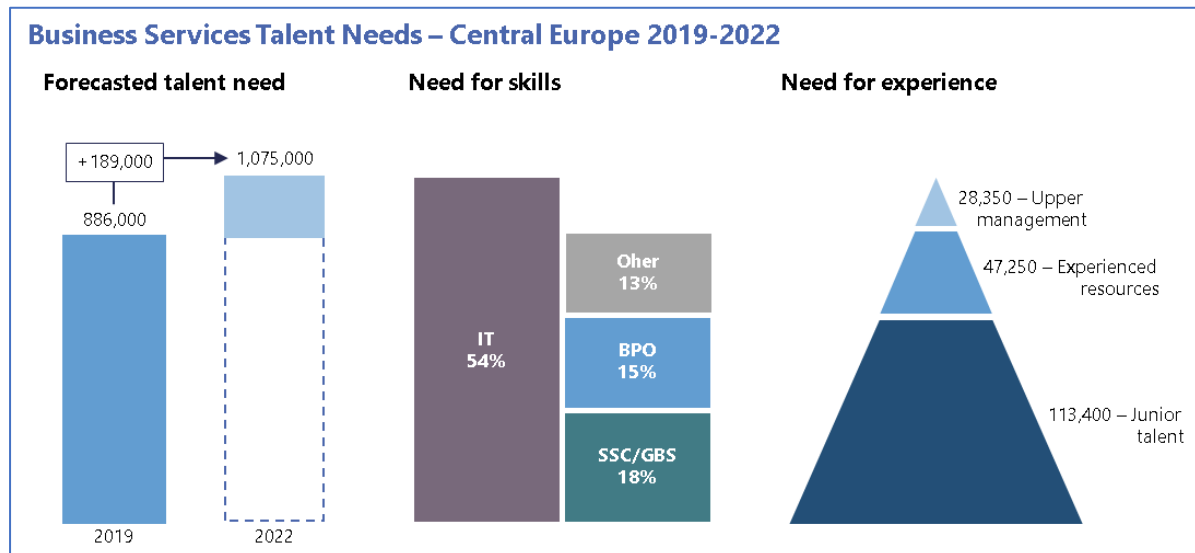


Wanted: +190,000 employees by 2022

Across Central Europe the Business Services Sector (BSS - comprising shared services, global business services, BPO-operations, IT and R&D) long reported annual employment growth in the 10 to 15% range. With notable differences between countries – and between cities. Till early 2020.



Through 2022 employment is poised to yearly grow between 4 and 11%, according to country officials and sector associations. These data, drawn from the recent ABSL report on EMEA's Business Services Destinations, paint a grim outlook for BSS recruitment.

They imply that through the next three years the sector will need to recruit an additional 189,000 employees. A staggering number. In many ways.

For one, a simple triangulation of the report's data suggests that this calls for at least 34,000 IT-skilled talents to join the BSS each year. Through that period, the region's universities and technical schools will annually deliver around 41,400 new IT graduates to the market.

Sounds good? Then just consider that other industries will also chase this talent. Definitely in times where all corporations are embracing digital. To make things worse for the BSS, those industries will possibly have deeper pockets when it comes to offering employee compensation and benefits. And IT is but one example.

But it is not just about recruiting graduates. To further its growth, the BSS also needs experienced resources. Think senior specialists, team leaders and center leaders. Around 76,000 of them, based on a typical BSS center's staffing pyramid. Even if these extrapolations are off by 50%, half of that number still remains any recruiter's challenge.

Searching for talent off the beaten path could be part of the solution. Destination options are manifold. The last two decades have seen Central Europe's number of BSS destinations increase exponentially. From barely 10 at the turn of the century to more than 200 today. But these cities all offer different BSS ecosystems, and one company's choice may not necessarily work for the next one.

Clearly, to recruit an additional 189,000 employees by 2022 BSS leaders will need a new set of recruitment, sourcing, and location strategies.