

ICT AND ITES INDUSTRY STATISTICS AND YEARBOOK

**JORDAN
2015**

Prepared by the Information and Communications
Technology Association in Jordan— int@j in partnership
with the Ministry of Information and Communications
Technology – Jordan



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List of Abbreviations

ICT	Information and Communications Technology
IT	Information Technology
ITES	IT Enabled Services
int@j	Information and Communications Technology Association – Jordan
MoICT	Ministry of Information & Communications Technology
ISIC	International Standard Industrial Classification
OECD	Organization for Economic Co-operation and Development
UNSTATS	United Nations Statistics Division
FDI	Foreign Direct Investment

Introduction

Jordan's ICT and IT Enabled Services (ITES)¹ sector has come a long way in the past years and has achieved a great deal of accomplishments in which we can all take great pride. Today, the ICT ecosystem in Jordan is considered one of the most developed and robust in the region. With the rise of internet penetration and the invasion of new technologies, ICT and ITES are listed amongst the government's highest priorities, and are expected to continue to contribute to the Jordanian economy.

In spite of rising regional competition and slower economic growth coupled with regional instability, the ICT sector stands still as one of Jordan's greatest strengths. To demonstrate the sector's growth in terms of numbers and to determine the growth in market size, exports, investments, and employment, the Information and Communications Technology Association of Jordan (int@j) and the Ministry of Information and Communications Technology (MoICT) have completed the ICT and ITES Sector Classification and Statistics for 2014 aiming to provide clear and accurate references on Jordan's ICT and ITES sector size and magnitude.

Classical Framework

The International Standard Industrial Classification of All Economic Activities (ISIC) is the international reference classification of productive activities. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

ISIC is a classification according to kind of productive activity, and not a classification of goods and services. It is distinctively different in nature and purpose from the classifications of goods and services, ownership, institutional units or other types of classifications.

All the ICT and ITES Sector classifications in this report were mapped to the fourth revision of ISIC (ISIC, Rev.4) which is the outcome of a review process that spanned several years and involved contributions from many classifications experts and users around the world. The fourth revision of ISIC provides substantially more detail at all levels than the previous versions of the classification. This increased detail responds to requests by both producers and users of statistics.

Methodology

The 2015 ICT and IT Enabled Services (ITES) Sector Classification and Statistics Survey conducted between June and November 2016 represents a holistic assessment of Jordan's Information and Communications Technology (ICT) and IT Enabled Services (ITES) industry.

The Survey was designed based on the International Standard Industrial Classification, Version 4.0 (ISIC 4.0) to provide information on the following topics:

- IT and ITES revenue domestic and export
- IT and ITES employment
- IT and ITES investments

The survey followed a secure mechanism that ensured data confidentiality, by using an online custom application to aggregate the data provided by companies. The online application was developed in a way

¹ IT enabled services are the services that make extensive use of information and communication technologies.

to allow system administrators only to access aggregate numbers and not the specific numbers provided by each company for confidentiality purposes. Entered data is split automatically into two separate databases once the application is submitted, making it impossible to link companies' information to their numbers. While it is acknowledged that this approach may increase the margin of error, it was adopted to ensure the confidentiality of data and to increase companies' participation.

Survey Methodology:

- The survey followed the Organization for Economic Co-operation and Development (OECD) definition of the ICT Sector, according to which the guiding principal for what constitutes an ICT enterprise is: "The production (goods and services) of a candidate industry must primarily be intended to fulfill or enable the function of information processing and communication by electronic means, including transmission and display"
- Based on the OECD definition of an ICT enterprise, ICT and ITES sector segments have been mapped to ISIC 4.0 sections.
- To ensure that the survey covers all ICT and ITES companies in Jordan (100% of the sector), comprehensive lists of companies with ICT and ITES related activities were obtained from the Ministry of Industry and Trade and all Industry and Trade Chambers in Jordan in order to identify ICT and ITES companies in Jordan (including int@j and non-int@j member companies)
- The survey was then launched and verified companies with ICT and ITES activities were invited to fill the online questionnaire.
- During the survey, companies confirmed whether they are actually ICT and/or ITES related companies by examining a detailed list of activities and answering specific questions.
- The survey outcomes identified the companies considered as ICT and/or ITES companies.
- Companies are classified as part of the ICT and ITES Sector if their "principal" activities belong to ISIC 4.0 ICT and ITES classes, i.e. are within the ICT and ITES classification domain.
- According to UNSTATS "An activity that contributes most to the value added of the unit, or the activity the value added of which exceeds that of any other activity undertaken by the unit is called its "principal" activity. It is not necessary that the principal activity account for 50% or more of the total value added of a unit".
- Remaining companies, which did not complete the online questionnaire, were approached individually, and asked questions, in order to identify their activities based on (ISIC 4.0) classification and provide actual number of employees.
- The revenues for companies who didn't fill the survey were estimated by pro-rating total numbers based on the number of those who filled the survey compared to the total number of companies.
- For accuracy purposes, statistics of Telecommunications companies were obtained from the Telecommunications Regulatory Commission (TRC), the official organization in Jordan responsible for gathering and publishing Telecom Companies statistics. IT & ITES numbers presented in this report are the results of analyzing the figures obtained from the 2015 survey.
- All monetary values expressed in this report are in US Dollars. USD 1 = JD 0.708 is the official conversion rate when publishing this report.

Survey Sample Population

Summary of Participants

Survey Participants Summary	
Category	Total
Initial Identified Companies	646
Suspended or Closed businesses Identified Companies	26
Non-ICT/ITES or Not in Jordan Identified Companies	24
Total Targeted Companies to fill the questionnaire	622
Total ICT/ITES Identified Companies	622
Total Companies Completed the questionnaire	224
Total Companies Did Not Fill the questionnaire	398
New IT/ITES Companies in 2015	87

Table 1: Survey Participants Summary

Participations by Economic Activity

Companies Activities				
ISIC Code	ISIC Activity	Group A	Group B	Total
2610	Manufacture of electronic components and boards	2	0	2
2731	Manufacture of fiber optic cables	1	0	1
263001	Manufacture of data communications equipment (e.g routers & gateways)	2	0	2
332001	Installation of communications equipment	14	12	26
5820	Software publishing and deployment	8	9	17
4651	Wholesale of computers, computer peripheral equipment and software	45	41	86
6201	Computer programming activities	127	177	304
6202	ICT consultancy and computer facilities management activities	16	14	30
6209	Other information technology and computer service activities	24	0	24
6311	Data processing, hosting and related activities	19	3	22
6312	Web portals	13	5	18
951201	Telecommunications equipment maintenance	4	0	4
951202	IT Networking equipment maintenance	8	6	14
ICT Training	ICT Training	5	7	12
8220	Activities of call centers and business process outsourcing	6	2	8
332002	Installation of mainframe and similar computers (hardware & infrastructure)	15	8	23
465201	Wholesale of telephone and communications equipment	13	3	16
VAS-6311	Telecommunications value added services	8	0	8
EC-6311	E-commerce	2	0	2
9511	Repair of computers and peripheral equipment	18	9	27
Total		349	297	646

Table 2: Companies Activities

Group A: Companies completed the survey & carried out this activity

Group B: Companies did not complete the survey & surveyed by phone

Note: Number of total activities is higher than total participating companies as companies have more than one activity.

2015 IT/ITES Sector Statistics

IT & ITES Sector Statistics 2015			
	Domestic (USD)	Export (USD)	Total (USD)
Total Revenue	\$417,530,297	\$204,443,207	\$621,973,504
IT Revenue	\$413,297,567	\$200,434,541	\$613,732,108
ITES Revenue	\$3,410,271	\$3,019,966	\$6,430,237
ICT Training Revenue	\$822,458	\$988,701	\$1,811,159
IT Imports	\$105,767,250		
IT and ITES Sector Employment	12,634		
IT Employment	11,077		
ITES Employment	1,557		
Telecom Employment	4,159		
ICT and ITES Sector Employment	16,793		

Table 3: IT & ITES Sector Statistics 2015

Note: Numbers presented in the table above for the IT & ITES Sector based on the results of the 2015 Survey.

IT Growth (2001 – 2015)

Summary 2001 – 2005					
	2001	2002	2003	2004	2005
IT Export Revenue (USD)	\$40,000,000	\$40,038,000	\$69,728,000	\$79,410,743	\$162,619,518
Growth %	233.33%	0.10%	74.16%	13.89%	105%
% of Total Revenues	23.53%	17.52%	24%	18%	28%
IT Domestic Revenue (USD)	\$130,000,000	\$188,448,000	\$226,183,000	\$361,103,905	\$418,254,125
Growth %	170.83%	44.96%	20.02%	59.65%	15.80%
% of Total Revenues	76.47%	82.48%	76%	82%	72%
IT Total Revenue (USD)	\$170,000,000	\$228,486,000	\$295,910,000	\$440,514,648	\$580,873,643
Growth %	183.33%	34.40%	29.51%	48.87%	31.86%
IT Investment (FDI) Yearly	NA	\$8,005,500	\$11,594,500	\$2,900,000	\$10,524,761
IT FDI Cumuli. (USD)	\$60,000,000	\$68,005,500	\$79,600,000	\$82,500,000	\$93,024,761
IT & ITES Emp.	6,000	8,000	8,117	8,523	10,032

Table 4: IT Growth Summary 2001 - 2005

Summary 2006 - 2010					
	2006	2007	2008	2009	2010
IT Export Revenue (USD)	\$191,520,379	\$196,907,691	\$226,863,277	\$209,526,864	\$202,275,754
Growth %	17.80%	2.81%	15.21%	-7.64%	-3.46%
% of Total Revenues	25.00%	22.30%	23.57%	23.41%	27.64%
IT Domestic Revenue (USD)	\$578,554,212	\$686,063,063	\$735,571,817	\$685,461,382	\$529,571,537
Growth %	38.33%	18.58%	7.22%	-6.81%	-22.74%
% of Total Revenues	75.00%	77.70%	76.43%	76.59%	72.36%
IT Total Revenue (USD)	\$770,074,591	\$882,970,754	\$962,435,094	\$894,988,247	\$731,847,291
Growth %	32.57%	14.66%	9.00%	-7.01%	-18.23%
IT Investment (FDI) Yearly	\$13,569,656	\$3,070,791	\$1,690,141	\$16,231,326	\$14,944,209
IT FDI Cumuli. (USD)	\$106,594,417	\$109,665,208	\$111,355,349	\$127,586,675	\$142,530,884
IT & ITES Emp.	10,712	11,034	10,294	11,334	9,858

Table 5: IT Growth Summary 2006 – 2010

Summary 2011 - 2015					
	2011	2012	2013	2014	2015
IT Export Revenue (USD)	\$230,528,961	\$299,915,978	\$324,441,323	\$178,116,633	\$200,434,541
Growth %	13.97%	30.10%	8.18%	-45.10%	12.53%
% of Total Revenues	31.23%	48.61%	50.86%	32.59%	32.66%
IT Domestic Revenue (USD)	\$507,526,322	\$317,110,284	\$313,499,003	\$368,471,515	\$413,297,567
Growth %	-4.16%	-37.52%	-1.14%	17.54%	12.17%
% of Total Revenues	68.77%	51.39%	49.14%	67.41%	67.34%
IT Total Revenue (USD)	\$738,055,284	\$617,026,263	\$637,940,326	\$546,588,148	\$613,732,108
Growth %	0.85%	-16.40%	3.39%	-14.32%	12.28%
IT Investment (FDI) Yearly	\$1,384,181	\$2,468,435	\$4,175,000	\$1,184,590	\$1,755,085
IT FDI Cumuli. (USD)	\$143,915,065	\$146,383,500	\$150,558,500	\$151,743,090	153,498,175
IT & ITES Emp.	11,235	11,360	11,637	12,080	12,634

Table 6: IT Growth Summary 2010 – 2015

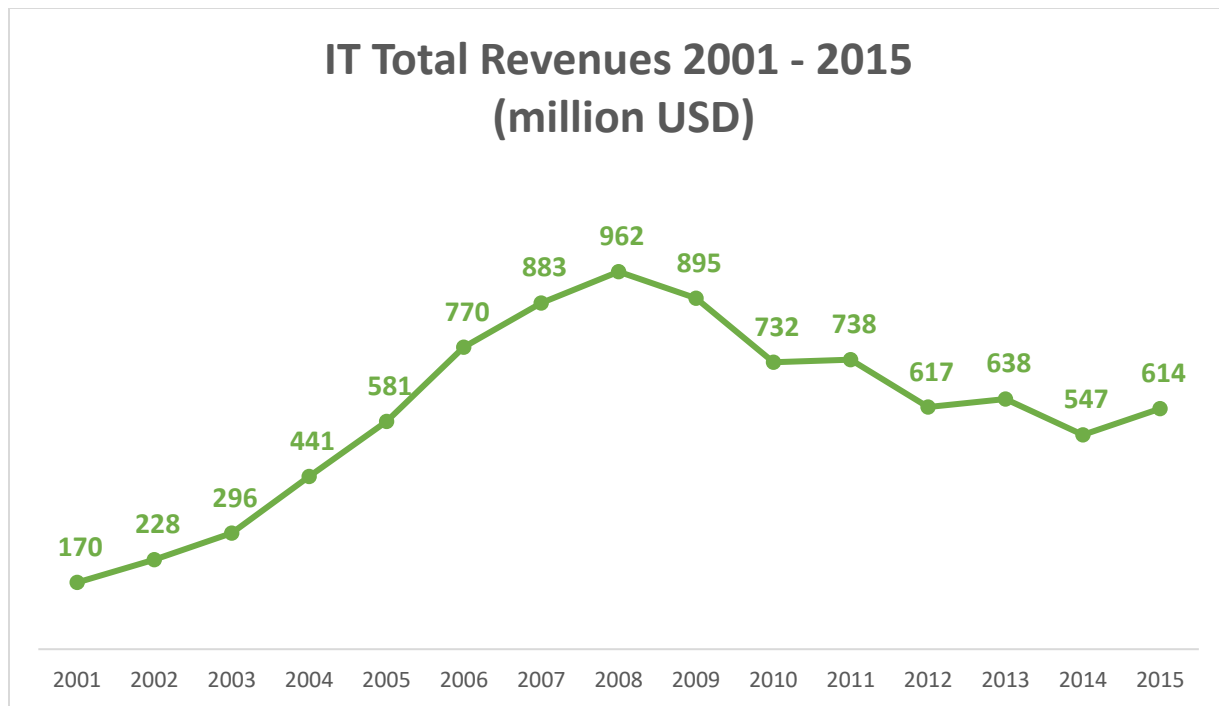


Figure 1: IT Total Revenues 2001 – 2015 (million USD)

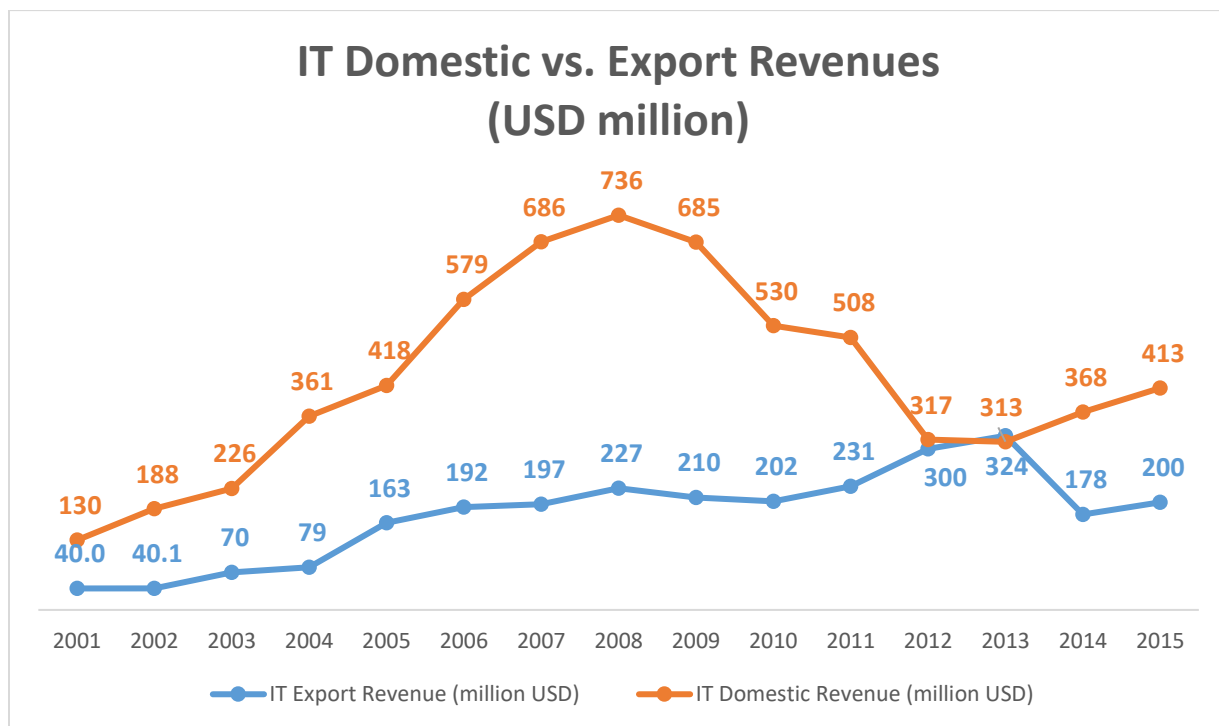


Figure 2: IT Domestic vs. Export Revenues 2001 – 2015 (Million USD)

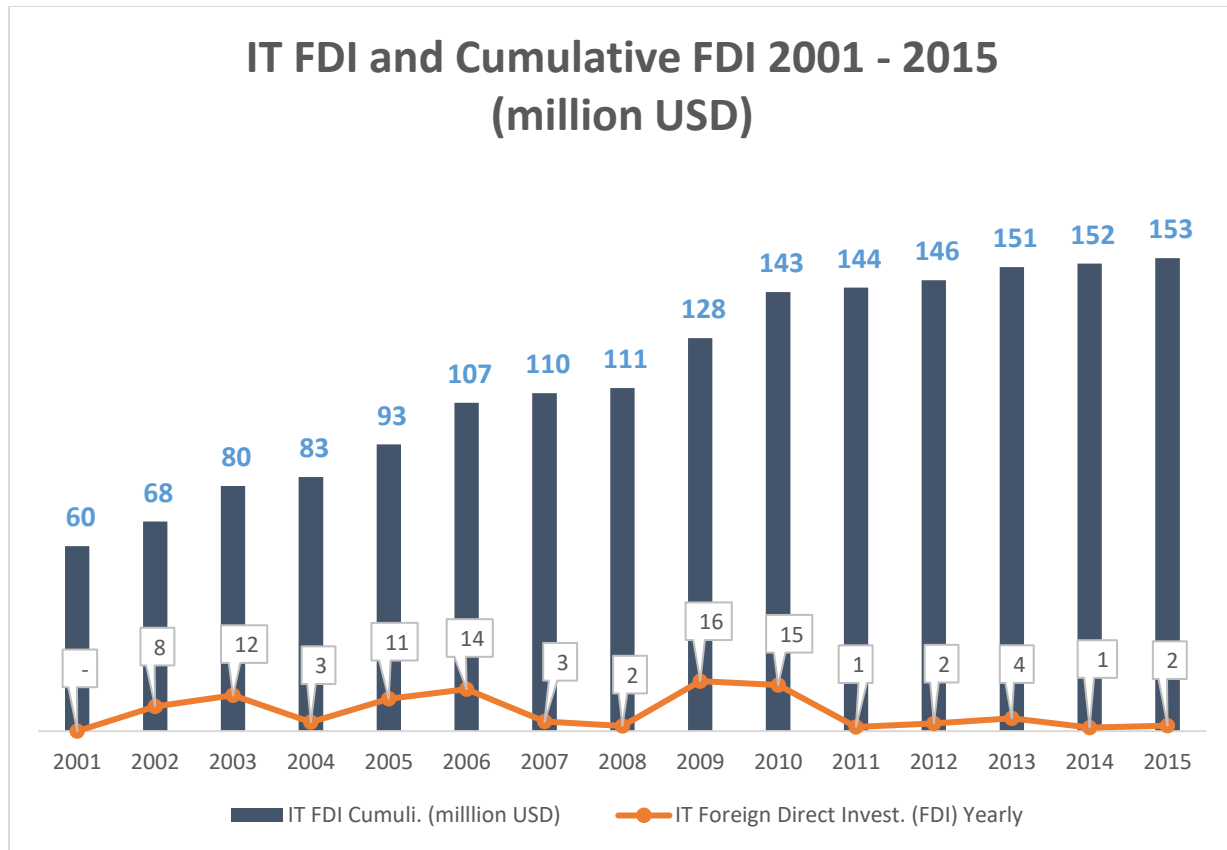


Figure 3: IT FDI and Cumulative FDI 2001 – 2015 (million USD)

2015 Telecom Sector Statistics

Telecom Statistics 2015 ²					
Revenues in 2015					
PSTN (USD)	\$250,738,206				
Mobile (USD)	\$861,501,333				
Internet (USD)	\$111,541,097				
Other Revenues USD	\$129,701,647				
Total USD	\$1,353,482,283				
Penetration and Number of Subscribers in 2015					
Fixed Line Subscribers	Fixed Line Penetration	Mobile Subscribers	Mobile Penetration	Internet Users	Internet Penetration
369,000	4.00%	13,798,000	145%	7,900,000	83%
Annual Investment (million USD)					406.7
Employment					4159
Mobile Calls in 2015					
Outgoing (million)		Incoming (million)		Total (million)	
35,123		600		35,723	

Table 7: Telecom Statistics 2015

Telecom Growth 2009 – 2015

Telecom Sector Statistics 2009 – 2015 ³						
Activity	2010	2011	2012	2013	2014	2015
Revenues						
PSTN (USD)	\$340,376,899	\$334,889,521	\$345,281,330	\$323,302,868	\$289,573,970	\$250,738,206
Mobile (USD)	\$977,947,900	\$1,002,357,206	\$1,009,096,545	\$941,229,130	\$902,406,696	\$861,501,333
Internet (USD)	\$102,193,097	\$126,384,027	\$121,305,277	\$121,945,640	\$120,780,044	\$111,541,097
Other	\$150,663,629	\$165,559,347	\$194,236,316	\$160,942,833	\$150,040,513	\$129,701,647
Penetration						
Fixed Line Subscribers	485,000	424,000	401,000	379,000	376,000	369,000
Fixed Line Penetration	8.00%	6.80%	6.30%	5.20%	5.00%	4.00%
Mobile Subscribers	6,620,000	7,483,000	8,984,000	10,314,000	11,120,000	13,798,000
Mobile Penetration	108%	120%	140%	142%	147%	145%
Internet Users	2,324,000	3,137,000	4,260,000	5,300,000	5,650,000	7,900,000
Internet Penetration	38%	51%	67%	73%	75%	83%
Annual Inv. (MUSD)	162.4	179.4	139.8	218.9	403.9	406.7
Employment	5317	4600	4596	4212	4304	4159
Mobile Calls						
Outgoing (million)	19,297	25,295	33,458	34,225	35,009	35,123
Incoming (million)	685	825	742	702	706	600
Total (million)	19,982	26,120	34,200	34,927	35,715	35,723

Table 8: Telecom Statistics 2009 – 2015

² Source: Telecom Regulatory Commission (TRC)

³ Source: Telecom Regulatory Commission (TRC)

Telecom Revenues

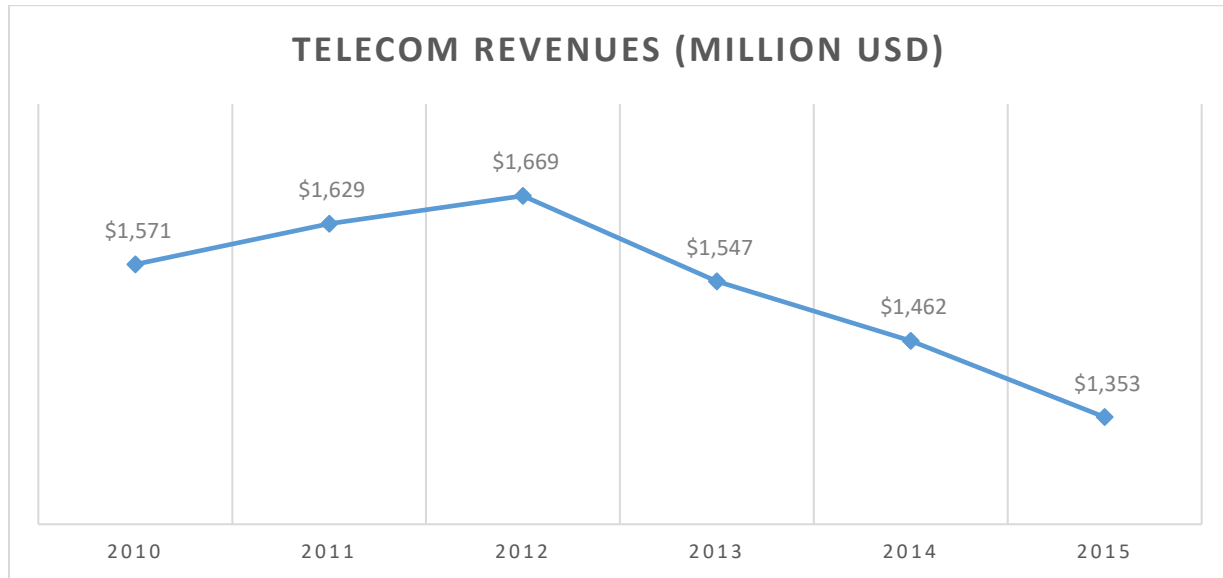


Figure 4: Telecom Revenues 2010 – 2015

Internet and Mobile Penetration

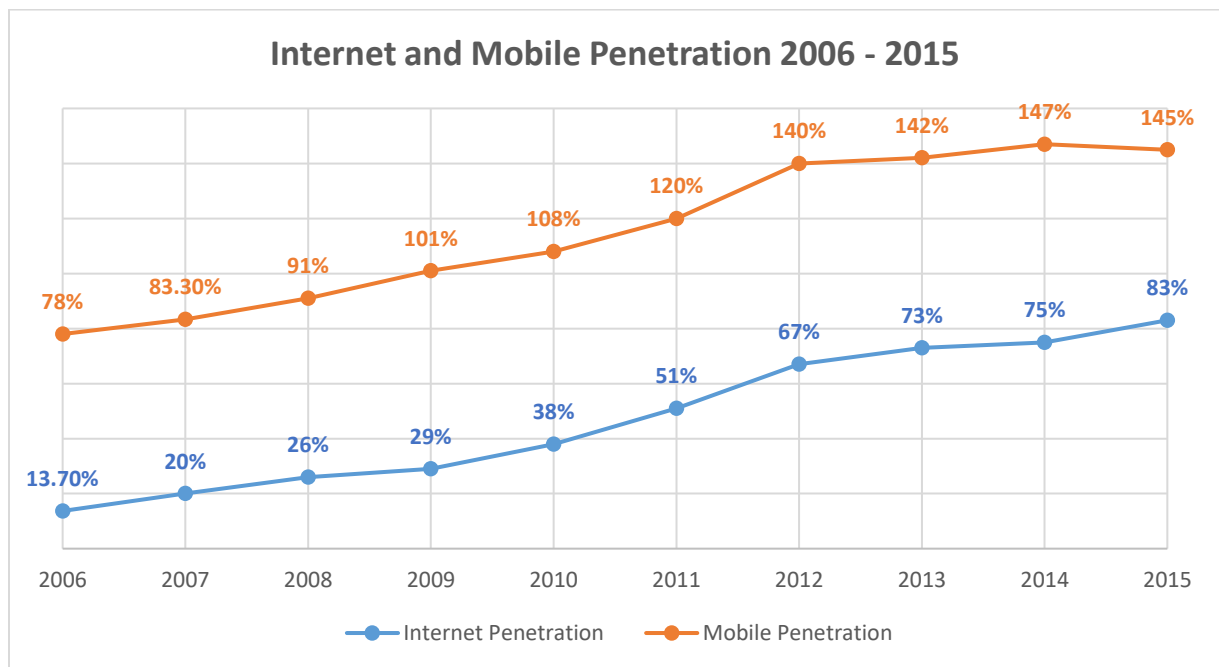


Figure 5: Internet and Mobile Penetration 2006 – 2015

Telecom Employment

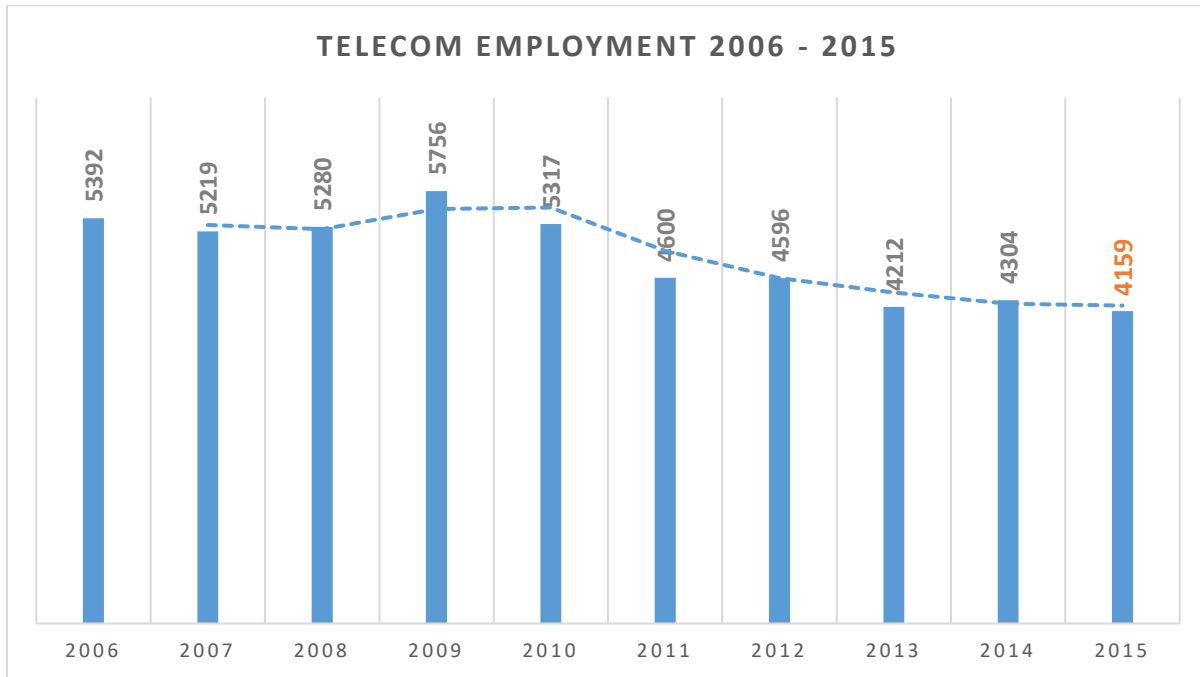


Figure 6: Telecom Employment 2006 – 2015

Investment in Telecom

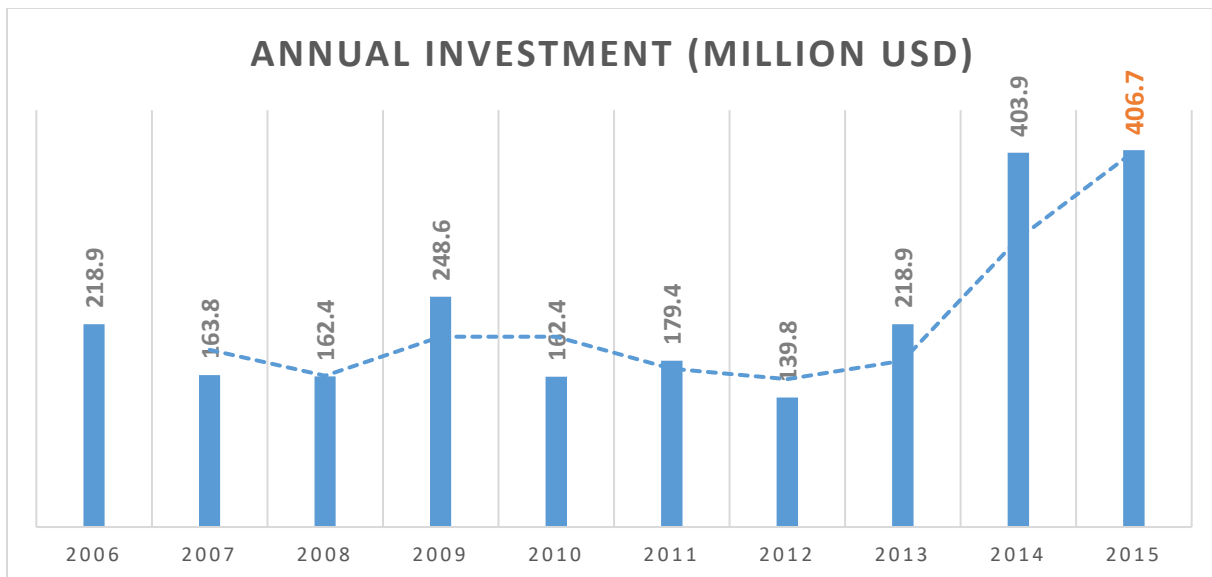


Figure 7: Annual Investment in Telecom 2006 – 2015

IT and ITES Revenues by Economic Activity

IT & ITES

IT & ITES Revenue 2015							
ISIC Activity	Final ISIC	Total Revenue USD	%	Domestic Revenue USD	%	Export Revenue USD	%
Telecommunications equipment maintenance	951201	\$296,610	0.05%	\$296,610	0.07%	\$0	0.00%
Manufacture of data communications equipment, such as routers and gateways	263001	\$1,150,329	0.18%	\$1,134,777	0.27%	\$15,552	0.01%
Installation of communications equipment	332001	\$31,275,073	5.03%	\$22,124,122	5.30%	\$9,150,951	4.48%
Installation of mainframe and similar computers	332002	\$29,204,117	4.70%	\$25,167,394	6.03%	\$4,036,723	1.97%
Wholesale of computers, computer peripheral equipment and software	4651	\$215,611,110	34.67%	\$155,956,941	37.35%	\$59,654,170	29.18%
Wholesale of telephone and communications equipment	465201	\$10,520,410	1.69%	\$9,787,772	2.34%	\$732,638	0.36%
Software publishing	5820	\$18,476,537	2.97%	\$10,227,880	2.45%	\$8,248,657	4.03%
Computer programming activities	6201	\$165,402,623	26.59%	\$79,818,402	19.12%	\$85,584,221	41.86%
Computer consultancy and computer facilities management activities	6202	\$9,739,967	1.57%	\$9,453,244	2.26%	\$286,723	0.14%
Other information technology and computer service activities	6209	\$7,553,819	1.21%	\$5,925,959	1.42%	\$1,627,860	0.80%
Telecommunications Value Added Services	VAS-6311	\$15,624,294	2.51%	\$11,937,853	2.86%	\$3,686,441	1.80%
E-Commerce	Ecommerce -6311	\$64,092,482	10.30%	\$59,337,571	14.21%	\$4,754,911	2.33%
Data processing, hosting and related activities	6311	\$6,904,589	1.11%	\$4,973,034	1.19%	\$1,931,555	0.94%
Web portals	6312	\$2,537,090	0.41%	\$833,277	0.20%	\$1,703,814	0.83%
Activities of call centers	8220	\$6,430,237	1.03%	\$3,410,271	0.82%	\$3,019,966	1.48%
Repair of computers and peripheral equipment	9511	\$24,744,190	3.98%	\$9,817,478	2.35%	\$14,926,712	7.30%
Repair of communications transmission equipment	951202	\$10,598,868	1.70%	\$6,505,254	1.56%	\$4,093,614	2.00%
ICT Training	ICT Training	\$1,811,159	0.29%	\$822,458	0.20%	\$988,701	0.48%
Total		\$621,973,504	100%	\$417,530,297	100.0%	\$204,443,207	100%

Table 9: IT & ITES Revenues 2015

IT & ITES Revenues 2015 (USD)

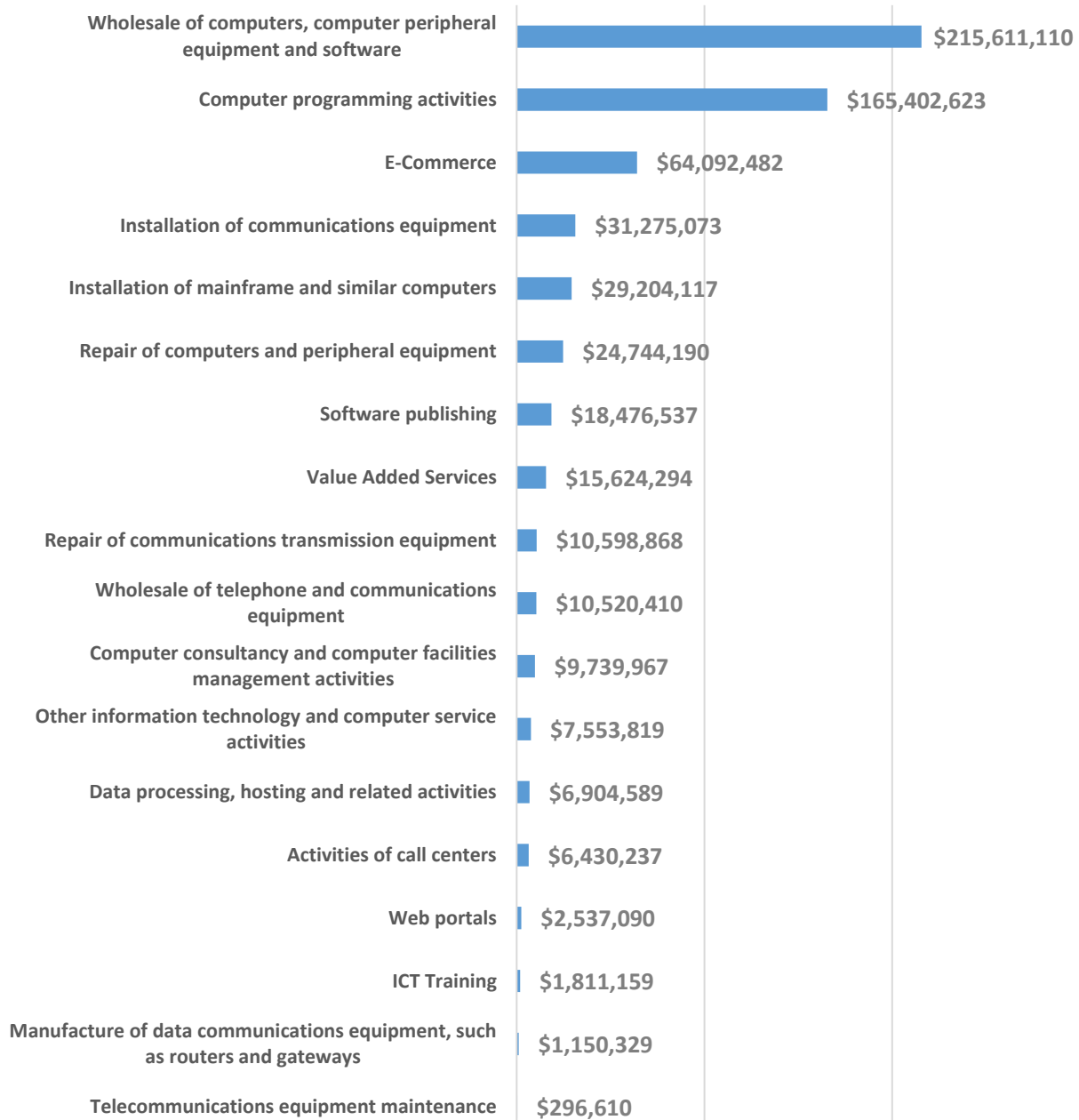


Figure 8: IT and ITES Revenues 2015 (USD)

IT & ITES Domestic Revenue 2015 (USD)

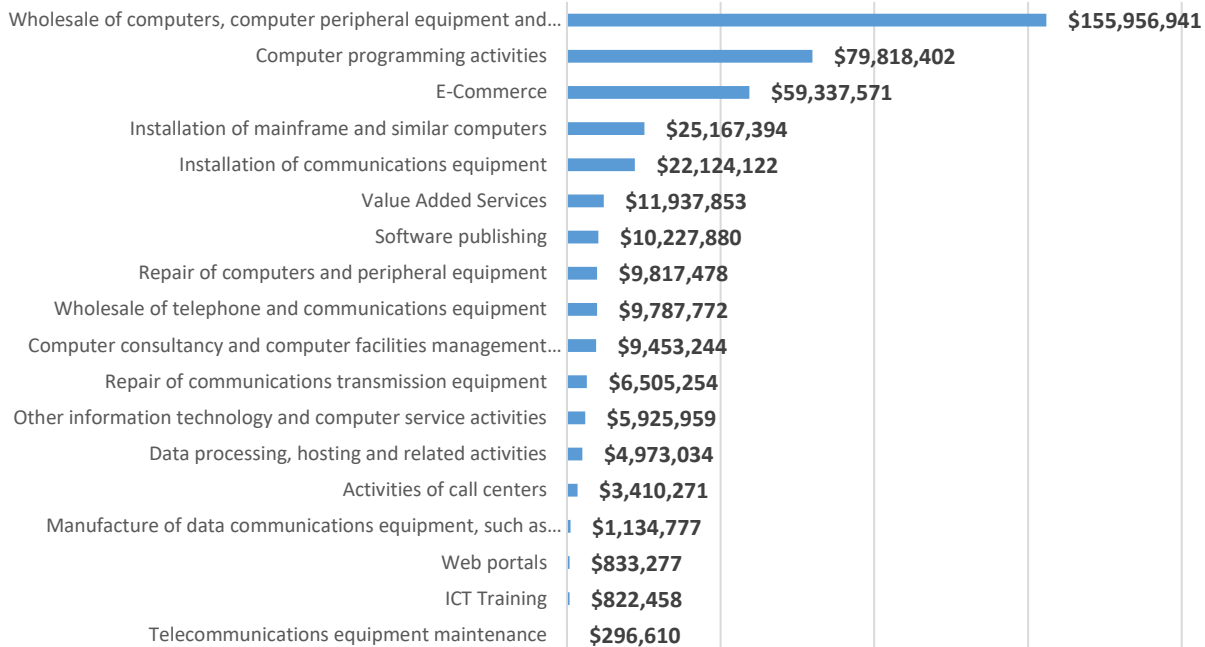


Figure 9: IT & ITES Domestic Revenue 2015 (USD)

IT & ITES Export Revenue 2015 (USD)

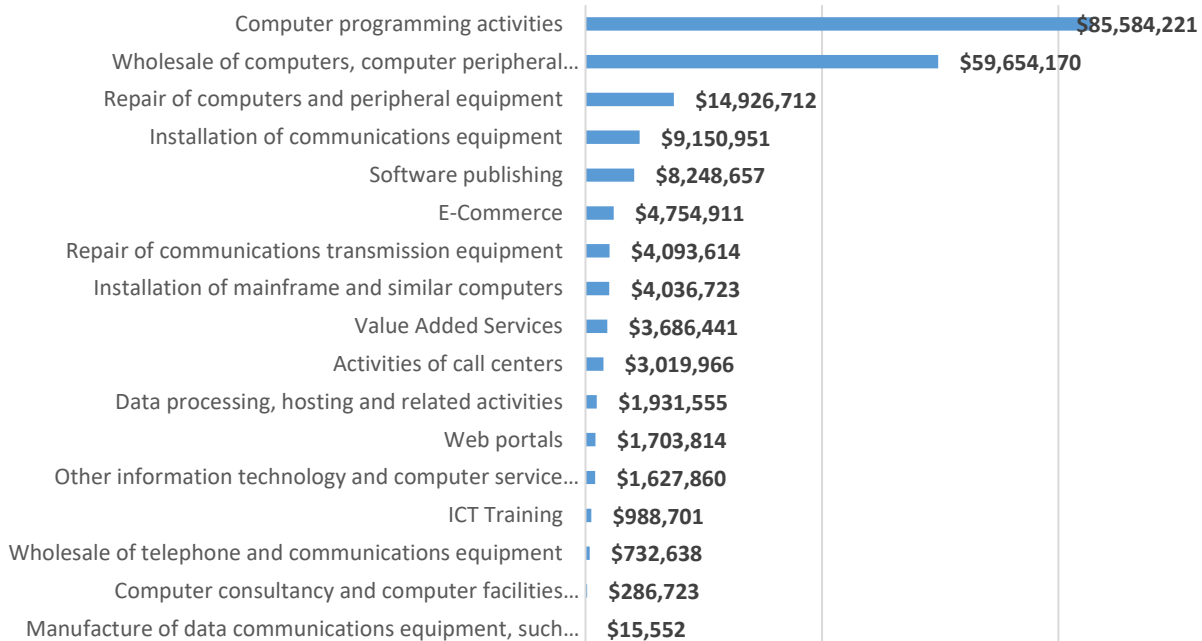


Figure 10: IT & ITES Export Revenue 2015 (USD)

ITES

ITES Revenue 2015							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Activities of call centers	8220	\$6,430,237	100%	\$3,410,271	100%	\$3,019,966	100%
Total		\$6,430,237	100%	\$3,410,271	100%	\$3,019,966	100%

Table 10: ITES Revenue 2015

ICT Training

ICT Training Revenue 2015							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
ICT Training	ICT Training	\$1,811,159	100%	\$822,458	100%	\$988,701	100%
Total		\$1,811,159	100%	\$822,458	100%	\$988,701	100%

Table 11: ICT Training Revenue 2015

IT Value Added Revenue

A simple approach was followed to calculate the IT revenue generated from “value-added” activities. While most of the services under IT were considered “high value-added” activities, activities associated with “significant import input” and “slight domestic processing” were considered “low value-added” activities. Accordingly, the activities identified in table 10 below were excluded from calculating the IT revenue generated from “high value-added” activities.

IT Revenue – Low Value Added Activities	
ISIC Activity	ISIC
Wholesale of computers, computer peripheral equipment and software	4651
Wholesale of telephone and communications equipment	465201

Table 12: IT “Low Value Added” Activities Revenues

Table 11 below, shows the contribution of “high value-added” and “low value-added” activities to Total, Domestic, and Export IT Revenues.

	High Value Add	%	Low Value Add	%
Total IT Revenue (USD)	\$387,600,588	63%	\$226,131,520	37%
Domestic IT Revenue (USD)	\$247,552,854	60%	\$165,744,713	40%
Export IT Revenue (USD)	\$140,047,734	70%	\$60,386,807	30%

Table 13: IT Revenue Value-Add Breakdown

According to the figures above, while more than half (63%) of the total IT sector revenue is generated from “high value-added” activities, 70% of exports revenue results from “high value-added” IT activities, demonstrating that the IT industry brings high value to the Jordanian economy mainly in exports.

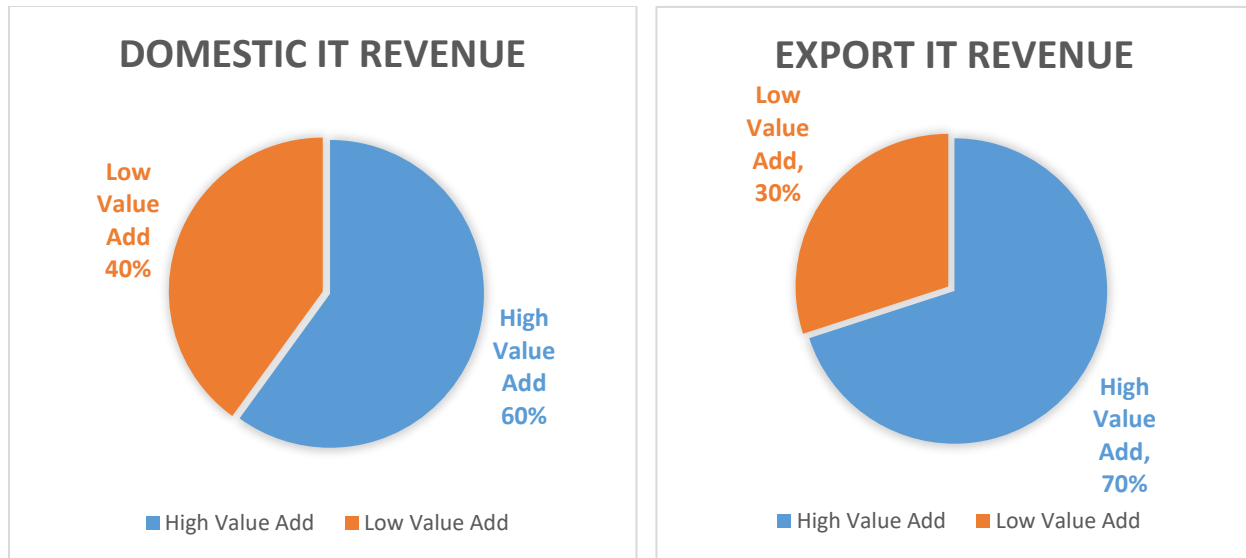


Figure 11 Contribution of Value-Added IT activities to Domestic and Export IT Revenues

IT Imports

IT Imports 2015		
Total Imports	Value (USD)	%
Hardware	\$ 66,743,391	63%
IT Services / Consultancy Licenses	\$ 15,855,855	15%
Software	\$ 23,168,004	22%
Total USD	\$ 105,767,250	100%

Table 14: IT Imports 2015

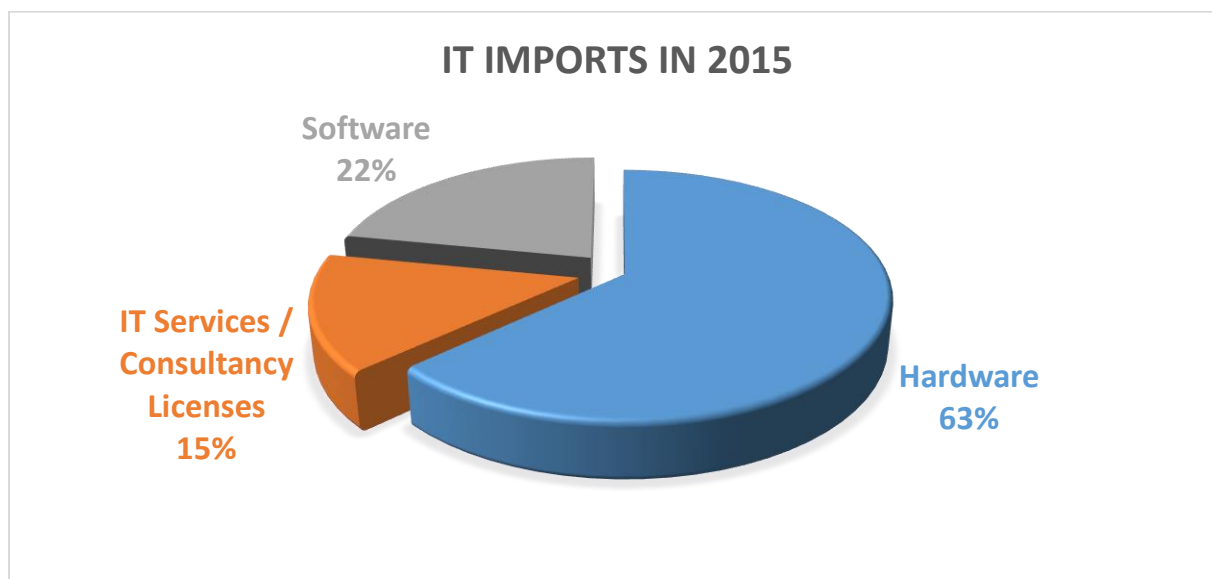


Figure 12: IT Imports in 2015

IT and ITES Exports

IT and ITES Exports Volumes by Country

IT and ITES Exports Volumes by Country in 2015		
Sale Region	Total Export Revenue USD	%
United Arab Emirates	\$ 57,785,359	28.26%
Saudi Arabia	\$ 42,620,283	20.85%
Iraq	\$ 17,434,657	8.53%
United States of America	\$ 16,378,944	8.01%
Netherlands	\$ 13,115,977	6.42%
United Kingdom	\$ 5,737,248	2.81%
Kuwait	\$ 5,647,242	2.76%
Sudan	\$ 5,310,227	2.60%
Qatar	\$ 5,096,568	2.49%
Palestine	\$ 4,734,723	2.32%
China	\$ 4,574,294	2.24%
Turkey	\$ 3,713,540	1.82%
Egypt	\$ 2,826,385	1.38%
Lebanon	\$ 2,433,842	1.19%
Greece	\$ 2,416,416	1.18%
Oman	\$ 2,241,120	1.10%
Yemen	\$ 1,970,082	0.96%
Bahrain	\$ 1,268,186	0.62%
Cayman Islands	\$ 1,257,931	0.62%
Armenia	\$ 1,157,296	0.57%
Spain	\$ 702,605	0.34%
Syria	\$ 656,013	0.32%
Libya	\$ 602,860	0.29%
South Africa	\$ 591,799	0.29%
Germany	\$ 571,787	0.28%
Pakistan	\$ 548,478	0.27%
Other Countries	\$ 3,049,343	1.49%
Total	\$ 204,443,207	100%

Table 15: IT Exports Revenues by Country 2015

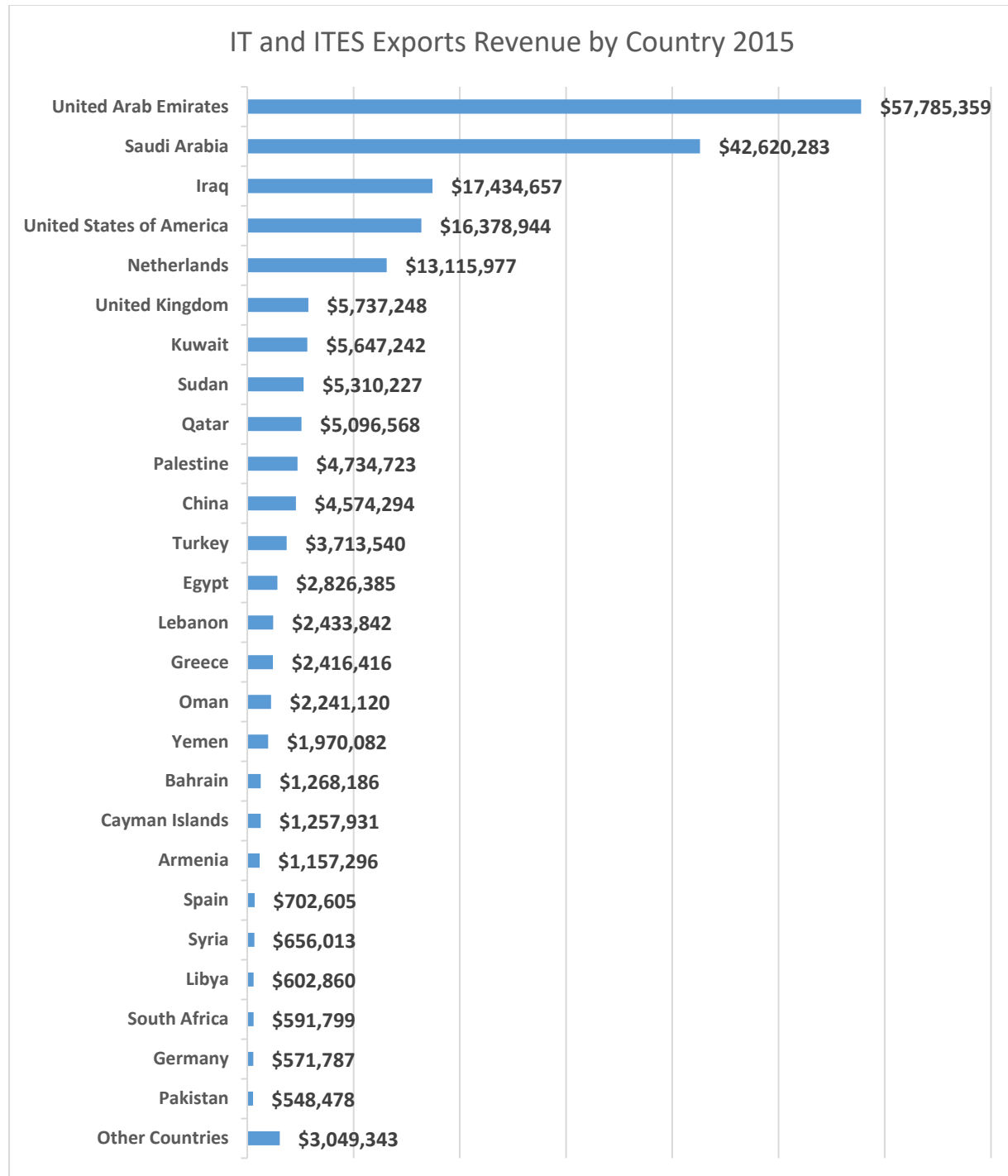


Figure 13: IT and ITES Exports Revenue by Country

IT Export Revenues 2001 – 2015

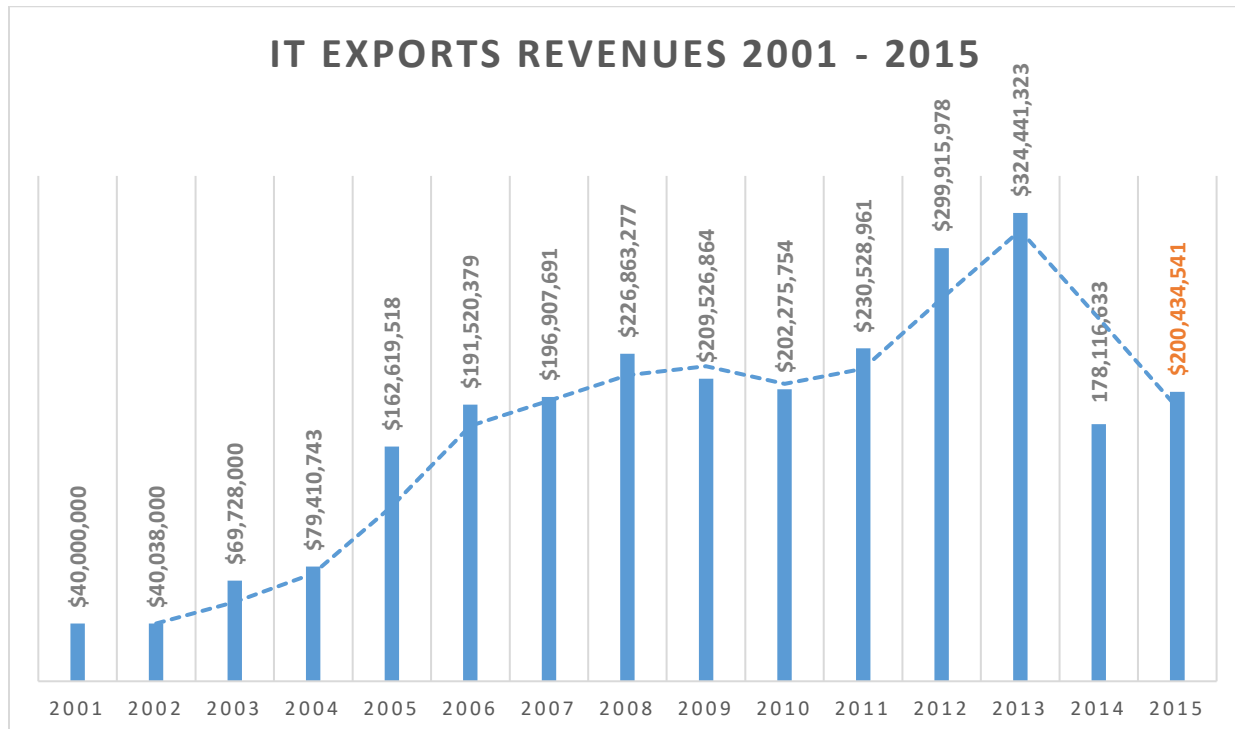


Figure 14: IT Exports Revenues 2001 – 2015

Top 10 Exports Markets 2015 vs. 2014



Figure 15: Top 10 Exports Markets and Number of Markets 2015 vs. 2014

IT and ITES Employment

IT & ITES Employment for companies completed/did not complete the survey			
Group	Total	IT	ITES
Employment of Companies who Completed the Survey	6,799	5,947	852
Employment of Companies who did not Complete the Survey	5,835	5,130	705
Total	12,634	11,077	1,557

Table 16: IT & ITES Employment for Companies completed/did not complete the survey

Employment Breakdown

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
Management	Jordanian Employees	Local	Male	1,052	8.32%
	Jordanian Employees	Local	Female	292	2.31%
	Foreign Employees	Local	Male	17	0.13%
	Foreign Employees	Local	Female	-	0.00%
	Jordanian Employees	Abroad	Male	106	0.84%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	7	0.06%
	Foreign Employees	Abroad	Female	4	0.03%
HR & Admin	Jordanian Employees	Local	Male	347	2.75%
	Jordanian Employees	Local	Female	344	2.72%
	Foreign Employees	Local	Male	78	0.62%
	Foreign Employees	Local	Female	4	0.03%
	Jordanian Employees	Abroad	Male	2	0.01%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	11	0.09%
	Foreign Employees	Abroad	Female	17	0.13%
Marketing	Jordanian Employees	Local	Male	143	1.13%
	Jordanian Employees	Local	Female	121	0.96%
	Foreign Employees	Local	Male	-	0.00%
	Foreign Employees	Local	Female	-	0.00%
	Jordanian Employees	Abroad	Male	2	0.01%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	2	0.01%
	Foreign Employees	Abroad	Female	4	0.03%
Sales	Jordanian Employees	Local	Male	622	4.93%
	Jordanian Employees	Local	Female	292	2.31%
	Foreign Employees	Local	Male	48	0.38%
	Foreign Employees	Local	Female	15	0.12%
	Jordanian Employees	Abroad	Male	28	0.22%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	9	0.07%
	Foreign Employees	Abroad	Female	2	0.01%
Software	Jordanian Employees	Local	Male	1,637	12.96%
	Jordanian Employees	Local	Female	520	4.12%

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
	Foreign Employees	Local	Male	30	0.24%
	Foreign Employees	Local	Female	2	0.01%
	Jordanian Employees	Abroad	Male	59	0.47%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	57	0.46%
	Foreign Employees	Abroad	Female	22	0.18%
IT Support	Jordanian Employees	Local	Male	1,773	14.03%
	Jordanian Employees	Local	Female	643	5.09%
	Foreign Employees	Local	Male	106	0.84%
	Foreign Employees	Local	Female	9	0.07%
	Jordanian Employees	Abroad	Male	30	0.24%
	Jordanian Employees	Abroad	Female	5	0.04%
Network and Infrastructure	Foreign Employees	Abroad	Male	9	0.07%
	Foreign Employees	Abroad	Female	2	0.01%
	Jordanian Employees	Local	Male	390	3.09%
	Jordanian Employees	Local	Female	31	0.25%
	Foreign Employees	Local	Male	4	0.03%
	Foreign Employees	Local	Female	-	0.00%
Other Technical	Jordanian Employees	Abroad	Male	15	0.12%
	Jordanian Employees	Abroad	Female	-	0.00%
	Foreign Employees	Abroad	Male	2	0.01%
	Foreign Employees	Abroad	Female	-	0.00%
	Jordanian Employees	Local	Male	936	7.41%
	Jordanian Employees	Local	Female	340	2.69%
Technical Operations	Foreign Employees	Local	Male	11	0.09%
	Foreign Employees	Local	Female	4	0.03%
	Jordanian Employees	Abroad	Male	2	0.01%
	Jordanian Employees	Abroad	Female	-	0.00%
	Foreign Employees	Abroad	Male	4	0.03%
	Foreign Employees	Abroad	Female	-	0.00%
Customer Care	Jordanian Employees	Local	Male	994	7.87%
	Jordanian Employees	Local	Female	379	3.00%
	Foreign Employees	Local	Male	43	0.34%
	Foreign Employees	Local	Female	7	0.06%
	Jordanian Employees	Abroad	Male	18	0.15%
	Jordanian Employees	Abroad	Female	-	0.00%
	Foreign Employees	Abroad	Male	2	0.01%
	Foreign Employees	Abroad	Female	2	0.01%
	Jordanian Employees	Local	Male	498	3.94%
	Jordanian Employees	Local	Female	450	3.56%
	Foreign Employees	Local	Male	2	0.01%
	Foreign Employees	Local	Female	4	0.03%
	Jordanian Employees	Abroad	Male	9	0.07%
	Jordanian Employees	Abroad	Female	2	0.01%
	Foreign Employees	Abroad	Male	-	0.00%
	Foreign Employees	Abroad	Female	2	0.01%
Total				12,634	100.00%

Table 17: Employment in the IT & ITES Sector

IT and ITES Employment by Category

IT and ITES Employment by Category			
Category		Total	%
Employment by Function	Management	1,479	12%
	HR & Admin	805	6%
	Marketing	273	2%
	Sales	1,018	8%
	Software Development	2,330	18%
	IT Support	2,577	20%
	Network and Infrastructure	442	4%
	Other Technical	1,297	10%
	Technical Operations	1,446	11%
	Customer Care	966	8%
Employment by Nationality	Jordanian Employees	12,093	96%
	Foreign Employees	541	4%
Employment by Location	Local	12,188	96%
	Abroad	446	4%
Employment by Gender	Male	9,107	72%
	Female	3,527	28%

Table 18: IT & ITES Employment by category

Employment by function

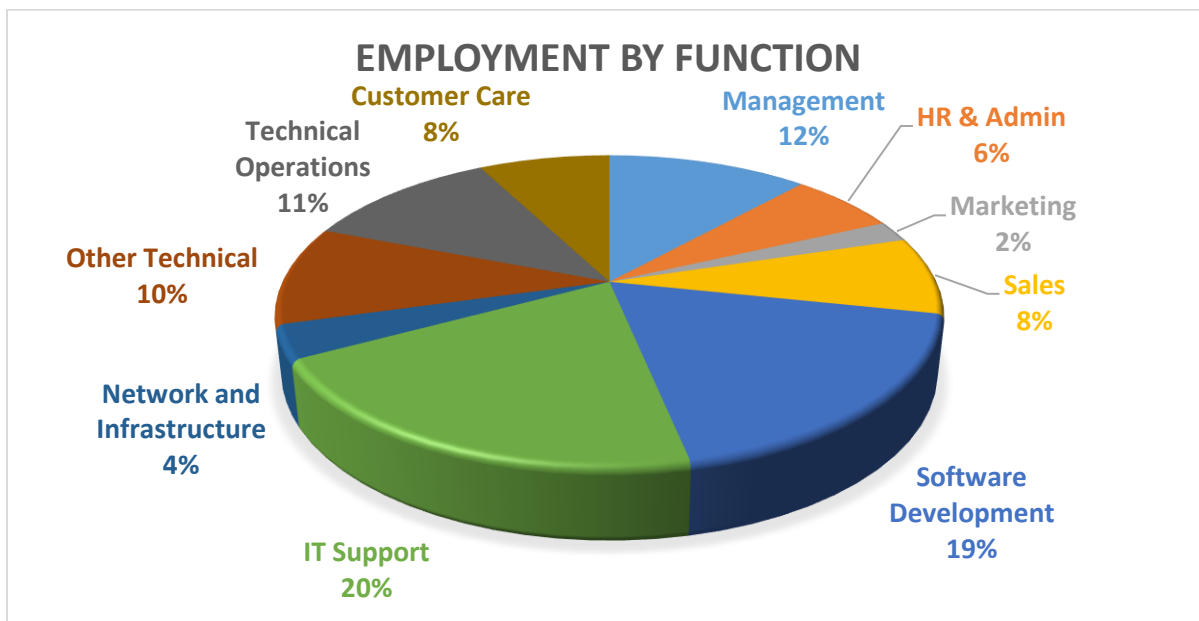


Figure 16: Employment by function

Employment by nationality

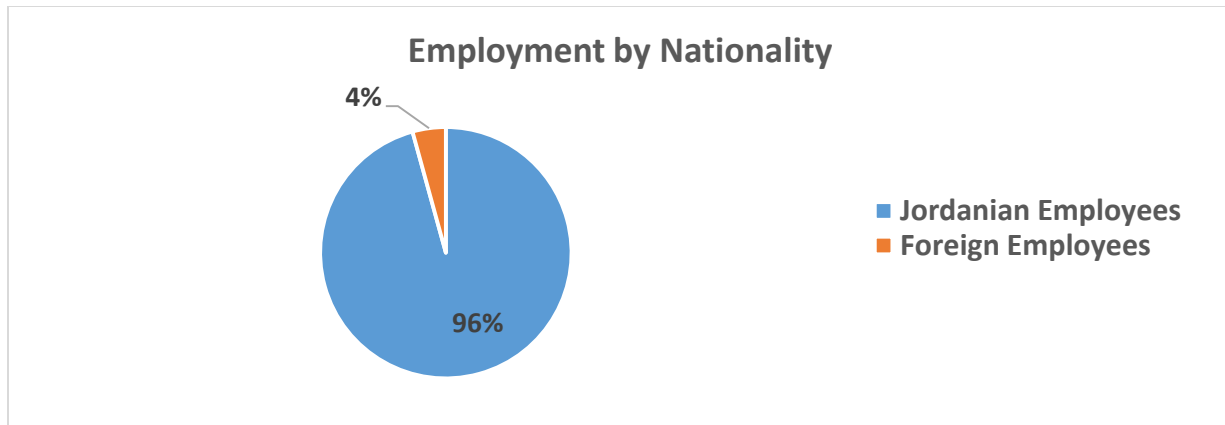


Figure 17: Employment by nationality

Employment by location

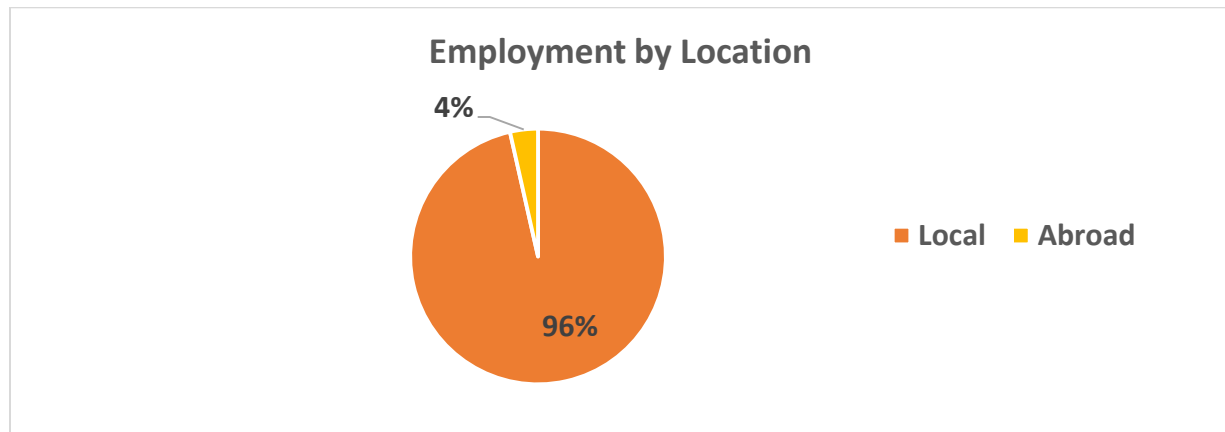


Figure 18: Employment by location

Employment by gender

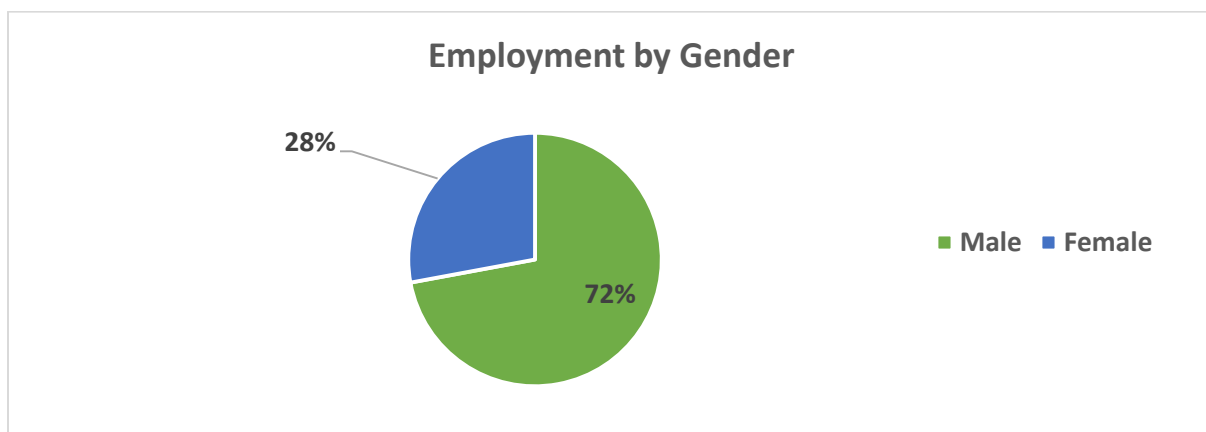


Figure 19: Employment by gender

Employment 2001 – 2015

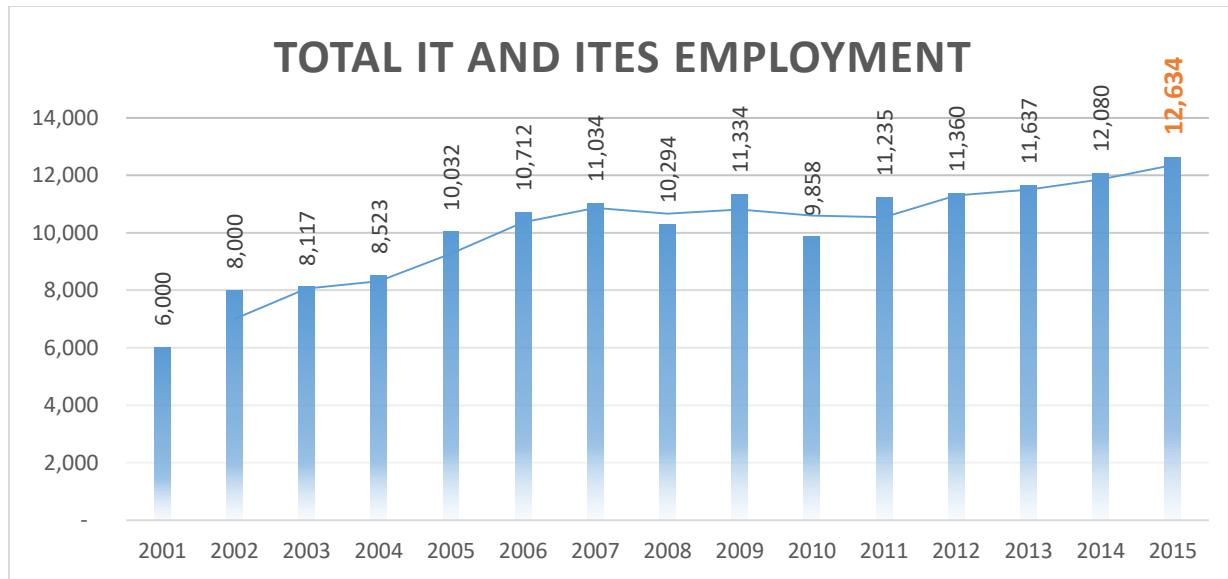


Figure 20: IT & ITES Employment 2001 – 2015

Direct Investment

All investment numbers in this section are based on actual numbers provided by the companies who participated in the ICT and ITES survey.

Investment		
Investment in IT and ITES 2015		
Country	Number of Companies	Amount (USD)
Local	9	\$ 6,781,665
Foreign	6	\$ 1,755,085
Total	15	\$ 8,536,750

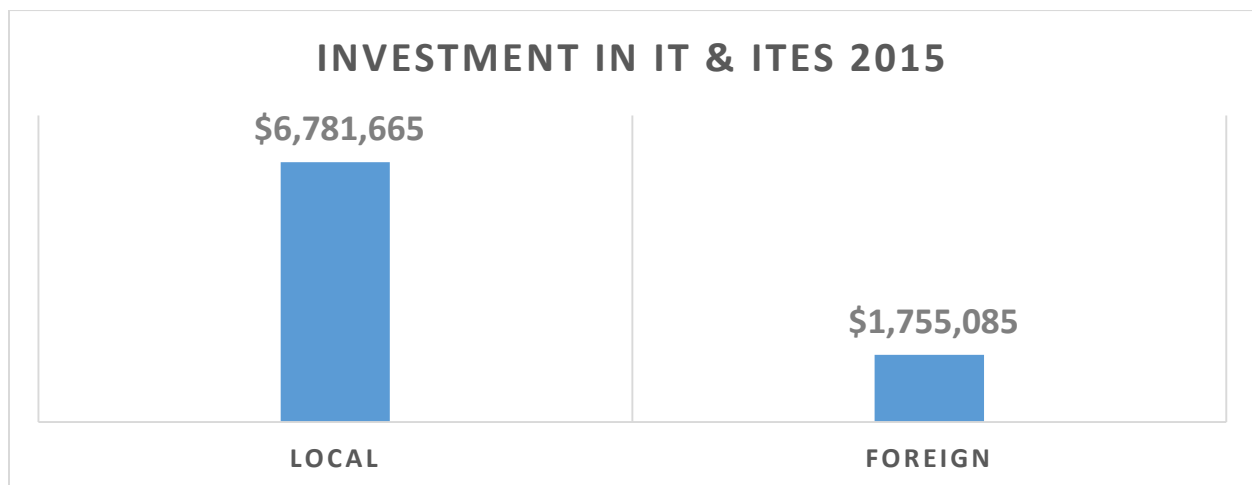


Figure 21: Investment in IT & ITES 2015

Appendices

Appendix A: ISIC 4.0 – ICT and ITES Economic Activities

ICT and ITES ISIC Definition		
Section	Code	Description
Section C - Manufacturing:	2610	Manufacture of electronic components and boards
	2620	Manufacture of computers and peripheral equipment
	263001	Manufacture of data communications equipment, such as bridges, routers, and gateways
	268001	Manufacture of hard drive media
	2731	Manufacture of fiber optic cables
	332002	Installation of communications equipment
	332002	Installation of mainframe and similar computers
	4651	Wholesale of computers, computer peripheral equipment and software
Section G – Wholesale & retail trade:	465201	Wholesale of telephone and communications equipment
	5820	Software publishing and deployment
Section J – Information & Communication:	6110	Wired telecommunications activities
	6120	Wireless telecommunications activities
	6130	Satellite telecommunications activities
Section J – Information & Communication:	6190	Other telecommunications activities
	6201	Computer programming activities
	6202	Computer consultancy and computer facilities management activities
	6209	Other information technology and computer service activities
	6311	Data processing, hosting and related activities
	6312	Web portals
	8220	Activities of call centers and business process outsourcing
Section N – Administrative & support service activities:	9511	Repair of computers and peripheral equipment
Section S – Other services activities:	951201	Repair of carrier equipment modems
	951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)
	VAS-6311	Telecom value added services - VAS
	EC-6311	e-Commerce business

Table 19: ICT and ITES ISIC Definition