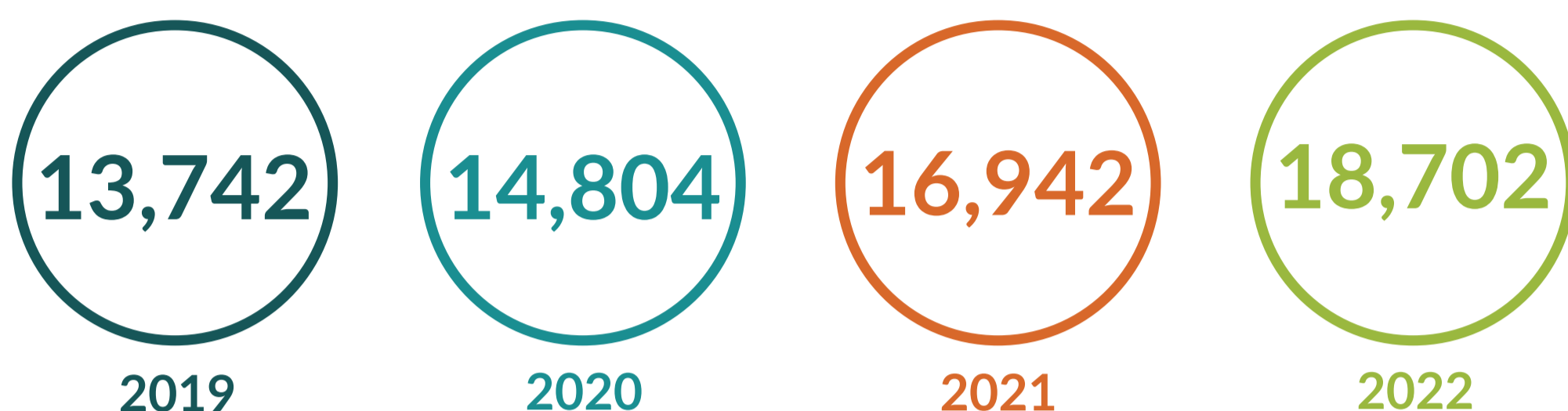


NUMBER OF EMPLOYEES IN ICT

●●●● NUMBER OF EMPLOYEES IN ICT



The increase in the number of employees in the ICT sector during the period 2019 - 2022 is:

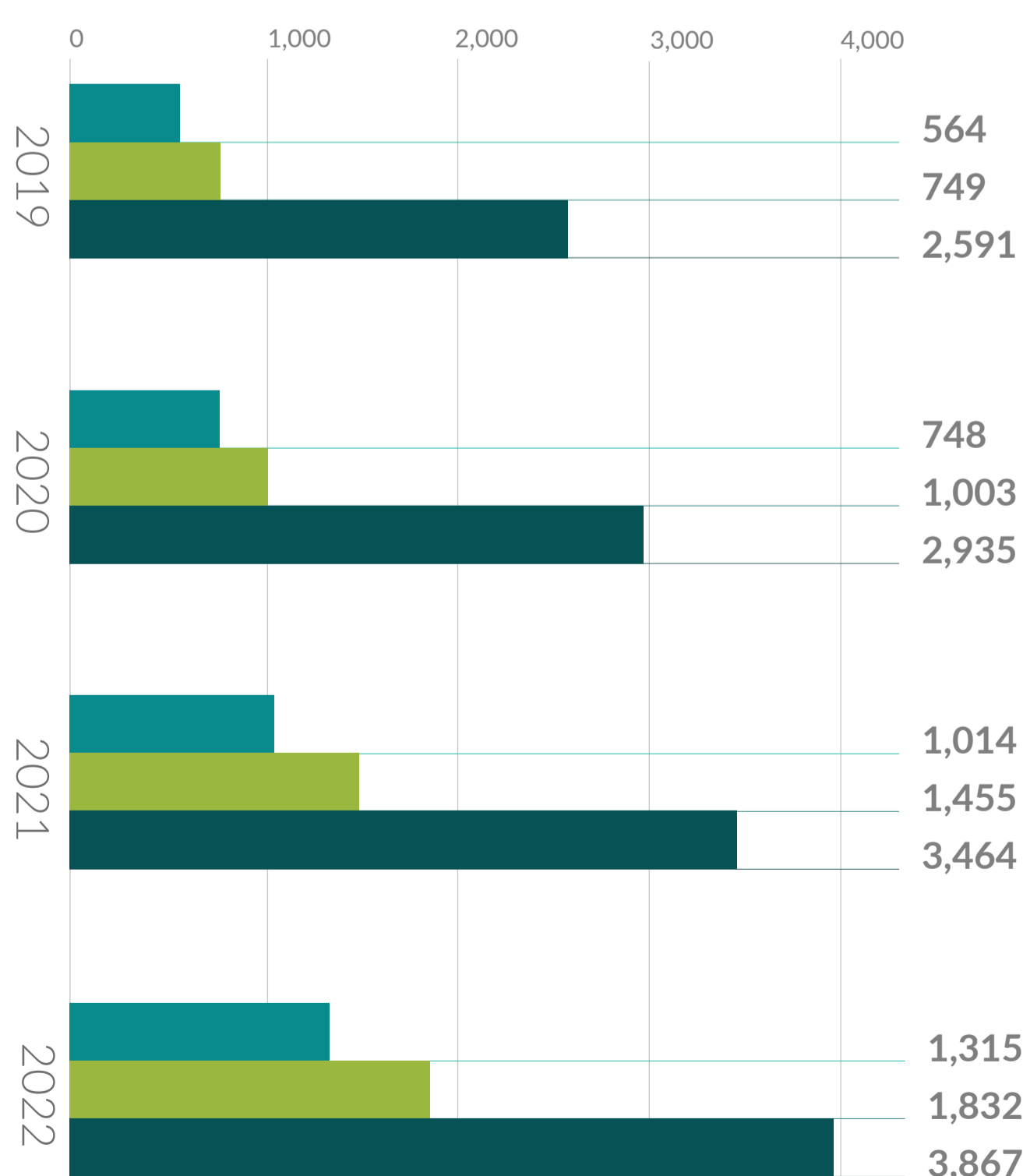
4,990

ANECDOTAL EVIDENCE ...

...WE NEED 5,000 MID LEVEL WEB DEVELOPERS AND SOFTWARE DEVELOPERS.

... There are 1,000 "freelancers" in Kosovo...

THE NUMBER OF EMPLOYEES IN THE THREE SUB-ACTIVITIES WITH THE HIGHEST GROWTH IN ICT

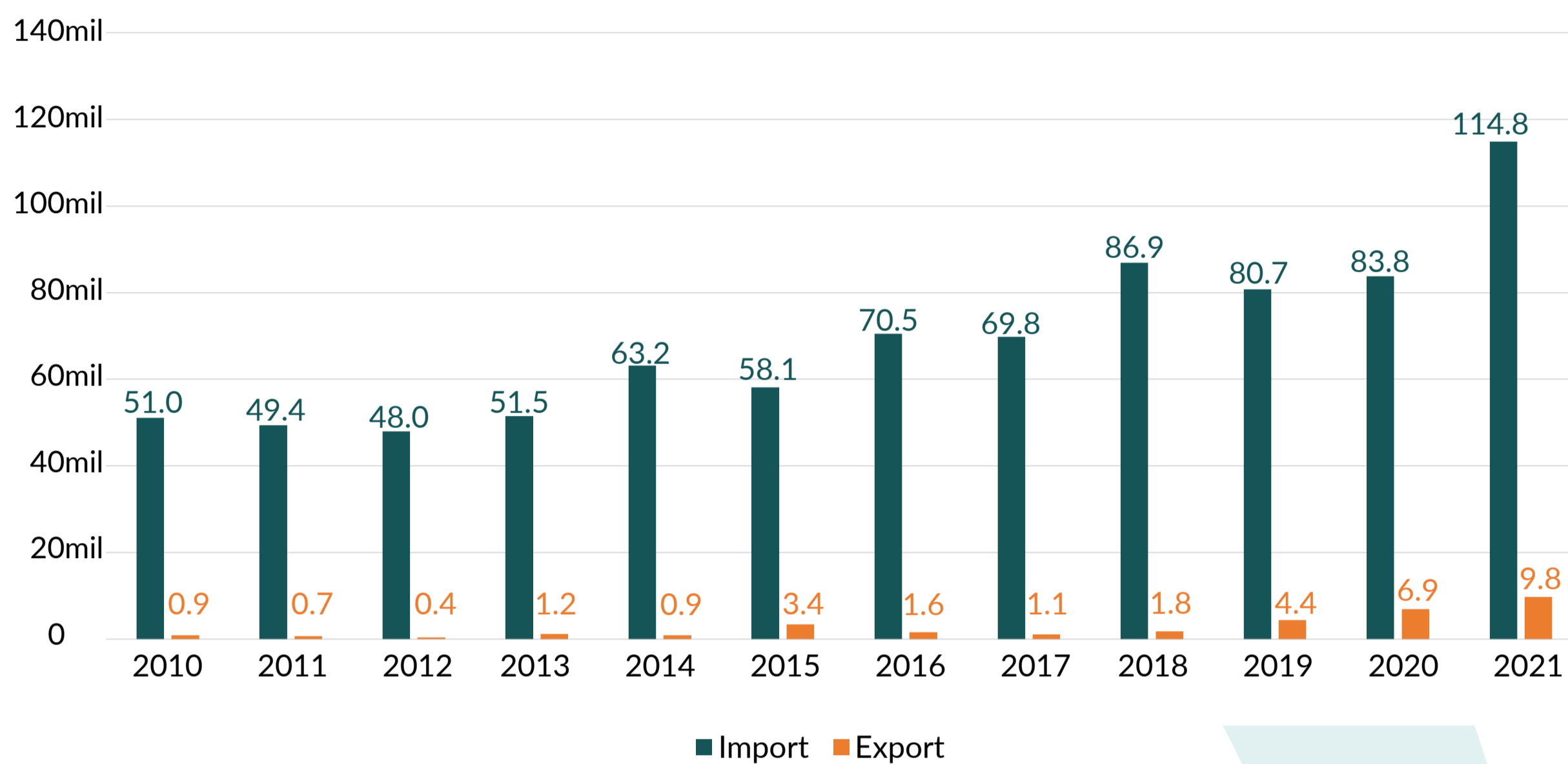
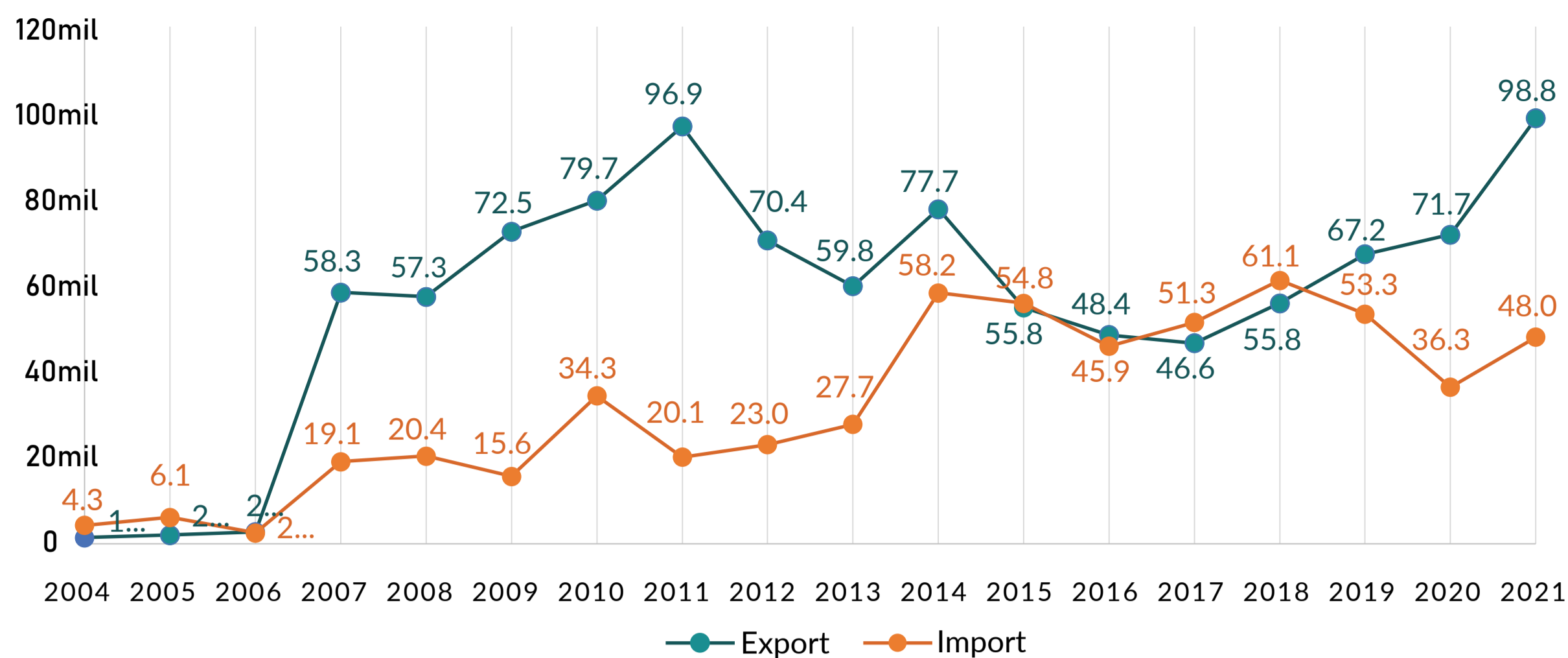


■ SPECIALIZED MEDIATION ACTIVITIES FOR SALE
■ COMPUTER PROGRAMMING ACTIVITIES
■ CALL CENTER ACTIVITIES

THE GROWTH OF EMPLOYEES IN THE THREE SUB-ACTIVITIES WITH THE HIGHEST GROWTH IN ICT 2019-2022

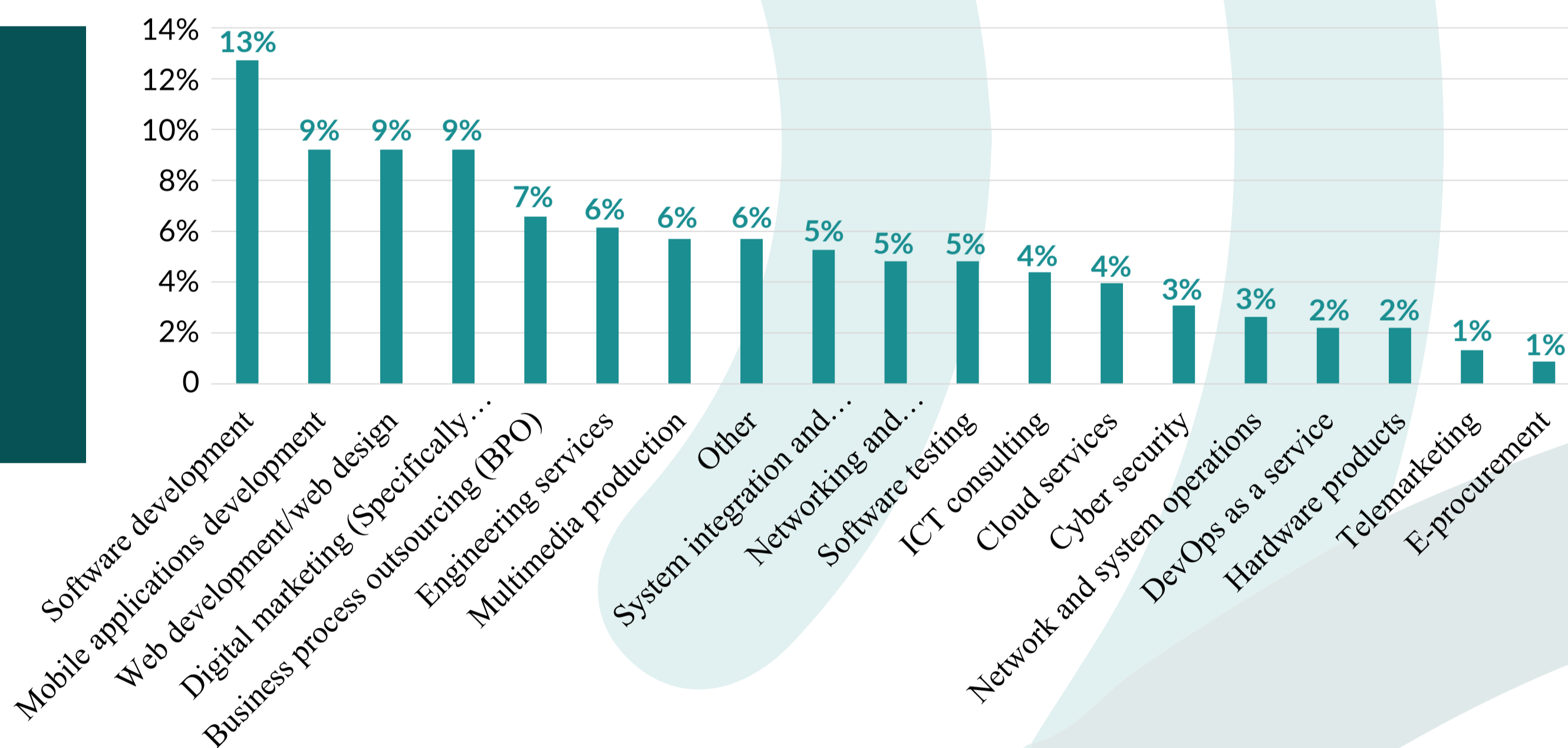


IMPORT AND EXPORT OF ICT SERVICES



IMPORT AND EXPORT OF ICT EQUIPMENT

TYPE OF EXPORTED IT/ICT SERVICES/ PRODUCTS

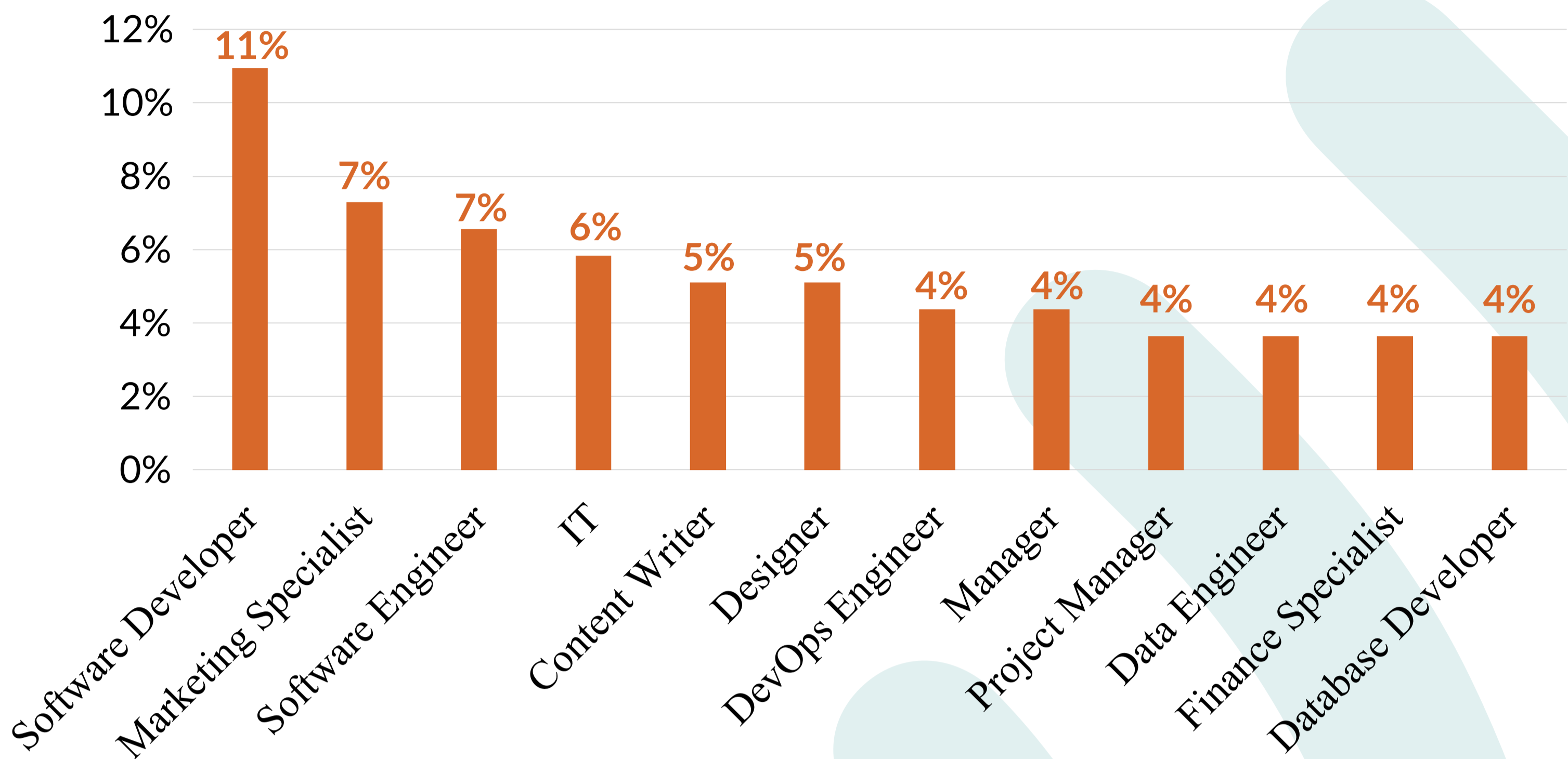


TOP 5 SERVICES / PRODUCTS EXPORTED IN ICT

- ★ 1. SOFTWARE DEVELOPMENT
- ★ 2. DEVELOPMENT OF APPLICATIONS FOR SMART PHONES
- ★ 3. WEB DEVELOPMENT AND DESIGN
- ★ 4. DIGITAL MARKETING
- ★ 5. BUSINESS PROCESS OUTSOURCING (BPO)

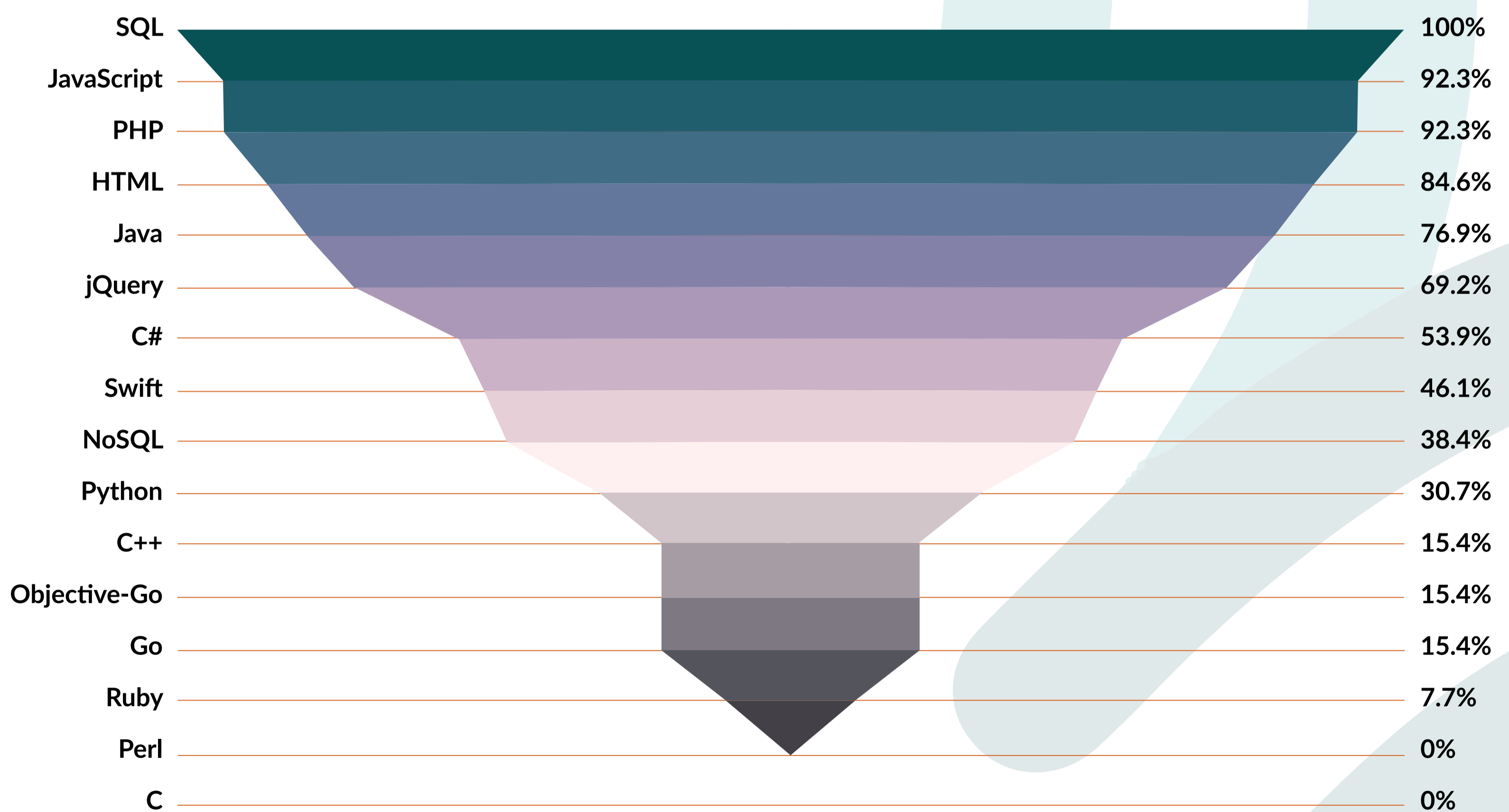
ICT WORKFORCE DEMAND

WHAT SKILLS AND/OR QUALIFICATIONS OF EMPLOYEES ARE THE MOST DIFFICULT TO FIND IN KOSOVO?



Data Source: Krasniqi (2022)
 "Current situation and potential of the information technology (ICT) services sector in Kosovo" (Sample of respondents: 72 ICT companies)

THE MOST USED PROGRAMMING LANGUAGES BY ICT

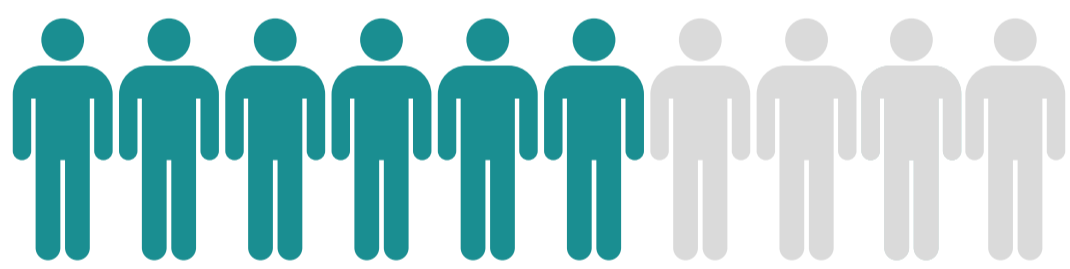


Data Source: Open Data Kosovo (2019)
 "The Future Workplace" (Sample of respondents: 17 ICT companies)

AVERAGE SALARIES IN THE ICT SECTOR



PERCENTAGE OF STAFF TURNOVER IN THE ICT SECTOR



61.28% of companies have staff turnover with <10%



32.26% of companies have staff turnover with < 10-25%



6.45% of companies have staff turnover with > 25%

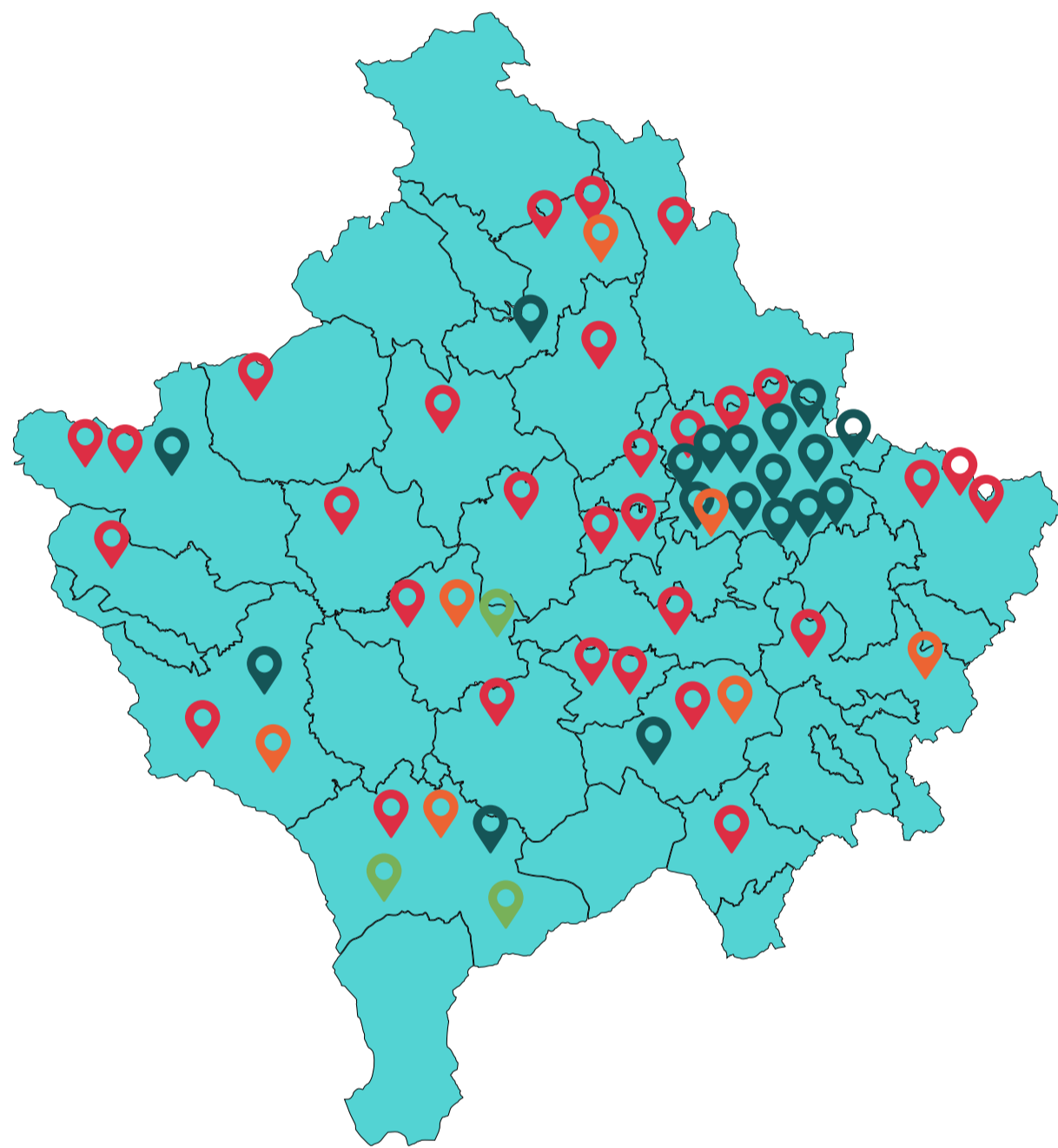
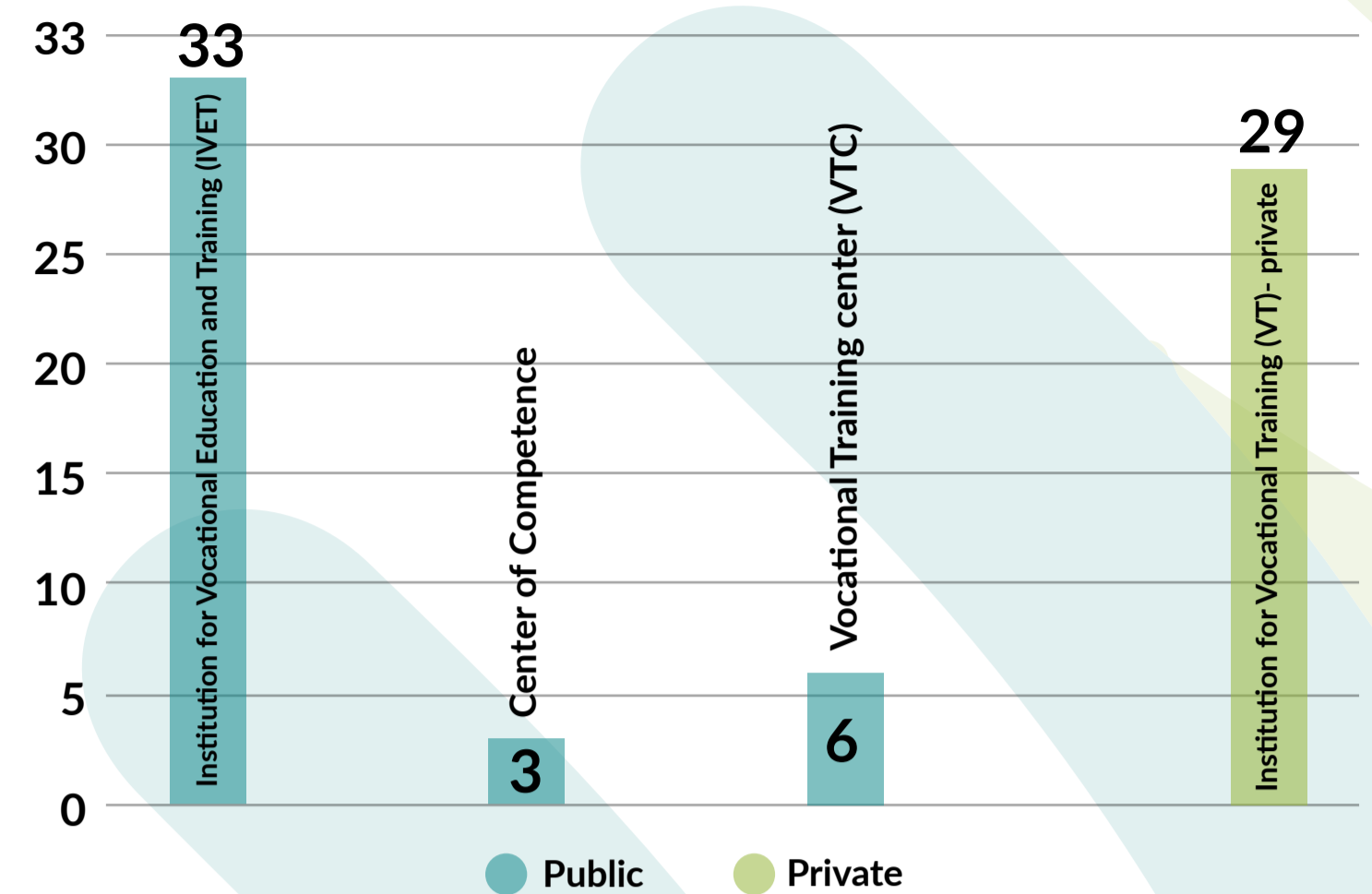
61.28% of companies have staff turnover with <10%

32.26% of companies have staff turnover with < 10-25%

6.45% of companies have staff turnover with > 25%

NUMBER OF TRAINING PROVIDERS IN THE ICT SECTOR AND THEIR STATUS

Providers of trainings	Nr of providers	Accredited
Institution for Vocational Education and Training (IVET)	33	N/A
Center of Competence	3	N/A
VTC (Vocational Training Center)	6	No
Total providers - Public	42	
Institution for Vocational Training (IVT)- Private	29	11



TRAINING PROVIDERS IN THE ICT SECTOR BY MUNICIPALITY

- IVET
- PRIVATE PROVIDERS
- VTC
- CENTRE OF COMPETENCE

LIST OF PROFILES PROVIDED BY PRIVATE PROVIDERS IN THE ICT SECTOR

- 1- Junior Programmer
- 2- Digital Marketing
- 3- Administrator of networks and computer systems
- 4- Data science
- 5- TETE (Tech-knowledge & Techno-logic) Program
- 6- Web and mobile application developer
- 7- Application developer
- 8- Software Development Technician
- 9- IT Help Desk
- 10- Installation of optical fibers
- 11- Video Editing
- 12- Leadership Institute of Future Engineers (LIFE)
- 13- Web Development
- 14- Cyber Security
- 15- Design and Video
- 16- CISCO Networking Academy
- 17- Microsoft Courses
- 18- Android programming courses
- 19- Computer programming courses
- 20- Graphic Design
- 21- Human Resources
- 22- Front end Development
- 23- Web and Application Design
- 24- Project Management
- 25- Graphic and Motion Design
- 26- The Blank Collar
- 27- Graphic Design and multi-media
- 28- Wiring technician
- 29- Certified IT auditor
- 30- DevOps

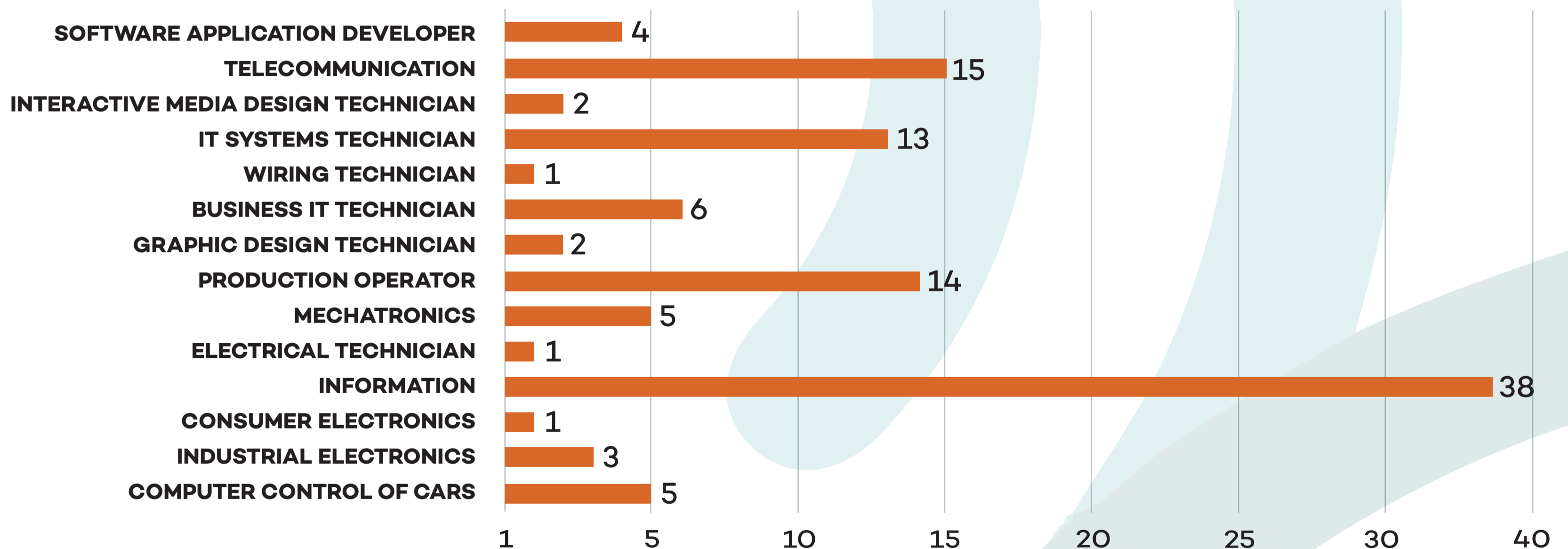
LIST OF PROFILES PROVIDED BY PUBLIC PROVIDERS IN THE ICT SECTOR

1- Application developer	8- Mechatronics
2- Information Technology Systems Technician	9-Telecommunication
3- Business Information Technology Technician	10- Computer Control of Cars
4- Interactive Media Design Technician	11- Production Operator
5- Graphic Design Technician	12- Consumer Electronics
6- Computing	13-Industrial Electronics
7- Electronics Technician	14- Wiring technician

NR. OF MODULES BY PRIVATE AND PUBLIC ICT TRAINING PROVIDERS

Institution	Nr. of Institutions	Nr. of Profiles	Nr. of Modules
Private Providers	29	30	134
Public Providers	42	6	125

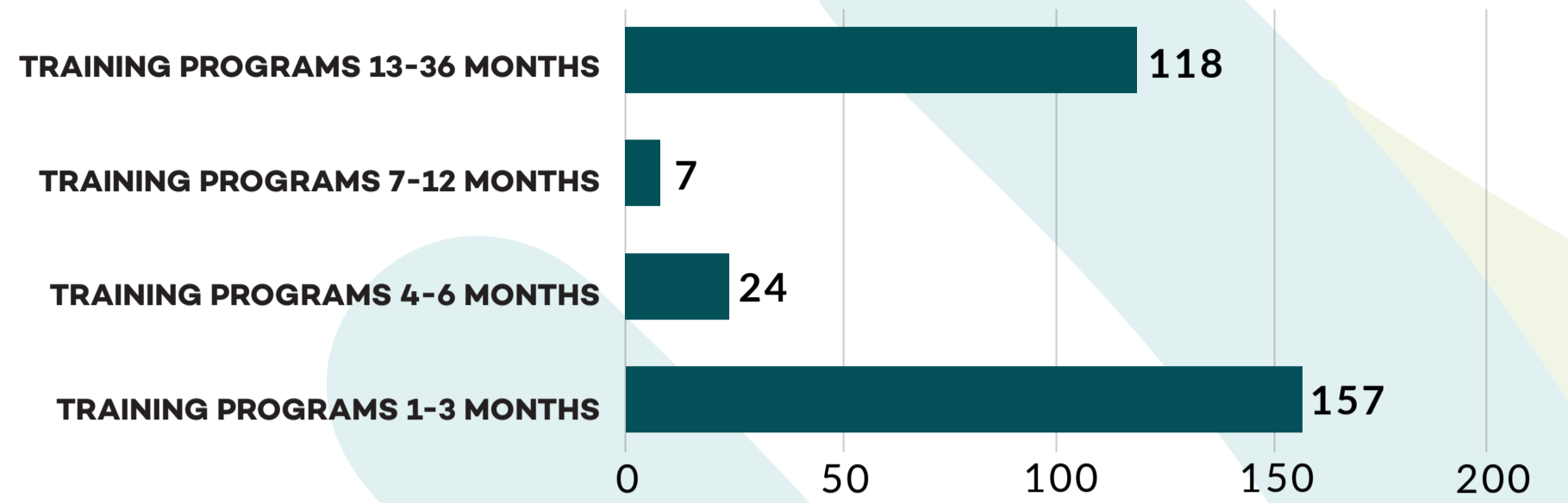
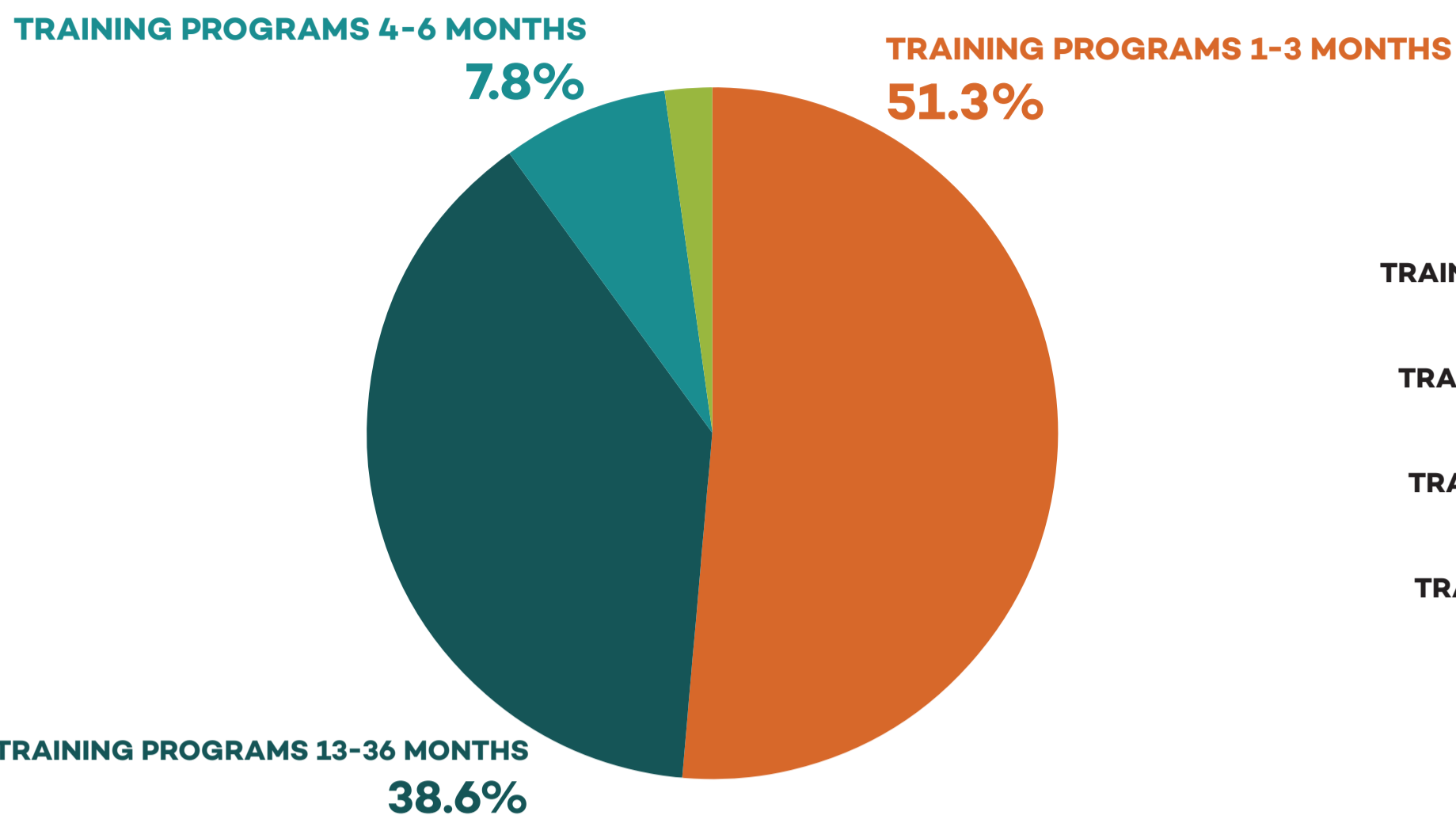
PROFILES BY NUMBER OF PUBLIC PROVIDERS



Occupational Standards	Year	NQF Level
Administrator of networks and computer systems	2019	5
Web and mobile application developer	2019	5
Junior Programmer	2019	1

OCCUPATIONAL STANDARDS AND YEAR OF DEVELOPMENT - ICT

NUMBER AND PERCENTAGE OF TRAINING PROVIDERS BY DURATION



Data Sources: MESTI 2022. "EMIS" & 29 interviews with training provider companies

NUMBER OF TRAINEES PUBLIC (IVET)

The number of trainees in the public sector during 2021/2022

1,622

NUMBER OF TRAINEES - PRIVATE

The number of trainees in the private sector during the 10-year period (2012 – 2022.)
The number was obtained from 18 providers.

39,297

The number of trainees in the private sector from institutions established after 2019.

In total there are 10 providers established after 2019 which we contacted.

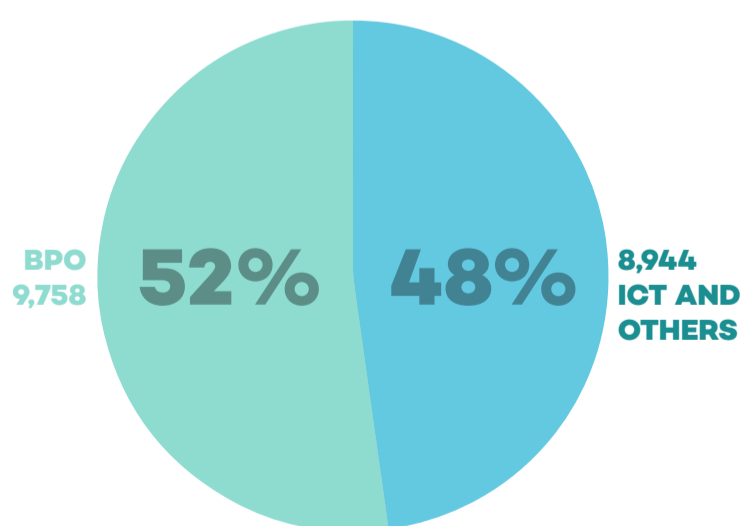
7,118

NUMBER OF STUDENTS IN UNIVERSITY EDUCATION - ICT SECTOR (ACADEMIC YEAR - 2020/2021)

The total number (3 years of study)	Registered for the first time	Graduate
7634	2650	490

ICT EMPLOYMENT BY SUB-ACTIVITIES

	Activity Description	2019	2020	2021	2022
1	Cable telecommunication activities	6,018	5,846	6,190	6,389
2	Wireless telecommunication activities	301	347	326	331
3	Satellite telecommunication activities	-	4	2	1
4	Computer programming activities	749	1,003	1,455	1,832
5	Computer installation management activities	19	16	22	35
6	Web Portals	319	401	403	356
7	Other telecommunication activities	293	279	293	310
8	Computer consulting activities	332	325	424	541
9	Other information technology and computer service activities	369	528	577	673
10	Data processing, information hosting and related activities	249	297	356	338
11	Specialized mediation activities for the sale of special products	564	748	1,014	1,315
12	Mediation activities for the sale of a variety of goods	748	745	829	896
13	Public relations and communication activities	226	332	394	490
14	Market research and measurement of public opinion (surveys)	964	998	1,193	1,328
15	Call center activities	2,591	2,935	3,464	3,867
	Total	13,742	14,804	16,942	18,702



OUT OF A TOTAL OF 18,702 EMPLOYED

6,389 TELECOMMUNICATIONS (34%)
 BUT THERE IS AN INCREASE OF ONLY 371 IN THE LAST 3 YEARS

3,867 CALL CENTERS (20%)
 BUT THERE IS AN INCREASE OF 1,276 IN THE LAST 3 YEARS

1,832 PROGRAMMING (10%)
 BUT THERE IS AN INCREASE OF 1,083 IN THE LAST 3 YEARS



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