



**THE ICT SKILLS GAP IN THE ICT SECTOR:THE CASE OF BURUNDI**  
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**ECONET- LEO BURUNDI**

# KEY MESSAGE



- Evidence of ICT Skills Mismatch
- Evidence of Skills Shortage
- Staff & students comments
- Impact on ICT Sector Competitiveness
- Recommendation



# Evidence of ICT Skills Mismatch in Burundi

# Skills Mismatch



Skills mismatch refers to a situation where existing staff in firms, with the required level of education, do not have the skills they need to do their job effectively (Quality).

# Staff ranked having poor skills in key Positions



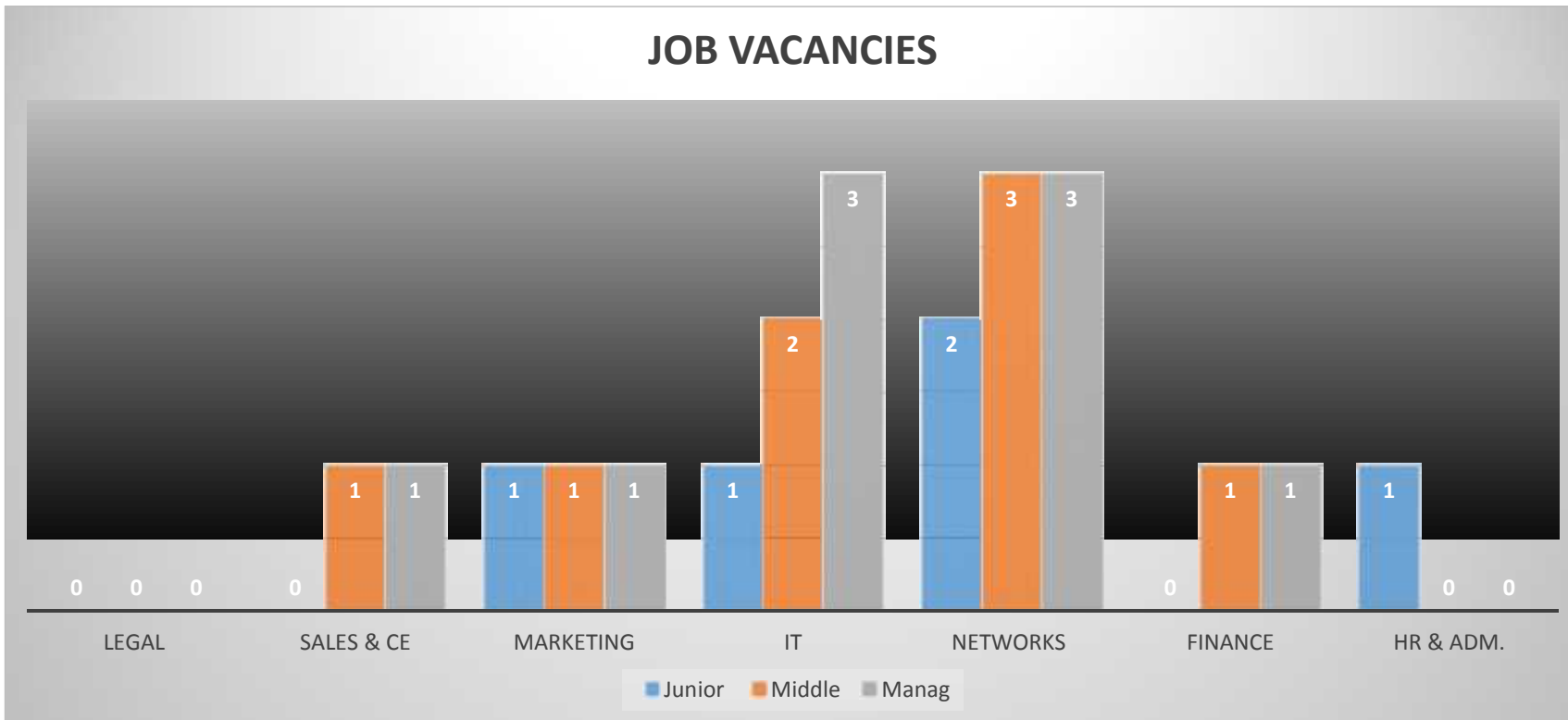
Departments	Poor Skills
Legal & Regulatory Affairs	0%
Sales & Customer Experience	2%
Marketing	10%
IT	23%
Networks	27 %
Finance	13,8%
HR & Administration	11%

# Evidence of ICT Skills Shortage

# Current Job Vacancies



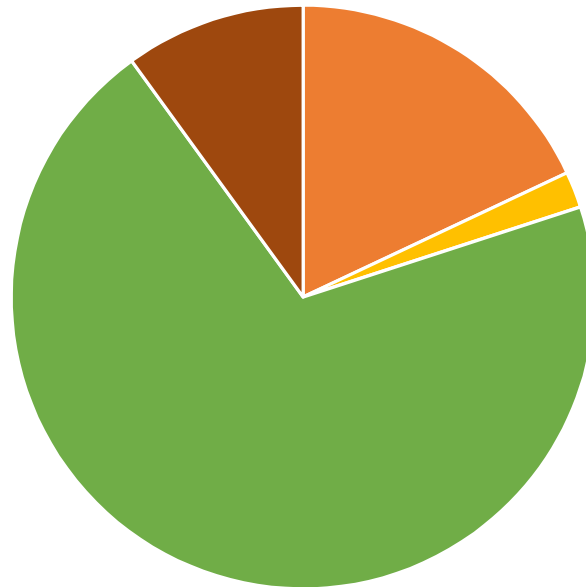
## JOB VACANCIES



Comment: High level of vacancies is in IT and Networks due to lack of required skills in Burundi Market

# Causes of Vacancies

Reasons of Vacancies %



- Applicant High wage demand
- University not producing sufficient number
- Applicant not have required basic skills
- High Turnover of new Recruits



# Difficulties in filling in the vacancies



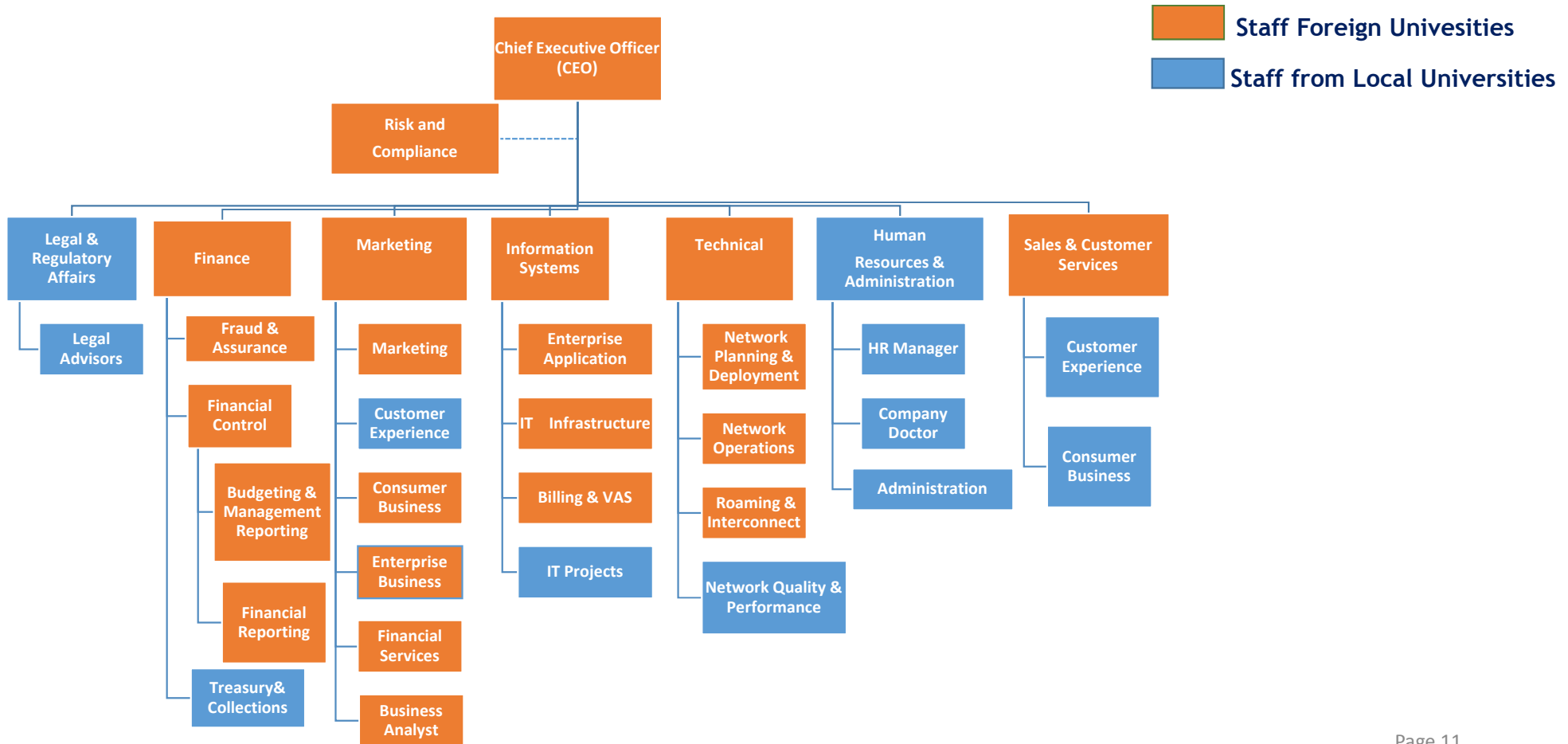
Time needed to fill in available positions? ICT %	ICT %	Non-ICT %
Junior staff	2-3 weeks	1week
Supervisory Position	1month	2weeks
Managerial Position	1-2months	3weeks
Executive Position	More than 2months	1month

# How do we find new Employees

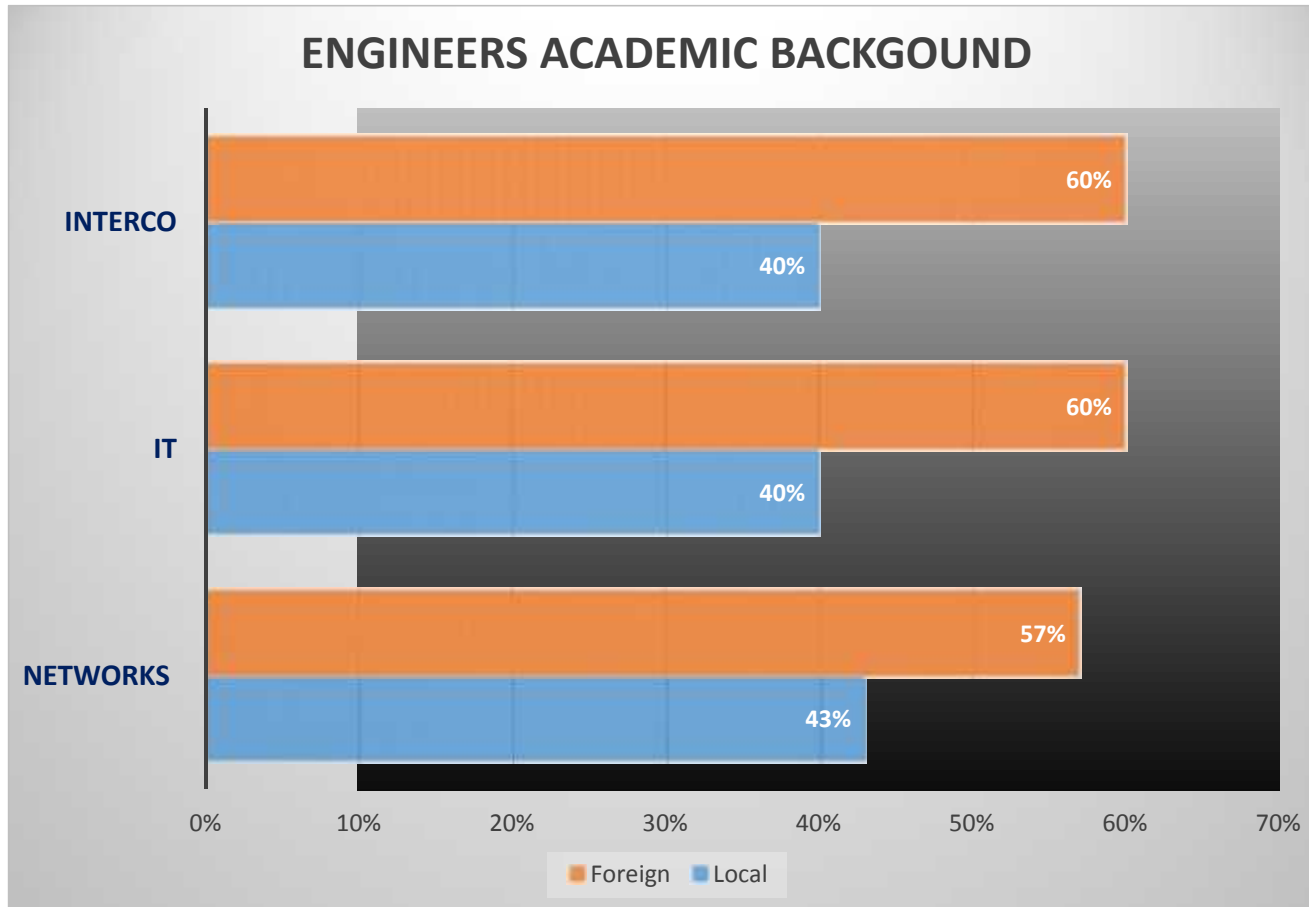


How do we find new Employees	ICT %	Non ICT %
Public advertisements	80%	20%
Attachment Programs	15%	85%
Head-hunting	80%	20%
Personal contacts and references	80%	20%
Initiative on the employee side	50%	50%

# KEY POSITIONS RECRUITMENT

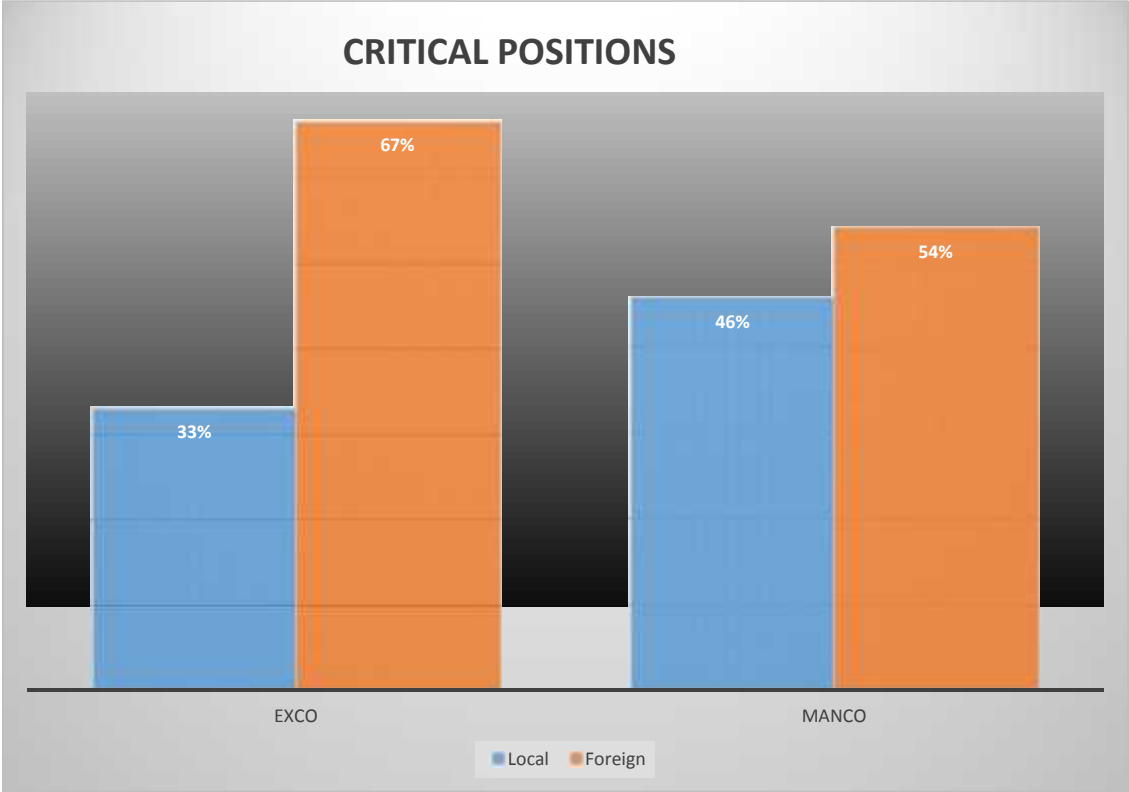


# ECONETLEO ENGINEERS ACADEMIC BACKGROUND



**These numbers are closed .  
This Clarify how skills are  
lacking in Burundi Universities.**

# ECONETLEO CRITICAL POSITIONS



**At Executive Level,  
Only 33% are local  
staff  
And 67% are foreign**

**At Management  
level(next level)  
46% are local and  
54% are foreign**

# Training Cost-% of Training Budget -2014



Training Cost	Local Trainings	External Trainings
Legal & Regulatory Affairs	1%	1%
Sales & Customer Experience	13%	9%
Marketing	15%	18%
IT	35%	34%
Networks	32%	24%
Finance	2%	10%
HR & Administration	2%	4%

# And Returns to Training are Substantial



- Employees with basic IT skills and advanced (e.g. programming) computer skills earn 10%;20% and 31% percent higher wages, respectively, than those with no computer skills.
- Workers who have received formal training from their current employers in the areas of technologies earn 30% percent higher wages, than those who have not received any training from these current employers.(Retention strategy)

High risk of Loosing critical skills



# Top three Reasons why ICT Lose staff



- Better offer in other sectors (The companies in the ICT sector find it harder to fill-in job positions, it takes them longer to do so)-scarcity of ICT qualified people
- Staff going back to school.Inflexibility of educational system which runs during the same working hours push them to resign.(Technology is moving fast and staff have to upskill themselves to be able to meet the required standards)
- Pressure of Work -ICT Sectors are very demanding(work- life balance is low)

Staff & student comments

# IT STAFF & STUDENT COMMENTS



## Maintenance

### Academic package

-Theories

-Workplace

-Practises

## Programming

### -Academic package:

Basic  
Program:C+,C++,Pascal,  
HTML

### Workplace

New Programs: JAVA,C  
SHOP; Dot Net;  
SGBD,SQL,ORACLE,PHP,  
....

## Networking

### Academic Package

-Non manageable Networks  
-Plug &play

### Workplace

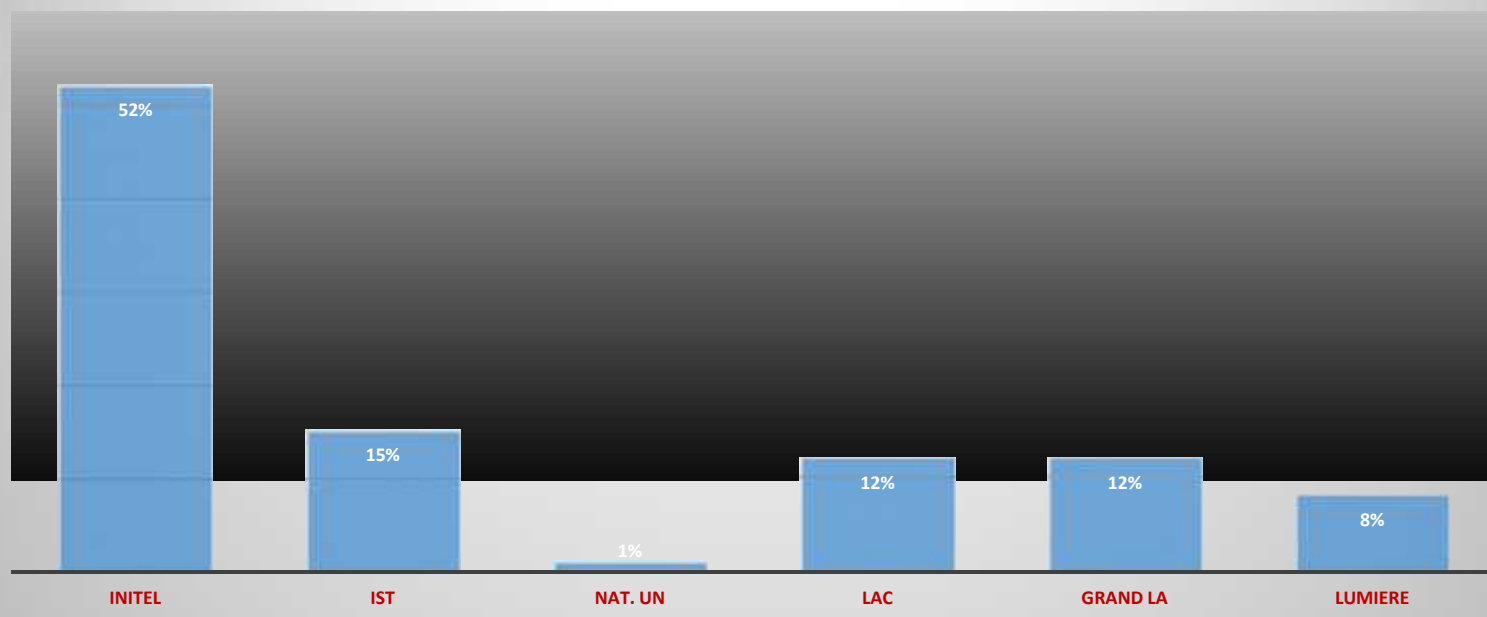
-Manageable  
Networks(configuration,..)

Some universities starts  
having manageable devices  
but they use simulation .

# OUR STUDENTS ATTACHES BACKGROUND



## OUR ICT ATTACHES BACKGROUND



- Our attaches are selected by an interview
- Successful ones get six(6)months attachment where they get a proper skills transfer program
- After six month each attachee is evaluated
- 98%of starting point positions are recruited from them

## HEAD OF INITELEMATIC VIEW -PRIVATE ICT UNIVERSITY



Mr.Sadock -Head of the School:

- Big challenge to adapt our academic program to the Market needs because of Budget issues
- Big challenge to have qualified &experienced teachers
- We pay them 15,000per hourx60hours of theories
- For practice ,we look for very cheap teachers with limited knoweldge
- We dodn't have modern labo because of limited budget
- We dodn't have any partneship with other Academic Institution for skills sharing
- We don't have support from Goverment
- We don't have partnership with Organizations to train our students except Econet Leo & Smart

## ECONET SKILLS GAPS ANALYSIS AND SUCCESSION PLAN -2013



### IN GENERAL:

- All recommended Successors have limitations in their Technical and Business Competences. Supervisors need to give a clear Development plan with a deadline.
- All recommended Successors need Leadership and supervisory Trainings. HR can deliver the Trainings.
- The only way we can challenge the competition and manage our Succession plan is to get the right people on the right Positions. There are some very critical skills in Leo, Africell and Smart. Taking them on Board can be very helpful.

# Impact on ICT Sector

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- Poor Performance
- Revenue Loss
- Poor competitiveness
- High training cost
- High consultancy cost
- High staff cost-Recruitment from outside the country(5% above the Budget)
- Burundi foreign law constraint towards Education level-contradiction(foreign staff should not be above 5% at each level)



# Recommendation

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- Burundi should focus on growing Burundi's ICT capabilities and skills in the workforce by adopting **an appropriate Education Policy.**
- Burundi should accelerate the development and implementation of the Technologies component in the Burundi Curriculum, with a particular **focus on computing skills and training of teachers.**
- Higher education institutions should **promote the strength and diversity of ICT related study and career paths to students**
- Businesses should provide opportunities for employees to develop their ICT skills through on the job training, workshops, upskilling courses and other business development initiatives.
- Programs under the Department of Skill Development (**Ministry of Labor** ) should be **strengthened and monitored for results (tracer studies...).**
- **Businesses and Universities should develop partnership** and provide internship programs to students.

**THANK YOU!**

**MERCI!**

**MURAKOZE!**

**AKSANTE!**

**Mwebare !**