



Business Process  
Enabling  
South Africa

# GBS SECTOR REPORT

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QUARTER FOUR

OCTOBER – DECEMBER 2018

# South African GBS jobs report

## Introduction

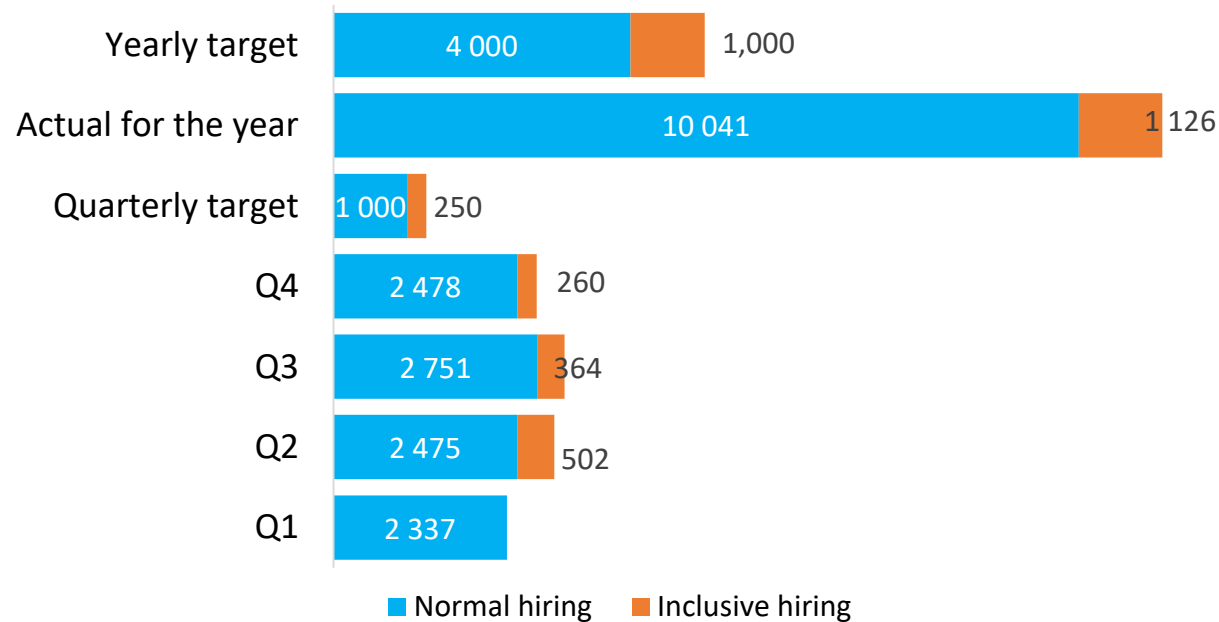
- ❖ This report has been produced by BPESA to provide data / information on new international jobs created in the GBS sector in South Africa during the fourth quarter of 2018 which runs from October to December 2018.
- ❖ The data was sourced from all known operators creating international jobs. Data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

## Report summary

- ❖ A total of 2,738 jobs were created in the quarter, against a target of 1,250.
- ❖ A total of 260 jobs were through inclusive hiring, against a target of 250.
- ❖ A total of 11,167 jobs were created in the period 1 January to 31 December 2018.
- ❖ Outsourcers accounted for 2,691 new jobs and captives 47 in the quarter.
- ❖ KwaZulu-Natal accounted for 1,232 jobs, with Western Cape contributing 1,137, Gauteng 338 and Eastern Cape 31.

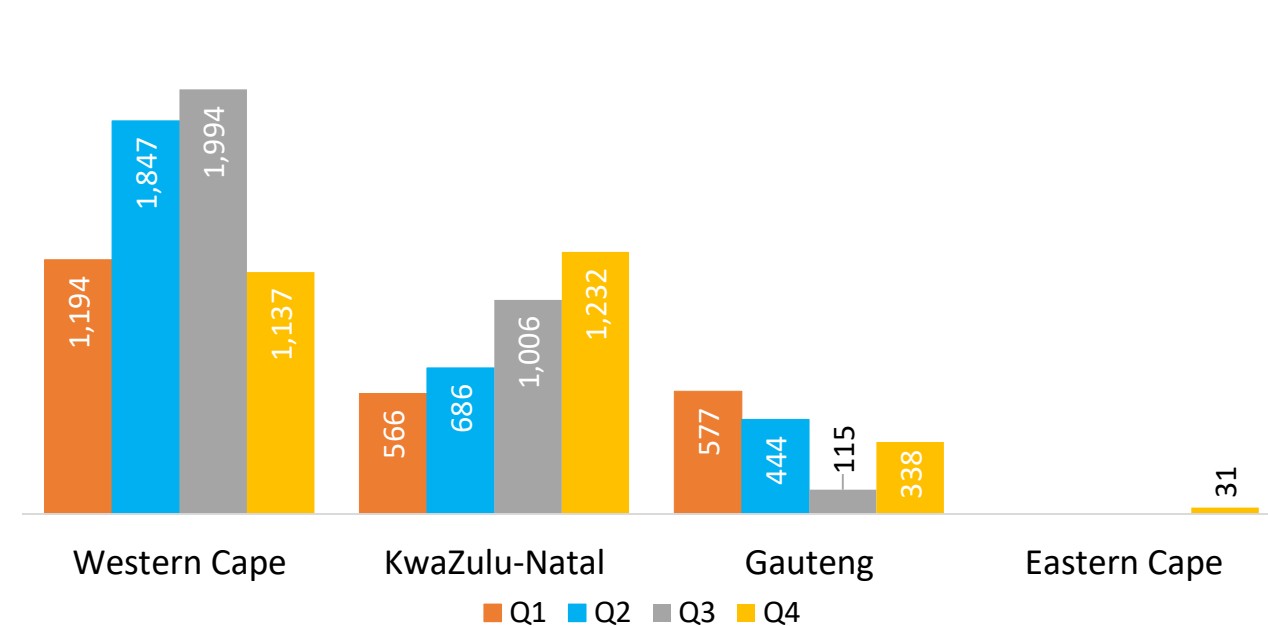
# New GBS jobs created in Q4

## Offshore quarterly job movement



- A total of 2,738 jobs were created of which 260 were through inclusive hiring.
- There are 11,167 new jobs in the year, of which 1,126 were through inclusive hiring.
- Inclusive hiring is based on dti data and extrapolated to apply to the consolidated report

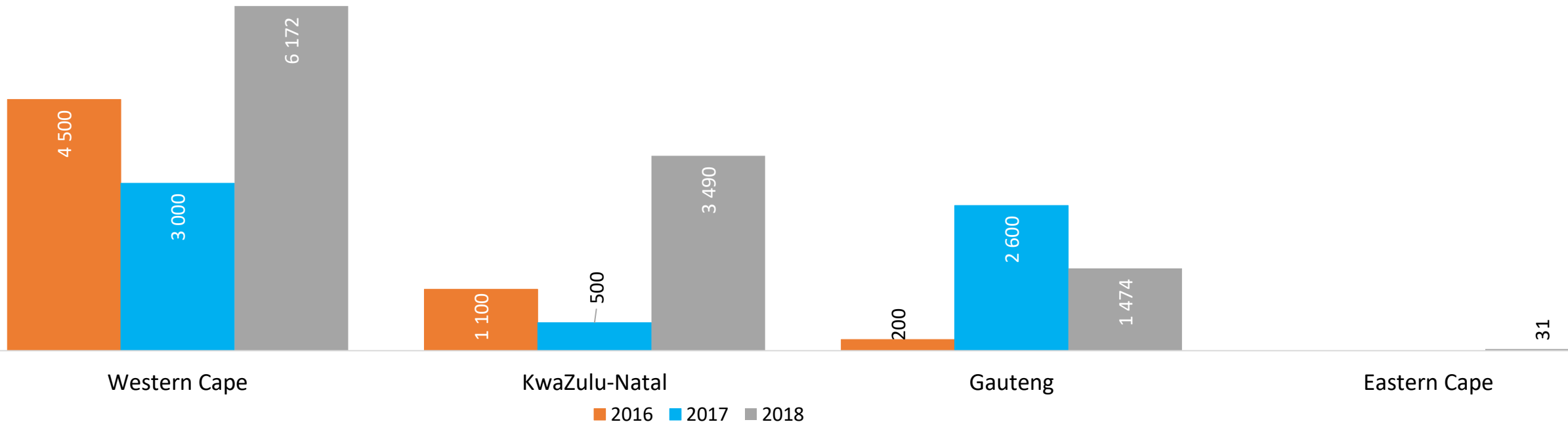
## New jobs created by region



Total jobs created per region:

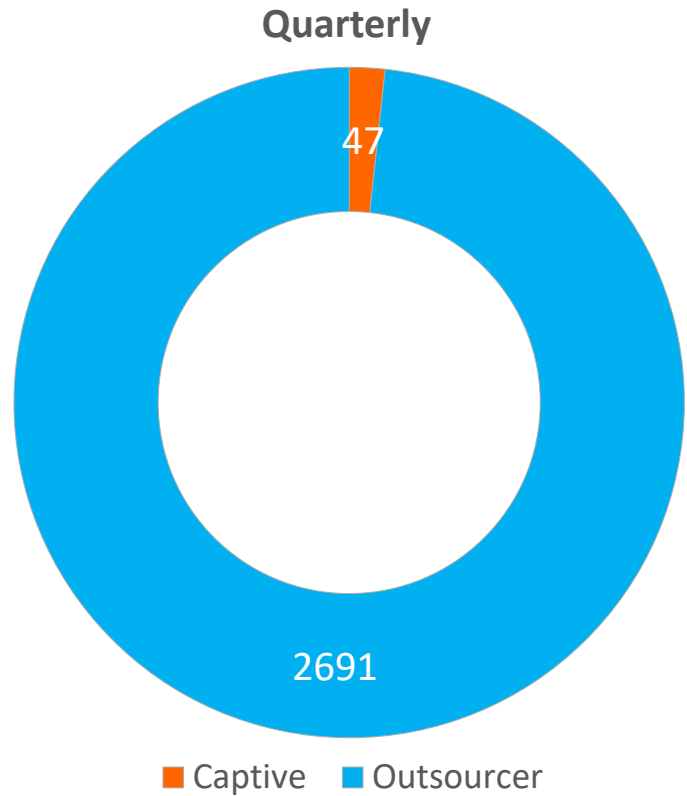
- Western Cape = 6,172
- KwaZulu-Natal = 3,490
- Gauteng = 1,474
- Eastern Cape = 31

# Total GBS jobs created

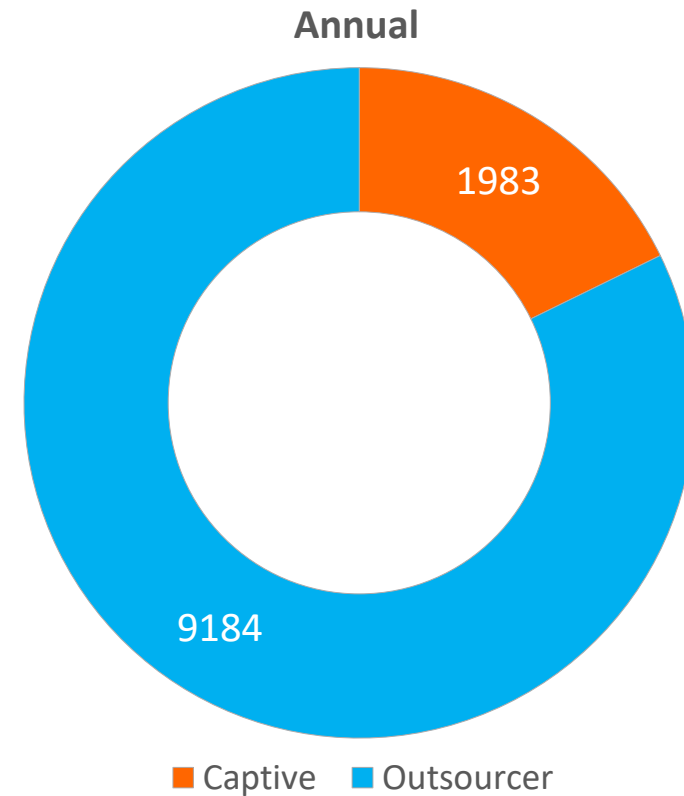


- The Western Cape accounted for 55.3% of the total number of jobs created, followed by KwaZulu-Natal, Gauteng and Eastern Cape, at 31.3%, 13.2% and 0.3% respectively.
- The Eastern Cape has joined other provinces in creating jobs through Foreign Direct Investment by contributing 0.3% of the new jobs created.

# New jobs created by operation type



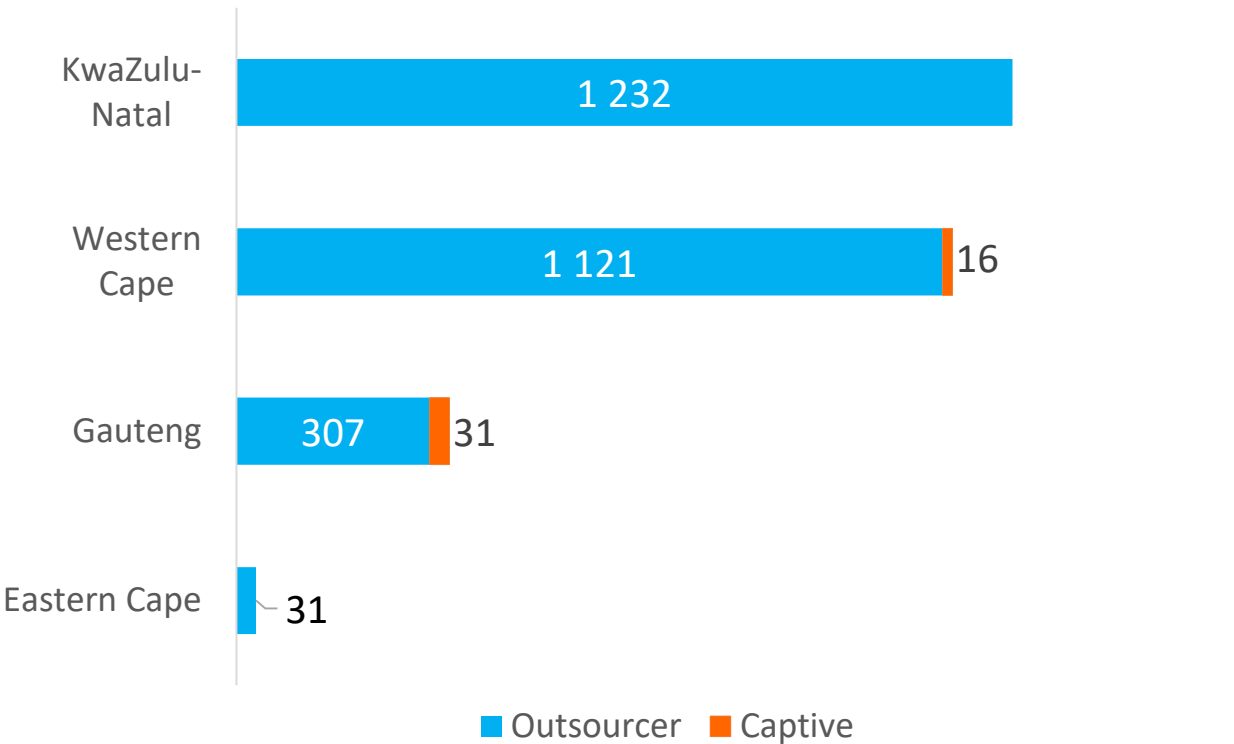
- Quarterly 98% of the total jobs were created by outsourcers.



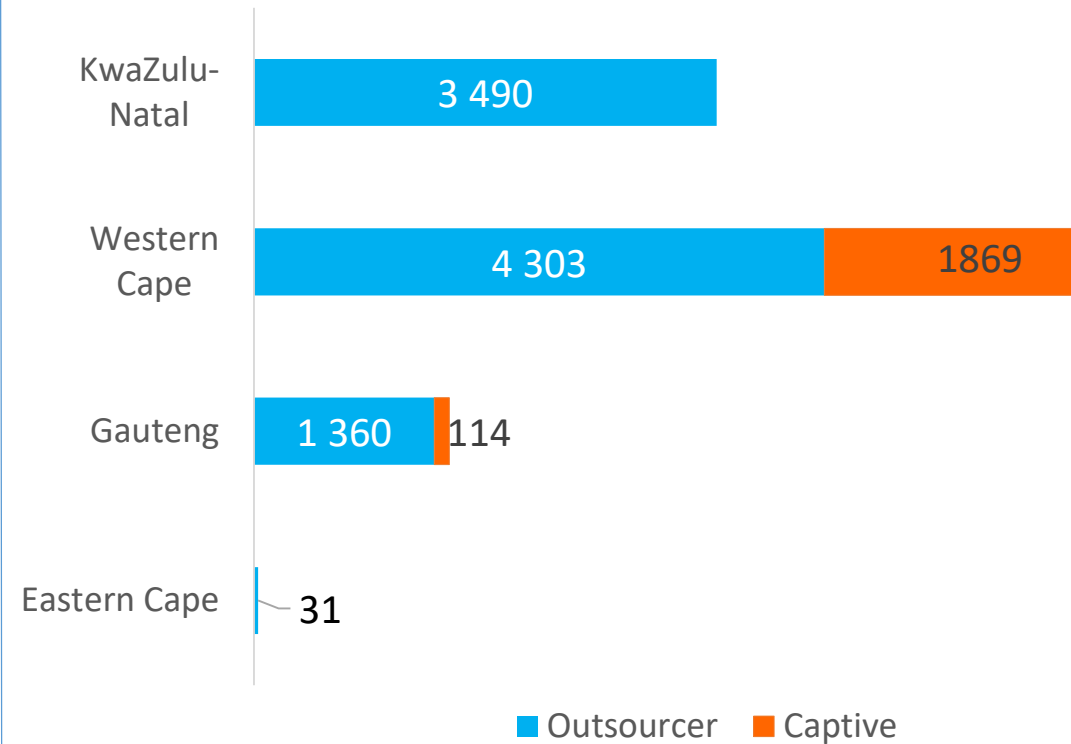
- Annually, 82% of the total jobs were created by outsourcers

# New jobs created by operation type (per region)

## Quarterly

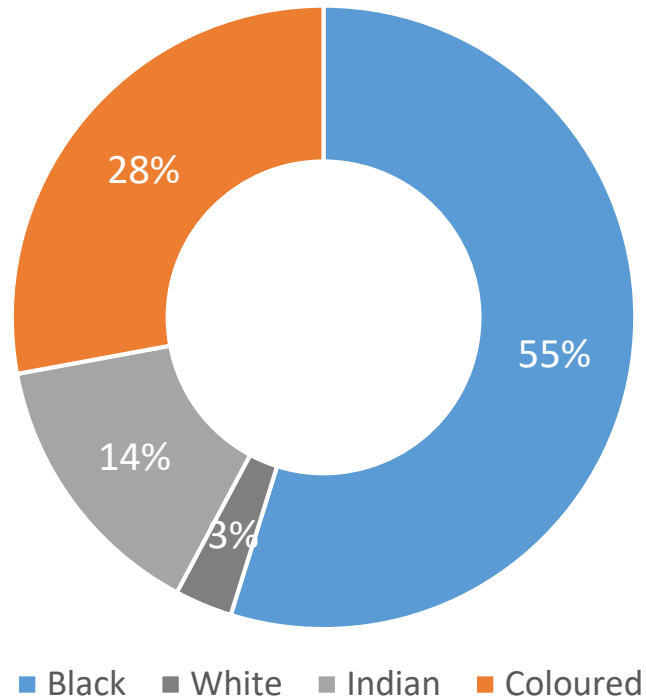


## Annual



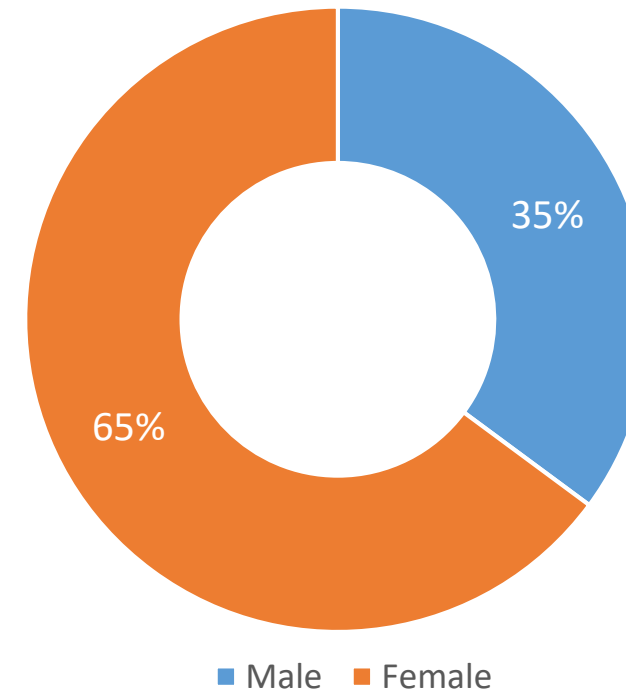
# Sector profile by race

Sector breakdown by race



- Overall racial profile of the sector shows that 55% are Black, 28% Coloured, 14% Indian and 3% White (dti data, Q4, 2018).

Sector breakdown by gender



- Of all the employees in the sector, 65% are female and 35% male (dti data, Q4, 2018)