



Business Process
Enabling
South Africa

BPO SECTOR REPORT

—
QUARTER THREE

JULY – SEPTEMBER 2018



South African BPO preliminary jobs report

Introduction

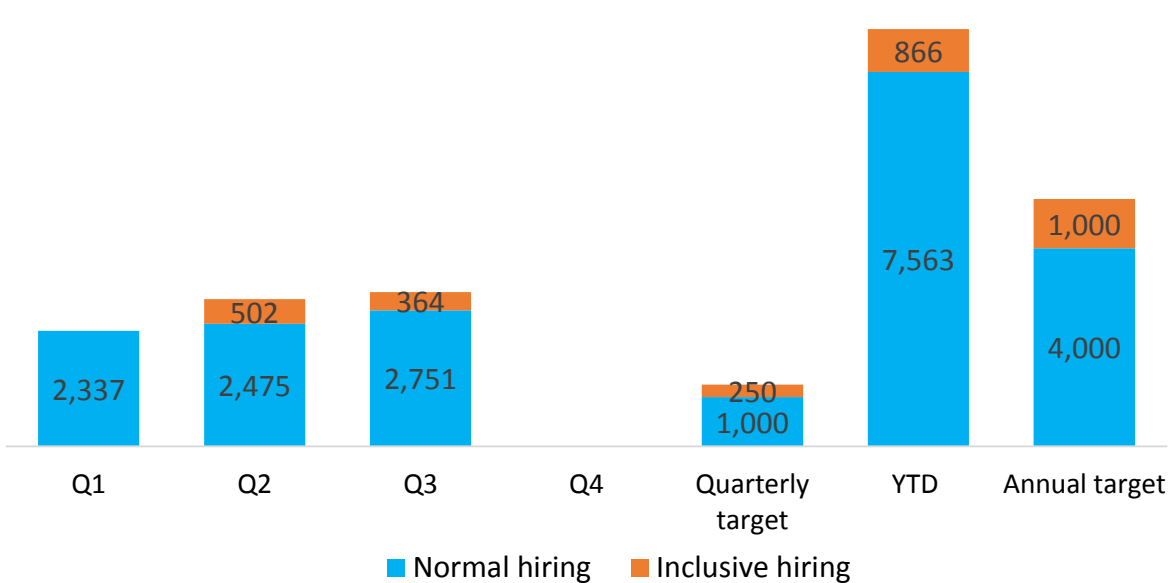
- ❖ This report has been produced by BPESA to provide data / information on new international jobs created in the BPO sector in South Africa during the third quarter of 2018 which runs from July to September 2018.
- ❖ The data was sourced from all known operators creating international jobs. Data from both the dti and BPESA was consolidated to produce this report.

Report summary

- ❖ A total of 3,115 jobs were created in the quarter, against a target of 1,250.
- ❖ A total of 364 jobs were through inclusive hiring, against a target of 250.
- ❖ YTD 8,429 jobs were created.
- ❖ Outsourcers accounted for 2,183 new jobs and captives 932.
- ❖ The Western Cape accounted for 1,994 jobs, with KwaZulu-Natal contributing 1,006 and Gauteng only 115.

New BPO jobs created in Q3

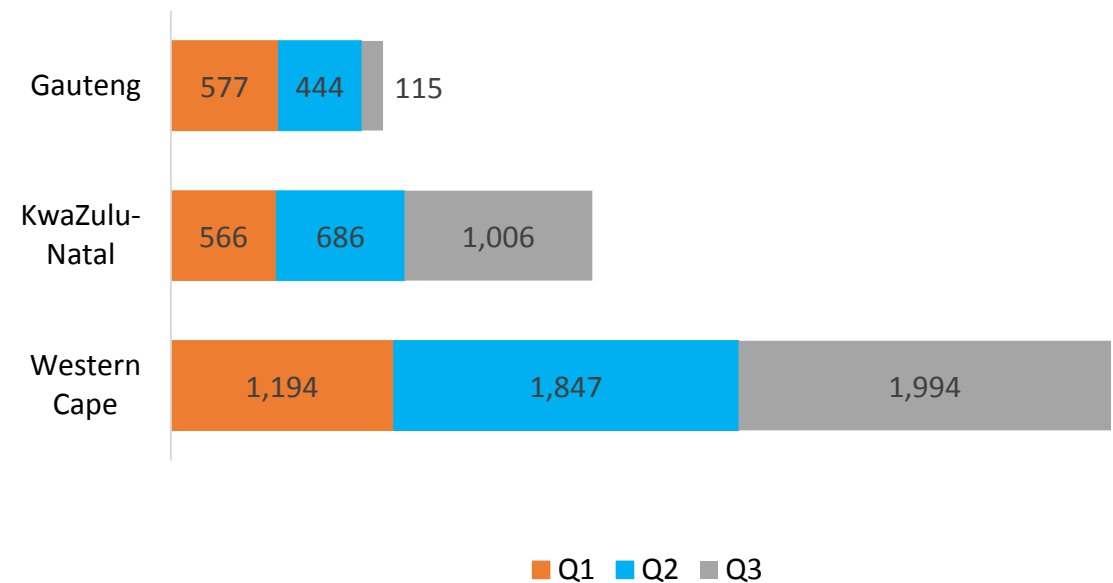
Offshore quarterly job movement



- A total of 3,115 jobs were created of which 364 were through inclusive hiring.
- There were 8,429 YTD new jobs of which 866 were through inclusive hiring.

* Inclusive hiring is based on dti data and extrapolated to apply to the consolidated report

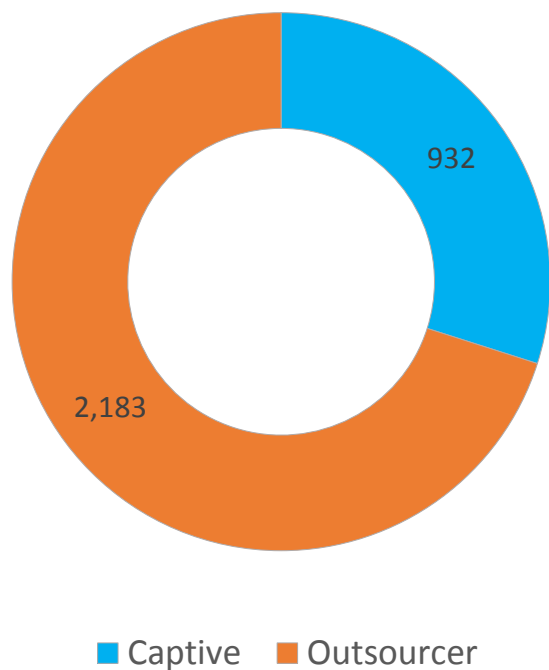
New jobs created by region



- The Western Cape accounted for 1,994 jobs.
- KwaZulu-Natal accounted for 1,006 jobs.
- Gauteng accounted for only 115 jobs.

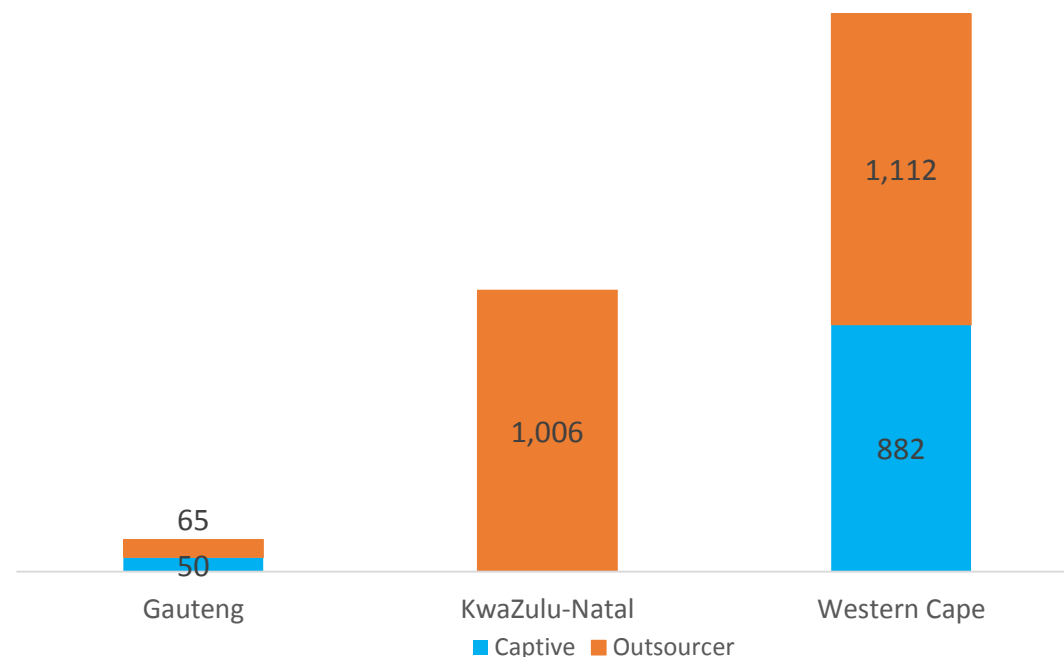
New jobs created by operation type by region

New jobs created by operation type



- Outsourcers accounted for 2,183 jobs while captives created 932 jobs in the quarter.

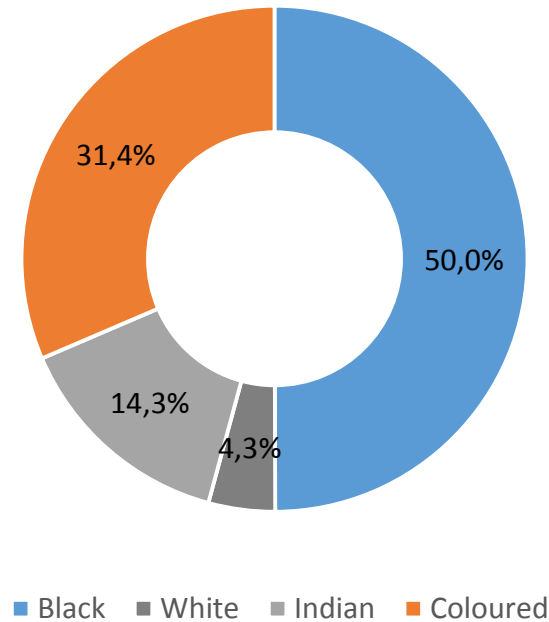
New jobs created by operation type by region



- Western Cape and KZN account for almost all the new jobs created in outsourced campaigns, with 1,112, and 1,006 respectively. In Gauteng 65 new jobs were created.

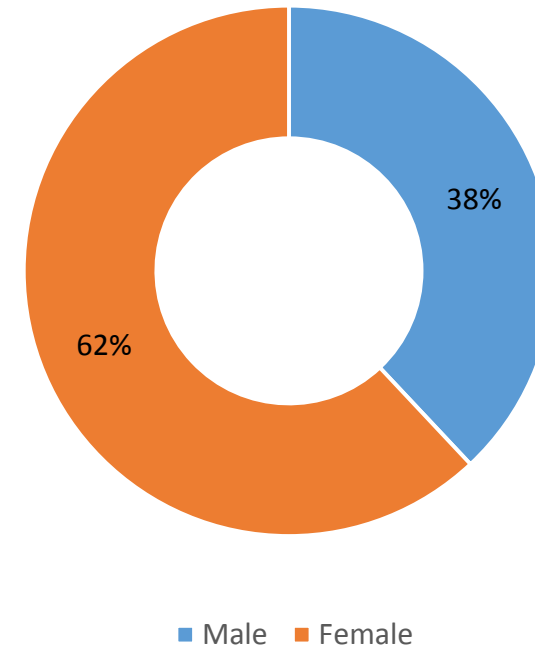
New jobs created by sector and sector breakdown by gender

Sector breakdown by race



- Overall racial profile of the sector shows that 50% are Black, 31.4% Coloured, 14.3% Indian and 4.3% White (dti data, Q3, 2018).

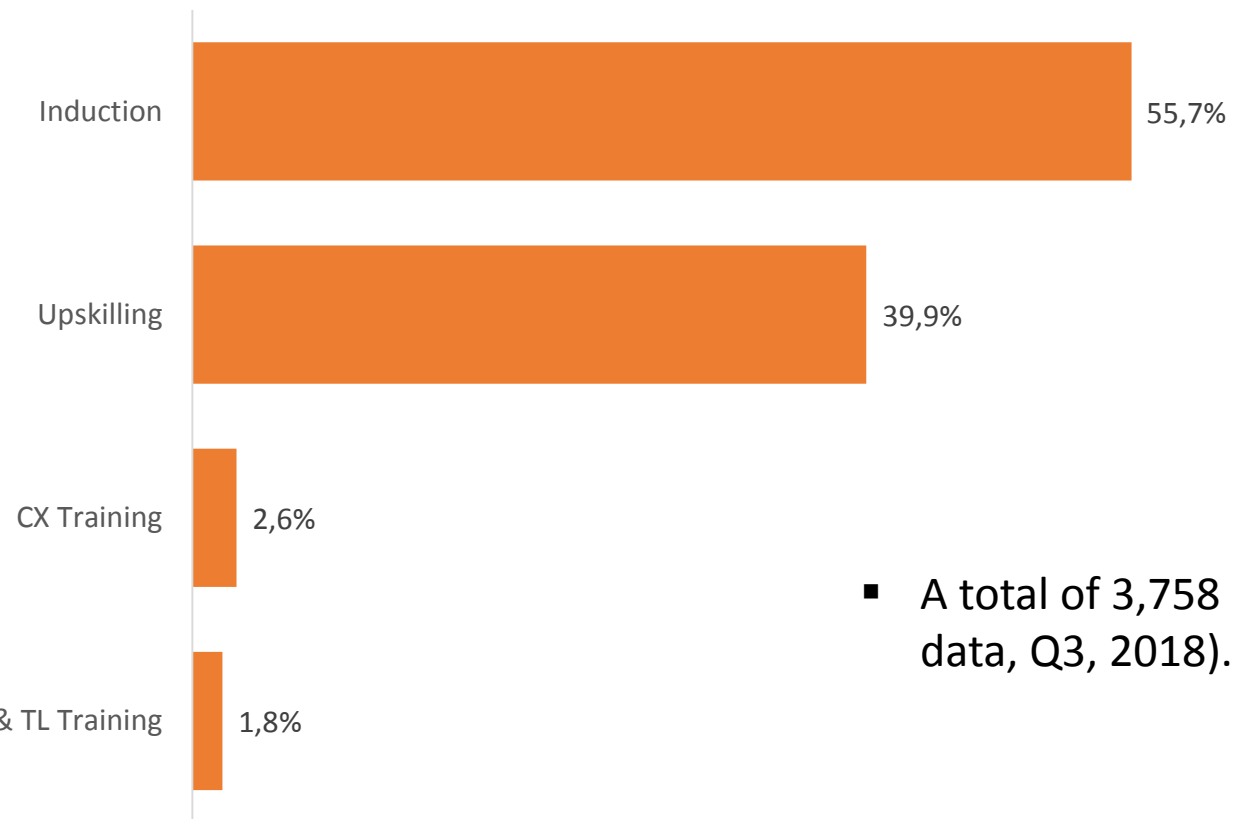
Sector breakdown by gender



- Of all the employees in the sector, 64% are female and 36% male (dti data, Q3, 2018)

Training in the sector

Training in the quarter



- A total of 3,758 people were trained in the quarter (dti data, Q3, 2018).