

# Picture of professionals and managers from SSC/BPO sector in Poland

Antal International Survey

**Patronage:**



# Introduction

Antal International survey "Picture of professionals and managers from SSC/BPO sector in Poland" under patronage of the Polish Information and Foreign Investment Agency and ASPIRE is designed to provide information about professionals employed in one of the fastest growing sectors in Poland and enable employers to create better conditions for the development of a career in this area.

During the deterioration of the economic situation in Western countries, companies are more likely to decide to move shared service centers to Poland. In addition, large number of skilled professionals available in our market encourages creation of centers providing more sophisticated services, such as controlling. A novelty on the Polish market are payroll centers. In case of SSC/BPO sector, we can definitely talk about the candidate market - which poses a challenge to employers to attract the best employees. We hope that the knowledge that comes from the conclusions of the survey will assist organizations in implementing best practices for development of professionals and managers. On behalf of the team Antal SSC/BPO I wish you interesting reading.

*Daria Stefańska*

Manager Antal SSC/BPO

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## About Antal International

Antal International is an international executive recruitment company, with 110 offices in 35 countries across Europe, Asia, Africa and the Americas. Founded in 1993 the company was one of the first in the recruitment industry to introduce recruiters' specialization. Consultants focus on narrow sectors and disciplines, being true experts in their fields. More information on [www.antal.com](http://www.antal.com).

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# 1. Methodology

The Antal International survey – “**Picture of professionals and managers from SSC/BPO sector in Poland**” was conducted using CATI and CAWI methods within the period 22.10-05.12.2012. The survey involved 476 respondents. 54% of respondents did not exceed 30 years of age. The survey was anonymous.

## Questionnaire:

### **1. What foreign languages do you know, at least at the level of B2?**

English • Danish • Finnish • French • Spanish • Dutch • German • Norwegian • Portuguese • Russian • Swedish • Italian • Others:

### **2. What foreign languages do you use in your daily work?**

English • Danish • Finnish • French • Spanish • Dutch • German • Norwegian • Portuguese • Russian • Swedish • Italian • Others:

### **3. In which area are you working currently?**

Customer Service • Banking Operations • Finance & Accounting • IT / Help Desk • Payroll / HR • Purchasing / Supply Chain • Others, what:

### **4. In which area would you like to develop your career in the future?**

Customer Service • Banking Operations • Finance & Accounting • IT / Help Desk • Payroll / HR • Purchasing / Supply Chain • Others, what:

### **5. Please indicate, how do you assess working conditions offered by your employer.**

Location • Opportunities for a promotion • Training opportunities • Stability of employment • Style of management • Work-life balance • Salary • Participate in migration process • Flexibility of working hours • The shift

### **6. Please indicate the three most important factors you take into account when changing a job.**

Location • Opportunities for a promotion • Training opportunities • Stability of employment • Style of management • Work-life balance • Salary • Participate in migration process • Flexibility of working hours • The shift

### **7. Please indicate, which of the following benefits are offered to you in the current workplace.**

Gift vouchers • Funding for meals • Fitness card • Possibility to get share prices • Medical care • Legal assistance • Business laptop and mobile which can be used for private purposes • Business car which can be used for private purposes • Life insurance

### **8. Would you relocate for an attractive job offer?**

Yes – within Polish • Yes - abroad • Yes – within Polish or abroad • No

### **9. If yes, what kind of city would be the most attractive for you for domestic relocation?**

Białystok • Bydgoszcz • Częstochowa • Gdańsk • Gdynia • Katowice • Kielce • Cracow • Lublin • Łódź • Poznań • Radom • Sosnowiec • Szczecin • Toruń • Warsaw • Wrocław • Others

### **10. What plans do you have for professional development in the current organization?**

my career in the coming years I bind with the current job • I am planning in the next months to change job

### **11. Which programs do you use at work?**

JDE • Lotus Notes • MS Access • MS Excel • MS Outlook • MS PowerPoint • MS Project • MS Word • Navision • Oracle • PeopleSoft • SAP • VBA • Others, what:

### **12. What type of centre are you currently working at?**

Business Process Outsourcing • Knowledge Process Outsourcing • Shared Service Centre

### **13. What type of centre do you want to work at in the future?**

Business Process Outsourcing • Knowledge Process Outsourcing • Shared Service Centre

## Metrics:

**Gender:** female • male

**Age:** to 25 years • 26-30 • 31-40 • 41-50 • over 51

**Place of employment:** Białystok • Bydgoszcz • Częstochowa • Gdańsk • Gdynia • Katowice • Kielce • Cracow • Lublin • Łódź • Poznań • Radom • Sosnowiec • Szczecin • Toruń • Warsaw • Wrocław • Others

**Education:** secondary • higher • postgraduate studies • MBA

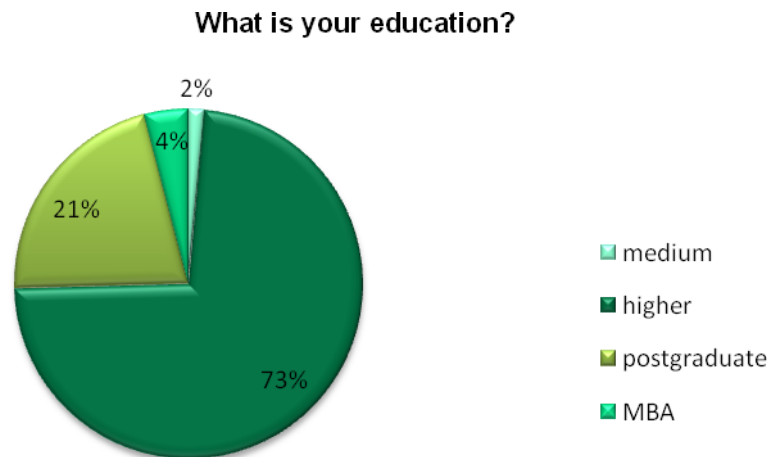
**Level of employment:** Junior specialist • Specialist • Senior Specialist • Team Leader/Supervisor • Manager • Director

**Achieved salary**

## 2. Knowledge – education, knowledge of foreign languages and programs

### 2.1. Education of professionals and managers from SSC/BPO sector

The majority of respondents (73%) have a university degree. 21% completed postgraduate studies. A small percentage of respondents (4%) have a diploma of MBA.

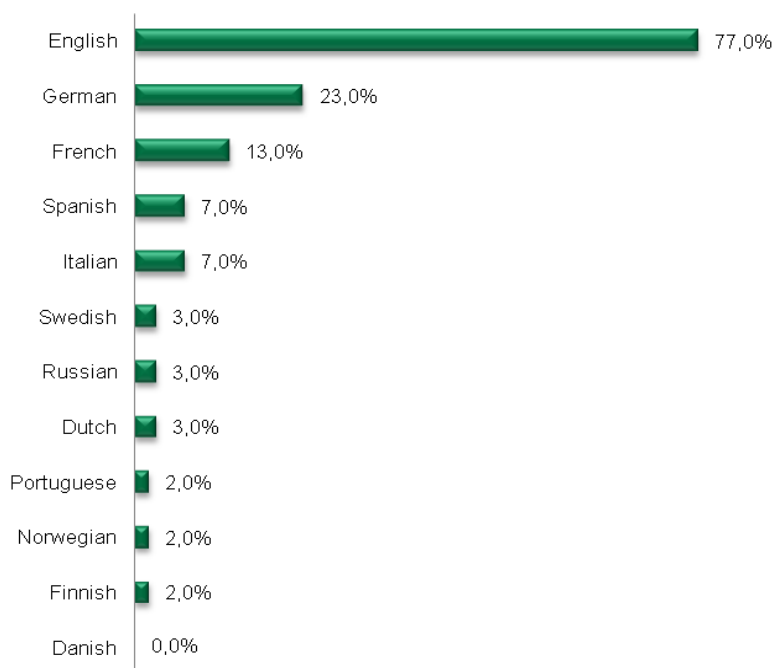


Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 2.1. Knowledge and usage of foreign languages

Most professionals and managers of the SSC/BPO sector in Poland know English language (77%). Every fourth respondent knows German. At least 13% of respondents know French language at least at level B2 and the Spanish and Italian – 7%. Knowledge of other languages is not common - less than 5% of respondents said that know them. Other languages mentioned by a few percent of the respondents were: Bulgarian, Czech, Greek, Lithuanian, Romanian, Slovak, Turkish and Hungarian.

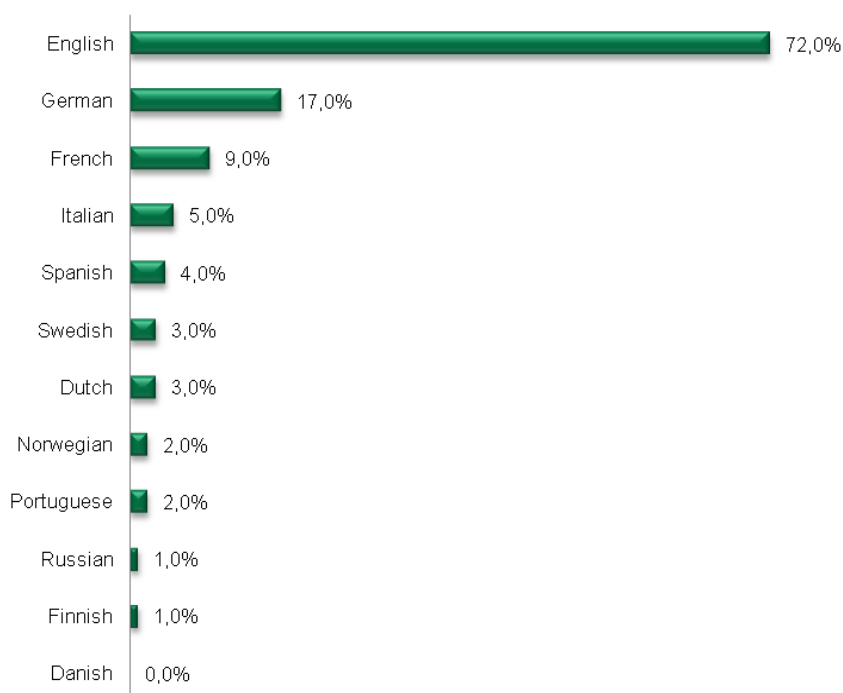
### What foreign languages do you know at least at the level of B2?



Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

Knowledge of foreign languages is reflected in using them in daily work. However, the results show that every known language in case of a few percent of the respondents is not used at work – it shows that there is still some potential for development.

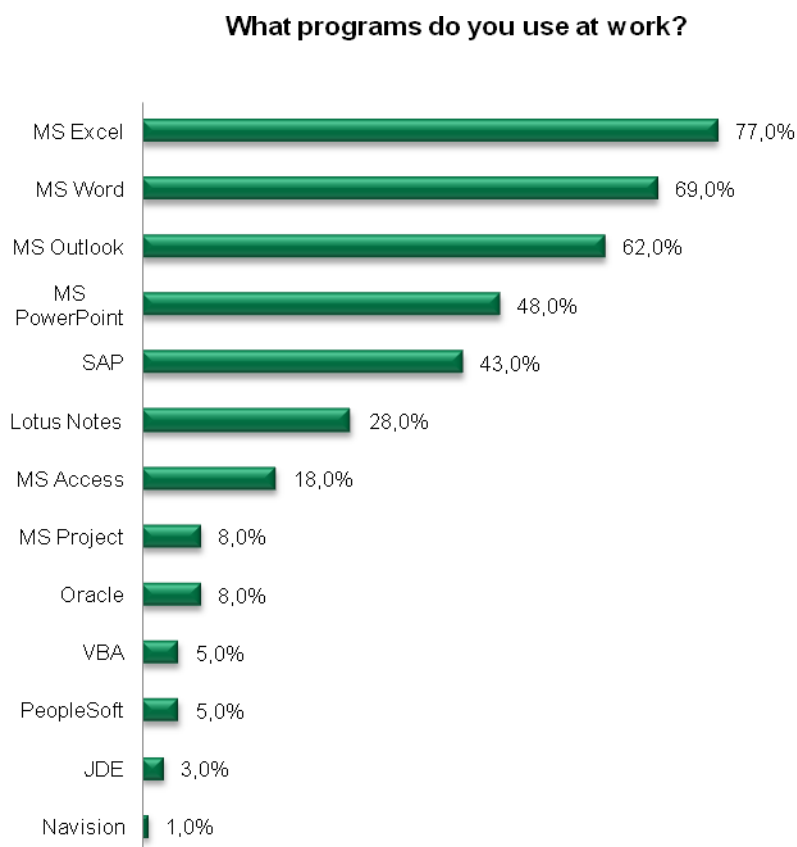
### What foreign languages do you use in daily work?



Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

## 2.2. Which programs professionals and managers from SSC/BPO sector work on?

Almost every employee from SSC/BPO sector (77%) uses Excel in their daily work. More than half of respondents declare working with Word and Outlook programs. Working on specialised systems is rare – Access is used by 18% respondents, MS Project and Oracle - 8%, VBA and PeopleSoft - 5%. Other systems that have been mentioned by respondents are: ALM and KYC applications, AMP Remedy, Verizon, LDAP Tool, Compass, Console, Cisco Unity, Absolute Live Support.NET, LMS Coordinator, Symphonia, Microsoft Dynamics, SAP.



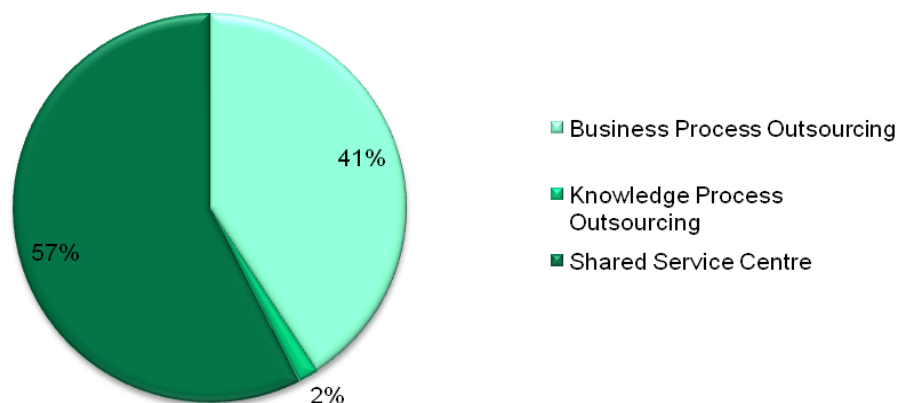
Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 3. Professionals and managers of the SSC/BPO in the workplace

#### 3.1. Type of centre

The majority of respondents (57%) work in the Shared Service Centres. Almost half (41%) work in the Business Process Outsourcing centres. The smallest group of respondents (2%) works in the relatively new on the Polish market type of centers – Knowledge Process Outsourcing.

What type of centre are you currently working at?

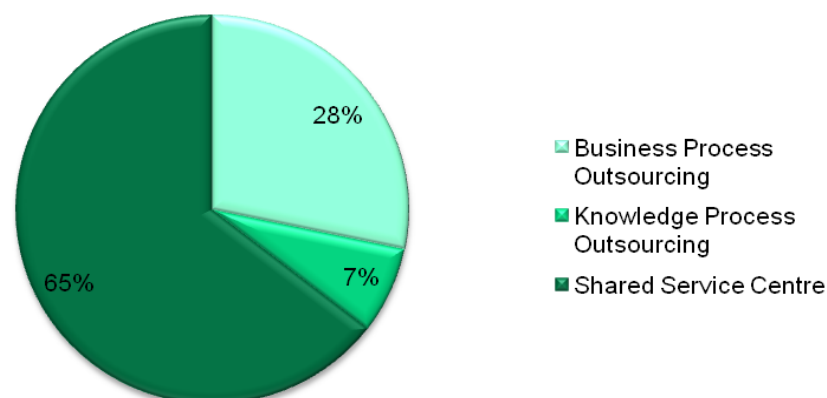


Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

#### 3.2. Future career development

65% of the respondents want to develop their career in the Shared Service Centre. Fewer (28%) want to develop professionally in a Business Process Outsourcing. 7% employees of this sector would like to work in the centers of Knowledge Process Outsourcing.

What type of centre do you want to work at in the future?



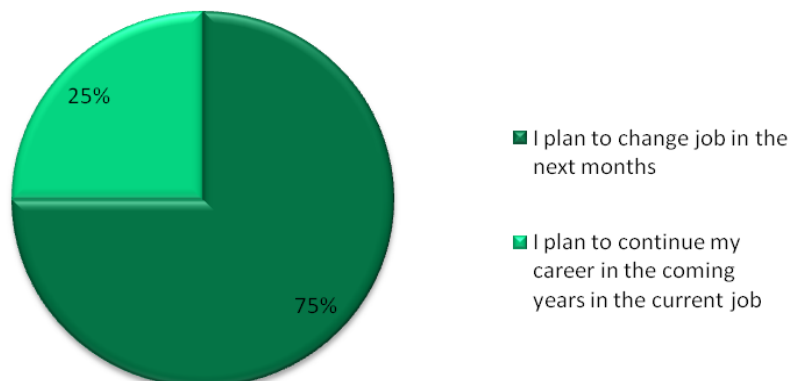
Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland



### 3.3 Plans of the development of career

75% of professionals and managers in the SSC/BPO sector plan to change jobs in the next months and 25% bound their career development plans with the current job. The high mobility of employees from that area shows willingness to take new professional challenges and weak bonds with the current employer of a majority of respondents.

**What are your plans for professional development in the current organization?**

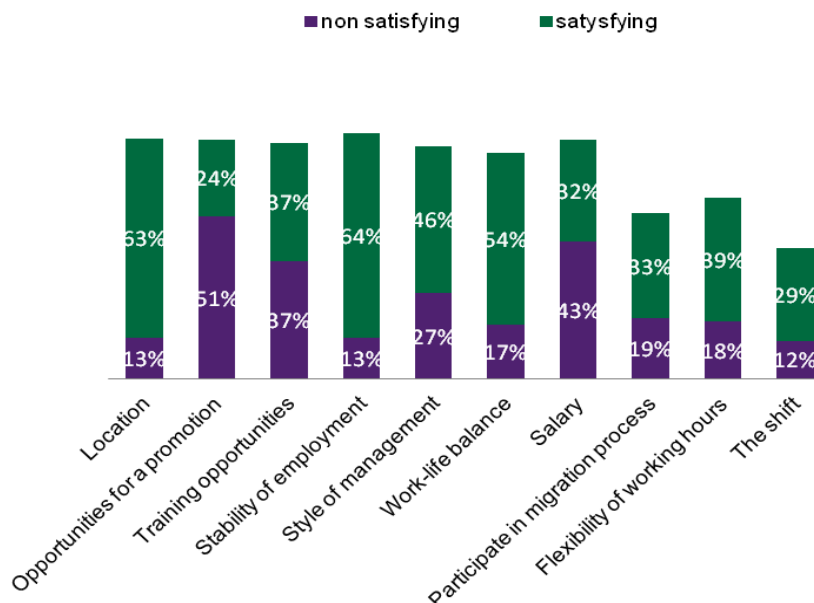


Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 3.3. Offered working conditions

The most satisfactory conditions of employment for employees of SSC/BPO sector are: stability of employment (64%), location (63%) and work-life balance (54%). However, what gives most dissatisfaction are: lack of promotion opportunities (51%) and the salary (43%).

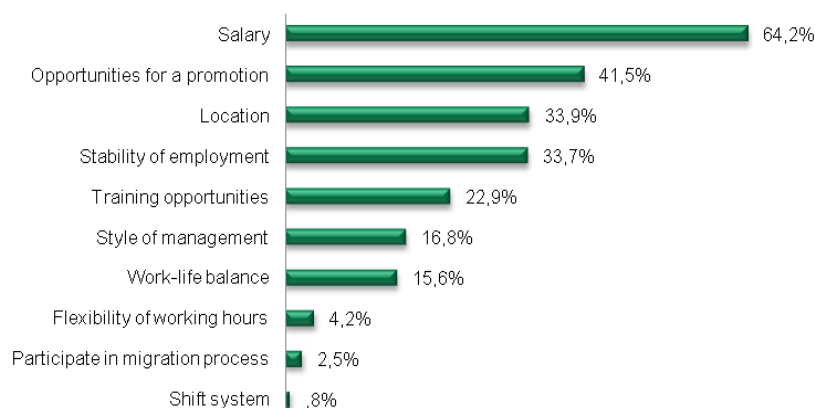
**Please indicate, how you assess working conditions offered by your employer.**



Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

It is also worth taking a closer look at the factors taken into account by the respondents when making a decision about work change:

**Please indicate three, the most important factors which you are considering during changing a job.**

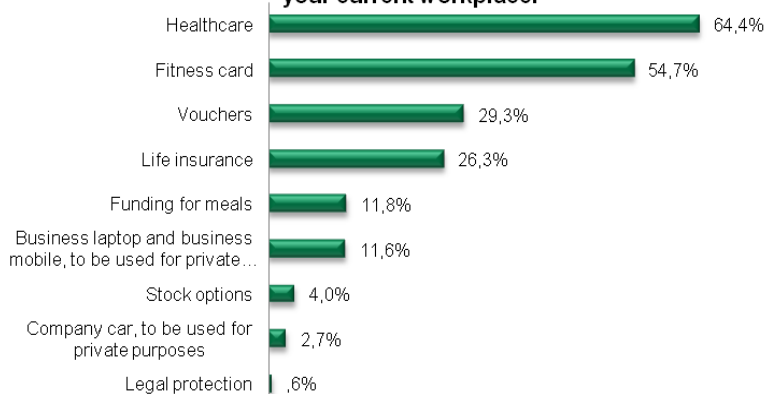


Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 3.4. Offered benefits

Benefits most often offered to employees of SSC/BPO sector are: medical care (64%) and the fitness card (55%). Relatively many respondents receive gift vouchers too (29%).

**Please indicate which of the following benefits are offered at your current workplace.**



Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 3.1. Salary

Average monthly gross of professionals and managers in the SSC/BPO is 5 031 PLN.

average	5 031 PLN
median	4 500 PLN

It is worth analysing how does average gross monthly salary depends on gender, type of center, education and language skills.

#### Gender

female	4 867 PLN
male	5 332 PLN

## Type of a centre

Monthly gross salary of professionals and managers		
Type of centre	average	median
Business Process Outsourcing	4570 PLN	4500 PLN
Knowledge Process Outsourcing	8083 PLN	8000 PLN
Shared Service Centre	5142 PLN	4500 PLN
Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland		

## Education

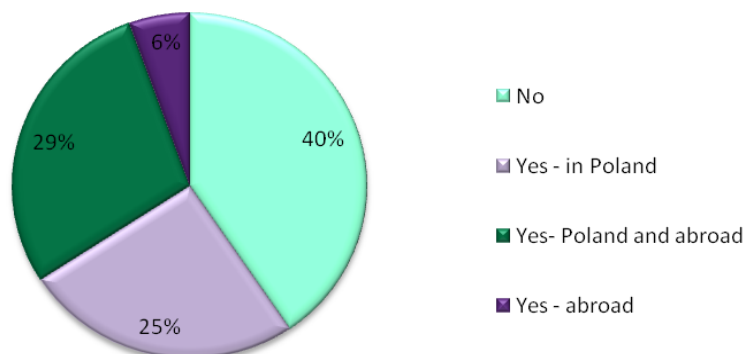
Monthly gross salary of professionals and managers		
Education	average	median
Medium	3800 PLN	3200 PLN
Higher	4771 PLN	4500 PLN
Postgraduate	6143 PLN	5500 PLN
MBA	7018 PLN	6500 PLN
Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland		

## 4. Willingness to relocate

### 4.1. Can attractive job offer convince professionals and managers to relocate?

Around half of professionals and managers in the SSC/BPO sector declares willingness to relocate (54%). However, every fourth respondent would choose to relocate only within the Polish market. The mobility in this sector is relatively low compared to the declarations in the general group of professionals and managers in Poland (67%).

Would you decide to relocate for an attractive job offer?

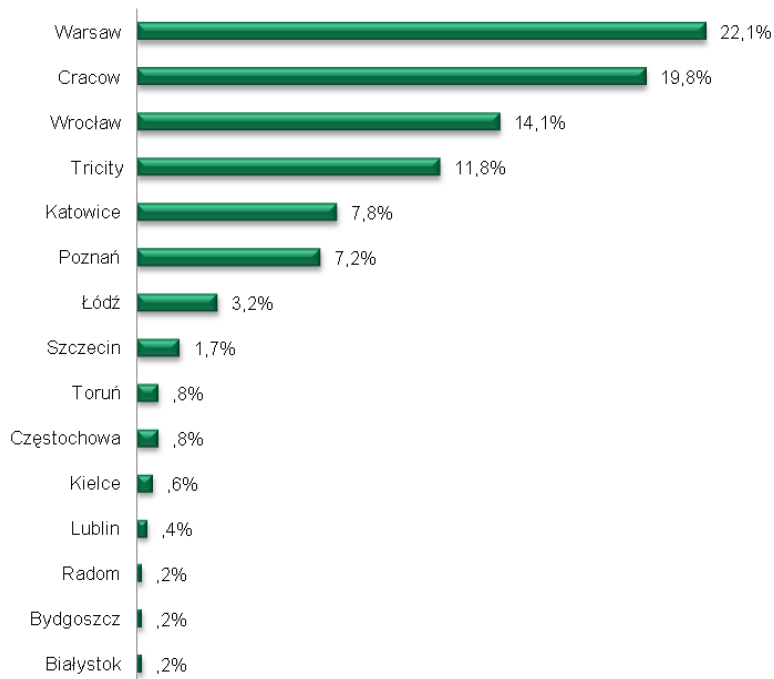


Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

### 4.2. Which cities in Poland are the most attractive for SSC/BPO employees?

For the largest percentage of respondents, who would relocate for an attractive offer the most attractive cities are: Warsaw (22%), Cracow (20%), Wroclaw (14%).

Which city would be most attractive for domestic relocation ?



Source: Antal International survey, Picture of professionals and managers from SSC/BPO sector in Poland

## 5. Summary

**Education:** The majority of respondents (73%) have a university degree. 21% completed post-graduate studies. A small percentage of respondents (4%) have an MBA.

**Knowledge of foreign languages:** Most professionals and managers from SSC/BPO sector in Poland know English (77%). Every fourth respondent knows German. French is known by 13% of the respondents, and the Spanish and Italian - 7%. Knowledge of other languages is not common - less than 5% of respondents mentioned them. Other languages mentioned by a few percent of respondents were: English, Bulgarian, Czech, Greek, Lithuanian, Romanian, Slovak, Turkish, Hungarian.

**Knowledge of programs:** Almost every employee of SSC/BPO sector (77%) in their daily work uses Excel. More than half of the respondents use Word, Outlook. Working on more sophisticated programs is rare - Access is used by 18% of respondents, MS Project and Oracle – 8%, VBA and PeopleSoft - 5%. Other systems that have been mentioned by the respondents are: ALM and KYC applications, AMP Remedy, Verizon, LDAP Tool, Compass, Console, Cisco Unity, Absolute Live Support.NET, LMS Coordinator, Symphonia, Microsoft Dynamics, SAP.

**Type of a center:** The majority of respondents (57%) work in the Shared Service Centre. Almost half (41%) is in the Business Process Outsourcing centre. The smallest group of respondents (2%) works in the relatively new on the Polish market, Knowledge Process Outsourcing centres.

**Career development vs type of centre:** 65% of the respondents want to develop their career in the Shared Service Centre. Fewer (28%) want to develop professionally in a Business Process Outsourcing centres. 7% of workers in the sector would like to work in the centers of Knowledge Process Outsourcing.

**Plans for future career:** 75% of professionals and managers in the SSC/BPO sector plan to change jobs in the next months, and 25% bound to their career development plans with the current job. The high mobility of the respondents shows a desire for new professional challenges and weak bound with the current employer of a majority of respondents.

**Offered conditions:** The most satisfactory conditions of employment for employees of shared service centers include: stability of employment (64%), location (63%) and work-life balance (54%). However, the least satisfying are: lack of promotion opportunities (51%) and salary (43%).

**Offered benefits:** Most respondents receive additional benefits: medical care (64%) and the fitness card (55%). Relatively many respondents also receive gift vouchers (29%).

**Salary:** Average gross monthly salary of professionals and managers in the SSC/BPO sector is 5 031 zł.

**Willingness to relocate:** professionals and managers in the SSC/BPO sector in the majority declare their willingness to relocate (54%). However, every fourth respondent would choose to relocate only within the Polish market.

**The most attractive cities in Poland for relocation:** The largest percentage of respondents indicates that the most attractive cities for relocation are: Warsaw (22%), Krakow (20%), Wroclaw (14%).

# Antal International

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## About Antal International in Poland

Antal International operates in Poland since 1996 and is a leader in the executive recruitment. Offices in Warsaw, Krakow and Wroclaw realise projects all over Poland and abroad, for global and local companies. Antal International comprehensively addressed employers' needs by providing them with a complete portfolio of services: from permanent recruitment and contracting to HR Consulting solutions in the field of personnel assessment and development, as well as Recruitment Process Outsourcing. More information on [www.antal.pl](http://www.antal.pl).

## Antal International Surveys

Antal International conducts regular surveys of the labour market that help learn in depth its special nature to make our efforts faster and more efficient. The scope of these surveys is international or local. The Polish office leads research focused on the labour market in Poland and in the regions. The regular Antal International surveys conducted in Poland are:

**Antal Global Snapshot** is a regular review of the dynamics of the employment and dismissal of professionals and managers in the markets of the most dynamic economies worldwide.

**Most Desirable Employers Survey**, conducted every year, shows the preferences of Polish professionals and managers for potential workplace.

**Antal International Salary Survey**, conducted twice a year, provides information on the salaries of professionals and managers in the Polish market.

**Activity of Professionals and Managers in the Labour Market in Poland**, conducted every six months, aims at analysing the behaviours and attitudes of professionals and managers towards the job change.

More details can be found at [www.antal.pl](http://www.antal.pl)

To be kept informed about our efforts, join Antal International group on [www.goldenline.pl](http://www.goldenline.pl).

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