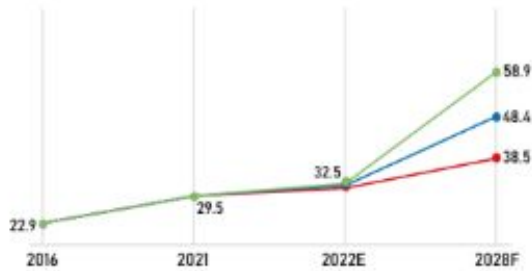
Become the world's #1 experience hub for digitally-enabled and customer-centric services while driving inclusive and sustainable economic and social growth for the Philippines

GOALS & OBJECTIVES

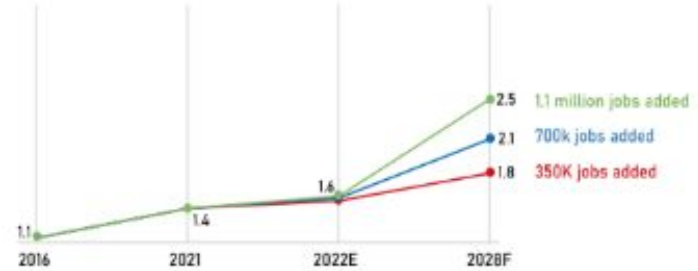


The Philippine IT-BPM Industry has a potential to add approximately 1.1 Million Jobs and achieve annual revenue of \$59 Billion by 2028

Philippine IT-BPM services market revenue 2016-2028F; US\$ billion



Philippine IT-BPM services market headcount 2016-2028F; Number of FTEs (in millions)



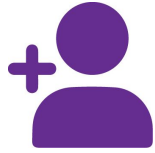
2023-2028 forecasted growth rate



The Philippine IT-BPM needs to drift on multiple acceleration levers in order to ensure fast-tracked & sustainable growth



Acceleration Levers | Talent Development



1. Increase the availability of skilled talent with degrees / recognized certifications in educational streams relevant to the IT-BPM industry



4. Strengthen industry-academia partnership to align the demand and workforce of the future



2. Enhance focus on creating awareness through marketing efforts to scale the outreach of educational programs/initiatives

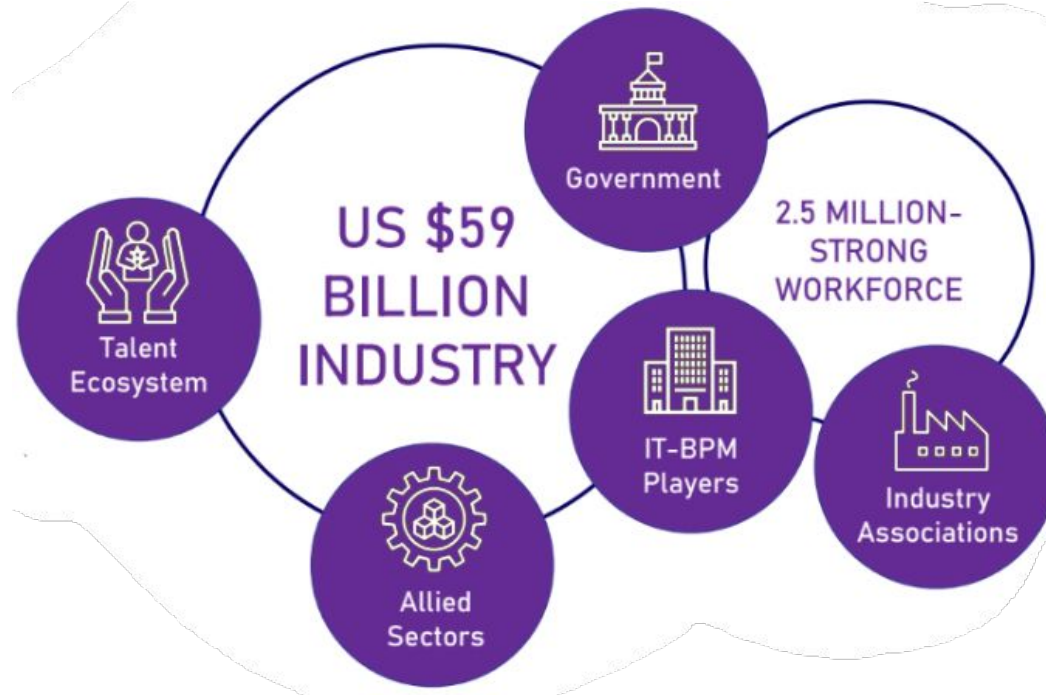


5. Building entrepreneurial ecosystems to strengthen existing and attract new talent



3. Improve job-readiness of graduates (senior-high, bachelors) through employability enhancement programs

Rallying multi-sectoral support to realize the Roadmap 2028 vision



**Alone
we can do so little.
Together
We can do so
much!**



THANK YOU!

