

# LABOR TURNOVER SURVEY

## I. INTRODUCTION

The Labor Turnover Survey (LTS), one of the regular surveys of the Bureau of Labor and Employment Statistics (BLES), is a spin off from the Employment, Hours and Earnings Survey (EHES) which was conducted from 1987 – 2002. To come up with more timely information on the labor market trends in the formal sector of the economy, the items of inquiry has been limited to employment, labor turnover and existing job vacancies. This survey will be conducted quarterly starting 2<sup>nd</sup> Semester 2002, onwards.

### 1.1 Objective of the Survey

The LTS aims to provide monthly trend statistics on labor turnover and existing job vacancies as indicators of labor market activity and general business situation of the country. This will provide the government and the private sector a complete labor market picture of labor demand and job turnover as inputs to decision making and policy formulation.

### 1.2 Collection Authority

As a spin off from EHES, the collection of data on labor turnover and job vacancies under authority of Executive Order No. 352, designated the generation of these data critical for decision making of the government and the private sector.

### 1.3 Confidentiality of Information

Your completed form shall remain **confidential** to the BLES and will be used for statistical purposes only and cannot be used for regulation or investigation. All information from your firm will be disseminated only in summaries or statistical tables.

### 1.4 Scope and Coverage

The LTS is an enterprise-based survey covering Top 5,000 Corporations based on revenue/sales. For 2<sup>nd</sup> Semester 2002 LTS, only NCR-based enterprises that are in the list of Top 5,000 Corporations are considered. The survey gathers consolidated information from the enterprise including its branches, if there are any.

### 1.5 Sampling Design

The statistical unit is the enterprise. The sampling frame used for the survey was the List of Top 5,000 Corporations in Metro Manila, based on revenue performance in 2001 as listed by the Security and Exchange Commission (SEC). The sampling design is stratified random sampling wherein the 3,100 NCR-based firms in the Top 5,000 Corporations ranked according to revenue would be stratified in to two. The first stratum would consist of the Top 200 firms and would be taken as certainty stratum which means that all of these 200 firms would be part of the sample. The second stratum would comprise the remaining 2,900 firms from which a random sample of 300 would be taken.

### 1.6 Frequency and Reference Period

Starting 2<sup>nd</sup> Semester 2002, the LTS will collect monthly data on employment, labor turnover and existing job vacancies and will be conducted every quarter, thereafter. Below is the timetable of activities for the quarterly collection of labor turnover data.

Reference Period	Collection Period	Availability of Results	Source
3 <sup>rd</sup> Qtr. & 4 <sup>th</sup> Qtr. 2002	Feb. - April 2003	End of April 2003	Key Informants (NCR only)
1 <sup>st</sup> Qtr. 2003	April – June 2003	End of June 2003	- do -
2 <sup>nd</sup> Qtr. 2003	July – Sept. 2003	End of September 2003	- do -
3 <sup>rd</sup> Qtr. 2003	Oct. – Nov. 2003	End of November 2003	- do -

## 1.7 Editing Guidelines

Editing guidelines are useful in assessing the completeness and consistency of survey data. These guidelines are prepared to help enumerators and supervisors detect and correct errors in the accomplished questionnaire to ensure processing of correct information.

### 1.7.1 General Instructions

- a. Make sure that all items have been filled out **completely/correctly**. Ask respondents on any doubtful entries.
- b. Any attachments provided by the firm should be stapled to the pertinent questionnaire. The corresponding **LTS** should be written on the upper right hand corner of each page of the attachment.
- c. Read the **remarks** of the respondent as these may provide explanations relevant to the accomplished questionnaire.
- d. Do not erase or obliterate entries by the respondent. Line out neatly the original entry then legibly write close to it the correct/new entry.
- e. Details should **add up** to respective totals. Otherwise, clarify with the firm.
- f. If problems arise, the enumerator should **consult** his/her area supervisor.
- g. For items without entry, write zero “**0**” or dash “-”.

### 1.7.2 Specific Instructions

#### a. Cover Page

This contains the address box for the name of firm and location, firm’s main economic activity, major products/goods or services and also space for firm with changes in the name and location.

For **firm’s economic activity**, entry should clearly describe the main economic activity based on that which contributes the biggest share of income/revenues.

For **major products/goods or services**, entry should refer to the specific products/goods produced or services provided. In case the firm has more than one products/goods or services, i.e. manufacturing and trading, that from which it derives the most income/revenues should be the basis of the industry classification.

**b. Items of Information**

Item I. **EMPLOYMENT**

A. Total Employment (this includes working owners, unpaid workers and paid officials and employees).

- Do not leave this item blank. Entries here are the total employment of the pay period that includes the 30<sup>th</sup> of the month of the reference period.

Item II. **LABOR TURNOVER**

➤ There may or may not be entries here. Entries here must be consistent with reported increases or decreases of Total Employment (Item I.A).

A. Total Accessions (New hires)

- If there are entries, these should be the sum of corresponding entries in **Item II.A.1** (Expansion) and **Item II A.2** (Replacement) for the entire calendar month.

B. Total Separations

- If there are entries, these should be the sum of corresponding entries in **Item II.B.1** (Employee-initiated) and **Item II.B.2** (Employer-initiated) for the entire calendar month.

Item III. **EXISTING JOB VACANCIES**

- There may or may not be entries here. If there are entries, this should be the existing job vacancies of the last business day of the month.

**c. Remarks/Comment:**

In the remarks/comment box, make sure that this portion is accomplished by the respondent. If necessary, try to elicit respondent's suggestions regarding the survey.

**d. Certification of Respondent:**

To facilitate coordination in cases when some entries have to be verified, the enumerator should see to it that the required information on the respondent are fully provided. His/her signature is important as proof that the information provided by the enterprise is official/approved for submission to BLES.

**e. Survey Personnel**

In the portion **Field Personnel**, the person involved in the field operations should write their names and dates when the questionnaire was retrieved (enumerator) and reviewed (area supervisor). The dates are particularly important as these would indicate the time it took to interview or review the questionnaire - - - a measure of survey efficiency.

In the portion **Bureau of Labor and Employment Statistics**, the name of the bureau staff responsible for the review of the accomplished questionnaire and the date reviewed should be written in the spaces provided.

## II. OPERATIONAL STRATEGY

### 2.1. Training of Field Personnel

The conduct of training on data collection and field editing aims to ensure that statistical and survey standards are observed.

### 2.2. Duties and Responsibilities of Field Personnel

#### 2.2.1 Area Supervisors

- a. Participate in the training on data collection and field editing at the BLES;
- b. Supervise field operations in their areas within the allotted time;
- c. Allocate questionnaires to field personnel, receive and control the questionnaires from the field;
- d. Check the completeness and consistency of the entries in the accomplished questionnaires and return those for verification to Enumerators/Data Collectors;
- e. Deliver questionnaires if necessary, conduct follow-ups, spot checks and verification, and monitor and evaluate the performance of field personnel for purposes of payment of salaries;
- f. Ensure the confidentiality of the data provided by the establishments

#### 2.2.2 Enumerators/ Data Collectors

- a. Participate in the training on data collection and field editing at the BLES;
- b. Deliver the questionnaires, explain the items of inquiries to the contact persons in the establishments, and collect and edit accomplished questionnaires within the allotted time;
- c. Submit the undelivered and properly accomplished/edited questionnaires to their Supervisors;
- d. Verify questionnaires returned by Supervisors with the establishments; and
- e. Ensure the confidentiality of the data provided by the establishments.

### 2.3. Survey Respondents

The respondents to the survey are the HRD/personnel managers or the designated employees by the firms responsible for answering government surveys.

### 2.4. Materials of Field Personnel

Survey Material	Enumerator	Area Supervisor
BLES identification card	✓	✓
Letter of introduction	✓	
Field Operations Manual	✓	✓
Control list ( <b>FM-BLES 02-2.1a</b> or <b>FM-BLES 02-2.2a</b> ) as the case may be	✓	✓
Assigned questionnaires	✓	
Extra questionnaires	✓	
Certificate of appearance ( <b>FM-BLES 03-3.8</b> )	✓	
Ballpen (blue or black)	✓	✓

## 2.5. General Information

### 2.5.1. Address Label

All questionnaires have been pre-addressed by BLES. The address label is found on the upper portion of the cover page of the questionnaire. A sample is shown below:

THE OWNER/MANAGER LA TONDEÑA DISTELLER INC 348 J NEPUMUCENO ST QUIAPO, MANILA  1001 METROMANILA  16 133903006 D15529 <b>LTS      GEO      PSIC      ATE</b> <b>CODE      CODE</b>	Name of Establishment Address 1: Floor/ Bldg # Street Address 2: Bgy City or Municipality Address 3: Zip Code Province
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### 2.5.2. Labor Turnover Survey Number (LTS)

The first set of numbers under the name/address of the enterprise is the enterprise identification number. This is a **unique and fixed** number assigned to each enterprise by the BLES for reference purposes. **Caution** should be exercised in writing this number on any document pertinent to the survey.

### 2.5.3. Geographic (GEO) Code

The GEO Code is the 9-digit code to denote the geographical location of the enterprise. The first and second digits refer to the region, the third and fourth digits to the province, the fifth and sixth digits to the city/municipality and the last three digits to the barangay. The reference year of the GEO code used is 1996.

### 2.5.4. Philippine Standard Industrial Classification (PSIC) Code

The PSIC Code is the 6-alpha numeric code to denote the industrial classification of the enterprise. The alpha character refers to the major industry group while the numeric characters refer to the specific industry group. The reference year of the PSIC code used is 1994.

### 2.5.5. Average Total Employment (ATE) Code

The ATE Code is the 1-digit code to denote the employment size or number of workers in the enterprise. The code equivalents are as follows:

ATE Code	Employment Size	ATE Code	Employment Size
3	20-49	7	500-999
4	50-99	8	1000-1999
5	100-199	9	2000 and over
6	200-499		

### 2.5.6. Status Codes

The final status code in each questionnaire should be **consistent** with that in the supervisor and enumerator's control lists (**FM-BLES 02-2.1a** and **FM-BLES 02-2.2a** respectively). For this survey, only the following codes are **acceptable**:

Code	Description	Instruction
RET1	Retrieved for processing after distribution	All information provided by the enterprise at the <b>first instance passed</b> field editing by the enumerator. He/she then submits the questionnaire to the supervisor for review. If confirmed, the status is maintained.
RFV	Returned for verification	The accomplished questionnaire when reviewed by the supervisor was found with <b>incomplete/inconsistent entries</b> . The supervisor returns it to the enumerator for verification.
RET2	Retrieved for processing after verification	All the items for verification have been <b>corrected and have passed</b> review of the supervisor. Otherwise, the status remains RFV and will be returned to the enumerator for further verification. When the questionnaire finally passes review, the status becomes RET2.
REF	Refusal	The enterprise refuses to cooperate to the survey despite repeated persuasions and <b>three (3) callbacks/follow-ups</b> .
STR	On strike	The enterprise is on strike and <b>no</b> one could accomplish the questionnaire.
TCL	Temporarily closed	The enterprise is <b>not in operation</b> at the time of the field operations due to inventory, calamity/disaster, and repair/maintenance of equipment and the like.
CBL	Cannot be located	The enterprise is <b>not</b> in the given address nor anywhere else in the area/s covered by the enumerator, or the previously existing enterprise in the given address has moved to an <b>unknown</b> location. All possible sources of information e.g., knowledgeable persons in the areas, phone directory, should first be exhausted before an enterprise is coded as CBL.
PCL	Permanently closed	The enterprise has <b>permanently</b> ceased operations at the time of enumeration.

## 2.6. Delivery of Questionnaires

<b>Tips to Enumerators</b>
<p><i>Sort allocation by street.</i></p> <p><i><b>Bring</b> the necessary survey materials when on fieldwork.</i></p> <p><i><b>Manage</b> your time. Prepare an itinerary of travel for delivery and collection.</i></p> <p><i>Be <b>courteous</b> at all times. Establish rapport with the respondent and win his/her cooperation.</i></p>

- a. Each enumerator should have a letter of introduction (**BLES Survey Form 11**), signed by the BLES Director, to be presented to the sample enterprise. Upon reaching the enterprise, the enumerator introduces himself/herself to the receptionist or to any person who can refer him/her to the HRD/personnel manager or the designated employee responsible for answering government surveys. In such instance, the enumerator re-introduces himself/herself to this contact person. The enumerator is advised to establish rapport with the contact person to win his/her cooperation to the survey. It is important that the enumerator is familiar with the objectives of the survey.

**Below is a practice interview.** The enumerator is not expected to quote the following word-for-word.

*“Good morning/afternoon, Ms./Mr. \_\_\_\_\_. I am \_\_\_\_\_, an interviewer of the Department of Labor and Employment (show letter of introduction). I am here concerning the \_\_\_\_\_ (survey/s) \_\_\_\_\_ being conducted nationwide by the Bureau of Labor and Employment Statistics. The BLES is the statistical arm of the DOLE and is one of the major data producing agencies of our government. The inquiries are in response to the demand of various users for more information on \_\_\_\_\_ (area/s of concern) \_\_\_\_\_. For your particular needs, you may find that these statistics are useful in your business planning and operations.*

*We know that accomplishing the survey form/s will take up your valuable time. Nevertheless, your cooperation is important to come up with reliable statistics in support of government programs and policies on labor and employment.*

*We assure you that any data from you will be held in confidence and will be used for statistical purposes only. Your establishment data shall be integrated with others of the same category and shall be released only in summary form or statistical tables.”*

- b. The delivery of questionnaires should be completed within the **prescribed time**. It is important that the **delivery should be completed before collection** of questionnaires in order that BLES will know the expected number of questionnaires to be retrieved and processed. The questionnaire should be delivered to a **knowledgeable person** in the enterprise to ensure that the questionnaire will be officially received and the items of inquiry of the questionnaire are **clearly explained to minimize errors** in data reporting by the contact person and callbacks by the enumerator. In instances that the enumerator is asked to leave the questionnaire with the security guard or receptionist, the enumerator should ask for the name and telephone number of the person whom he/she shall follow-up regarding the questionnaire.
- c. After explaining the items of inquiries, the enumerator and the contact person should agree on a “pick-up date” for the accomplished questionnaire preferably within **5 working days from delivery**.
- d. The enumerator should **leave** his/her name, office address and telephone number/s to facilitate coordination in case the respondent still has some queries. He/she shall also provide the fax numbers and e-mail addresses of the BLES in case the respondent prefers to communicate through these means.
- e. The enumerator should request the contact person/personnel who received the questionnaire to accomplish his/her **certificate of appearance (FM-BLES 03-3.8)**. This certificate shall serve as the basis of payment for delivery to each enterprise regardless of number of questionnaires delivered to it. On the average, an enumerator should deliver **five (5) questionnaires per day**.
- f. If for instance the firm is no longer in the given address as it has **transferred** to another **known** location, do not change the address in the address label. Write in the space allocated for changes in address on the front page of the questionnaire. Report to supervisor.

- g. A report by the enumerator that an enterprise cannot accomplish the questionnaire due to refusal (REF), strike (STR), closure (TCL or PCL), non-location (CBL) should be **verified** by Supervisor. If **confirmed** on site verification of Supervisor or other means, the enumerator is **entitled** to the payment for delivery.
- h. **No replacement** of sample enterprise is allowed. If the enterprise subject of inquiry is no longer in the given address, the questionnaire should **not** be given to the enterprise found in its place even if this enterprise has the same economic activity and employment size.

## 2.7. Collection and Editing of Questionnaires

- a. The period for collection/retrieval should be **within the prescribed schedule** in order that the Bureau's timetable for processing and report dissemination will be met.
- b. **Phone calls and personal follow-ups** should be made to ensure that the questionnaire is being accomplished or is ready for pick-up on the due date.
- c. In case the contact person has misplaced the questionnaire, the enumerator should provide him/her a properly addressed new one.
- d. Upon pick-up of the accomplished questionnaire, the enumerator should **check the entries for completeness and consistency** in accordance to the field editing guidelines. He/she should do this before he/she leaves the firms premises to avoid callbacks/return visits. An accomplished questionnaire that did not pass the review of the supervisor shall not be paid until it finally passes the supervisor's review. The enumerator should go back to the contact person for further verification. Remember that only a **correctly accomplished/edited questionnaire shall be paid**.
- e. On the average, an enumerator should collect **2 questionnaires per day**. A properly accomplished/edited questionnaire that is duly signed by the contact person in the firm is **proof of retrieval**. However, the Supervisor should make random spot checks on the **authenticity** of the submissions.

## 2.8. Sample Establishments with New Names and Addresses

Supervisors should accomplish **FM-BLES 03-3.9** (Sample Respondents with New Names and Addresses) as soon as reported to them by their enumerators. They should forward the form **immediately** to the designated personnel for computerized status monitoring.

## DEFINITION OF TERMS

1. **Main economic activity** - refers to the activity that contributes the biggest or major portion of the gross income or revenues of the firm, e.g. metallic ore mining, food manufacturing, retail trade, education.
2. **Major products/goods or services** – refer to the specific product/goods produced or service given by the firm, e.g. gold, ice cream, electricity, residential buildings, automotive parts, fastfood, shipping, universal banking, security agencies, private tertiary education, private hospital or motion picture production.
3. **TOTAL EMPLOYMENT** - refers to the number of persons who worked or received pay from the firm during the reference period. This includes the following: 1) **Working Owners** - owners who are actively engaged in the management of the firm but do not receive regular pay; 2) **Unpaid Workers** - persons working without pay for at least 1/3 of the working time normal to the firm; and 3) **Paid Officials and Workers** - include full-time/part-time workers; employees on paid leaves (e.g. sick/vacation/maternity/holiday/study leave); and employees working away from the firm but paid by and under the control of the firm. Excluded are workers hired through contractor/agency.
4. **New Hires (Accessions)** - refer to permanent or temporary additions to employment in the firm due to 1) expansion of business activity and 2) replacement of separated workers and employment resulting from changes in methods/technology of production or service.
5. **Separations** - refer to terminations of employment in the firm due to a) quits or terminations initiated by the employees for any reason except retirement and b) layoffs or terminations initiated by the employers due to economic/non-economic reasons and dismissals due to misconduct, incompetence of employees, etc.
6. **Existing Job Vacancies** – refer to the number of unfilled job openings, which are immediately available for filling and for which active recruitment steps are being taken anytime during the reference period.