

## **The IT-BPO as catalyst for sustainable and inclusive service-driven growth: illusion or opportunity?**

**Academic seminar, 7 April 2016, UP Diliman, Quezon City**

### ***Organized by:***

Amsterdam Institute for Social Science Research (AISSR), University of Amsterdam

School of Labor and Industrial Relations, University of the Philippines

### ***Scope and objective***

Increasingly more developing countries display a combination of strong growth in services and what some call a *premature* decline in manufacturing. Recent developments in the Philippines are illustrative. Here, remittances from overseas workers and the rise of export-oriented business services industries (a.k.a. the IT-BPO and its scions) have fueled strong and mostly services-driven growth while manufacturing continues to experience lackluster development at best. Great uncertainty, however, remains about the inclusiveness and the sustainability of this development trajectory over the longer term. As regards the IT-BPO, so far most of the benefits have accrued to small and already relatively privileged segments of the Philippine society. It is also far from clear to what degree the industry, via spillovers, contributes to productivity gains elsewhere in the economy. Meanwhile, many IT-BPO jobs are becoming increasingly susceptible to automation, meaning that there are limits to the employment gains still to be had. A rather urgent question for the Philippines at this stage therefore is how the gains of service growth can be made to last and spread more widely throughout the country's economy in the years to come.

This seminar brings together academics from different universities and various backgrounds to engage with this question. Scholars from Manila, Mumbai, Amsterdam and elsewhere will present original research findings shedding light on the matters at stake. Themes addressed will include the spillover effects of the IT-BPO industry into supplier industries, the employability impacts experienced by IT-BPO workers, the contribution the IT-BPO industry makes to new middle class formation, and more. The seminar aims to generate different views and develop a deeper understanding of what the IT-BPO and service-driven growth can and cannot offer in response to the development challenges the country faces in the post-Aquino era.

**Program**

<b>10.00</b>	Welcome & opening address by Dr. Michael Tan, Chancellor of UP Diliman
<b>10.05</b>	IT-BPO and service-driven growth: opportunities, challenges and questions (Dr. Niels Beerepoot & Dr. Bart Lambregts, University of Amsterdam)
<b>10.30</b>	From Crisis to Opportunity: The Philippine Services Economy (Dr. Antoinette Raquiza, UP Asian Center)
<b>11.00</b>	Formulating a Philippine services strategy for inclusive growth (Dr. Ramonette B. Serafica, Philippine Institute for Development Studies)
<b>11.30</b>	Employability effects of working in the IT-BPO (Ms. Leian Marisagan, UP SOLAIR)
<b>12.00</b>	Lunch
<b>13.00</b>	Why the middle class matters (Dr. Jose Ramon G. Albert, Philippine Institute for Development Studies)
<b>13.30</b>	IT-BPO and (new) middle class formation: who benefits? (Ms. Sandhya Krishnan, University of Mumbai)
<b>14.00</b>	Value capture trajectories in the offshore services sector (Dr. Jana Kleibert, Leibniz Institute for Regional Development and Structural Planning, Berlin)
<b>14.30</b>	Does the IT-BPO lead to upgrading in supplier industries? (Mr. Randhir Kumar, University of Mumbai)
<b>15.00</b>	Break
<b>15.30</b>	Can the BPO sector sustain the Philippine economy? Can the Philippine economy sustain the BPO sector? (Prof.dr. Rene Ofreneo, UP SOLAIR)
<b>16.00</b>	The IT-BPO as catalyst for sustainable and inclusive service-driven growth: illusion or opportunity? Discussion moderated by Prof.dr. Robert Kloosterman
<b>17.00</b>	Close

**Location:**

University of the Philippines, Diliman Campus, Quezon City. Balay Kalinaw building, Seminar Room C.

**For further inquiries and registration, please contact Ms. Leian Marasigan (UP) at**  
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