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"MAP Insights" Column in INQUIRER "BUSINESS AND SOCIETY: Reconciling Profit-Seeking Behavior and Social Responsibility" May 2, 2022

Dr. NICETO "Nick" S. POBLADOR.

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ecent major shifts in the global economic and geo-political landscapes, exacerbated by the coronavirus pandemic and now, the

Ukraine war, have brought into sharp focus the social responsibility of business. Many thought leaders, including elements of the business community itself, are advocating that businesses should focus less on the creation of wealth for their owners and play a more active role in serving the material needs of the community.

The title of this essay implies that there is an inherent conflict between profit-seeking behavior and social responsibility. Many management scholars and business practitioners believe that firms cannot be both profitable and benevolent at the same time.

I hold a somewhat different view.

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"MAP Insights" Column in BUSINESSWORLD

*"How to take your high-performing SME into the Success Stage"* May 3, 2022

Mr. BENEDICT S. CARANDANG

n the book Five Stages of Small Business Growth, researchers Neil C. Churchill and Virginia L. Lewis go in-depth about the growth framework that all small-tomedium enterprises (SMEs) normally go through. It describes the common scenarios and challenges companies face at each stage, and what steps they can take to move on to the next phase. The Survival Stage is the second phase of this framework. In this stage, an SME has grown past the phase of merely existing in their industry. It has customers and the ability to consistently deliver goods and services. The company structure is still basic, with the owner still making most decisions despite having a business manager. System development, or the use of technology and automation in the company, is minimal.

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#### MAPping from page 1

#### "BUSINESS AND SOCIETY: Reconciling Profit-Seeking Behavior and Social Responsibility"

The profit-maximization doctrine is at the core of classical and neoclassical economics. Moreover, the lure of profit has been the main driving force behind the entrepreneurial spirit that made capitalism the world's dominant economic system.

By long-standing tradition, business firms seek to maximize short-run profits for their owners, or in the case of public corporations, to maximize shareholder wealth.

Profits are normally realized by extracting economic value from the firms' other stakeholders – their customers, their workers, their suppliers, and the rest of the community. In the language of economics, this is known as a zero-sum game – what one gains, the other loses.

Firms create value for their owners at the expense of their other major stakeholders in a number of ways:

- By short-changing customers with poor quality and higher-priced goods and services;
- By underpaying workers;
- By taking advantage of business partners;
- By contributing to social and economic inequality; and
- By degrading the environment.

However, from a long-run, strategic perspective, these commonplace practices are self-defeating. For two reasons:

- 1. They prevent business firms from maximizing the production of economic value, which, after all, is their mandated role for society.
- 2. They prevent firms from maximizing their profits over the long haul, which is the generally accepted goal of business strategy.

An alternative view, one developed in my forthcoming book, **STRATEGY IN THE NEW AGE OF CAPITALISM: Collaborative and Inclusive Approaches to Value Creation** (University of the Philippines Press, 2022), holds that firms can maximize shareholder wealth by creating value for all their stakeholders, particularly those that comprise the poorest members of the community. This other approach to shareholder wealth maximization, commonly known as Stakeholder Strategy, has a number of implications for corporate strategy:

- Create value for consumers by enhancing product quality, by selling products and services at reasonably low prices, and by providing adequate customer care;
- Create value for workers by offering comfortable wages and other financial benefits and by providing a healthy work environment;
- Create value for suppliers and distributors by engaging them in a mutually beneficial, trusting and collaborative relationship;
- Create value for the rest of the community primarily by developing the untapped productive potential of those at the bottom of the social pyramid – the poorest and the least productive members of society; and
- Devote resources to maintain a healthy and sustainable eco-system.

The economic resources allocated for these purposes are to be regarded not as short-run costs to be minimized, but as long-run investments to make the business more productive and profitable.

In sum, by creating value for their stakeholders, firms at the same time are able to maximize their output of goods and services over time, and enable them to generate more profits for themselves.

The lasting impact of the COVID-19 pandemic

We conclude by showing how business and society have benefited from how many businesses have responded to the ongoing coronavirus pandemic.

For all the pain and suffering caused by the Coronavirus infection, it has also given us reasons for optimism about the future.

It has accelerated the development of life-saving vaccines that used to take years to develop. We refer, in particular, to the development of mRNA technology in the field of immunology, notably in the development of anti-COVID-19 vaccines, a feat made possible by the close collaboration between Pfizer and BioNTech.

It has hastened the pace of technological innovation by ushering in of an era of open data. With prodding from governments, Big Tech has made their data and software more accessible to smaller tech firms and to consumers.

It has prompted governments to invest heavily in record-breaking economic stimulus packages. These

initiatives include the Biden Administration's Infrastructure Investment and Jobs Act of 2021, and President Duterte's Build, Build, Build program. Not only do these measures improve society's ability to produce economic value, but they also tend to reduce poverty and lessen economic inequality.

Finally, the COVID-19 pandemic has sent the powerful message to corporate managers the world over that their economic fortunes and those of their other stakeholders are intimately and inextricably intertwined, and that what benefits or adversely affects one will also be felt by all others.

The realization that "we're all in this together" has tended to foster **closer ties and greater collaboration between business firms and their stakeholders.** 

(The article reflects the personal opinion of the author and does not reflect the official stand of the Management Association of the Philippines or MAP. The author is a Retired Professor of Economics and Management, and currently Professorial Lecturer at the University of the Philippines - Diliman. Feedback at <map@map.net.ph> and <nspoblador@gmail.com>.

#### MAP Insights from page 1

# "How to take your high-performing SME into the Success Stage"

Once an SME generates enough revenue to break even and grow in size, it's on its way to the third stage: Success Stage.

In the Success Stage, the SME has generated above-average revenue to upgrade their current assets, such as tools and equipment. Its workforce is also growing significantly, with more managers taking over minor business decisions. At this point, SME owners have the luxury of deciding whether to expand, maintain the company's stable profits, or disengage from the company while keeping the business more or less in the status quo.

How to advance from Survival to Success

Advancing towards the Success Stage seems either like a tremendous task or a lucky break, especially when you are an SME owner on survival stage for a while. The key is to look at aspects of the business to focus and improve on, eventually setting you apart from competitors. Here's two business aspects that is crucial for SMEs to focus on:

#### **Delivering great customer service**

While a company's goal is to earn profit, its purpose is to get and keep customers, according to Harvard Business School Professor Theodore Levitt in his book, The Marketing Imagination. You essentially depend on your customers for a living, and building success means understanding customers and appreciating what they want.

Great service can satisfy your customers. But without consistency, they won't become loyal customers – which is what SMEs should aspire for. When customers consistently get what they expect, they repeat transactions and give good feedback. With online reviews being such an important deciding factor for consumers nowadays, a bad review can be detrimental to your sales and reputation.

Consistently-excellent service is key to keeping current customers attracting new ones. When customers become voluntary ambassadors to your brand, you know you're doing things right.

#### **Finding good investors**

The right investor won't just be a reliable source of funds for your business, but will also provide guidance and business expertise whenever you need it.

Consider your business goal and how an investor would make them easier to achieve. Would you need sole financing, business expertise, or a mix of both? Decide where and how much your investor will be involved in your business, since that will affect your decisions and direction in the long run.

So what should you look for in a potential business investor? First, their funding capacity: their ability to fund and the diversity of their portfolio. Diverse, recent investments show you how strong an investor's financial game is. When they have numerous, diverse investments, it means they're not solely dependent on you to make bank. A quick Google search can let you know the deals your potential investor has done, how many investments they make yearly, and what they specialize in when it comes to investing.

Second is the investor's assets and resources. The right investor can help you manage your capital, infrastructure, and more." As industry experts, they can offer connections, expertise, and guidance on crucial business decisions. According to Crack the Funding Code by Judy Robinett, the survival rate for most tech companies is at 20 percent; but those

who undergo mentoring programs can survive up to 80 percent.

Lastly, you want investors who recognize your business value and its potential in the future, and who are genuinely invested in your vision for the long haul. Pick recognized, stable investors who are ready to invest in your business for the next five years or more.

First Circle, for instance, is a multi-awarded finance company that offers select highperforming SMEs free funding to grow their business to ten times its current potential. Under First Circle's Growth Partners Program, SMEs can have a zero-interest, always-available funding line for the next five years that is equivalent to 10% of their annual sales. In addition, SMEs can have exclusive access to current and future First Circle products, such as B2B payments, Cards, FX and Corporate cross-border remittances, and a B2B marketplace. Qualified SMEs will also have a dedicated business consultant to help them along their journey to the Success Stage – all in exchange for a 25% passive stake in their business.

Choosing the right investor is finding a good balance in their ability to fund, their assets and resources, and a genuine belief in your business potential Ultimately, the right investor will drive you to the right direction and offer you the tools you need to succeed. The idea of taking your business to the Success Stage can be a long road, fraught with factors that are sometimes out of your control as a business owner. However, by taking small steps to build a strong network of repeat customers and an even stronger source of funding to keep improving your business, you can slowly but surely make your way up from survival mode to the success you've always wanted.

(This article reflects the personal opinion of the author and does not reflect the official stand of the Management Association of the Philippines or MAP. The author is Member of the MAP, Vice President for External Relations in First Circle Benedict Carandang, a fintech provider that helps SMEs grow through long-term partnership, flexible financing, and free tools in helping them find government opportunities. It is consistently recognized as one of the best businesses in the Philippines. This article is co-written with Ian Benetua, a regular contributor to First Circle's Resource Center. Feedback at <map@map.org.ph> and <benedict@firstcircle.ph>.)

#### FORTHCOMING EVENTS



**MAP Arts & Culture Lecture** 



# MODERN PHILIPPINE ARCHITECTURE AND DESIGN

May 18, 2022, Wednesday, 5:00 PM to 6:30 PM via ZOOM





Chair BUDJI+ROYAL Architecture+Design



### Moderator:



Ms. MARIFE B. ZAMORA Member & Project Manager MAP Arts & Culture Committee Board Director, PLDT





A Project of MAP Arts & Culture Committee

This Lecture is FREE for MAP Members and Guests.

MAP Circular No. 028 - 2022

Meeting ID	834 0943 6067
Passcode	MAPA&C0518



12:30 PM to 2:30 PM via ZOOM

TOWARDS A BETTER FUTURE FOR ALL

PUSH FOR



MAP ESG Committee Chair Emeritus and ESG Leader Isla Lipana & Co./ PwC Philippines

This GMM is free for MAP Members and Guests.

Meetina ID: 884 9951 9195 Passcode: MAPGMM0519

MAP Circular No.: 018-2022



## June 23, 2022, Thursday 12:30 PM to 2:30 PM via ZOOM

# MAP GENERAL MEMBERSHIP MEETING

# ICT LEADERSHIP IN OUR NEW WORLD

The speakers will share their insights on digitalization in the new world, particularly the best practices and their experiences on the subject in relation to their current roles in their respective organizations.

### Speakers:



## Mr. DAVID HARDOON

External Advisor Corrupt Investigation Practices Bureau (CIPB) Singapore



## Ms. AILEEN JUDAN JIAO

President and Country General Manager IBM Philippines, Inc.



# Mr. PAUL WHITEN

DevOps Business Development Manager Red Hat Singapore

# A Project of the MAP ICT Committee

This GMM is free for MAP Members and Guests.

Meeting ID: 843 7662 8342 Passcode: MAPGMM0623

MAP Circular No.: 022-2022

### Moderator:



### Mr. EDUARDO "Teddy" G. SUMULONG Co-Vice Chair, MAP ICT Committee

Managing Director and CEO Land Registration Systems, Inc. (LARES)



### Screenshot from the April 29, 2022 GEM - MAP Webinar on "PROTECTING THE EARTH. PRESERVING OURSELVES: Doing what we need to do in celebration of Earth Month "





April 29, 2022, Friday, via 200M

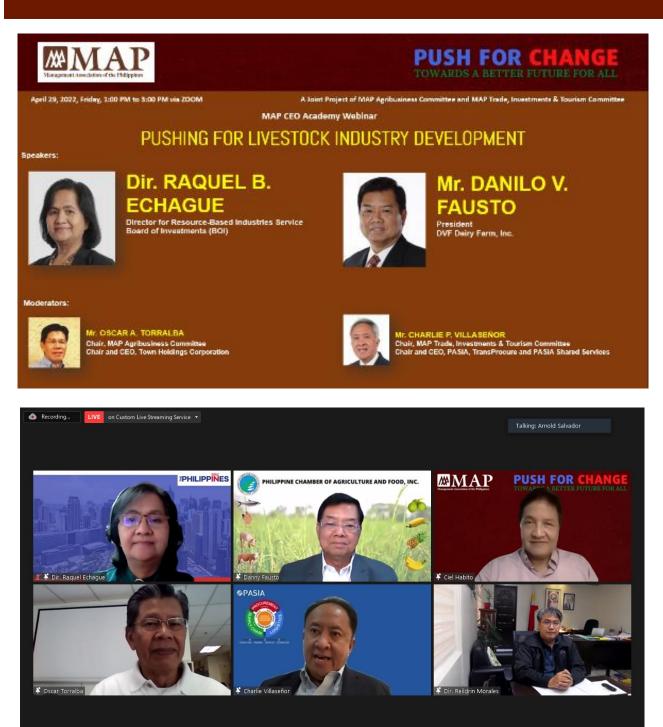
### PROTECTING THE EARTH. PRESERVING OURSELVES.

Boing what we need to do in celebration of Earth Month





### Screenshot from the April 29, 2022 MAP CEO Academy Webinar on "PUSHING FOR LIVESTOCK INDUSTRY DEVELOPMENT"



### Screenshot from the May 2, 2022 MAP CEO Academy Webinar on "SENTIMENT ANALYSIS: AI and Big Data for Reading Collective Minds"



PUSH FOR CHANGE TOWARDS A BETTER FUTURE FOR ALL

May 2, 2022, Monday, via ZOOM

A Project of MAP Human and Management Development Committee (HMDC)

DO

AutoPolitic (Singapore)

CEO

**Mr. ROGER** 

# SENTIMENT ANALYSIS

AI and Big Data for Reading Collective Minds

Speakers:



# Mr. WILSON I. CHUA

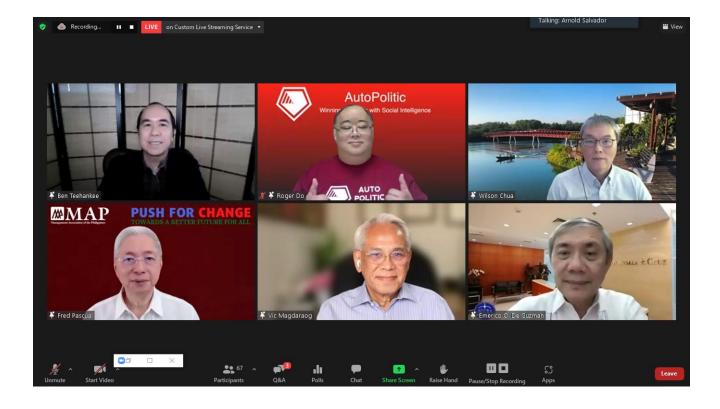
Managing Director and Founder Future Gen International Pte Ltd. (Singapore)

Moderator:



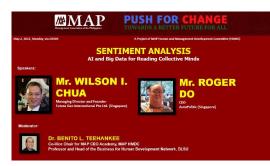
### Dr. BENITO L. TEEHANKEE

Co-Vice Chair for MAP CEO Academy, MAP HMDC Professor and Head of the Business for Human Development Network, DLSU



#### **MAP Talks on Youtube**

Video Recording of May 2, 2022 MAP Webinar



Video Recording of April 29, 2022 MAP Webinar



Video Recording of April 27, 2022 MAP Lecture



Video Recording of April 20, 2022 MAP Webinar



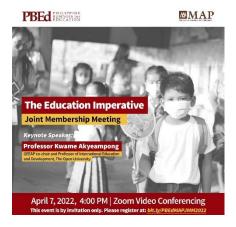
Video Recording of April 29, 2022



Video Recording of April 22, 2022



Video Recording of April 7, 2022 MAP-PBEd Joint General Membership Meeting



Video Recording of March 24, 2022 MAP General Membership Meeting



Video Recording of March 9, 2022 MAP Lecture

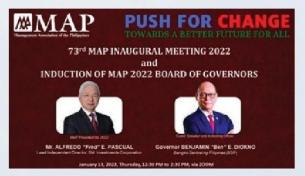


https://www.youtube.com/user/TheMAPph https://web.facebook.com/map.org.ph

Video Recording of February 10, 2022 MAP Economic Briefing and General Membership Meeting



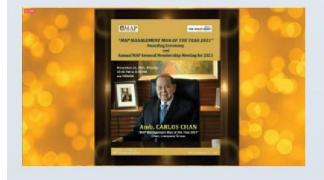
Video Recording of January 13, 2022 MAP Inaugural Meeting and Induction of MAP 2022 Board of Governors



https://www.youtube.com/watch?v=gzfimOPOZ0k

Video Recording of November 22, 2021

"MAP Management Man of the Year 2021" Awarding Ceremony and MAP Annual General Membership Meeting



https://www.facebook.com/map.org.ph/videos/326360865554281 https://www.youtube.com/watch?v=wlwo8hGMTpo

Video Recording of 2nd MAP NextGen Conference



https://www.youtube.com/watch?v=zMd6j1EqXgA

# Happy Birthday to the following MAP Members who are celebrating their birthdays within May 1 to 31, 2022

#### MAY 1

1. Ms. REZA "Reza" DADUFALZA-GOYENECHE Senior Commercial Officer, Royal Danish Embassy

#### MAY 2

- 2. Ms. MARIA VICTORIA "Vicky" P. AGORRILLA Chair and President, NCR Corporation (Philippines)
- 3. Dr. PERICLES "Ricky" P. DAKAY President and General Manager, Dakay Construction and Development Corporation

#### MAY 3

- 4. Mr. BENJAMIN "Benjie" R. BUSTOS JR. President and CEO, Wireless Services Asia, Inc.
- 5. Mr. SUNG CHON "Sung Chon" HONG Chair, Korean International School Philippines, Inc.

#### MAY 4

6. Mr. PETER D. "Peter" GARRUCHO JR. Vice Chair, Franklin Baker Company of the Philippines

#### MAY 5

7. Mr. SERGIO "Jun" R. ORTIZ-LUIS JR. President, Philippine Exporters Confederation (PhilExport)

#### MAY 6

- 8. Mr. JOSE MIGUEL ALVARO "Miguel" F. CAMUS Managing Director, Aviso Valuation and Advisory Corporation
- Mr. JUAN ANTONIO "Jay" H. INOCENTES VP - Property and Casualty, Gotuaco, del Rosario Insurance Brokers, Inc.
- 10. Atty. MONICO "Nick" V. JACOB President and CEO, STI Education Services Group
- 11. Mr. JOHN PHILIP "JP" S. ORBETA Chief Human Resources Officer, Chief Administrative Officer and Chief Risk Officer, ACEN

#### **MAY 8**

- 12. Ms. MIGUELITA "Milit" S. BARON
- President, Manila Catering Corporation
- 13. Ms. DONNA MAY "Donna" LINA President, UBE Media, Inc.
- 14. Ms. PATRICIA MAY "May" T. SIY President and CEO, Philippine Bank of Communications (PBCom)
- Atty. CESAR L. VILLANUEVA Founding Partner, Villanueva Gabionza & Dy Law Offices

#### MAY 9

16. Mr. VICTOR "Junvee" L. VITAL President and COO, AB Capital Group

#### **MAY 11**

#### 10. Dr. RAUL V. DESTURA

Founder and CEO, Manila HealthTek, Inc.

#### MAY 12

- 11. Mr. ROBERTO "Bob" P. ALINGOG President and CEO, Ropali Corporation
- 12. Ms. RACOUEL "Rac" REYES CAGURANGAN VP for Operations, Aventus Medical Care, Inc.
- 13. Ms. MA. VIRGINIA "Gina" Q. CAMPOS General Manager, Interpacific Transit, Inc.
- 14. Mr. HERMAN T. GAMBOA Chair and CEO, Data Center Design Corporation
- 15. Mr. STEPHEN THOMAS "Tep" S. MISA Country Head, President and Chair, Amazon Web Services Philippines Inc.

#### **MAY 13**

- 16. Dr. PATRICIA "Tatti" B. LICUANAN
- 17. Atty. JEFFERSON "Jeff" M. MARQUEZ Resident Partner, ACCRALAW

#### **MAY 14**

- Ms. MARIA REBECCA "Becky" GARCIA President and Co-Founder, VONOTEC, Inc.
- 19. Mr. LUIS GERARDO "Luis" A. LIMLINGAN Managing Director, Regina Capital Development Corporation
- 20. Mr. ERNESTO "Ernie" C. SANTIAGO Director, St. Peter Group

#### **MAY 15**

- Mr. ERRAMON "Montxu" I. ABOITIZ Director, Aboitiz Equity Ventures, Inc.
- 22. Atty. RAOUL "Reggie" R. ANGANGCO Senior Partner and ExCom Member, Villaraza & Angangco (V&A Law)
- 23. Mr. GUILLERMO "Gerry" C. CHOA Chair, Property Company of Friends, Inc.
- 24. Dr. ARTHUR "Art" A. DE GUIA Senior Consultant, First Philippine Holdings Corporation
- 25. Mr. ISIDRO "Sid" G. GARCIA Chair, Trinity Insurance Brokers, Inc.
- 26. Mr. JOSEFINO "Bong" M. PALOMA EVP- Technology, Sales and Marketing, Accent Micro Technologies, Inc. (AMTI)

#### **MAY 17**

- 27. Sec. RAFAEL "Raffy" M. ALUNAN III Independent Director, Pepsi-Cola Products Philippines, Inc. (PCPPI)
- Mr. BENSON J. HARI-ONG EVP and Head of Commercial Lending Group, Sterling Bank of Asia
- 29. Usec. CRISTINO "Tito" L. PANLILIO President, Balibago Waterworks System

#### **MAY 18**

- 30. Mr. ALEXANDER "Alex" GRENZ President and CEO, Allianz PNB Life Insurance, Inc.
- 31. Mr. J. ANTON "Anton" YAP President, St. Mutien College

- 32. Mr. JOSEPH "Joe" T. CHUA
- President and CEO, Macroasia Corporation
- 33. Mr. RENATO "Bing" T. DE GUZMAN

#### **MAY 20**

34. Mr. JESUS CARLOS "Charlie" P. VILLASEÑOR Chair and CEO, PASIA, TransProcure and PASIA Shared Services

#### MAY 21

 Ms. LOFREDA "Dada" MASIGAN DEL CARMEN President and CEO, Forecasting and Planning Technologies, Inc. (FPTI)

#### **MAY 23**

- Usec. MARIA CATALINA "Cathy" ESTAMO CABRAL Undersecretary, Department of Public Works and Highways (DPWH)
- 37. Mr. JOHN CLIFFORD "Cliff" M. EALA President, Synerbyte Limited
- Mr. HASSAN FARD Chair and CEO, Trends & Technologies, Inc.
- Mr. ENRIQUE "Rick" M. ZALAMEA JR. President and Actuary, E. M. Zalamea Actuarial Services, Inc.

#### **MAY 24**

40. Mr. RAUL A. BONCAN

#### **MAY 25**

- Mr. ERIC S. LUSTRE President and CEO, Philam Asset Management, Inc.
  Ms. MELANIE "Sandee" C. NG
- EVP, Ng Khai Development Corporation

#### **MAY 26**

 Sec. VICENTE "Vince/Vincent" S. PEREZ JR. Chair, Alternergy Holdings Corporation (AHC)

#### **MAY 27**

48. Dr. MICHAEL "Mike" M. ALBA President, Far Eastern University (FEU)

#### **MAY 28**

- 49. Mr. RICHARD GLENN "Richard" B. ARBOLEDA Former President and COO, The EON Group
- 50. Atty. LEO G. DOMINGUEZ President, OLLI Consulting Group, Inc.

#### **MAY 29**

- 51. Mr. MICHAEL GERARD "Mike" DY ENRIOUEZ President and Chief Investment Officer, Sun Life of Canada Philippines, Inc.
- 52. Mr. CHRISTOPHE PHILIPPE "Christophe" MARIE MNU LEJEUNE

General Manager, Sika Philippines, Inc.

#### **MAY 30**

- 53. Ms. CAROLYN "Chestnut" VASQUEZ ANDAYA President, Automated Technologies, Inc.
- 54. Mr. BIENVENIDO "Benny" M. ARAW II
- Senior Consultant, EGF Advisory Services, Inc. 55. Atty. EMMANUEL "Noel" P. BONOAN
  - Vice Chair and COO, KPMG R. G. Manabat & Co.

- 56. Ms. CAROLINA "Chiqui" E. GO CEO, Mansmith and Fielders, Inc.
- 57. Mr. SIMOUN S. UNG President and CEO, OmniPay, Inc.
- 58. Ms. ANNABELLA "Annabel" S. WISNIEWSKI President, Raintree Partners

#### MAY 31

59. Mr. PAUL RODERICK "Ricky" B. LOPEZ VP for Sales, Ardent Networks, Inc.



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