



Business Process  
Enabling  
South Africa

# BPO Sector – (International) Jobs Report

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QUARTER 1 of 2018

1 January – 31 March 2018



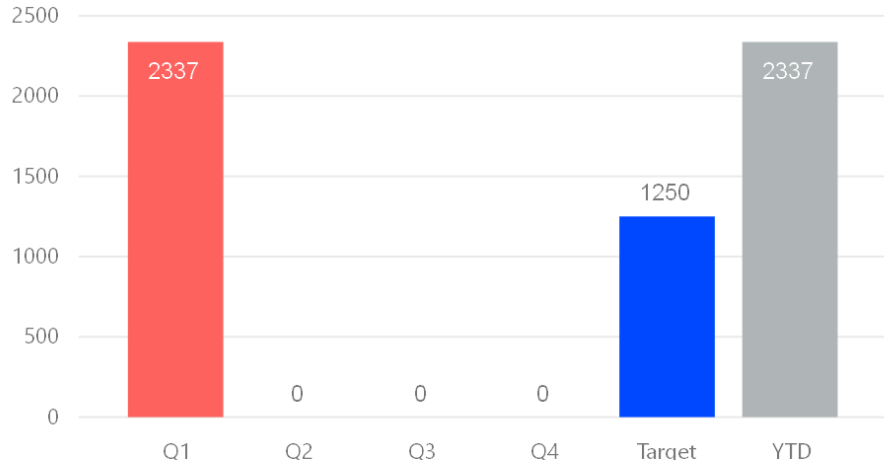
## Introduction

- This report has been produced by BPESA to provide data / information on new international jobs created in the BPO Sector in South Africa during the first quarter of 2018 i.e. the period 1 January to 31 March.
- The dti data sourced from companies actively participating in the BPS incentive Scheme and BPESA data sourced quarterly from industry role players was consolidated, de-duplicated and validated.
- The report provides graphs and charts with some high level commentary.

## Report summary

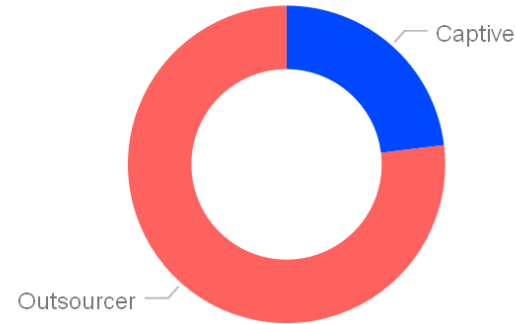
- A total of 2,337 new international jobs were created against a target of 1,250.
- Outsourcers accounted for 1,798 of the new jobs created while captive operators created 539.
- Captive job creation was highest in the Western Cape while outsourcers contributed almost evenly to new jobs across all regions.
- The Western Cape accounted for the highest number of jobs created at 1,194 with KZN and Gauteng contributing 1,143 new jobs in the quarter.
- Of the 13 industries serviced, Telecoms, Retail, Financial Services and Education created 71% of the new jobs.
- A total of 3,577 employees underwent formal training, mostly induction and upskilling.

### New jobs created



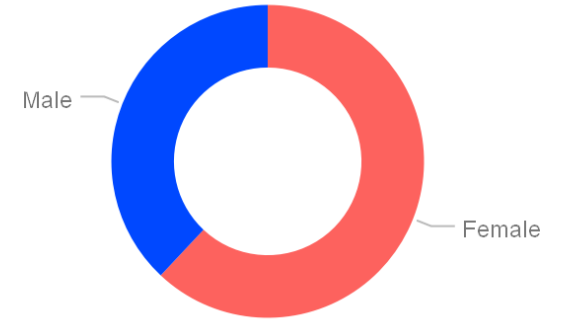
-A total of 2,337 jobs were created against a target of 1,250 in Q1.

### New jobs created by operation type



-Outsourcers accounted for 1,798 jobs while Captives created 539 jobs.

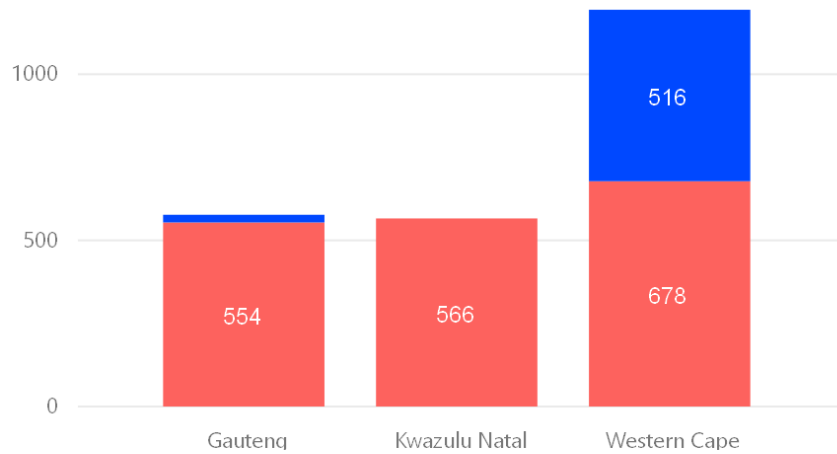
### Sector breakdown by gender



-Of all the employees in the sector, 62% are females while 38% are males (dti data 2018).

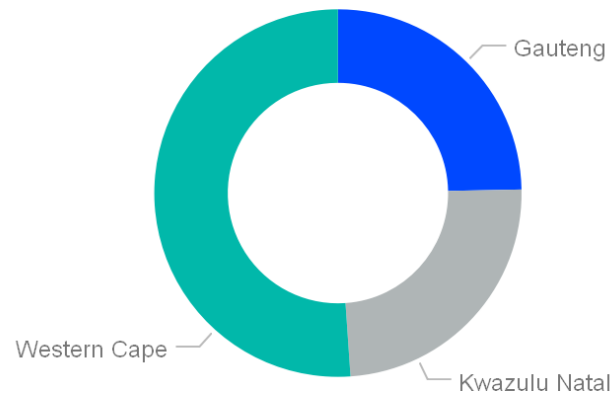
### New jobs created by operation type by region

● Outsourcer ● Captive



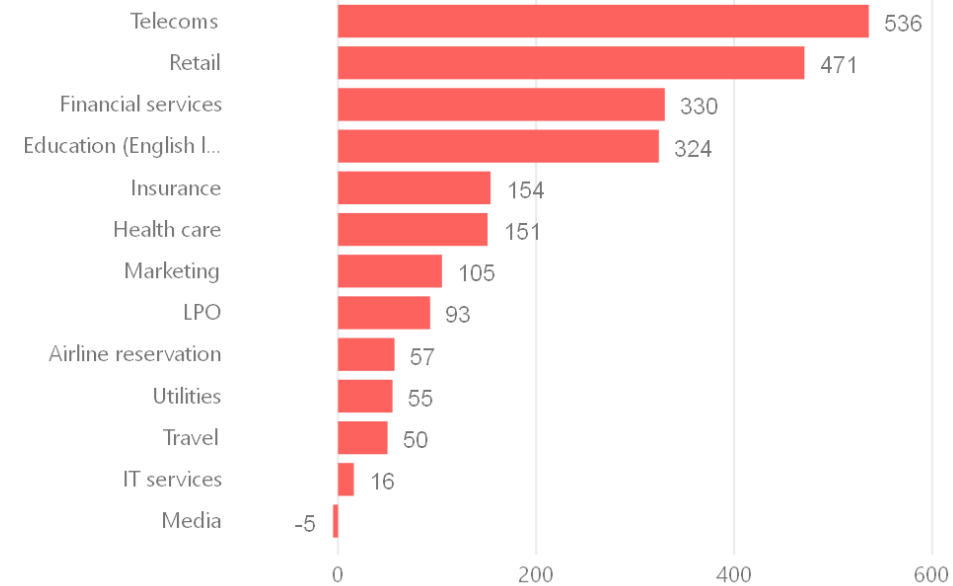
-Captive job creation was highest in Western Cape, while outsourcer job creation is almost evenly distributed across the regions.

### New jobs created by region



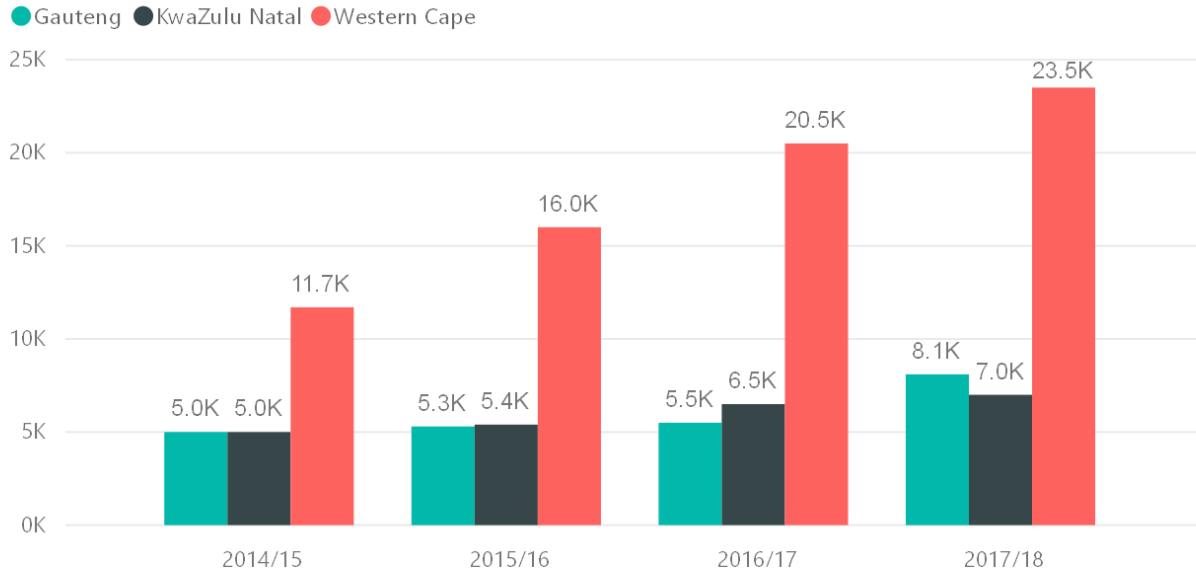
-The Western Cape accounted for highest number of jobs created, at 1,194 with KwaZulu Natal and Gauteng contributing 1,143 to job growth.

### New jobs created by industry type



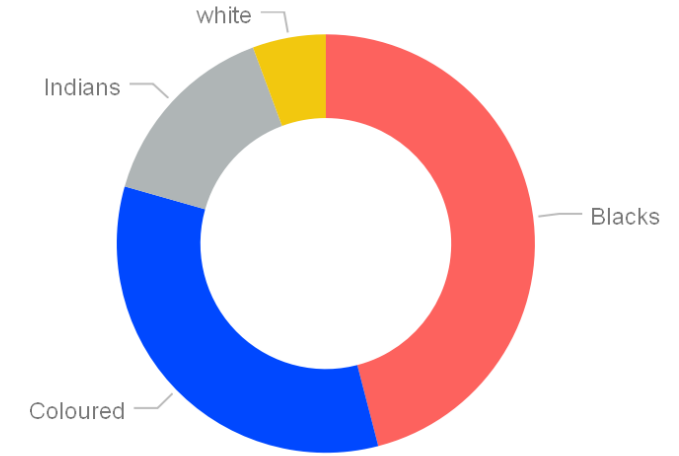
-Of the 13 industries serviced, Telecoms, Retail, Financial services created 71% of the new jobs in the quarter (dti data 2018).

### Gauteng, KwaZulu Natal and Western Cape by Year



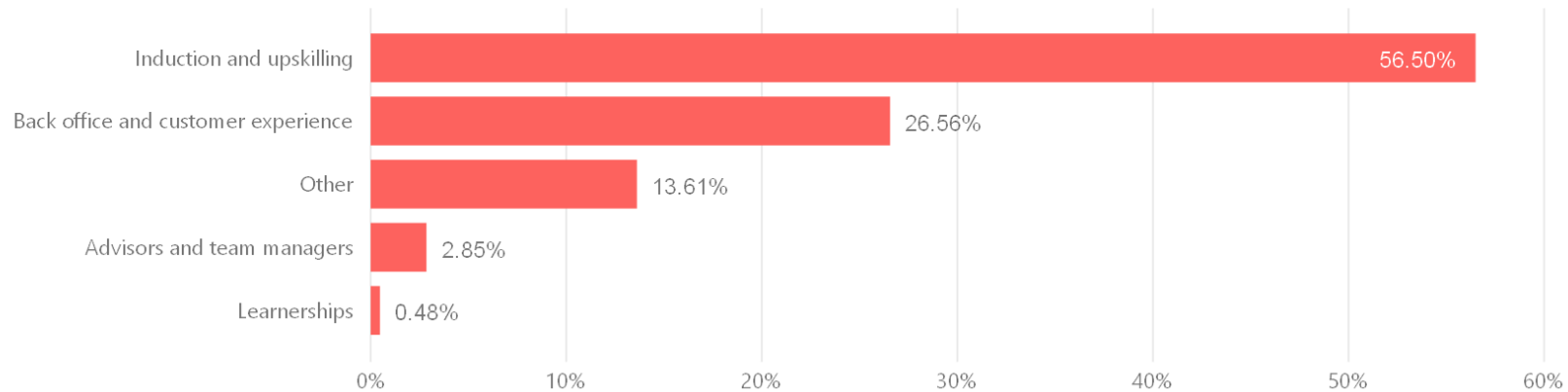
- The Western Cape accounts for the highest number of employees, at 23,500, followed by Gauteng at 8,100 and KwaZulu Natal at 7,000. Gauteng has shown the highest absolute growth rate since 2016/17.

### Sector breakdown by race



-Overall racial profile of the sector shows 46% of employees are black, 33% coloured, 15% indian and 6% white (dti data 2018)

### People trained by training type



-A total of 3,577 employees underwent formal training, mostly in induction and upskilling