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**Implementing the BLES Integrated Survey (BITS)
in a Quality Management System Environment
A Work in Progress...**

by:

Teresa V. Peralta

For additional information, please contact:

Author's name:	Teresa V. Peralta
Designation:	Chief Labor and Employment Officer
Agency:	Bureau of Labor and Employment Statistics
Address:	Intramuros, Manila
Telephone:	527-3489

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ABSTRACT

The need to meet the increasing and various demands of data users has weighed heavily on the limited resources of the Bureau of Labor and Employment Statistics. While the BLES has conducted several surveys in the past to satisfy these needs, resource constraints has led the organization to adopt a one-survey approach for data collection. The BLES Integrated Survey (BITS) attempts to provide an integrated data set on employment, industrial relations practices, labor cost and occupational injuries. These data are inputs to studies on industry trends and practices and serve as bases for the formulation of policies on employment, terms and conditions of work and industrial relations. On the operational level, the BITS is a strategy to improve work efficiency, increase productivity and enhance organizational effectiveness. These efforts are in keeping with the continual process improvement of the Bureau's Quality Management System.

KEY WORDS: data users, one-survey approach, BITS, QMS

I. Introduction

1. For almost two decades now, the Bureau of Labor and Employment Statistics (BLES) has been conducting nationwide establishment surveys with varying periodicities on employment, occupational injuries, industrial relations practices, labor cost and wage rates to describe the labor market and to provide bases for the policy and decision making on employment, terms and conditions of work and industrial relations.
2. Over the years, the requirements for statistics on labor and employment have been growing. However, the BLES resources have not kept pace with the increasing demand from its various data users. To meet these challenges, the BLES decided to operate within a management system that places a premium on work efficiency and organizational effectiveness.

II. BLES Quality Management System (QMS)

3. Four years ago, the BLES initiated efforts towards developing and establishing a management system that would conform to the standard set by the International Organization for Standardization (ISO). This international standard, ISO 9001:2000-Quality Management System Requirements, promotes the use of a process approach that places

¹ Chief Labor and Employment Officer and concurrently Quality Management Representative of the Bureau of Labor and Employment Statistics.

importance on understanding and meeting client requirements, defining and controlling processes that contribute to achieving the desired product/service and continual process improvement to enhance client satisfaction.

4. From November 2000 until the first quarter of 2002 was a busy and difficult time. The BLES reviewed the agency mandates, took stock of its programs and projects relative to its goal and limited resources, determined and streamlined its processes and identified responsibilities for product and service realization.
5. Much effort in the QMS development was given on the documentation (a prerequisite for ISO certification) of the (1) procedures, (2) work instructions, (3) controlling forms and (4) guidelines used in operations. Work standards were set and instruments were developed to measure clients' needs and satisfaction. Recognizing the importance of its human capital, a Job Description Manual (JDM) was documented and a Training Plan (TP) was prepared in order that the BLES workforce would meet the competency standards established for the different positions. In keeping with the pace of information and communication technology improvements, an IT Investment and Upgrading Program was drawn. Realizing that efficiency is enhanced by a workplace where employees can do their work quickly and safely, a 5S +1 Program was set in place. Moreover, a Quality Manual (QM) along the lines of the requirements/elements of the ISO standard was developed. The QM serves as the guide on the implementation and maintenance of the QMS and contains the quality policy of the BLES, describes the scope of the QMS and the interaction of its processes and the references to the established procedures.
6. Consultations and discussions with the employees/process owners in addition to seminars and tutorial sessions (by a consulting firm) were held to lead them to embracing a new paradigm and work culture. The need to continually improve the work processes and the importance of client-focused products and services were underscored to the employees. The linkages between the agency and each unit/division objectives were highlighted and the contributions of each individual to the attainment of his/her unit quality objectives or performance goals were emphasized.
7. To facilitate planning and performance monitoring and evaluation, a standardized form for the unit Action Plan (AP) was prescribed and monitoring reports at all levels, such as the Bureau's Quality Objectives Monitoring Report (QOMR), unit Quality Plan Monitoring Report (QPMP) and Staff Performance Report (SPR), were developed. The AP, prepared at the beginning of the year and revised midyear, specifies the activities (as contained in the documented procedures) to be undertaken, unit/division personnel involved and the time lines. Activities that are deemed critical are highlighted in the AP to underscore their importance.
8. The AP is monitored based on the monthly SPR. The latter is prepared by an employee at the beginning of each semester and contains all his/her planned activities for the 6-month period. All activities have time lines, and for some, the standards are specified relative to quantity, accuracy or acceptability e.g. questionnaires to be edited per man-day, zero error rate in data processing activities or minimum number of report revisions. The SPR is to be submitted to the supervisor for monthly evaluation and it indicates whether the activities were undertaken within the work requirements. In the

instance of a non-conformance, the root cause/s is ascertained and a corrective action is proposed to prevent recurrence (e.g. coaching of the staff who commits errors in editing, mentoring in data analysis). Further, the date for conformance is committed and when the corrective action has been deemed effective, the non-conformance is closed out.

9. The QPMR covers a semester and is accomplished quarterly by the supervisor for evaluation of the unit/division chief. However, only the critical activities or highest value-adding activities in the procedures are tracked relative to set specifications. Highest value-adding activities are those whose non-completion or below par performance will cause delay or result to poor output or service delivery. As in the SPR, non-conformances are also evaluated and appropriate actions are taken.
10. The QOMR summarizes the key performance of all units relative to the Bureau's projects, process goals and quality objectives. Evaluation is done by the Quality Management Representative (QMR) and the report is submitted to the BLES Director (copy furnished the unit/division heads) every quarter. This status of process performance and product/service conformity, among others, is presented during the meeting of the QMS Management Review Committee, composed of the Bureau's senior officers, every six months.
11. On April 26, 2002, around 18 months after the decision to establish a QMS, the BLES-QMS was certified by an external body as compliant to the ISO 9001:2000-Quality Management System Requirements. Since then, every April and November, an internal audit is conducted two weeks before the Management Review. A week after this Review, a surveillance visit by an external auditor is done to determine conformance to the requirements of the established QMS.

The rest of the paper will discuss the BLES Integrated Survey (BITS), the latest addition to the Bureau's survey program and will focus on its implementation under a QMS environment. The BITS is one of the three current surveys of the Bureau; the two others are the Occupational Wages Survey (OWS) and the Labor Turnover Survey (LTS) that are also undertaken under a QMS setting.

III. BLES Integrated Survey (BITS)

12. With the implementation of the QMS, the BLES now carefully plans and manages a survey program that would meet the most essential data requirements of users after weighing their various data needs and balancing these with current resources.
13. Initiated in 2003, the BITS collects various sets of information on employment, industrial relations practices, occupational injuries and labor cost. In previous years, statistics on these concerns were gathered through independent surveys, semestral for employment, every two years for occupational injuries and every four years for industrial relations practices and labor cost. The second round of the BITS in 2004 retained the employment section, inquired on other labor relations concerns, expanded the data items on occupational injuries, included a query on occupational diseases but dropped the inquiry on labor cost structure.
14. The BITS will provide an integrated data set as inputs to studies on industry trends and practices and basis for formulation of policies on employment,

industrial relations and terms and conditions of work. On the operational level, it aims to reduce respondent burden from accomplishing various BLES survey questionnaires, to optimize the use of resources and to improve timeliness of information.

15. At present, *11 procedures, 10 work instructions, 37 standardized forms and 12 guidelines* are adopted in the implementation of BLES surveys. The documented procedures are grouped into three processes: Pre-Field Operations, Field Operations and Post-Field Operations. Each procedure shows the flow of activities, position/s responsible for each activity, other procedural details or references to work instructions to be followed and relevant guidelines that have been established for the purpose (e.g. Guidelines on Data Entry of Establishment's Name and Address), forms to be used or records to be generated. A work instruction lists the sequence of steps that has to be followed to do a task or activity. On the other hand, the standardized form, accomplished, will serve as a *record* or objective evidence to demonstrate implementation and maintenance of the QMS as far as survey operations are concerned (*See Table 1*).

Let me now go through the cycle of the survey implementation of the BITS. Almost all of the practices detailed in this paper are already in place. There are *three* practices that would be implemented for the second round of the survey being conducted this year and *two* more in the third round of the BITS. These initiatives are part of the continual process improvement of the QMS.

Pre-field Operations

16. The three BLES divisions (employment, labor standards, and labor relations) jointly plan and prepare for the BITS as the survey cuts across their subject matter concerns. The agreed arrangements are then reflected in the APs of each division.
17. When the BITS was conducted for the first time in 2003, letter consultations on the draft questionnaire were sent to concerned DOLE agencies and other government offices, employers and labor groups, academe and international organizations. In 2004, similar consultations were done as new items of inquiry were introduced in the BITS questionnaire. In both consultations, a standardized form was used.
18. Simultaneous with this consultation, the Field Operations Manual (FOM) is being prepared based on the draft questionnaire. The questionnaire is also sent to the National Statistical Coordination Board (NSCB) for survey clearance and the request for its printing is done. The questionnaire, incorporating the relevant comments of the informants and the NSCB, would then be finalized by the time the printer picks it up for reproduction in April. Copies of the FOM would be ready by May. (*By the third survey round of the BITS, the guidelines on office editing, data validation, status monitoring, data entry and data generation would have been completely documented and available at the same time as the FOM. In the first and second survey rounds, these documents were released in August, almost two months into the field operations.*)
19. At the same time that the BLES Survey Sampling Frame (SSF) is being updated, coordination arrangements are being undertaken with the Regional Offices of the Department of Labor and Employment (DOLE-ROs). The

BLES handles field operations in the National Capital Region (NCR) but as it does not have field offices, it taps the DOLE-ROs outside the National Capital Region (ONCR) to undertake data collection and field editing in their areas. The DOLE-ROs would be advised of their respective workload, manpower requirements and the budget allocation by May, after sample establishments have been determined. The survey materials are sent to the DOLE-ROs and the interfund transfer executed before the start of field operations in July.

20. In instances when two surveys are conducted simultaneously as in the case of this year's BITS and the 2004 OWS, the sample establishments in the control lists, sorted by province, municipality, barangay and ascending Establishment Identification Number (EIN), are tagged into three groups: BITS sample only (*), OWS sample only (**) or common sample (***). The grouping is facilitated as establishments in the BLES sampling frame have been assigned a unique EIN since 1997. This saves on delivery costs as it minimizes the chances of two enumerators delivering the BITS and OWS questionnaires to the same sample establishment.
21. Field enumerators (Project-based Individuals or PBIs) for NCR are recruited and hired by the BLES through its Hiring Team which is activated at the beginning of the year. Recruitment is announced through postings as well as through the Phil Jobnet, the DOLE's on-line vacancy and skill registry. The BLES also coordinates with the Metro Manila Public Employment Service Offices (PESOs) and the Philippine Association of Colleges and Universities (PACU) to widen the search for qualified field personnel. The DOLE-ROs outside NCR handle the recruitment and selection of their field workers in accordance with the criteria set by the BLES.
22. In NCR, selection of enumerators that involve interview and administration of a written test is completed by June. Some of these individuals are rehires or enumerators of the previous year's survey. During the interviews of the new applicants, they are asked their preferred areas of assignments based on their familiarity with the locale and this information serves as basis for work allocation. The names of the qualified applicants and those of their area supervisors are encoded in the status monitoring database (*more on this later*) such that when the supervisors' control lists are generated the enumerators names are reflected. The enumerators need not manually prepare their respective control lists as these are computer generated as well. With this strategy, they can immediately go on field right after their training. In case, enumerators back out from the survey before it begins, replacements are drawn from the roster of wait listed applicants. If they decide to discontinue their employment or are terminated for cause during field operations, their workload is distributed among the remaining enumerators.

Field Operations

23. The series of training of personnel for data collection is conducted in June and are undertaken by various teams. For NCR, the area supervisors (regular BLES employees) take part in the trainers training and they in turn will train their respective enumerators. For ONCR, the DOLE-ROs Internal Management Services division chiefs, statisticians or designated statistical personnel participate in the regional training that has been conducted in

Metro Manila since the implementation of the BITS. They are responsible for conducting the training for their field workers in their respective areas. During the training for enumerators, mock interviews are conducted to further evaluate the enumerators' capabilities and ascertain the correctness of their understanding of the survey requirements. At the end of the training, the participants are requested to accomplish an evaluation form pertaining to the resource person/trainer, survey manual, duration of training and suggestions for improvement. A training report covering each stage is prepared and then integrated into a terminal training report. The report would provide inputs in the planning for the next round of the survey.

24. Enumerators are paid on a piece rate basis, i.e., per establishment delivery and per retrieved questionnaire. In regions like CALABARZON where there are a large number of sample establishments to be covered, the BLES makes provision for the DOLE-ROs to hire area supervisors, to be paid on a daily basis, to assist the statisticians who acts as regional supervisors for the survey.
25. An enumerator has to deliver questionnaires (*starting the 3rd round of the BITS, key results of the previous survey will be included in the questionnaires*) to at least 5 establishments per day. The certificate of appearance serves as the proof of delivery/basis for payment. For establishments in less accessible areas outside NCR, the DOLE-ROs are advised to mail the questionnaires and conduct follow-ups using prescribed form letters.
26. An improvement to the field operations in the BITS round this year is the pre-determination of samples in both NCR and ONCR whose questionnaires are for accomplishment by their head offices in NCR. These questionnaires will be separated from the regional workload for distribution and collection of BLES enumerators.
27. The respondents are encouraged to reply within 15 working days from receipt of the questionnaires or on a date agreed upon by the enumerator and the contact person in the establishment. A retrieval of 1-2 questionnaires per manday is set. Enumerators are required to perform field editing of the questionnaires before leaving the establishments to ensure completeness, consistency and reasonableness of entries in accordance with the FOM. In ONCR, the supervisors again check questionnaires for completeness and data consistency before transmitting the accomplished questionnaires to the BLES. In NCR, supervisors turn over retrieved questionnaires to the designated reviewers after completeness checks have been done.
28. Survey supervisors are also tasked to verify with establishments, on a random basis (1-2 from each enumerator's weekly submissions), the authenticity of retrieved questionnaires. Also, all "spoilage" (STR-on strike, TCL-temporarily closed, CBL-cannot be located, PCL-permanently closed, DUP-duplicate, OSP-outside industry coverage of the survey and OTH-status n.e.c.) questionnaires and seemingly spurious accomplished questionnaires are to be verified by the supervisors (in the case of NCR, the BLES monthly based PBIs undertake authenticity, spoilage and spurious checks with establishments). Spurious means no certification/signature of contact person, answers written in pencil or many erasures, similar penmanship or same entries among questionnaires. The enumerator's failure to pass

authenticity and spurious checks is a ground for pre-termination of the employment contract. Respondents who refuse to cooperate to the survey (REF) in spite of three call backs by the enumerator are to be followed up one more time by the enumerator's supervisor to elicit cooperation. In case this fails, only then would the questionnaire be considered "spoilage". Information on delivery, retrieval and field verifications undertaken are recorded by the supervisors and enumerators in their respective control lists. They should have consistent entries in their control lists.

29. The status of questionnaires that have been retrieved and have passed the review, still for verification and those confirmed as "spoilage"; changes in establishment names or addresses (in conformance with the naming and addressing conventions established by the BLES); new industry/geographic codes and employment; particulars of sample establishment or head office contact person; and names of survey personnel, among others, are encoded in the status monitoring database lodged at the BLES. Based on it, the computerized survey status report is generated twice a month starting August and ends when the status of all retrieved and verified "spoilage" questionnaires have been encoded. This report provides the basis for monitoring the national and regional status of field operations. Copies of the final status report that show the regional rankings are sent to the DOLE-ROs before the start of the subsequent BITS round. NCR enumerators are also ranked based on similar assessment criteria.
30. Once 50 percent of the questionnaires have been electronically accounted for, tabulation of the number of retrieved questionnaires at the cell level (industry group and employment size) is done to check for empty cells i.e., without responding establishments. This serves as basis for determining the cells for which intensified data collection will be done. *(New practice to be implemented this year.)*
31. Field operations end in November. Within 20 days after the termination of data collection activities, the DOLE-ROs report to the BLES on their implementation of the survey relative to timetable of field operations, manpower complement, fund utilization, problems encountered, measures undertaken to solicit establishment cooperation and suggestions for improvement. These regional reports serve as bases for further improving data collection activities. The DOLE-ROs also report on any changes in names and locations of those establishments that have accepted the questionnaires but have not responded at the close of field operations.

Post-field Operations

32. Data encoding, in accordance to the Status Monitoring and Data Entry Guidelines, starts around August as by then some questionnaires would have been retrieved and edited/reviewed. Data validation, re-encoding and re-validation begin in October and continues until April of the succeeding year.
33. All retrieved questionnaires from the field (NCR and ONCR) are reviewed by the BLES reviewers in accordance with the Office Editing and Data Validation Guidelines. Those found unacceptable are returned to the concerned NCR enumerators through their supervisors. While those from the DOLE-ROs are sent back to the regional supervisors also for verification with the establishments by the concerned ONCR enumerators. In both

cases a standard verification form accompanies each returned questionnaire to guide the enumerator and establishment respondent on the items of inquiry that need clarification.

34. Questionnaires that are for verification (RFV) are recorded in the supervisor's and enumerator's control lists and status monitoring database. The code RFV remains unchanged until the questionnaire is returned and found acceptable by the reviewer in which case it would now be considered as retrieved and ready for data encoding. RFV questionnaires that remain with the establishments at the close of survey operations are considered as non-response.
35. In conformance with the Status Monitoring and Data Entry Guidelines, encoders key in all the data in the reviewed questionnaires. The EIN serves to link these information with the establishments in the status monitoring database. A validation prooflist and a rejection list are generated for each batch of questionnaires encoded. *(New practice to be implemented this year. In the first round of the BITS, the rejection list was generated only before output table generation.)* The validation prooflist is the basis for checking the correctness of data encoding (mechanical part) while the rejection list is the basis for checking whether the data values fall within the acceptable limits (analytical part). Data values that are outside the acceptable limits are evaluated to determine if these are due to non-conformance to editing or encoding guidelines or are the actual responses of establishments. If necessary, verifications with establishments are done either directly in the case of NCR establishments or indirectly through the regional supervisors in the case of ONCR respondents. Once the necessary corrections are made, the correct values are re-encoded, then re-validated to ensure correctness of data re-encoded.
36. Two sets of statistical tables are prepared: the comprehensive output tables (in accordance with the Data Generation Guidelines) and publication tables that are both reviewed to ensure data consistency. The BITS statistics are also checked for coherence with results of previous or related BLES surveys (e.g. labor cost against wage rates from the OWS) and with related data from sources other than BLES, i.e., Annual Survey of Philippine Business and Industry (ASPBI) of the National Statistics Office (NSO), and administrative statistics for occupational injuries and labor relations data. The coefficients of variations (CVs) for key indicators are likewise generated. *(At the time of this writing, CVs have yet to be computed for the first round of the BITS. For the second round though, the CVs will be computed right after the output tables have been finalized and will be released together with the BITS statistics.)*
37. Prior to official release of the data in August, the Bureau provides the DOLE Secretary with a brief summary of the survey results. Around the same time, statistical tables on key indicators are also being prepared for posting at the BLES website (<http://www.manila-online.net/bles> or <http://www.bles.dole.gov.ph>). The posting is done one week after the survey highlights have been sent to the Secretary or not later than the end of August. These survey highlights are presented to the senior officials of the DOLE in September and a Users Forum for social partners and the statistical community is conducted also within the same month to elicit comments and feedbacks.

38. The analysis of survey data are disseminated in a series of “LABSTAT Updates” starting September. This statistical material is a hard copy publication of the BLES for its survey data and other labor statistics. The “LABSTAT Updates” are also posted in the Bureau’s website. The 7-year compilation on this is available in CD for free upon request from BLES. The Advance Release Calendar (ARC) of survey results are also found in the BLES website.
39. To ensure the preservation of the survey data and other related information, the BLES is implementing its data archiving system. For the BITS and other surveys, the data archived will consist, in addition to the respondents’ database, the survey metadata, FOM and all Guidelines used, questionnaire, final survey status report, output and publication tables, work and financial plan, computer system documentation, among others. Archiving is done within six months after the release of the survey statistics.

IV. Concluding Remarks

40. The implementation of the Quality Management System in the Bureau of Labor and Employment Statistics has created the environment and culture to produce survey data within controlled conditions. It is a significant step towards achieving work efficiency, empowering the Bureau employees and gaining client confidence on the organization. To a large extent, it addresses the concern on reducing non-sampling errors because of the adoption and documentation of efficient operating procedures and continuing initiatives for process improvement. Nevertheless, there is still much to be done to improve the quality of the statistics particularly on the technical aspects that this paper does not intend to dwell on. As an aside, the Bureau will be developing a Data Quality Assessment Program for its surveys, one of the strategies contained in its 2005-2010 Strategic Plan.
41. Though the BLES has conducted several surveys in the past that cater to specific needs, resource constraints have driven the organization to implement the BLES Integrated Survey (BITS), a one-survey approach for data collection. It is too early to say if the BLES has been successful in the implementation of the BITS, it is still a work in progress. The results of the first survey round have only been released in late August and operations are still on-going for this year’s round. There are still some lapses and issues (e.g. non-conformances in some work standards, inadequacy of the sampling frame) to contend with but more importantly, the level of acceptability of the survey to data users have yet to be determined.
42. Through this paper, the BLES has opened its survey processes for scrutiny of its stakeholders particularly its data users. By doing this, it is hoped that other statistical agencies and organizations similarly situated would be encouraged or inspired to invest in a quality management system that adopts best practices in their operations and allows for measurement of their performance. After all, *“quality is a standard by which we both judge our work” and are judged by our clients.*

**Table 1 - Summary of the Quality Management System Documentation
on BLES Survey Implementation**

Document Title
PROCEDURES
<i>Pre-field Operations</i>
1. Planning and Preparation for Regular Establishment Surveys
2. Updating of Sampling Frame for Establishment Surveys
3. Pre-field Operations for Surveys on Labor Organizations
4. Updating of Sampling Frame for Surveys on Labor Organizations
5. Preparation of Survey Instruments
6. Recruitment and Selection of Project-Based Individuals (PBIs) for Field Operations in NCR
<i>Field Operations</i>
7. Training of Field Personnel
8. Data Collection (National Capital Region)
9. Data Collection (Outside National Capital Region)
10. Preparation of Payroll for Piece-Rate Enumerators in NCR
<i>Post-field Operations</i>
11. Data Processing, Analysis and Dissemination of Survey Report
WORK INSTRUCTIONS
<i>Pre-field Operations</i>
1. Preparation and Merging of Establishment Databases
2. Preparation of Control Lists and Address Labels for Establishment Surveys
3. Preparation of Supervisor's Control Lists and Address Labels for Surveys on Labor Organizations
4. Receipt of Printed Questionnaires
5. Conduct of Quality Control of Questionnaires
6. Addressing of Survey Questionnaires
7. Administration of Qualifying Examination for PBIs
8. Preparation of Contracts, ID Cards, Certificate of Attendance and Letters of Introduction
<i>Field Operations</i>
9. Allocation of Workload
<i>Post-field Operations</i>
10. Uploading of Related Files/Updated Web Pages
FORMS
<i>Pre-field Operations</i>
1. Supervisor's Control List (establishment surveys)
2. Supervisor's Control List (surveys on labor organizations)
3. Enumerator's Control List (establishment surveys)
4. Enumerator's Control List (surveys on labor organizations)
5. List of Establishments with DOLE Transactions (surveys on labor organizations)
6. Questionnaire Assessment Form
7. Request Form for Supplies and Materials*
8. Evaluation of Purchased Product/Service and Request for Internal Repair/Service
9. Answer Sheet (written test of enumerators)
10. Assessment of Applicant for Field Operations
11. Registered Applicants for BLES Surveys
12. List of Qualified Applicants for BLES Surveys
13. Wait Listed Applicants for BLES Surveys
<i>Field Operations</i>
14. Checklist of Training Supplies, Equipment and Documents

* Also used for Field and Post Field Operations.

Table 1 - Summary of the Quality Management System Documentation (cont'd.)

Document Title
<i>Forms (cont'd.)</i>
15. Request Form for the Use of BLES Equipment
16. Venue Evaluation Form (training)
17. Attendance Sheet
18. Evaluation of Training for BLES Surveys
19. Long Distance Telephone Call Form
20. Fax Cover Sheet
21. Certificate of Appearance
22. Enumerator's Weekly Performance Report
23. Enumerator's Summary Performance Report
24. General Payroll for Piece-Rate Enumerators
25. Transmittal of Retrieved/Verified Questionnaires in ONCR
26. Transmittal of Spoilage Questionnaires in ONCR
27. Questionnaires for Endorsement to Head Offices
28. Sample Respondents with New Names and Addresses
29. Status Monitoring of Returned Questionnaires
30. Regional Report on the Implementation of Field Operations of BLES Surveys
31. Assessment on the Implementation of Field Operations of BLES Surveys
<i>Post-field Operations</i>
32. Monitoring of Data Processing Activities
33. Monitoring of Accuracy in Data Processing
34. Monitoring of Analysis/Dissemination of LABSTAT Updates
35. Control List of BLES Publication Recipients (personal delivery)
36. Control List of BLES Publication Recipients (mailed delivery/courier service)
37. Monitoring of Clients Data Requests
GUIDELINES
1. Field Operations Manual
2. Office Editing and Data Validation Guidelines
3. Status Monitoring and Data Entry Guidelines
4. Guidelines on Data Entry of Establishment's Name and Address
5. Guidelines on Data Entry of Labor Organization's Name
6. Data Generation Guidelines
7. Guidelines on Statistical Table Preparation
8. Some Useful Guides in the Analysis and Interpretation of Data
9. Guidelines on Standardization/Conventions of LABSTAT Updates
10. Guidelines on Management of BLES IT Resources (except Peopleware)
11. Policies and Guidelines on BLES Data Archiving
12. Guidelines on BLES Documents Flow

LIST OF ACRONYMS

AP	Action Plan
ARC	Advance Release Calendar
ASPBI	Annual Survey of Philippine Business and Industry
BITS	BLES Integrated Survey
BLES	Bureau of Labor and Employment Statistics
DOLE-ROs	Department of Labor and Employment Regional Offices
EIN	Establishment Identification Number
FOM	Field Operations Manual
ISO	International Organization for Standardization
JDM	Job Description Manual
LTS	Labor Turnover Survey
NCR	National Capital Region
NSCB	National Statistical Coordination Board
NSO	National Statistics Office
ONCR	Outside National Capital Region
OWS	Occupational Wages Survey
PACU	Philippine Association of Colleges and Universities
PBIs	Project-Based Individuals
PESOs	Public Employment Service Offices
QM	Quality Manual
QMR	Quality Management Representative
QMS	Quality Management System
QOMR	Quality Objectives Monitoring Report
QPMR	Quality Plan Monitoring Report
SPR	Staff Performance Report
SSF	Survey Sampling Frame
TP	Training Plan