



# **What does business want and why**

## **BPO/SSC and IT/ITO sector skills balance**

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**what is the single, **most**  
**important quality** employers are  
looking for in an entry-level job  
candidate?**

**what is the single, most  
important quality that seems to  
be **hardest to find?****

**what can you do to give your  
career a boost?**

# ACKNOWLEDGEMENTS

## Municipality of Kraków

### ASPIRE

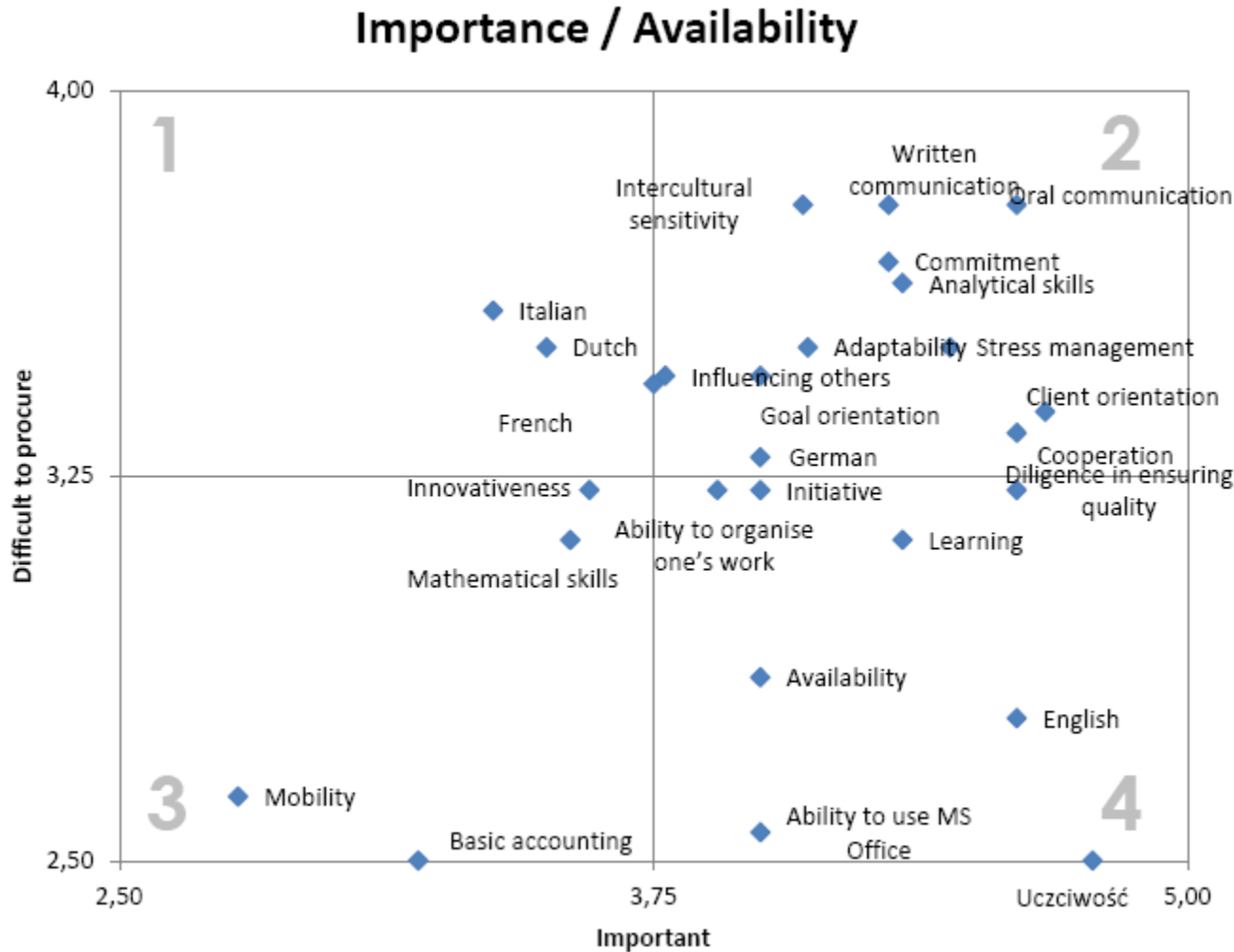
**18 companies from the SSC, BPO, IT and ITO sectors:** Alexander Mann Solutions, Aon Hewitt, ArcelorMittal SSC, Capgemini, Capita (Polska) Sp. z o.o., Cisco Systems Poland, EDF Polska CUW, EPAM Systems Poland, Google, Hitachi Data Systems, HSBC, Motorola Solutions, IBM BTO, International Paper Company, Lumesse, Shell BSC, Sii oraz State Street Services Poland

**9 universities** (215 specializations), **3 language colleges:** AGH University of Science and Technology, University School of Physical Education in Cracow, Andrzej Frycz Modrzewski Kraków University, Tadeusz Kościuszko Cracow University of Technology, Cracow University of Economics, Jagiellonian University, Pedagogical University of Cracow, University of Agriculture in Kraków, and School of Banking and Management



**what does business want**

# General results: Demand (BPO/SSC)\*

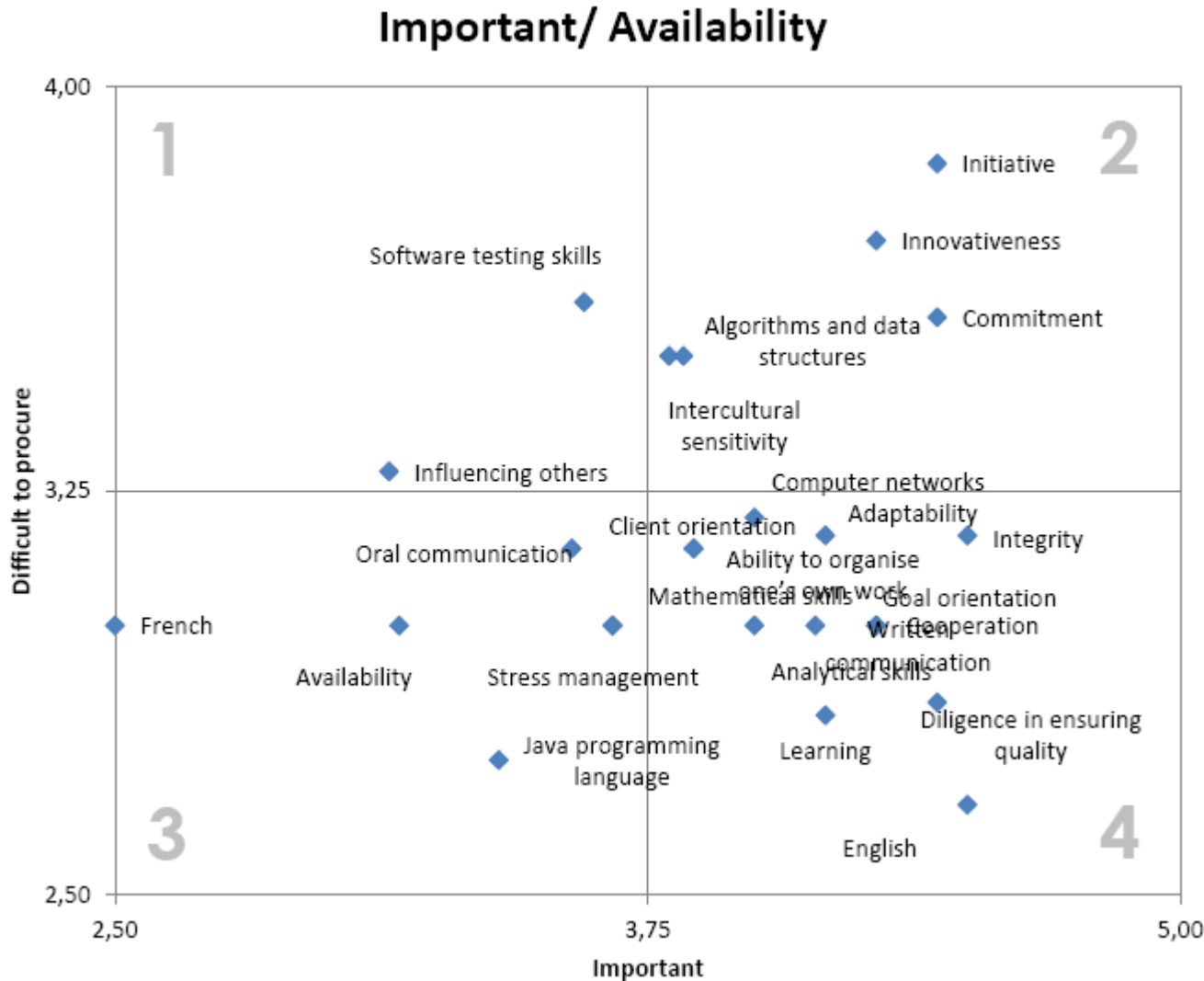


## Critical competencies (important and difficult to procure):

- Communication (oral and written)
- Commitment
- Analytical skills
- Stress management
- Adaptability
- Goal orientation
- Client orientation
- Intercultural sensitivity
- Cooperation
- Influencing others
- German

\* Translation: ASPIRE

## General results: Demand (ITO/IT)\*



**Critical competencies**  
(important and difficult to procure):

- Initiative
- Innovativeness
- Commitment
- Algorithms and data structures
- Intercultural sensitivity

**Hard competences**

- C/C++ programming language
- Java programming language
- Computer networks
- Algorithms and data structures
- Software testing skills
- SharePoint, ASP.NET, Selenium, HTML, JavaScript, C# and SQL



## General results: qualitative approach

### Graduate strengths :

- high level of knowledge
- good technical education of engineers
- considerable openness
- competent work organisation and task planning
- high flexibility
- creativity
- high language skills in linguists

### Graduate weaknesses:

- communication
- influencing others
- team work
- receiving feedback
- commitment
- practical application of knowledge
- work experience
- English offered by linguists



**what will be important**

**BPO/SSC**

**Innovativeness**

**Influencing others**

**Economics**

**Coping with stress**

**Initiative**

**IT/ITO**

**Innovativeness**

**Self-organization**

**Cooperation**

**Learning**

**Initiative**

**Written communication**

**Goal orientation**

**Engagement**

**English**

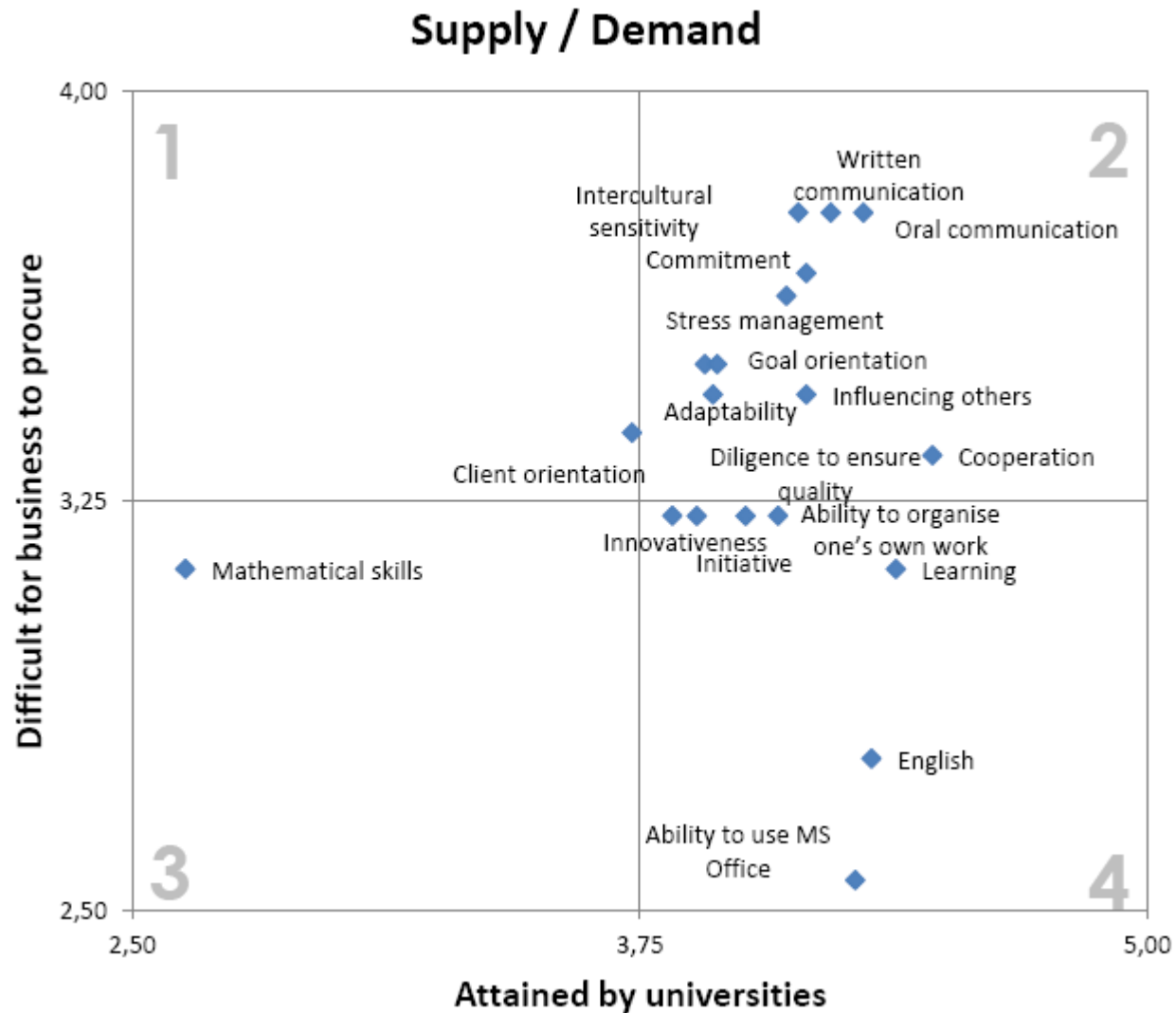
**Oral communication**

**Cultural sensitivity**

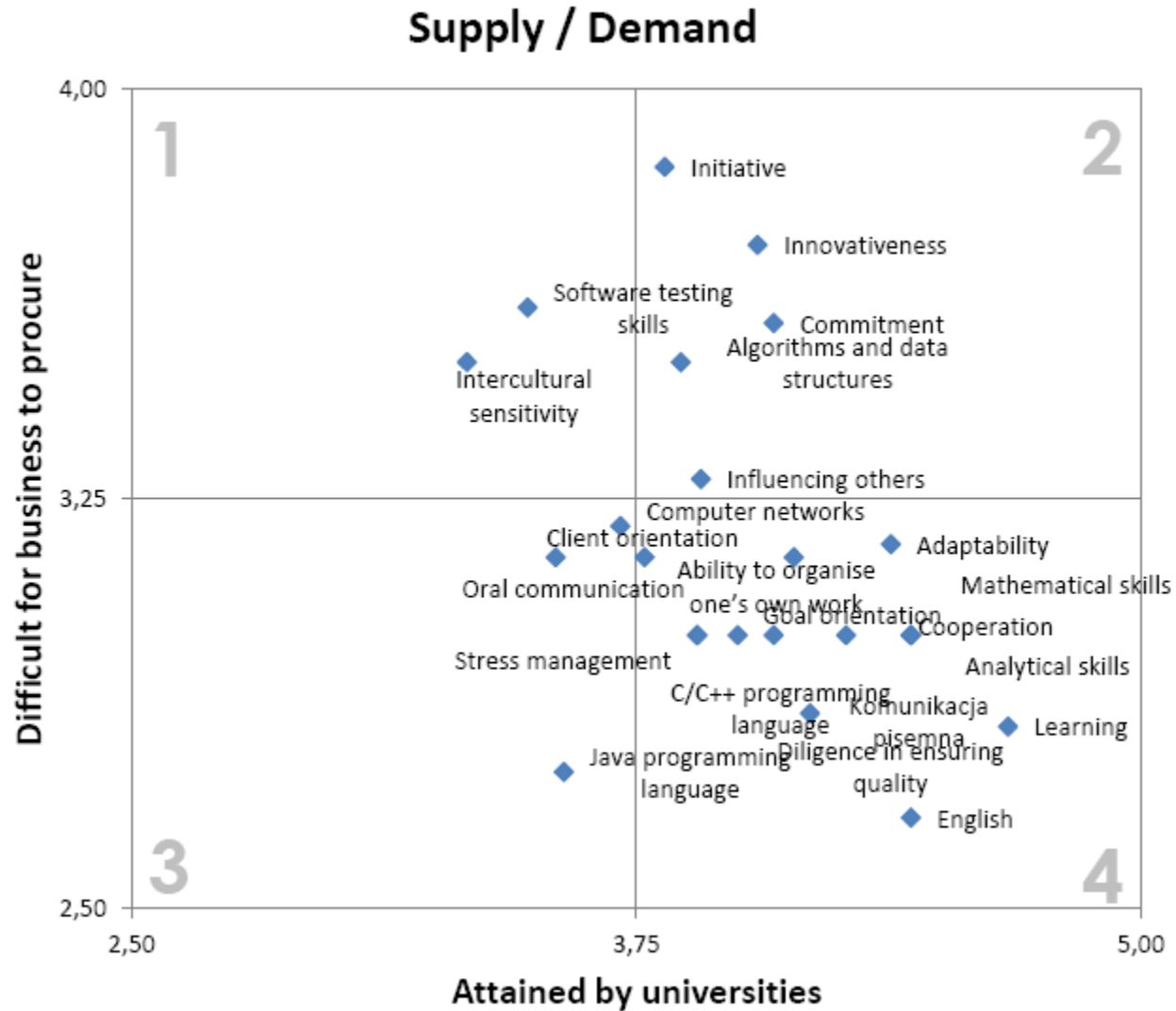


**what might be problematic**

# BPO/SSC sector skills balance



# ITO/IT sector skills balance





**what's in it for me?**

**ORGANIZATIONS = PEOPLE**

Organizations are social structures that are made by and for the people

**PEOPLE = COMPETENCIES**

Organization cares only about what you can do for them

**COMPETENCIES = BEHAVIORS**

What you can do for the organizations is manifested in behaviors

**BEHAVIORS = KSAOs**

Behaviors stem from the relevant knowledge, skills, abilities and other characteristics

**KSAOs = EXPERIENCE**

You develop your knowledge and skills by experiencing challenging situations



**utilize** opportunities provided by  
the universities

**ALL of them!**

**engage in in-class and extra  
projects**

**it'll result in:**

**portfolio**

**experience(s)**

**critical skills**

**transferable competencies**

**social network...**

**scientific circles, student organizations, student exchange**

**=**

**even more possibilities to acquire skills and use you knowledge in practice**

**second language is not a bad  
idea**

**utilize** opportunities provided by  
the companies

**let them know *you!***



**you're as good as projects you've  
managed to accomplish**



**why competencies are not enough?**

# **recruitment and selection basic rules**

**why should I care?**



**FLOW**

**you can use your skills in many  
different settings**

**adjust** and **be flexible** but do not  
forget to **influence** both  
academia and business  
environment

**Read the **report** – you might find  
it useful**

**Bilans kompetencji branż BPO i ITO w Krakowie**

**Study of competences in BPO and ITO in Kraków**

**[www.krakow.pl](http://www.krakow.pl)**