NATIONAL INFORMATION TECHNOLOGY AUTHORITY-UGANDA

REPORT ON THE

CURRENT EMPLOYMENT STATUS OF BUSINESS PROCESSING OUTSOURCING (BPO) TRAINEES

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CHAPTER ONE

1.0 Introduction

The Government of Uganda embraced the integration of Information and Communications Technology (ICTs) into the framework and identified the same as an enabler for development of a country that will substantially spur growth, increase incomes and employment through skilled and semi-skilled job creation. The BPO industry was particularly considered as one of the strategic interventions to create employment and enhance people's incomes, especially among the youth.

Government through the Ministry of Information and Communications Technology developed a BPO Strategy and Model envisaging the need for Government to partner with the private sector and provide support in a number of areas like infrastructural development, Human Resources Development, enterprise development, marketing BPO services and creating an enabling environment for BPO sustainability and growth.

In line with the above, the School of Computing at Uganda's Makerere University, a leading computing school in East Africa, collaborated with Orion Outsource World as well as the African BPO Academy offered a special training course program to 485 students in the initial phase. The purpose of the training is to address the skills gap that several African operators confront in comparison to leading BPO services providers in countries like India, Egypt, South Africa, Mauritius and Malaysia.

The students went through the fundamentals of employment in the BPO industry, how to handle diverse cultures and global markets in a 24X7 environment as well as working with dissimilar technologies.

The major objective of this training program was to provide these youths with vital skills to be able to handle the tests of working with no personal meeting with the individuals they would be providing services.

In light of the above exercise, it is important to conduct a research in order to establish the current employment status of the students who underwent the BPO Training (even before the BPO Centre is opened). This should assist in providing scientific evidence of the impact of the BPO Training Initiative towards employment improvement and subsequently guide in planning of future trainings.

1.1 Objectives of the survey

The main objective of the survey was to establish the impact of the BPO training done by Makerere University.

Specific Objectives:

- To establish the employment status of all the students that did the BPO training
- To establish if they have benefited from the training
- To establish how many are working in the BPO sector
- To consolidate information regarding the BPO training
- To liaise with Makerere University for the BPO trainee Database

1.2 Methodology

A database of 422 BPO trainees was obtained from Makerere University. A simple data collection instrument (questionnaire) was developed and emailed to all those BPO students that had email addresses from the database in October. This approach was combined with follow up phone calls to all those students that did not respond as expected and even those that did not have emails but had phone contacts.
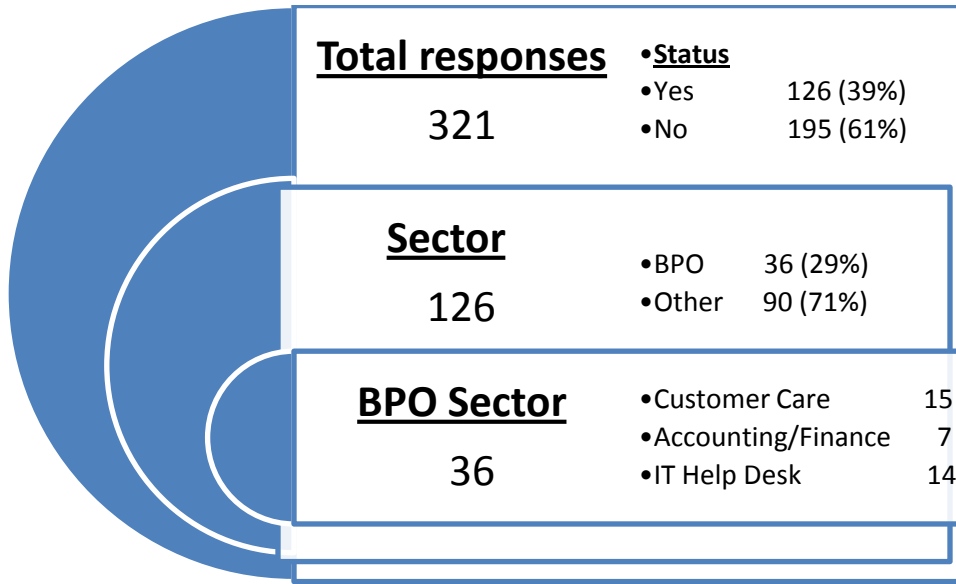
CHAPTER TWO: SURVEY FINDINGS

Out of the 399 emails that were sent, only 131 students managed to provide responses accounting for about 33% response rate for the online approach. A total of 190 students responded to phone calls bringing the total number of responses to 321.

2.1 Number of BPO Trainees by Vertical

Customer Care	208
IT Help Desk	161
Accounting/Finance	53
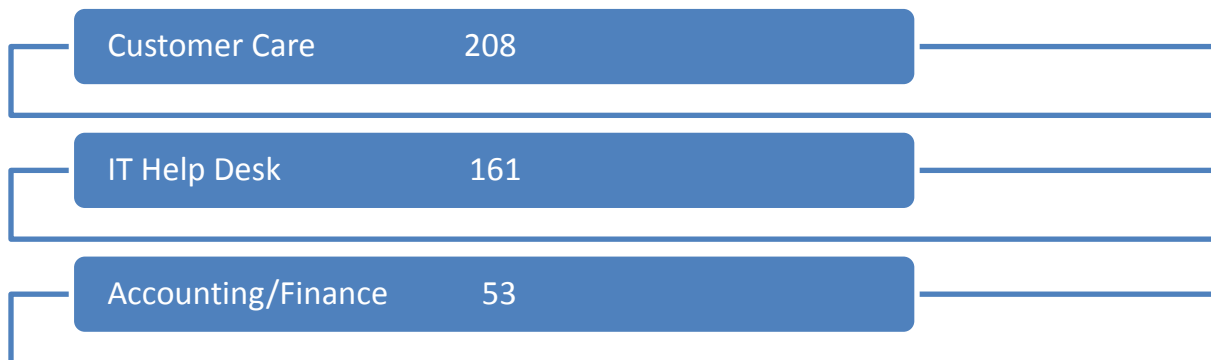
The above figure shows the number of students trained in different BPO verticals In total, 422 students were trained with the biggest number 208 (49%) for customer care, 161(39%) students for IT help desk while 53 (13%) students were trained in handling accounting and finance.

2.2 Current Employment status of BPO students

Total responses 321	• Status • Yes 126 (39%) • No 195 (61%)
Sector 126	• BPO 36 (29%) • Other 90 (71%)
BPO Sector 36	• Customer Care 15 • Accounting/Finance 7 • IT Help Desk 14

It is noted from the figure above that of 321 BPO trainees who took part in the follow up exercise, 126 (39%)trainees were employed while 195 (61%) were not. Out of those students that were employed, 36 (29%) were in the BPO sector while 90 (71%) were in other sectors like education, health, security, finance etc. Among those that were employed in the BPO sector, 15 were in the customer care vertical, 14 were in IT help desk vertical while the least employed were in the accounting and finance vertical.

The BPO sector employment according to the findings accounts for 8% of all the students that took part in the training exercising.

2.3 BPO training usefulness and inclination (N=321)
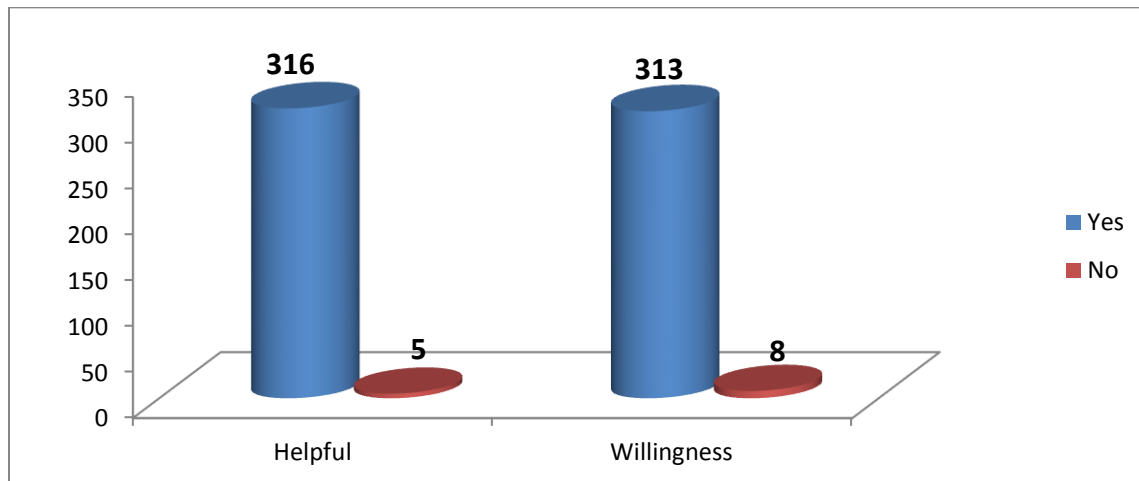
The graph above shows that 316 (98%) trainees found the training very helpful especially those that were already employed while overwhelmingly 313 (97%) expressed willingness to work in the BPO sector if an opportunity arose.

CHAPTER THREE: CONCLUSIONS AND RECOMMENDATIONS

3.1 Conclusions

➢ The biggest number (208) were trained for customer care, 161 students for IT help desk while 53 students were trained in accounting and finance.
➢ Only 39% (126) of all the 321 BPO trainees that took part in the study were employed and with 8% of the all the students that took part in the training program employed in the BPO sector.
➢ Over 90% of the trainees found the training very helpful and are willing to work in the BPO sector at the slightest opportunity.
➢ It was established that 97% were still waiting for NITA-U to provide the BPO jobs promised

3.2 Recommendations

➢ Further follow up of trainees to establish the kind of benefits that they received after the training

➢ The unemployed trainees should be absorbed by the upcoming BPO companies

APPENDIX: Questionnaire

BPO training follow up Interview

NITA-U is conducting a follow up exercise for the BPO training that you received early this year.

Kindly answer the questions below and send feedback to richard.ruganda@nita.go.ug and copy to gloria.kansiime@nita.go.ug as soon as possible.

Name:………………………………………………………….

Vertical:………………………………………………………..

Q1a. Are you currently employed? *Employment Definition; A measure for a person who works for an hour or more a week for pay or profit*   [Check appropriate Box]

1. Yes   ☐
2. No   ☐ *(if No skip to Q2)*

Q1b. If yes, in which sector are you employed? [Check appropriate Box]

1. BPO Sector   ☐
2. Other (*specify*) ☐

Q1c. If employed in BPO sector, name the vertical

   ………………………………………………………….

Q2a. If you are called upon, would you be willing to work in the BPO Sector?

1. Yes   ☐
2. No   ☐

Q2b. Was the training helpful? [Check appropriate Box]

1. Yes   ☐
2. No   ☐

Q2c. If No in Q2b, give reasons why?

   ………………………………………………………………………………………………………

   ………………………………………………………………………………………………………

THANK YOU FOR YOUR COOPERATION