



TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

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LABOR MARKET INTELLIGENCE REPORT

# Job Vacancies in Philippine Industry and Services Sectors

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Office of the Deputy Director General for Sectoral TVET  
Planning Office  
TESDA Complex, East Service Road, South Superhighway  
Taguig City, Metro Manila  
Tel. No. (02) 888-56-52; (02) 817-26-75; (02) 893-19-66  
[www.tesda.gov.ph](http://www.tesda.gov.ph)

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## A. Overview

**Establishments recruiting new workers.** Of the total 23,723 establishments covered in the survey, 40.6% or 9,637 were reported hiring additional workers at any point in time during the 18-month period under review.

This figure is quite significant considering that the survey period coincided with the global financial crisis. This suggests that certain sectors in the economy - real estate, BPO and tourism - remained resilient from the global market volatility as they continued to expand in 2009/2010 and in the process create jobs for the country's workforce.

**Around 300,000 job vacancies out for grabs.** More specifically, a total of 276,940 job vacancies were created during the review period. This number is almost equally divided between organic or regular positions (49.5% or 137,210) and short-term or non-regular positions (50.5% or 139,730).

**Table 1. Establishments with Job Vacancies in Industry and Services Sectors, Philippines: January 2009 - June 2010**

Item	Number	Percent
<b>Total Establishments</b>	<b>23,723</b>	<b>100.0</b>
- With vacancies	9,637	40.6
- Without vacancies	14,086	59.4
<b>Total Vacancies</b>	<b>276,940</b>	<b>100.0</b>
- Regular	137,210	49.5
- Non-regular	139,730	50.5

Source: BLES, 2009/2010 BITS

**Services sector major source of vacancies.** About two in every three vacancies were found in the services sector (65.7% or 181,872) - three of its subsectors reported the biggest number of job openings, namely: real estate, renting and business activities (87,943), the large part of which came from business process outsourcing (BPO) companies; wholesale and retail trade (26,478); and hotels and restaurants (26,140).

On the other hand, job vacancies in the industry sector were largely dominated by manufacturing which accounted for 91.8% or 87,288 of the total 95,068 vacancies reported in this sector.

**Table 2. Vacancies in Industry and Services Sectors by Major Industry Group, Philippines: January 2009 - June 2010**

Major Industry Group	Number of Vacancies	Percent
<b>All Industries</b>	<b>276,940</b>	<b>100.0</b>
<b>Industry</b>	<b>95,068</b>	<b>34.3</b>
Mining and quarrying	751	0.3
Manufacturing	87,288	31.5
Electricity, gas and water supply	1,831	0.7

Construction	5,198	1.9
<b>Services</b>	<b>181,872</b>	<b>65.7</b>
Wholesale and retail trade	26,478	9.6
Hotels and restaurants	26,140	9.4
Transport, storage and communications	10,000	3.6
Financial intermediation	7,843	2.8
Real estate, renting and business activities	87,943	31.8
Private education	14,633	5.3
Health and social services	4,792	1.7
Other community, social and personal service activities	4,043	1.5

**Bulk of the job vacancies.** Across occupation groups, clerks comprised the single largest group at 72,860 or 26.3% of total job openings. Vacancies for professionals ranked far second (41,820 or 15.1%) followed by service workers and shop market sales workers (39,649 or 14.3%) and plant and machine operators (39,787 or 14.4%).

In contrast, the smallest percentage was noted among farmers, forestry workers, and fishermen who accounted for less than 0.05 percent. The rest of the job vacancies were comprised of technicians and associate professionals (29,298); elementary occupations (26,098); craft and related trades workers (19,386); and corporate executives, managers, managing proprietors, and supervisors (8,036).

**Table 3. Vacancies in Industry and Services Sectors by Major Occupation Group, Philippines: January 2009 - June 2010**

Major Occupation Group	Number of Vacancies	Percent
Corporate executives, managers, managing proprietors and supervisors	8,036	2.9
Professionals	41,820	15.1
Technicians and associate professionals	29,298	10.6
Clerks	72,860	26.3
Service workers and shop market sales workers	39,649	14.3
Farmers, forestry workers and fishermen	7	a
Craft and related trades workers	19,386	7.0
Plant and machine operators	39,787	14.4
Elementary occupations	26,098	9.4
<b>Total</b>	<b>276,940</b>	<b>100.0</b>

*Note: Details do not add up to total due to rounding ; a Less than 0.05 percent.*

*Source: BLES, 2009/2010 BITS*

**Vacancies boom in BPO, Tourism and Electronics.** Table 4 shows the list of the "top ten" vacancies sought after by employers. The list is a mixture of occupations ranging from back-office support staff, sales representatives to factory assemblers/hand packers, sewers/embroiderers and security guards. Together, they accounted for nearly one-half (46.5% or 128,794) of the 276,940 total vacancies reported.

The list also mirrors the growth of industries that have driven the economy in recent years and also an approximation of the total demand for talents and skills in the industries covered in this survey.

**Table 4. Top Ten Vacancies in Industry and Services Sectors, Philippines: January 2009 - June 2010**

Occupation Title	Number of Vacancies
1. Customer service representatives/associates	40,564
2. Service crew	16,998
3. Sewers, embroiderers and related workers	10,970
4. Electronic equipment assemblers	10,045
5. Cashiers and ticket clerks	9,793
6. Protective services workers	9,504
7. Technical and commercial sales representatives	9,256
8. Hand packers and other manufacturing laborers	8,176
9. Accounting and bookkeeping clerks	7,213
10. Electrical equipment assemblers	6,275
<b>Total</b>	<b>128,794</b>

*Source: BLES, 2009/2010 BITS*

On top of the list is the huge demand for customer service representatives or call-center agents (40,564) in the BPO industry. Second largest vacancies were for service crew (16,998) in hotels and restaurants followed by vacancies for sewers (10,970) in the garment industry. Also on the top of the list were vacancies in the electronic industry such as assemblers of electronic equipment (10,045) and electrical equipment (6,275).

**Vacancies common across industries.** Certain vacancies represent occupations that are common across industry groups. The survey identified 30 of them as follows:

**Managers/Supervisors:**

- General managers
- Production and operations managers
- Finance and administration managers
- Sales marketing managers
- Personnel and industrial relations managers
- Director and chief executives
- Other supervisors

**Professionals:**

- Accountants and auditors
- HRD professionals
- Engineers (electrical, industrial, civil, and mechanical)
- Systems analysts and designers
- Computer programmers
- Lawyers

**Technicians and associate professionals:**

- Administrative secretaries
- Buyers
- Computer assistants
- Computer equipment operators
- Mechanical/electrical engineering technicians

**Services workers:**

- Protective services workers
- Shop salespersons and demonstrators
- Service crew
- Cooks

**Clerks:**

- Accounting and bookkeeping clerks
- Cashiers
- Data entry operators
- Debt collectors
- Office clerks
- Receptionists
- Secretaries
- Stock clerks

**Occupations peculiar/specific to an industry.** Meanwhile, there were vacancies that are peculiar or specific to an industry. Some of these vacancies were numerically small such as meteorologists in transport, storage and communications; mathematicians and actuaries in insurance and geologists and geophysicists in mining. Nevertheless, these occupations are regarded as vital to the performance of the industry.

Others are numerically large indicating the potential labor absorptive capacity of the industry such as service crew in hotels and restaurants; call center agents in the BPO and assemblers in electronics industry.

The following is the list of the vacancies specific for each of the 12 major industry groups covered by the survey. The list somehow reflects the key occupations that are vital to the success and the future growth of the industry.

**Mining and Quarrying**

- Geodetic and related professionals (23)
- Geologists and geophysicists (6)
- Miners and quarry workers (261)
- Mineral ore and stone processing plant operators (12)
- Well drillers and borers and related workers (6)
- Mining and quarrying laborers (53)

**Electricity, Gas and Water Supply**

- Electrical engineers (211)
- Lineman, line installers and cable splicers (228)
- Incinerator, water-treatment and related plant operators (38)

**Manufacturing**

- Mechanical engineers (635)
- Industrial engineers (586)
- Chemical engineers (204)
- Chemists (104)
- Safety, health and quality inspectors (3,789)
- Sewers, embroiderers and related workers (10,970)
- Textile, leather and related pattern makers and cutters (1,102)
- Electronic equipment assemblers (10,045)
- Electrical equipment assemblers (6,275)
- Hand packers and other manufacturing laborers (5,691)
- Assembling laborers (1,692)

**Construction**

- Civil engineers (440)
- Electrical engineers (288)
- Mechanical engineers (80)
- Architects (28)
- Plumbers, pipe fitters and other related workers (588)
- Building and related electricians (295)
- Masons and related concrete finishers (93)
- Carpenters and joiners (56)
- Construction and maintenance laborers (110)

**Hotels and Restaurants**

- Service crew (15,141)
- Waiters, waitresses and bartenders (3,591)
- Cooks (1,277)
- Housekeepers and related workers (237)
- Travel guides (9)
- Companions and valets (3)

**Financial Intermediations**

- Accountants and auditors (912)
- Tellers and other counter clerks (813)
- Debt collectors and related workers (302)
- Mathematicians and actuaries (35)
- Trade brokers (3)

**Private Education**

- College, university and higher education teaching professionals (5,684)
- General secondary education teaching professionals (1,710)
- General elementary teaching professionals (1,577)
- Science and mathematics teaching professionals (423)
- Teaching professionals for the handicapped and disabled (195)

**Other Community, Social and Personal Service Activities**

- Radio, television and other announcers (107)
- Athletes and related workers (19)

**Wholesale and Retail Trade**

- Sales and marketing managers (216)
- Supply and distribution managers (9)
- Technical and commercial sales representatives (2,736)
- Telemarketers (31)
- Shop salespersons and demonstrators (4,783)
- Stall and market salespersons (370)

**Transport, Storage and Communications**

- Electronics and communications engineering technicians (198)
- Travel consultants and organizers (104)
- Ship and aircraft controllers and technicians (75)
- Ship's deck officers and pilots (61)
- Air traffic safety technicians (44)
- Transport conductors (782)
- Travel attendants and travel stewards (438)
- Aircraft engine mechanics and fitters (14)
- Meteorologists (1)

**Real Estate, Renting and Business Activities**

- Customer service representatives/ associates (39,824)
- Technical and commercial sales representatives (4,399)
- Computer programmers (3,436)
- Electronics and communications engineers (1,443)
- Medical transcriptionists (503)

**Health and Social Work**

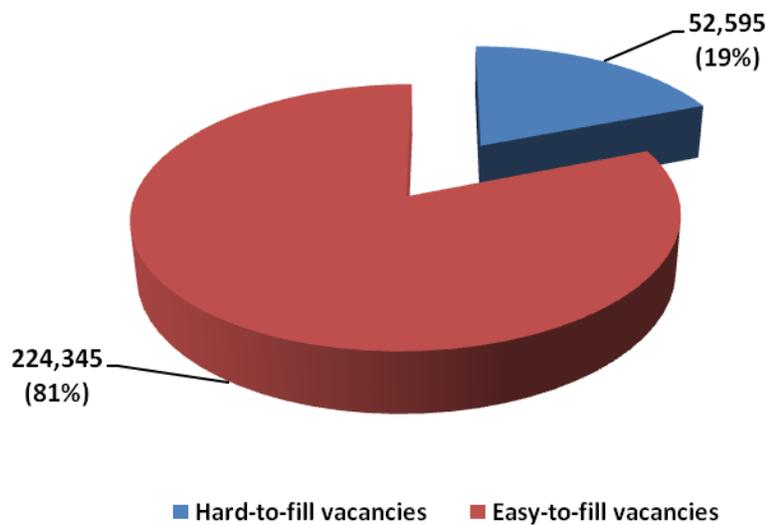
- Professional nurses (2,429)
- Medical technologists (800)
- Pharmacists (318)
- Physiotherapists (32)
- Social work professionals (31)
- Nutritionists-dietitians (21)
- Medical doctors (16)
- Medical equipment operators (118)
- Midwifery associate professionals (49)

- Actors and stage directors (27)
- Composers, musicians and singers (5)
- Service crew (873)
- Hairdressers, barbers, beauticians and related workers (120)
- Bleaching, dyeing and cleaning machine operators (420)

## B. Hard-to-Fill Occupations

**Number of vacancies went up by 34.1%.** As noted in page 1 of this report, two-fifths (40.6% or 9,637) of the total 23,723 establishments covered in the survey had job openings at any point in time between January 2009 and June 2010. More specifically, the total number of vacancies available for placements stood at 276,940.

**Figure 1. Total Job Vacancies in Industry and Services Sectors, Philippines: January 2009-June 2010**



**Source: BLES, 2009/2010 BITS**

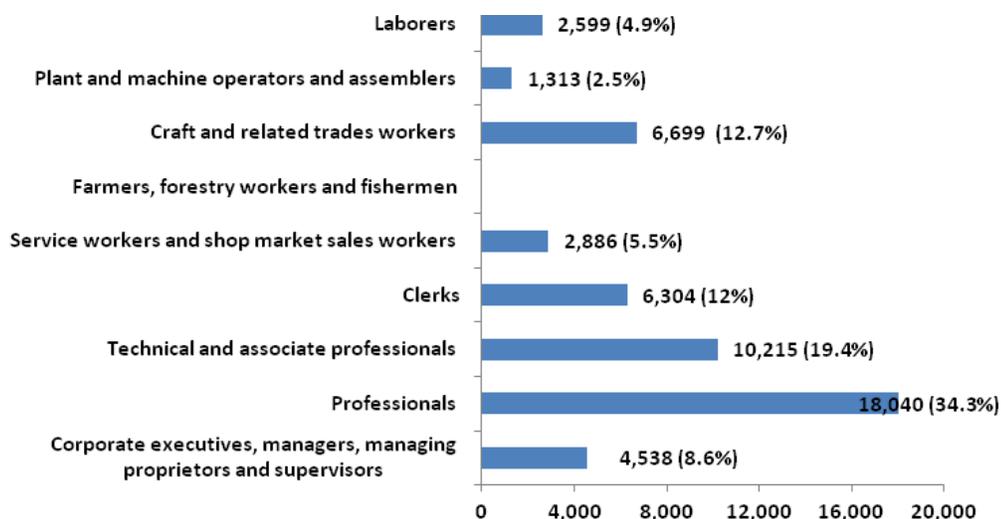
**One in every five vacancies was hard-to-fill.** Of the total vacancies reported, nearly one-fifth (19.0% or 52,595) were perceived by the respondents as hard to fill while the majority (81.0% or 224,345) were considered as easy to fill.

It is significant to note that the proportion of hard-to-fill vacancies in the 2009/2010 BITS was considerably lower compared with the figure in the 2007/2008 BITS which stood at more than one-third (35.3% or 72,060) of total vacancies. This suggests that labor market adjustments

have occurred either on the supply or demand side which made some hard-to-fill vacancies now easier to fill up.

**Fewer hard-to-fill vacancies noted in all major occupation groups.** Results of the 2009/2010 BITS revealed a shorter list of occupations in the "top hard-to-fill vacancy" in all occupation groups as compared with the results of the previous survey.

**Figure 2. Hard-to-Fill Vacancies in Industry and Services Sectors by Major Occupation Group, Philippines: January 2009 - June 2010**



**Note:** Details do not add up to total due to rounding.

**Source:** BLES, 2009/2010 BITS

**Managers and Supervisors.** Managerial and supervisory positions comprised only a small proportion (8.6% or 4,538) of total hard-to-fill vacancies - nevertheless, these vacancies were among the hardest to fill in terms of the number of qualified applicants. The top five in the list is shown below.

**Top 5 Hard-to-Fill Vacancies (Managers and Supervisors)**

1. Sales and marketing managers 774
2. Production supervisors 542
3. Finance and administration managers 515
4. Production and operations managers – hotels and restaurants 291
5. Production and operations managers in business services 162

**Professionals.** Professional workers comprised the biggest category of occupations in the hard-to-fill list at 34.3% or 18,040. The top ten hardest-to-fill vacancies were dominated by engineering professionals from various fields.

Of the ten occupations included in the list, seven (7) were found in the 2007/2008 BITS while the other three (3) were new entries. Those that were dropped out of the list were computer programmers, computer engineers and HRD professionals. On the other hand, the new entries were medical technologists, pharmacists, and teaching professionals for the handicapped and the disabled.

Accountants remained at the top of the list while electronics and communications engineers ranked second - a big leap from its 9th position in the previous survey. Systems analysts and designers which previously ranked second fell to the third place.

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*Note: In this report, occupations in the "top hard-to-fill vacancies" list refer to occupations where the number of hard-to-fill vacancies outnumbered the easy-to-fill ones. For example, accountant and auditor are part of the "top hard-to-fill" list because there were more respondents who regarded the occupations as hard to fill (2,421) than those who considered the same as easy to fill (1,653). On the other hand, computer programmer is not part of the "top hard-to-fill" list since there were far more easy-to-fill vacancies (2,881) than hard-to-fill ones (995).*

#### **Top 10 Hard-to-Fill Vacancies (Professionals)**

1. Accountants and auditors	2,421
2. Electronics and communications engineers	1,774
3. Systems analysts and designers	1,513
4. Mechanical engineers	927
5. Electrical engineers	798
6. Industrial engineers	696
7. Medical technologists	645
8. Pharmacists	455
9. Teaching professionals for the handicapped and disabled	186
10. Chemical engineers	138

**Technicians and Associate Professionals.** Accounted for the second biggest number of occupations in the hard-to-fill list (19.4% or 10,215).

Technical and commercial sales representative was the most difficult to recruit and with the biggest demand at 4,684.

Two occupations in the top five list - estate agents and decorators and commercial designers - came from the booming real estate industry.

#### **Top 5 Hard-to-Fill Vacancies (Technicians and Associate Professionals)**

1. Technical and commercial sales representatives	4,684
2. Buyers	344
3. Electrical engineering technicians	337

4. Estate agents	177
5. Decorators and commercial designers	79

**Clerks.** Of the total 72,860 job openings for clerks, only 8.7% (6,304) were considered as hard to fill.

Also, only two occupations entered the top hard-to-fill vacancy list - coding, proofreading and related clerks, and calculating machine operators.

Call-center agents who accounted for the biggest share of the hard- to-fill vacancies in the 2007/2008 BITS were now out of the list. This is so because the great majority of total openings were perceived as easy to fill (95.2% or 38,635) with only a handful considered as hard to fill (4.8% or 1,929).

**Top 2 Hard-to-Fill Vacancies (Clerks)**

1. Coding, proof reading and related clerks	77
2. Calculating machine operators	4

**Service Workers and Shop and Market Sales Workers**

This occupation group accounted for only a small proportion (5.5% or 2,886) of the total hard-to-fill vacancies. Of this number, only three made it to the top hard-to-fill vacancies list: travel attendants and travel stewards; stall and market salespersons; and travel guides.

**Top 3 Hard-to-Fill Vacancies (Service Workers and Shop and Market Sales Workers)**

1. Travel attendants and travel stewards	431
2. Stall and market salespersons	278
3. Travel guides	9

**Craft and Related Trades Workers.** Craft and related trades workers are vital in the industry sector particularly in manufacturing. Largely skill-based, recruitment difficulties were moderately high for this occupation - with more than one-third (34.6% or 6,699) of the total 19,386 job openings considered as hard to fill by employers.

The occupations in the top five list were a mixture of occupations consisting of pattern makers and cutters (mainly in textile); building maintenance, scaffolder and demolition men; welders; auto mechanics; and handicraft workers.

**Top 5 Hard-to-Fill Vacancies (Craft and Related Trades Workers )**

1. Textile, leather, and related pattern makers and cutters	779
2. Building maintenance, scaffolder and demolition men	332
3. Welders and flamecutters	319
4. Motor vehicle mechanics and related trades workers	262
5. Handicraft workers in textile, leather and related materials	215

**Plant and Machine Operators and Assemblers.** Recruitment for this occupation group was not as difficult compared with craft and related trades workers. Hard-to-fill vacancies numbered only 1,313 or barely 2.4% of the total 39,787 openings for this occupation group.

The occupations in the top five (5) hard-to-fill vacancies were as follows:

**Top 5 Hard-to-Fill Vacancies (Plant and Machine Operators and Assemblers)**

- |   |     |
|---|-----|
| 1. Earth moving and related plant operators           | 122 |
| 2. Incinerator, water treatment and related operators | 36  |
| 3. Industrial-robot operators                         | 13  |
| 4. Meat and fish processing operators                 | 11  |
| 5. Paper pulp plant operators                         | 6   |

**Reasons for Difficulties in Recruitment.** When asked why vacancies were hard to fill, about one-fifth (43.4%) of total responses cited the shortage of applicants with the right competencies as the biggest recruitment challenge. This was followed by applicant's expectation of high salary (19.5%) and the applicant's lack of work experience (15.4%).

Other reasons cited were: absence of job applicant (7.3%); location or work schedule problems (4.5%); lack of professional license/TESDA certification (4.0%); competition from overseas employment (2.9%); and other reasons (2.4%).

**Table 5. Reasons Why Vacancies were "Hard-to-Fill", Philippines: January 2009 - June 2010**

Reason	Number	Percent
Lack of competency	6,904	43.4
Expectation of high salary	3,104	19.5
Lack of years of experience	2,444	15.4
No applicant	1,156	7.3
Location/work schedule problem	713	4.5
Lack of license/certification	630	4.0
Preference to work abroad	459	2.9
Others	387	2.4
No reason indicated	123	0.8
<b>Total</b>	<b>15,920*</b>	<b>100.0</b>

\* Refers to the total number of responses in all occupation titles identified/ listed by respondents as hard to fill. Source: BLES, 2009/2010 BITS

**Hard-to-fill vacancies took an average of almost four (4) months to fill.** The average duration of recruitment for hard-to-fill vacancies was computed at 3.7 months for all occupational groups.

Three (3) of the major occupation groups with hard-to-fill-vacancies reported average recruitment period higher than the overall average.

The longest average duration was reported for corporate executives, managers, managing proprietors and supervisors at 4.4 months while the shortest was accounted for by clerks at 2.7 months.

**Table 6. Average Recruitment Period of "Hard-to-Fill" Vacancies, Philippines: January 2009 - June 2010**

Major Occupation Group	Average Duration (in months)
Corporate executives, managers, managing proprietors and supervisors	4.4
Professionals	4.1
Technical and associate professionals	3.2
Clerks	2.7
Service workers and shop market sales workers	3.4
Farmers, forestry workers and fishermen	–
Craft and related trades workers	3.1
Plant and machine operators and assemblers	3.2
Laborers	3.8
<b>All Occupations</b>	<b>3.7</b>

Source: BLES, 2009/2010 BITS

### C. Hard-to-fill Vacancies: Supply Shortage or Surplus?

**Two categories of hard-to-fill vacancies.** The degree of difficulties employers encountered in recruiting the best applicants for the firms may vary across occupation groups. In general, two categories of "hard-to-fill" vacancies can be observed: (1) occupations with **few applicants** reflecting *supply shortage*; (2) occupations **with large number of applicants**, but with *few qualified ones*, reflecting *excess supply or surplus*.

**"Hard-to-fill" vacancies with few applicants.** Vacancies with few applicants refer to occupations that are experiencing shortage in supply of qualified applicants relative to the number of available jobs. The resulting ratio is a good indicator of hiring demand - the lower the ratio, the greater the need for more applicants.

This holds true for a number of occupations which are numerically small within the total workforce but vital to a firm's success such as geologists and geophysicists, aircraft pilots, physiotherapists, and industrial-robot operators, among others.

Included in this category were 57 occupations with 20 or less applicants per 10 vacancies. This means that employer's choices were limited to one or two applicants per vacancy.

In the short and medium term periods, college and technical courses related to these occupations will have promising prospects in the labor market as companies compete for these types of talents and graduates.

**"Hard-to-fill" vacancies with large number of applicants.** Of greater importance is the second category which consists of occupations where the number of applicants is disproportionately large in comparison with the number of vacancies.

For this category of occupations, employers often experienced recruitment difficulties despite of the large number of applicants because most applicants do not have the specific skills or specializations that match the qualifications or competencies required by the job.

Survey results revealed the presence of 70 occupations with applicant-to-vacancy ratio ranging from 50 to 100 applicants per 10 vacancies. This suggests that there were around 5 to 10 applicants competing for one vacancy, on the average.

Moreover, there were another 48 occupations in the list with extremely high applicant to vacancy ratio of more than 100 applicants per 10 vacancies. This means that on the average, there were more than 10 applicants competing for a single job opening. (*Table 6*)

These statistics provide a clear signal that prospective college students should in the short-term stay away from courses related to these occupations as their prospects are not quite promising given the current excess supply of applicants.

The highest applicant-to-vacancy ratio was reported for civil engineering technicians (625), electronics and communications engineers (428), stall and market sales persons (410), social work associate professionals (403), research and development managers (395), administrative secretaries and related workers (347), and system analysts and designers (318). As expected, professional nurse (127) is also part of the list.

It is of interest to note that the list as a whole was dominated by occupations belonging to professionals and technicians and associate professionals.

In contrast, there were relatively few hard-to-fill vacancies with large applicants among craft and related trades workers and plant and machine operators and assemblers - implying lesser applicants vying for openings in occupations that fall within these two major occupation groups.

**Table 6. Hard-to-Fill Vacancies with Few Applicants in Non- Agricultural Establishments with 20 or More Workers, Philippines: January 2009 - June 2010**

Occupation Title	Number of Vacancies	Number of Applicants	Number of Applicants per 10 Vacancies
<b>Corporate Executives, Managers and Supervisors</b>			
Road transports service supervisors	40	51	13
General managers in transport, storage and communications	12	24	19
<b>Professionals</b>			
Physiotherapists	9	7	8
Statisticians	4	4	10
Geodetic and related professionals	25	30	12
Geologists and geophysicists	4	5	13
Teaching professionals for handicapped and disabled	186	279	15
Social work professionals	34	56	16
Pharmacists	455	727	16
Authors, journalists and other writers	453	786	17
Medical technologists	645	2,001	31
Agronomists and related scientists	12	44	36
<b>Technicians and Associate Professionals</b>			
Ship and aircraft controllers and technicians	72	67	9
Ships' deck officers and pilots	36	42	12
Medical equipment operators	76	121	16
Aircraft pilots, navigators and flight engineers	50	100	20
<b>Service Workers and Shop Market Sales Workers</b>			
Travel guides	9	15	17
<b>Craft and Related Trades Workers</b>			
Bakers, pastry cooks and confectionary makers	104	76	7
Plumbers, pipe fitters and other related workers	272	221	8
Sewers, embroiderers and other related workers	3,265	3,804	12
Building maintenance, scaffolder and demolition men	332	425	13
Welders and flamecutters	319	464	15
<b>Plant and Machine Operators and Assemblers</b>			
Industrial-robot operators	13	4	3
Sewing machine operators	21	8	4
Bus drivers	57	25	4
Paperboard, textile and related products assemblers	183	114	6
Papermaking plant operator	55	59	11

Source: BLES, 2009/2010 BITS

**Table 7. Hard-to-Fill Vacancies with Large Number of Applicants in Non-Agricultural Establishments with 20 or More Workers, Philippines: January 2009 - June 2010**

Occupation Title	Number of Vacancies	Number of Applicants	Number of Applicants Per 10 Vacancies
<b>Corporate Executives, Managers and Supervisors</b>			
Research and development Managers	120	4,746	395
General managers in wholesale and retail trade	29	590	201
Computing services managers	60	1,036	173
Production and operations managers in wholesale and retail trade	59	915	156
Sales supervisors in wholesale trade	21	269	128
<b>Professionals</b>			
Electronics and communications engineers	1,774	76,023	428
System analysts and designers	1,513	48,040	318
Lawyers	29	645	219
Science, mathematics elementary education teaching professionals	62	863	140
Veterinarians	86	1,178	138
Personnel and HRD professionals	358	4,643	130
Philologists, translators and interpreters	56	722	130
Professional nurses	52	657	127
Science and mathematics teaching professionals	186	2,201	118
Chemical engineers	138	1,609	117
Industrials engineers	696	8,019	115
Accountants and auditors	2,421	26,976	111
<b>Technicians and Associate Professionals</b>			
Civil engineering technicians	33	2,037	625
Social work associate professionals	6	242	403
Administrative secretaries and related associate professionals	515	17,834	347
Police inspectors and detectives	17	528	310
Air traffic safety technicians	43	631	149
Mechanical engineering technicians	199	2,679	135
Appraisers and valuers	37	403	110
Draftsmen	53	561	105
Dental assistants	11	116	105
Decorators and commercial designers	79	819	104
Buyers	344	3,424	100
<b>Clerks</b>			
Production clerks	88	2,097	239

Customer service representatives/associates	1,929	22,232	115
<b>Service Workers/Shop &amp; Market Sales Workers</b>			
Stall and market sales persons	278	11,388	410
Travel attendants and stewards	431	11,320	262
<b>Craft and Related Trades Workers</b>			
Cabinet/furniture makers and related workers	40	893	222
<b>Plant and Machine Operators and Assemblers</b>			
Automated assembly-line operators	30	542	181
Other machine operators and assemblers	128	1,558	122

*Source: BLES, 2009/2010 BITS*