



Business Process  
Enabling  
South Africa

# BPO SECTOR REPORT

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## QUARTER TWO

April – June 2018



# South African BPO preliminary jobs report

## Introduction

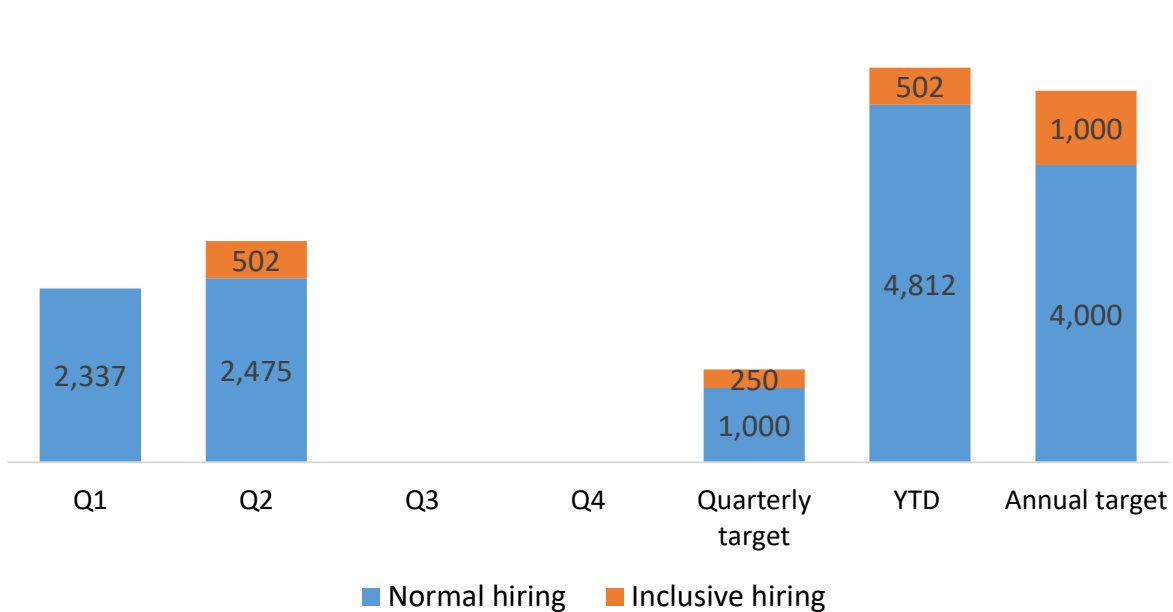
- ❖ This report has been produced by BPESA to provide data / information on new international jobs created in the BPO sector in South Africa during the second quarter of 2018 which runs from April to June 2018.
- ❖ The data was sourced from all known operators creating international jobs. Data from both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

## Report summary

- ❖ A total of 2,977 jobs were created in the quarter, against a target of 1,250.
- ❖ A total of 502 jobs were through inclusive hiring, against a target of 250.
- ❖ The YTD jobs created were 5,314.
- ❖ Outsourcers accounted for 2,512 new jobs created while captives created 465 jobs.
- ❖ The Western Cape accounted for 1,847 jobs, with Gauteng and KwaZulu-Natal contributed 444 and 686 respectively.

# New BPO jobs created in Q2

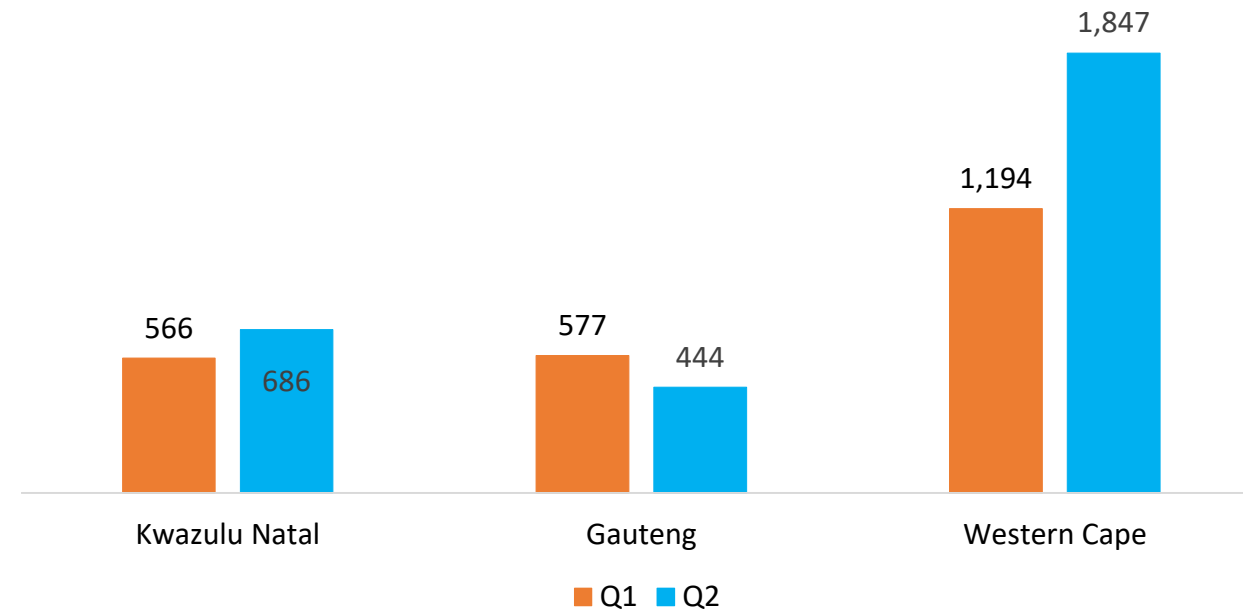
## Offshore quarterly job movement



- A total of 2,977 jobs were created of which 502 were through inclusive hiring.
- There were 5,314 YTD new jobs of which 502 were through inclusive hiring.

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

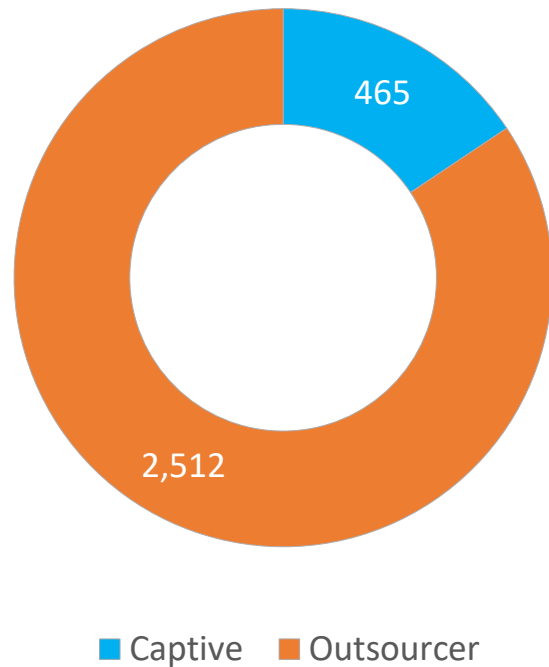
## New jobs created by region



- The Western Cape accounted for 1,847 jobs, with Gauteng and KwaZulu - Natal contributing 444 and 686 to job growth respectively.

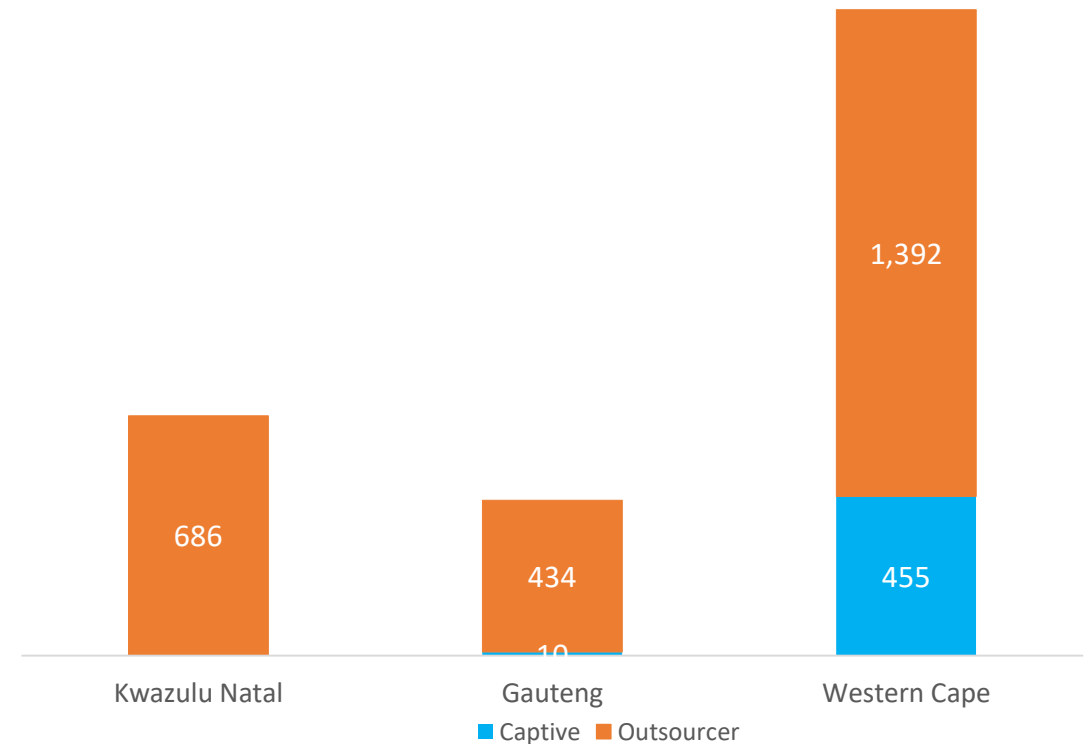
# New jobs created by operation type by region

## New jobs created by operation type



- Outsourcers accounted for 2,512 jobs while captives created 465 jobs in the quarter.

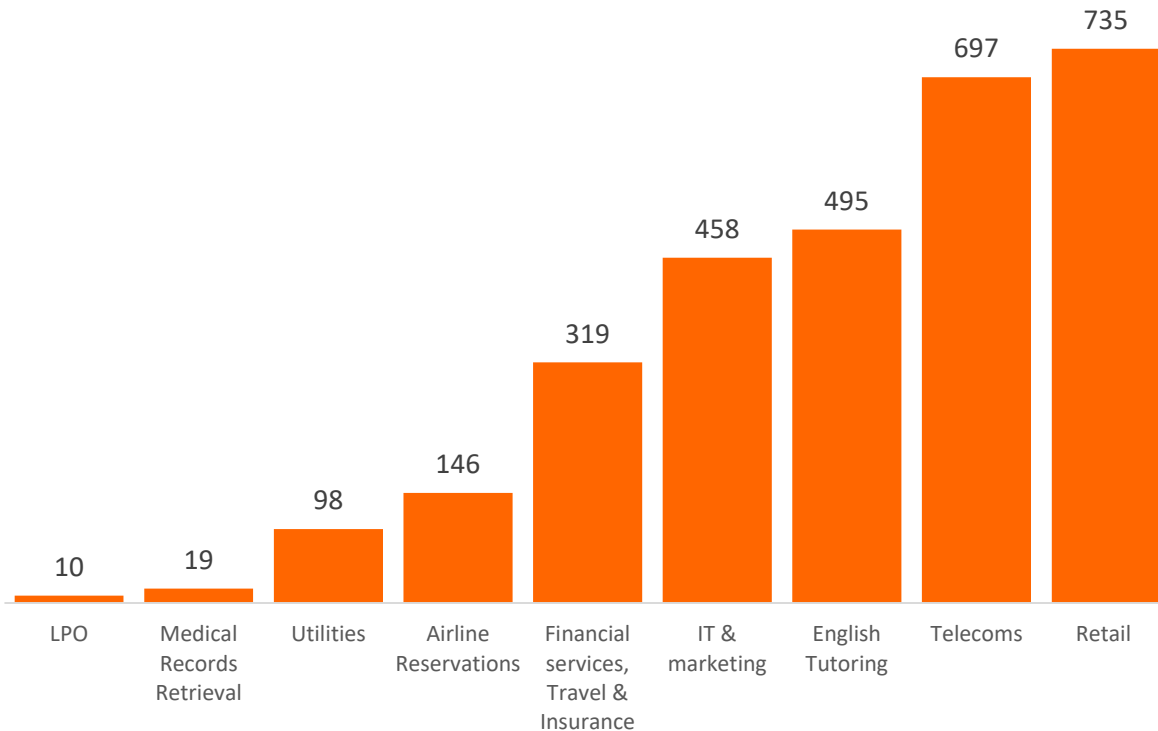
## New jobs created by operation type by region



- Western Cape accounts for the highest number of jobs created in outsourced campaigns, with 1,392, followed by KZN and Gauteng with 686 and 434 respectively.

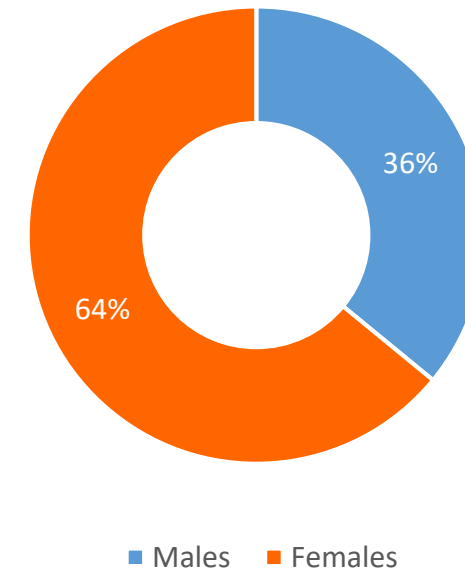
# New jobs created by sector and sector breakdown by gender

## Jobs created by sector



- The Retail sector accounted for the highest number of jobs created.
- The three top job-creation sectors are Retail, Telecoms and English tutoring.

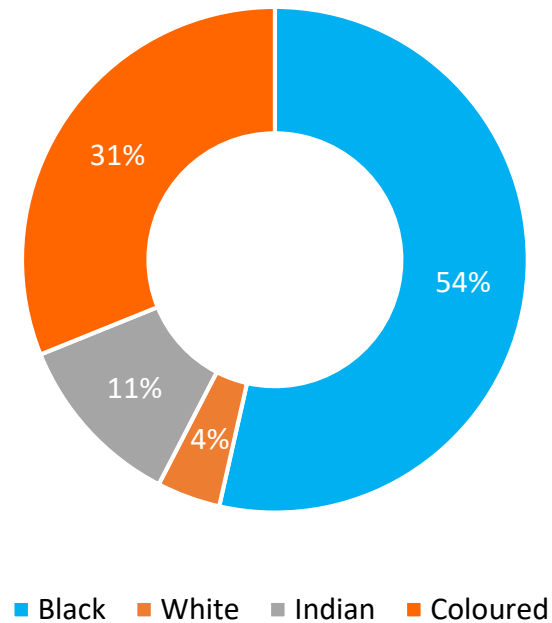
## Sector breakdown by gender



- Of all the employees in the sector, 64% are females while 36% are males (DTI data, Q2, 2018)

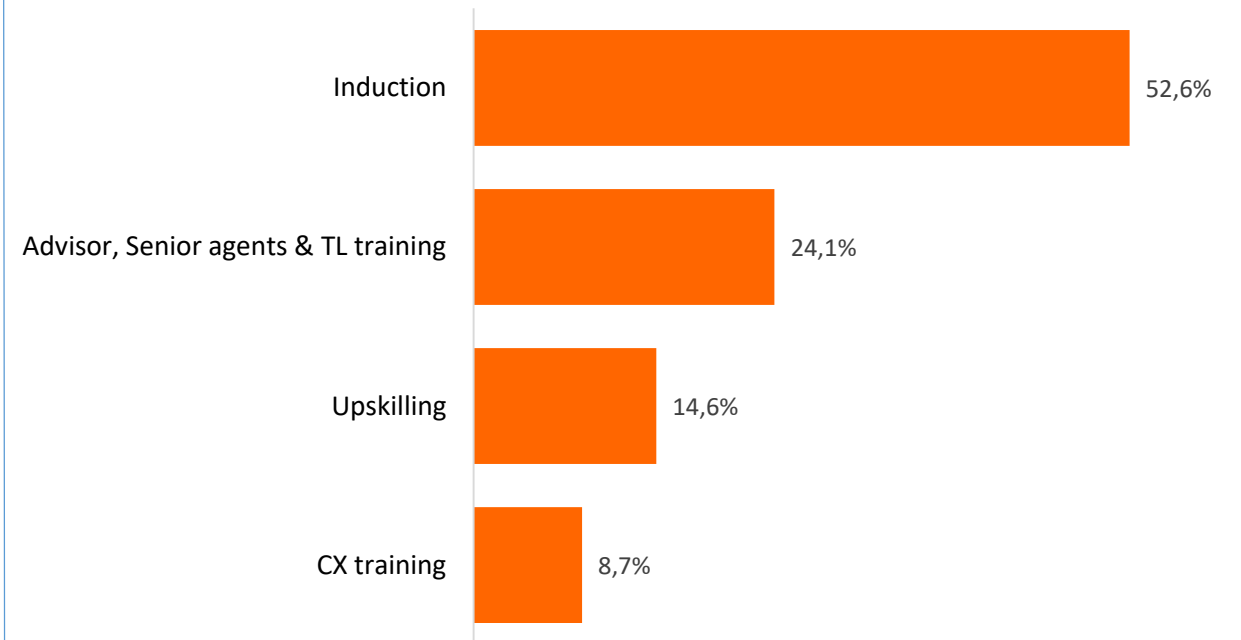
# New jobs created by sector

## Sector breakdown by race



- Overall racial profile of the sector shows that 54% are black, 31% coloured, 11% Indian and 4% White (DTI data, Q2, 2018).

## Training in the quarter



- A total of 6,455 people were trained in the quarter (DTI data, Q2, 2018).