

ISSN: 2224-1884

Business Review-Bangladesh

**Journal of
Business and Technical Progress**

Vol. 5 No.1&2 December 2016

Opportunities in BPO Sector for Youth: Study of Bangladesh

Md. Mahfuzul Islam Shamim¹

Abstract: *For achieving its vision of USD 1 billion revenue and employing one lac people in the ICT sector, the Business Process Outsourcing (BPO) sector in Bangladesh has to play a key role. While the opportunities abound, the sector is held back by current mindset to the BPO sector among graduates and lack of skills. This study, based on a qualitative study of opinions across graduates and professionals explores these areas and establishes that those with longer exposure to the industry and with a higher level of awareness are more positively inclined to seeing an important role for the BPO sector for the youth in Bangladesh. Their understanding is also closer to reality than that of others. These finding shall add to the body of knowledge of theory and practice in leveraging the BPO sector in Bangladesh.*

Key words: *KPO sector, BPO sector, Job opportunities, BPO myths, BPO skills, Vision 2021, Digital Bangladesh, graduate perception, professional's perception, positive orientation to the BPO sector.*

1. Introduction

Bangladesh has a large population and a high growth rate. The United Nations (2001) had projected that during the period 2000-2025 the population of Bangladesh would grow from 137 million to 211 million. With a large population of over 160 million people, and an economy on growth path, Bangladesh has been listed in the "Next 11 after BRIC" in Goldman Sachs analyst reports (Goldman Sachs Research, 2012), while JP Morgan has included Bangladesh in the "Frontier Five" economies (Emerging Markets Equity Research, 2007). According to the World Bank Bangladesh holds the 130th position out of 189 economies in 'ease of doing businesses in 2014 it improved by two positions compared to 2013 (Doing Business, 2013). Unless addressed, the current lack of opportunities creates a 'brain-drain'. Although remittances are a key aspect of the Bangladesh economy, the long term negative impact is normally underestimated. Bangladesh has an enduring history of trade deficit and currently workers' remittances meet more than two thirds of the trade deficit (Afsar, 2008).

Despite labor shortages in the home front, the increase in population would thus lead to emigration followed by return, virtually propagating temporary migration to the OECD, particularly of the younger cohorts, unless the higher education sectors of Bangladesh absorbs them for quality education and equips them with the skills that their own labor markets require.

The overall size of the IT/ITES industry in Bangladesh stood at ~250 million USD in 2010 (BASIS Report, 2011). Gartner has included Bangladesh in its list of top 30 outsourcing destination in its 2010 report (Gartner, 2011). For the Government of Bangladesh, goals under Digital Bangladesh and Vision 2021 include creating employment opportunities for 10,00,000 youth and becoming a USD 1 Billion industry. The BPO Sector has a key role to play in achieving both these objectives.

¹IT/ITES Specialist, Leveraging ICT Project, Bangladesh Computer Council, Dhaka-1207.

