

ICT & ITES Industry Statistics & Yearbook

2014

Published by:

int@j

Information and Communications
Technology Association - Jordan


وزارة الإتصالات وتكنولوجيا المعلومات
Ministry of Information and
Communications Technology

Table of Content

Table of Content	2
Referenced Tables	3
Referenced Figures	4
Frequently Used Acronyms and Abbreviations	5
Introduction.....	6
Classification Framework.....	6
Methodology	6
Survey Sample Population	9
Summary of Participants	9
Participants by Economic Activities	10
2014 IT/ITES Sector Statistics	11
IT Growth (2000 – 2014).....	11
2014 Telecom Sector Statistics	16
Revenue by Economic Activities	17
IT & ITES	17
IT	18
IT Value Added Revenue.....	21
ITES	22
ICT Training.....	22
IT Imports.....	22
IT and ITES Exports	23
IT & ITES Export Volumes by Country	23
Exports 2014 vs. 2013.....	25
IT and ITES Employment	26
Employment Breakdown	26
IT and ITES Employment by Category	28
Employment by Function.....	29
Employment by Nationality	29
Employment by Location	30
Employment by Gender.....	30
Employment 2014 vs. 2013	31
Direct Investment	32
Appendices	33
Appendix (A): ISIC 4 ICT & ITES Economic Activities	33

Referenced Tables

Table 1: Survey Participants Summary	9
Table 2: Companies Activities	10
Table 3: IT & ITES Sector Statistics 2014	11
Table 4: IT Growth Summary 2000-2004	11
Table 5: IT Growth Summary 2005-2009	12
Table 6: IT Growth Summary 2010-2014	12
Table 7: Telecom Sector Statistics 2014	16
Table 8: IT & ITES Revenue 2014	17
Table 9: IT Revenue 2014	18
Table 10: IT Revenue – Low Value Added Activities	21
Table 11: IT Revenue Value Add Breakdown	21
Table 12: ITES Revenue 2014	22
Table 13: ICT & ICTES Training Revenue 2014	22
Table 14: IT Imports 2014	22
Table 15: IT & ITES Export Revenue by Country	23
Table 16: Top 10 Markets Exports 2014 vs. 2013	25
Table 17: IT & ITES Employment for Companies Completed/did not Complete the Survey	26
Table 18: Employment in the IT and ITES Sector	28
Table 19: IT and ITES Employment by Category	28
Table 20: Employment Insights	31
Table 21: Investment in IT	32
Table 22: ICT & ITES Economic Activities According to ISIC 4	33

Referenced Figures

Figure 1: IT Total Revenue	12
Figure 2: IT Domestic Revenue	13
Figure 3: IT Export Revenue.....	13
Figure 4: IT Domestic vs. Export Revenue	14
Figure 5: Cumulative IT FDI.....	14
Figure 6: IT & ITES Employment	15
Figure 7: Telecom Sector Statistics 2014	16
Figure 8: Total IT Revenue 2014	19
Figure 9: Domestic IT Revenue 2014	20
Figure 10: Export IT Revenue 2014.....	20
Figure 11: Contribution of Value-Added IT activities to Domestic and Export IT Revenues	21
Figure 12: IT Imports.....	22
Figure 13: IT & ITES Export Revenue by Country	24
Figure 14: Top 10 Markets Exports 2014 vs. 2013.....	25
Figure 15: IT & ITES Employment by Function.....	29
Figure 16: IT & ITES Employment by Nationality	29
Figure 17: IT & ITES Employment by Location	30
Figure 18: IT & ITES Employment by Gender	30
Figure 19: Investment in IT	32

Frequently Used Acronyms and 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
NEC	Not Elsewhere Classified
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. ICT and ITES are listed amongst the government's highest priorities, and are expected to continue to contribute to the Jordanian economy.

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.

Classification 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 2014 ICT and IT Enabled Services (ITES) Sector Classification and Statistics Survey conducted between June and December 2015 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

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

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 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 numbers and to encourage companies to participate in the survey.

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 initial consolidated list of companies was verified through phone calls to identify the companies to undertake the survey.
- 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 who should be 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 which did not fill the survey were estimated based on the actual average revenue of companies with the same “principal” ICT or ITES activity. Only the data of companies that were identified or identified themselves as carrying a “principal” activity that falls within the ICT and ITES Sector, according to a pre-defined list, were considered in the 2014 survey. Although this approach may yield a margin of error, it’s statically valid and is more accurate than pro-rating total numbers based on the number of companies who filled the survey compared to the total number of companies.
- The companies that filled the survey represent 63% of total int@j member companies in 2014 as well as 71% of total employment, and according to historical data for the past 5 years, int@j member companies represented 83% of total sector revenue. These percentages match the average of past years.
- Based on the fact that the 2014 survey adopted the ISIC 4.0 classification in identifying ICT and ITES activities and recognizing various industries, some of the identified activities and industries were different than the ones used in previous years’ surveys.
- 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 2014 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	670
Suspended or Closed businesses Identified Companies	86
Non-ICT/ITES or Not in Jordan Identified Companies	26
Total Targeted Companies to fill the Survey	558
Total ICT/ITES Identified Companies	558
Companies Completed the Survey	101
Companies Did Not Fill the Survey (Surveyed by phone)	457
New IT/ITES Companies in 2014	104

Table 1: Survey Participants Summary

Participants by Economic Activities

Companies Activities				
ISIC Code	ISIC Activity	Group A	Group B	Total
182001	Reproduction of recorded media from master copies of software and data on discs and tapes	3	0	3
263001	Manufacture of data communications equipment, such as routers and gateways	1	0	1
332001	Installation of communications equipment	4	19	23
332002	Installation of mainframe and similar computers	7	11	18
4651	Wholesale of computers, computer peripheral equipment and software	16	62	78
465201	Wholesale of telephone and communications equipment	2	8	10
5820	Software publishing	8	14	22
6201	Computer programming activities	51	188	239
6202	Computer consultancy and computer facilities management activities	9	10	19
6209	Other information technology and computer service activities	16	3	19
6311	Data processing, hosting and related activities	18	81	99
6312	Web portals	5	32	37
8220	Activities of call centers	2	3	5
9511	Repair of computers and peripheral equipment	10	17	27
951202	Repair of communications transmission equipment	2	10	12
Training	ICT Training	6	4	10
Total		160	462	622

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, since companies have more than one activity.

2014 IT/ITES Sector Statistics

IT & ITES Sector Statistics 2014			
	Domestic (USD)	Export (USD)	Total (USD)
Total Revenue	\$372,670,399	\$187,997,120	\$560,667,519
IT Revenue	\$368,471,515	\$178,116,633	\$546,588,148
ITES Revenue	\$3,604,807	\$9,253,571	\$12,858,378
ICT Training Revenue	\$594,077	\$626,916	\$1,220,993
IT Imports			\$78,365,811
IT and ITES Sector Employment			12,080
IT Employment			10,857
ITES Employment			1,223
Telecom Employment			4,304
ICT and ITES Sector Employment			16,384

Table 3: IT & ITES Sector Statistics 2014

Note: Numbers presented in the table above for the IT & ITES Sector based on the results of the 2014 Survey.

IT Growth (2000 – 2014)

Summary 2000 - 2004					
	2000	2001	2002	2003	2004
IT Export Revenue	\$12,000,000	\$40,000,000	\$40,038,000	\$69,728,000	\$79,410,743
Change %	NA	233.33%	0.10%	74.16%	13.89%
% of Total Revenues	20.00%	23.53%	17.52%	24%	18%
IT Domestic Revenue	\$48,000,000	\$130,000,000	\$188,448,000	\$226,183,000	\$361,103,905
Change %	NA	170.83%	44.96%	20.02%	59.65%
% of Total Revenues	80.00%	76.47%	82.48%	76%	82%
IT Total Revenue	\$60,000,000	\$170,000,000	\$228,486,000	\$295,910,000	\$440,514,648
Change %	NA	183.33%	34.40%	29.51%	48.87%
IT Foreign Direct Invest. (FDI) Yearly	NA	NA	\$8,005,500	\$11,594,500	\$2,900,000
IT FDI Cumuli.	NA	\$60,000,000	\$68,005,500	\$79,600,000	\$82,500,000
IT & ITES Emp.	1,250	6,000	8,000	8,117	8,523

Table 4: IT Growth Summary 2000-2004

Summary 2005 - 2009					
	2005	2006	2007	2008	2009
IT Export Revenue	\$162,619,518	\$191,520,379	\$196,907,691	\$226,863,277	\$209,526,864
Change %	105%	17.80%	2.81%	15.21%	-7.64%
% of Total Revenues	28%	25.00%	22.30%	23.57%	23.41%
IT Domestic Revenue	\$418,254,125	\$578,554,212	\$686,063,063	\$735,571,817	\$685,461,382
Change %	15.80%	38.33%	18.58%	7.22%	-6.81%

% of Total Revenues	72%	75.00%	77.70%	76.43%	76.59%
IT Total Revenue	\$580,873,643	\$770,074,591	\$882,970,754	\$962,435,094	\$894,988,247
Change %	31.86%	32.57%	14.66%	9.00%	-7.01%
IT Foreign Direct Invest. (FDI) Yearly	\$10,524,761	\$13,569,656	\$3,070,791	\$1,690,141	\$16,231,326
IT FDI Cumuli.	\$93,024,761	\$106,594,417	\$109,665,208	\$111,355,349	\$127,586,675
IT & ITES Emp.	10,032	10,712	11,034	10,294	11,334

Table 5: IT Growth Summary 2005-2009

Summary 2010 - 2014					
	2010	2011	2012	2013	2014
IT Export Revenue	\$202,275,754	\$230,528,961	\$299,915,978	\$324,441,323	\$178,116,633
Growth %	-3.46%	13.97%	30.10%	8.18%	-45.10%
% of Total Revenues	27.64%	31.23%	48.61%	50.86%	32.59%
IT Domestic Revenue	\$529,571,537	\$507,526,322	\$317,110,284	\$313,499,003	\$368,471,515
Growth %	-22.74%	-4.16%	-37.52%	-1.14%	17.54%
% of Total Revenues	72.36%	68.77%	51.39%	49.14%	67.41%
IT Total Revenue	\$731,847,291	\$738,055,284	\$617,026,263	\$637,940,326	\$546,588,148
Growth %	-18.23%	0.85%	-16.40%	3.39%	-14.32%
IT Foreign Direct Invest. (FDI) Yearly	\$14,944,209	\$1,384,181	\$2,468,435	\$4,175,000	\$1,184,590
IT FDI Cumuli.	\$142,530,884	\$143,915,065	\$146,383,500	\$150,558,500	\$151,743,090
IT & ITES Emp.	9,858	11,235	11,360	11,637	12,080

Table 6: IT Growth Summary 2010-2014

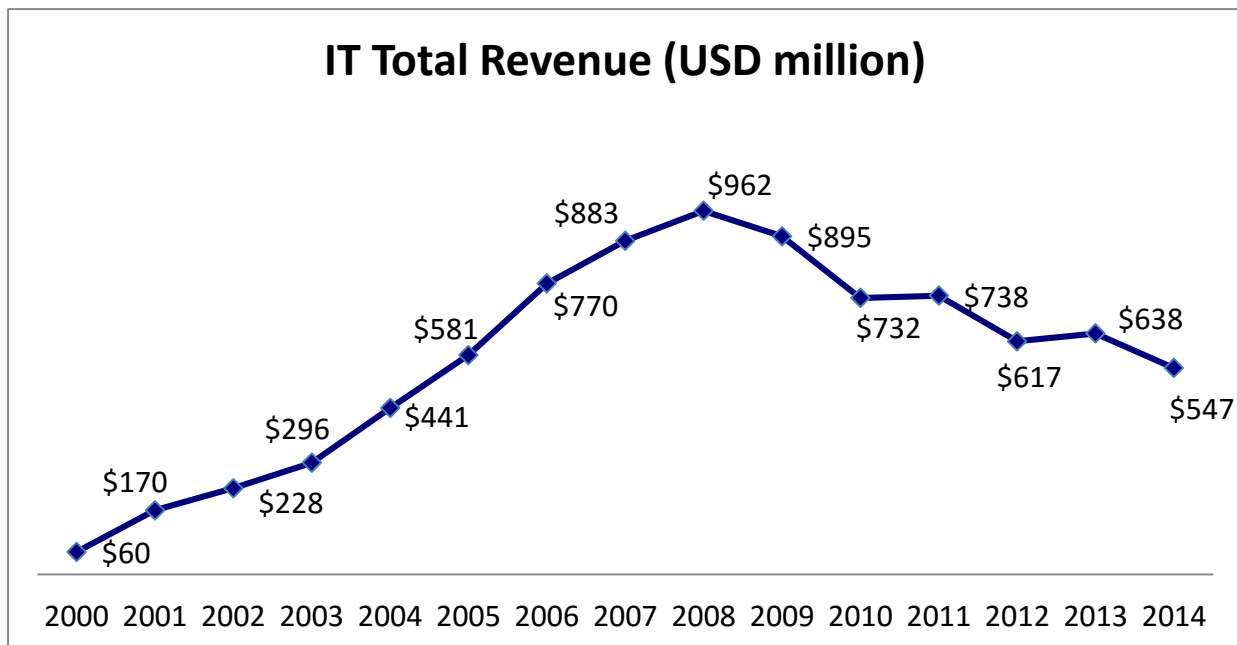


Figure 1: IT Total Revenue

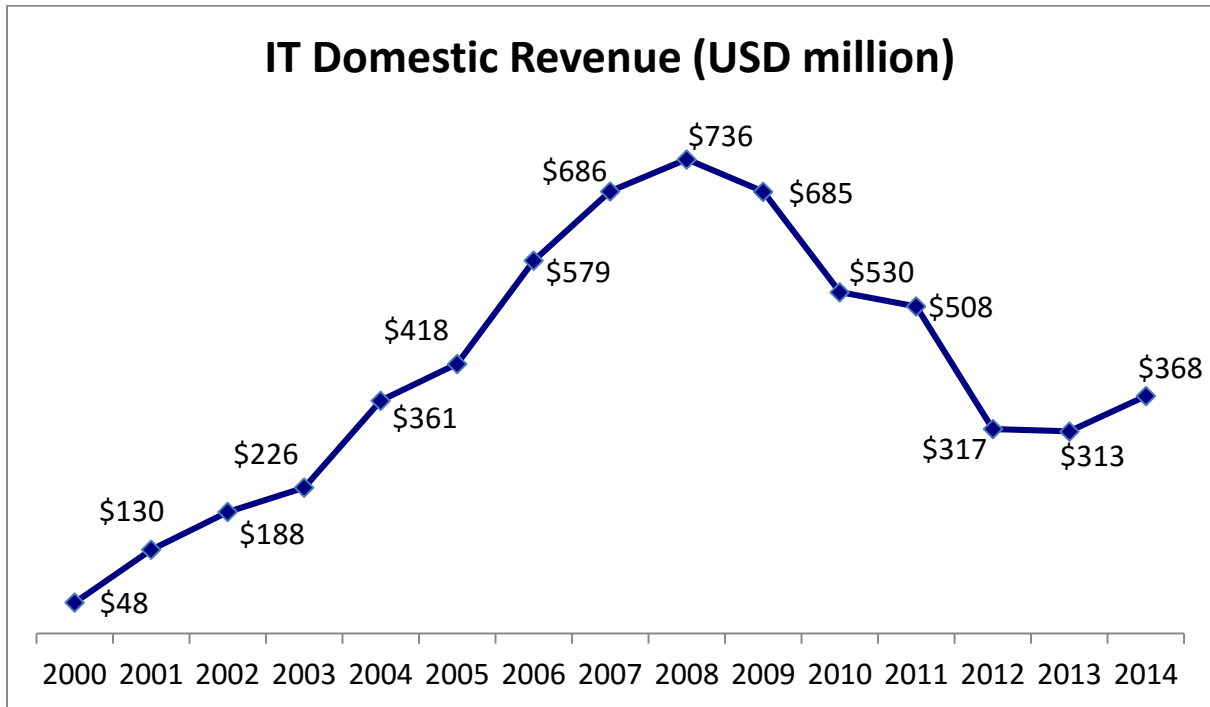


Figure 2: IT Domestic Revenue

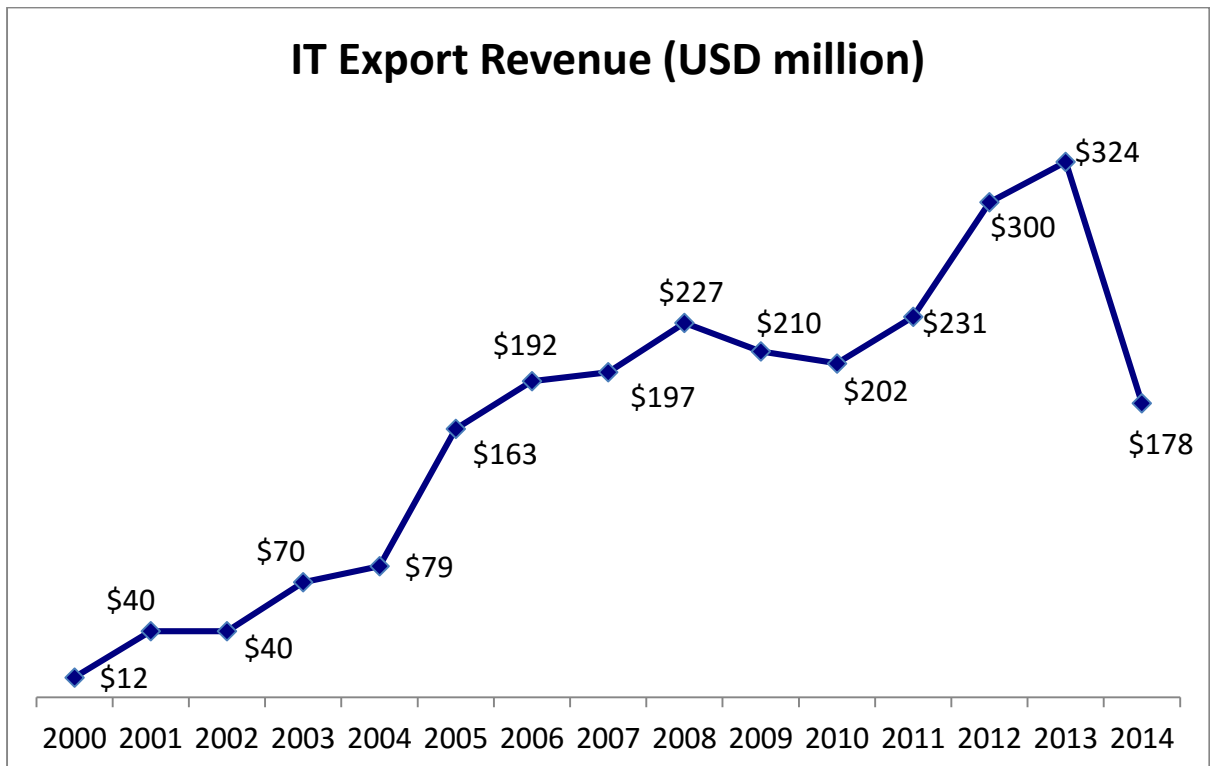


Figure 3: IT Export Revenue

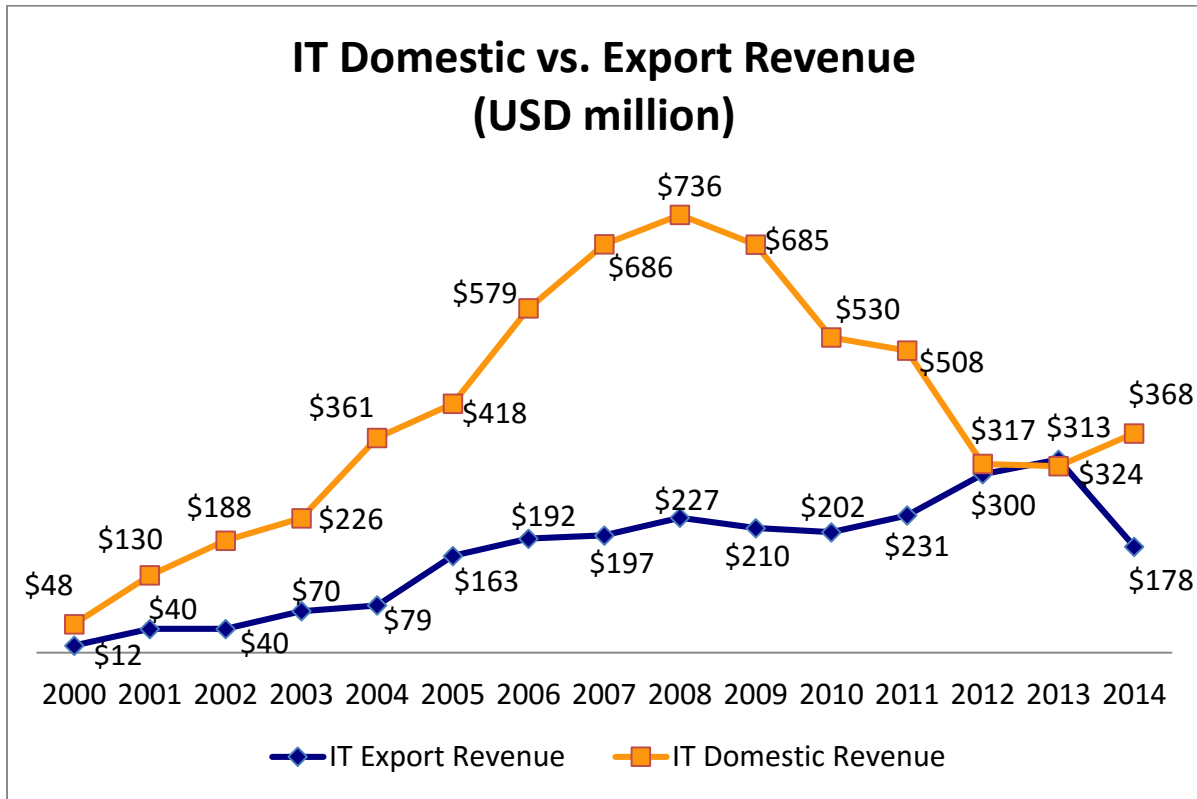


Figure 4: IT Domestic vs. Export Revenue

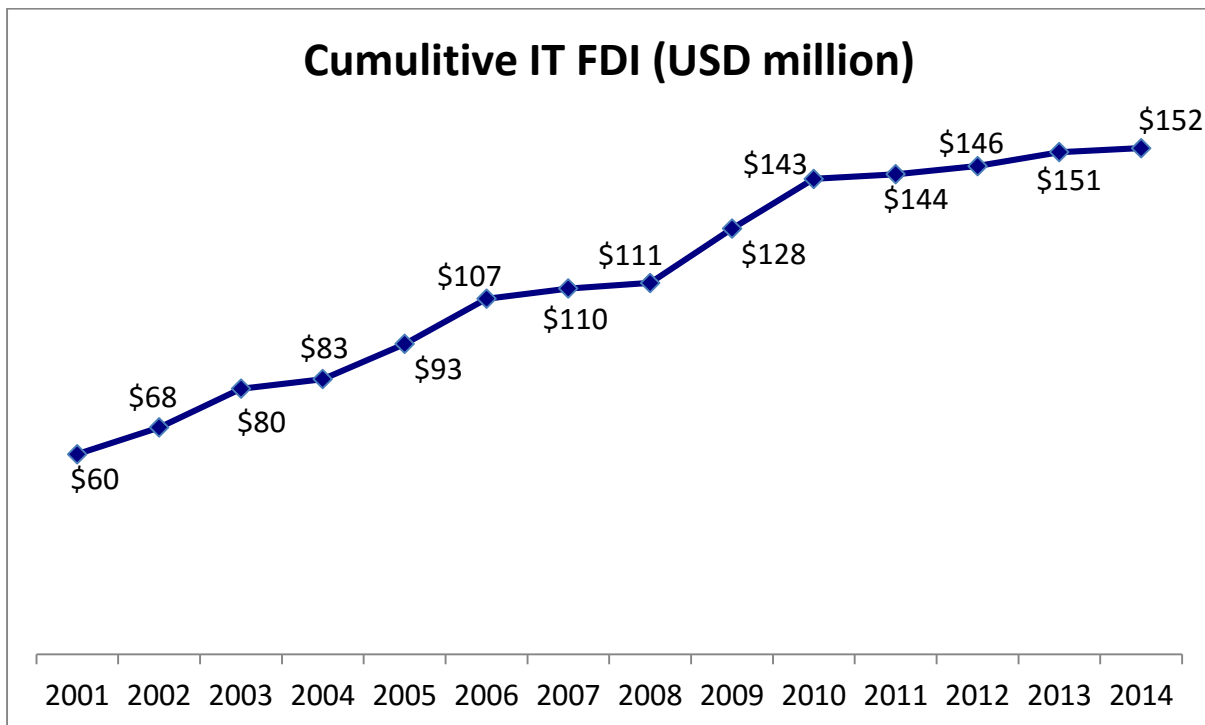


Figure 5: Cumulative IT FDI

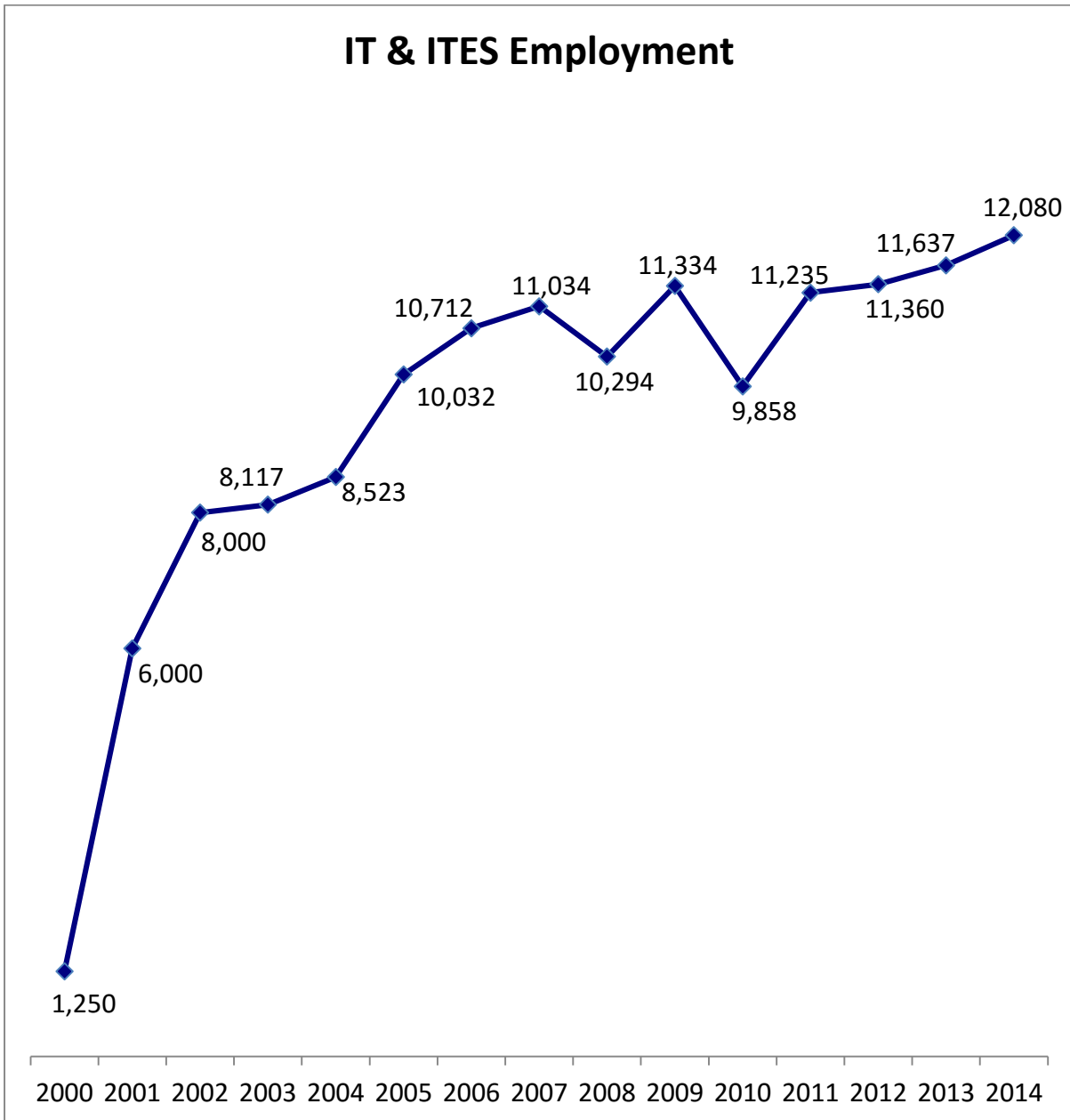


Figure 6: IT & ITES Employment

2014 Telecom Sector Statistics

Telecom Sector Statistics					
Activity	2010	2011	2012	2013	2014*
Revenue (*)	\$1,636,808,211	\$1,721,063,429	\$1,691,129,148	\$1,581,700,082	\$1,485,714,286
PSTN (USD)	\$340,388,418	\$334,974,809	\$344,308,705	\$322,846,869	\$292,857,143
Mobile (USD)	\$972,942,576	\$985,790,842	\$1,010,855,114	\$938,445,317	\$912,857,143
Internet (USD)	\$170,385,942	\$196,582,767	\$181,978,109	\$175,527,124	\$186,009,296
Other	\$153,091,275	\$203,715,011	\$153,987,220	\$144,880,772	\$93,990,704
Penetration (*)					
Fixed Line Subscribers	485,000	424,000	400,082	378,411	375,483
Fixed Line Penetration	8%	6.80%	6.30%	5%	5%
Mobile Subscribers	6,620,000	7,483,000	8,984,252	10,313,976	11,120,281
Mobile Penetration	108%	120%	140%	142%	147%
Internet Users	2,324,000	3,137,000	4,259,948	5,320,248	5,650,000
Internet Penetration	38%	50.50%	67%	73%	75%
Annual Investment (*)	\$310,451,977	\$200,564,972	\$202,816,901	\$194,366,197	\$228,571,428
Employment (*)	4,739	4,600	4,596	4,212	4,304

Table 7: Telecom Sector Statistics 2014

Note: 2014 Telecom numbers are tentative based on TRC available data

Sources:

(*) The Telecommunications Regulatory Commission - TRC

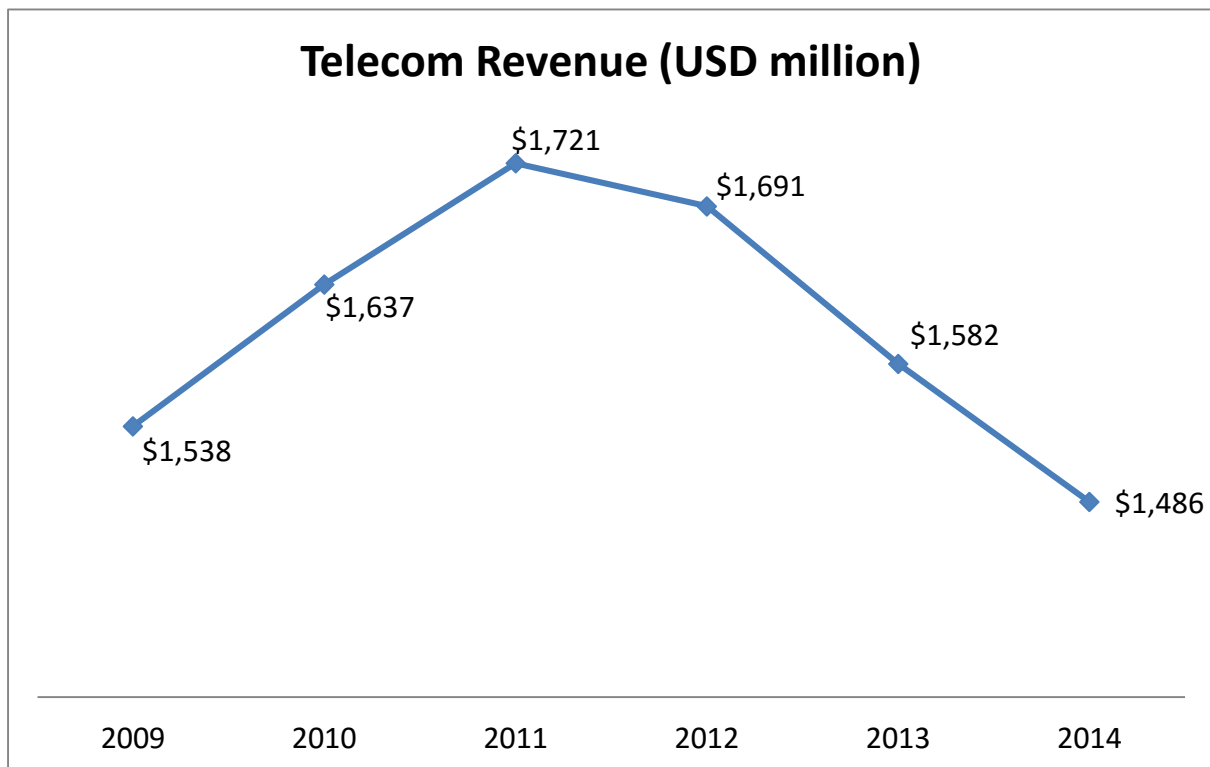


Figure 7: Telecom Sector Statistics 2014

Revenue by Economic Activities

IT & ITES

IT & ITES Revenue 2014							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Reproduction of recorded media from master copies of software and data on discs and tapes	182001	\$365,247	0.07%	\$230,295	0.06%	\$134,951	0.07%
Manufacture of data communications equipment, such as routers and gateways	263001	\$198,595	0.04%	\$12,794	0.00%	\$185,801	0.10%
Installation of communications equipment	332001	\$28,189,363	5.03%	\$22,227,742	5.96%	\$5,961,620	3.17%
Installation of mainframe and similar computers	332002	\$38,552,240	6.88%	\$30,906,456	8.29%	\$7,645,784	4.07%
Wholesale of computers, computer peripheral equipment and software	4651	\$140,300,601	25.02%	\$107,966,903	28.97%	\$32,333,697	17.20%
Wholesale of telephone and communications equipment	465201	\$15,480,416	2.76%	\$15,432,135	4.14%	\$48,281	0.03%
Software publishing	5820	\$15,818,413	2.82%	\$4,961,139	1.33%	\$10,857,275	5.78%
Computer programming activities	6201	\$96,908,783	17.28%	\$28,929,060	7.76%	\$67,979,723	36.16%
Computer consultancy and computer facilities management activities	6202	\$13,029,772	2.32%	\$6,188,978	1.66%	\$6,840,794	3.64%
Other information technology and computer service activities	6209	\$60,278,651	10.75%	\$35,890,968	9.63%	\$24,387,684	12.97%
Data processing, hosting and related activities	6311	\$109,469,466	19.52%	\$104,168,139	27.95%	\$5,301,327	2.82%
Web portals	6312	\$1,357,457	0.24%	\$486,940	0.13%	\$870,517	0.46%
Activities of call centers	8220	\$12,858,378	2.29%	\$3,604,807	0.97%	\$9,253,571	4.92%
Repair of computers and peripheral equipment	9511	\$24,411,249	4.35%	\$8,842,070	2.37%	\$15,569,179	8.28%
Repair of communications transmission equipment	951202	\$2,227,896	0.40%	\$2,227,896	0.60%	\$0	0.00%
ICT Training	ICT Training	\$1,220,993	0.22%	\$594,077	0.16%	\$626,916	0.33%
Total		\$560,667,519	100%	\$372,670,399	100%	\$187,997,120	100%

Table 8: IT & ITES Revenue 2014

IT

IT Revenue 2014							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Reproduction of recorded media from master copies of software and data on discs and tapes	182001	\$365,247	0.07%	\$230,295	0.06%	\$134,951	0.08%
Manufacture of data communications equipment, such as routers and gateways	263001	\$198,595	0.04%	\$12,794	0.00%	\$185,801	0.10%
Installation of communications equipment	332001	\$28,189,363	5.16%	\$22,227,742	6.03%	\$5,961,620	3.35%
Installation of mainframe and similar computers	332002	\$38,552,240	7.05%	\$30,906,456	8.39%	\$7,645,784	4.29%
Wholesale of computers, computer peripheral equipment and software	4651	\$140,300,601	25.67%	\$107,966,903	29.30%	\$32,333,697	18.15%
Wholesale of telephone and communications equipment	465201	\$15,480,416	2.83%	\$15,432,135	4.19%	\$48,281	0.03%
Software publishing	5820	\$15,818,413	2.89%	\$4,961,139	1.35%	\$10,857,275	6.10%
Computer programming activities	6201	\$96,908,783	17.73%	\$28,929,060	7.85%	\$67,979,723	38.17%
Computer consultancy and computer facilities management activities	6202	\$13,029,772	2.38%	\$6,188,978	1.68%	\$6,840,794	3.84%
Other information technology and computer service activities	6209	\$60,278,651	11.03%	\$35,890,968	9.74%	\$24,387,684	13.69%
Data processing, hosting and related activities	6311	\$109,469,466	20.03%	\$104,168,139	28.27%	\$5,301,327	2.98%
Web portals	6312	\$1,357,457	0.25%	\$486,940	0.13%	\$870,517	0.49%
Repair of computers and peripheral equipment	9511	\$24,411,249	4.47%	\$8,842,070	2.40%	\$15,569,179	8.74%
Repair of communications transmission equipment	951202	\$2,227,896	0.41%	\$2,227,896	0.60%	\$0	0.00%
Total		\$546,588,148	100%	\$368,471,515	100%	\$178,116,633	100%

Table 9: IT Revenue 2014

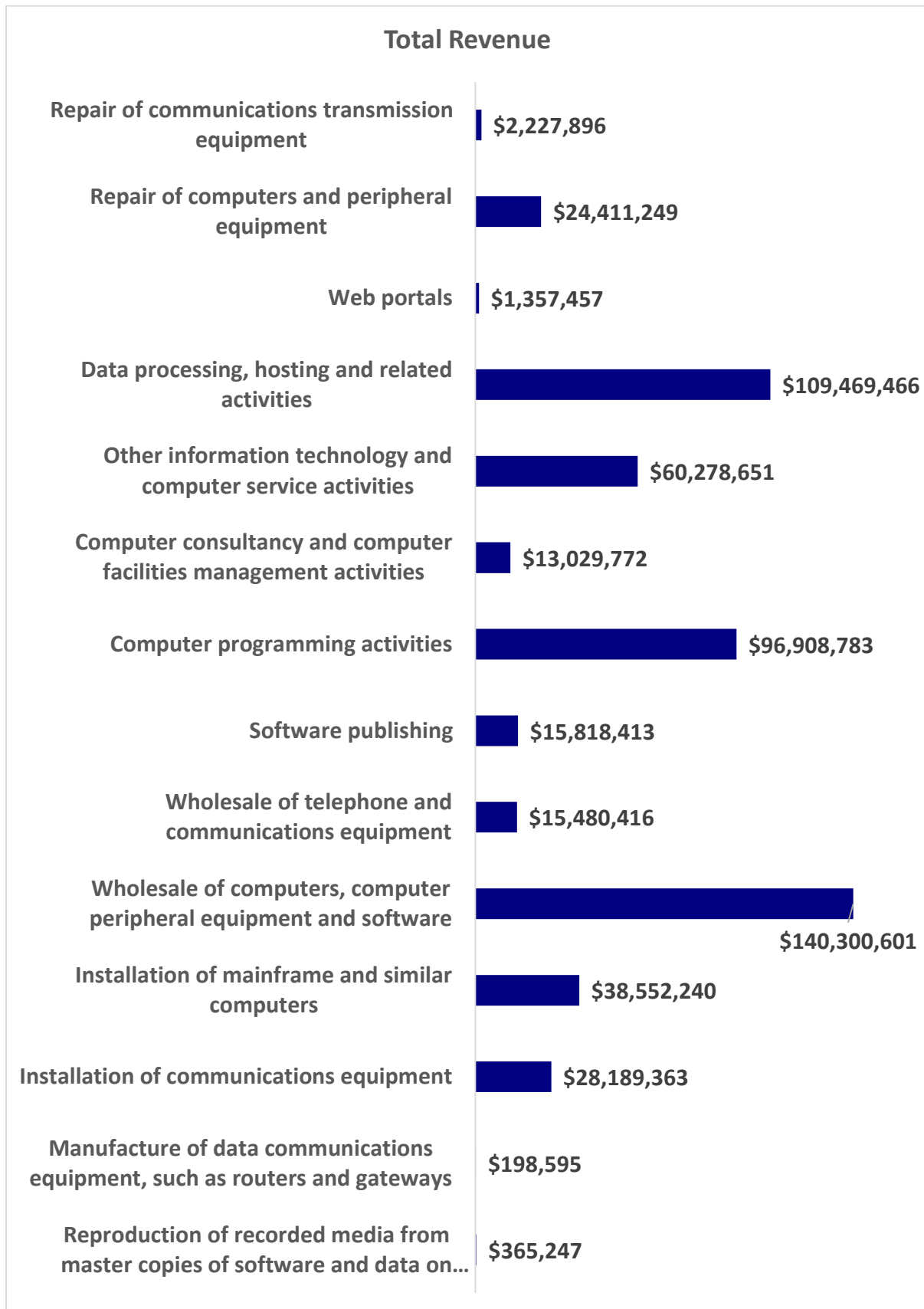


Figure 8: Total IT Revenue 2014

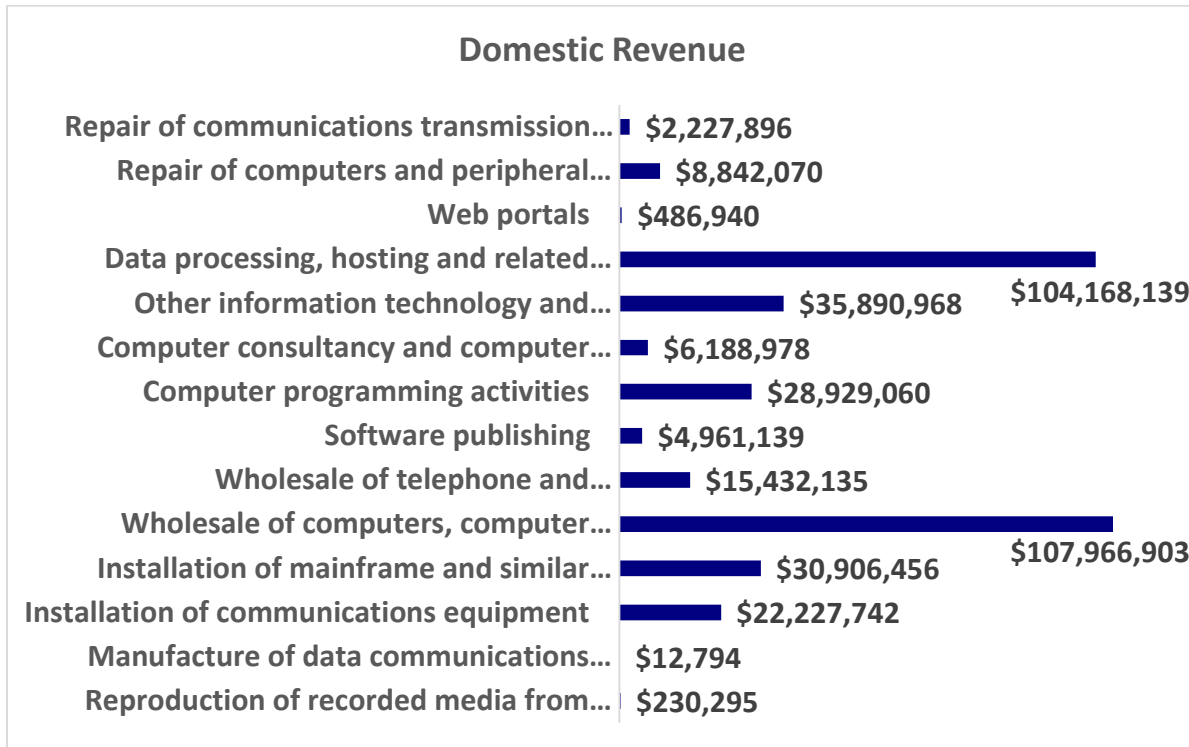


Figure 9: Domestic IT Revenue 2014

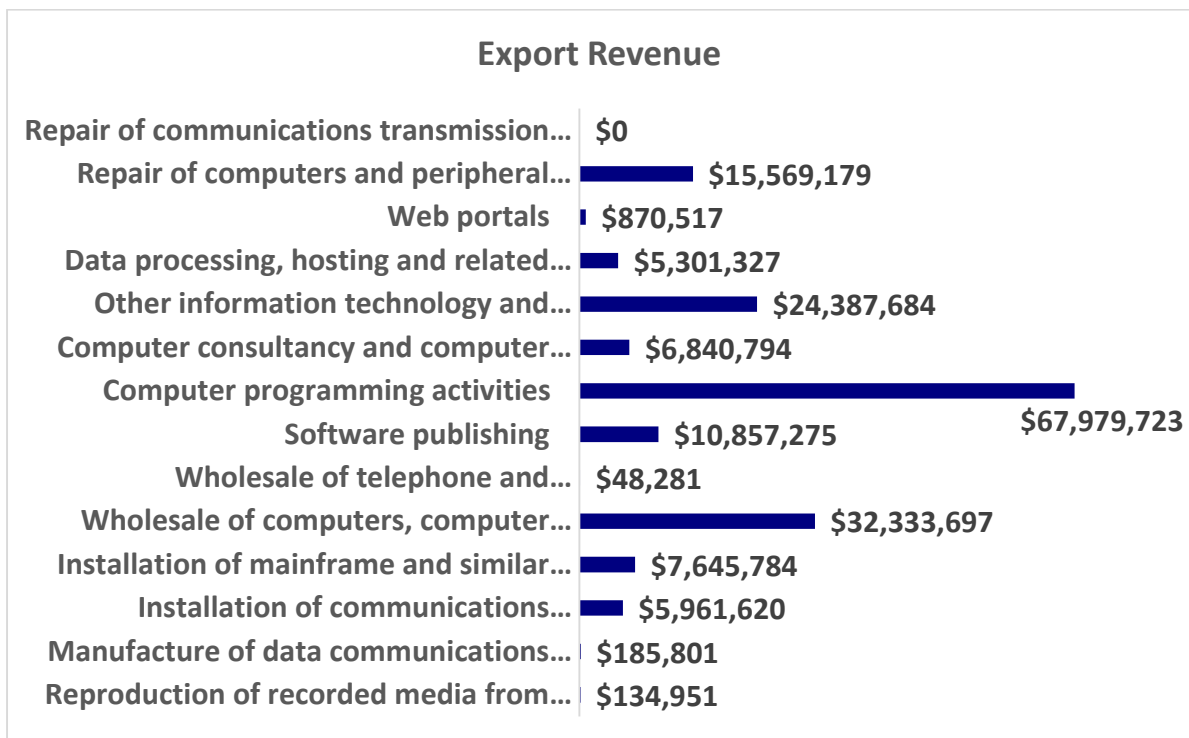


Figure 10: Export IT Revenue 2014

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 (9) 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 10: IT Revenue – Low Value Added Activities

Table (10) 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)	\$390,807,131	71%	\$155,781,017	29%
Domestic IT Revenue (USD)	\$245,072,476	67%	\$123,399,038	33%
Export IT Revenue (USD)	\$145,734,655	82%	\$32,381,978	18%

Table 11: IT Revenue Value Add Breakdown

According to the figures above, while more than half (71%) of the total IT sector revenue is generated from “high value-added” activities, 82% 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

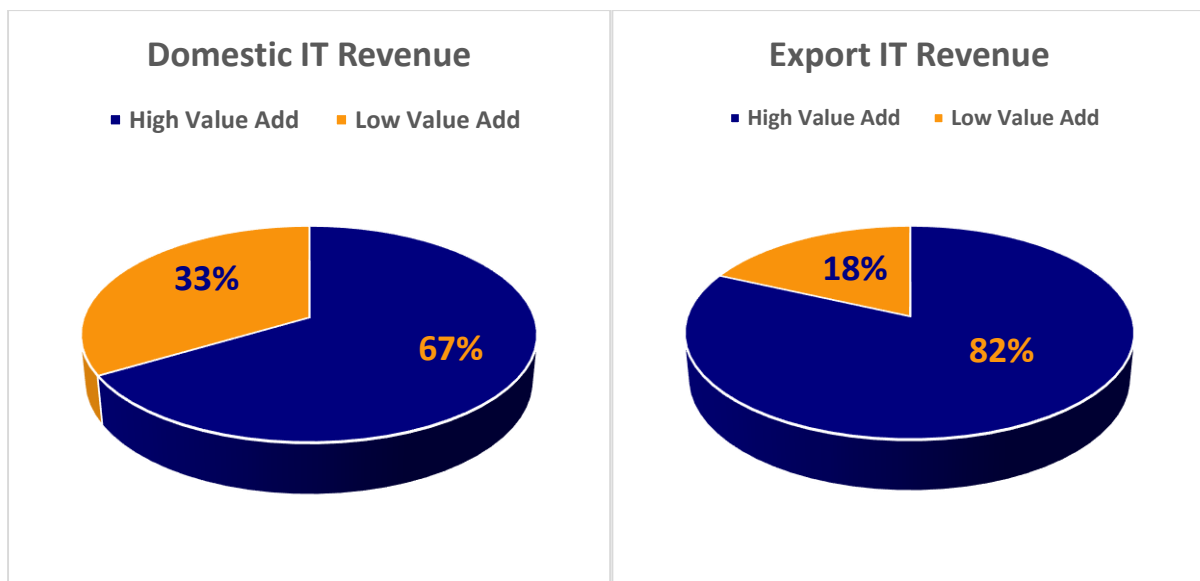


Figure 11: Contribution of Value-Added IT activities to Domestic and Export IT Revenues

ITES

ITES Revenue 2014							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
Activities of call centers	8220	\$12,858,378	100%	\$3,604,807	100%	\$9,253,571	100%
Total		\$12,858,378	100%	\$3,604,807	100%	\$9,253,571	100%

Table 12: ITES Revenue 2014

ICT Training

ICT Training Revenue 2014							
ISIC Activity	Final ISIC	Total Revenue	%	Domestic Revenue	%	Export Revenue	%
ICT Training	ICT Training	\$1,220,993	100%	\$594,077	100%	\$626,916	100%
Total		\$1,220,993	100%	\$594,077	100%	\$626,916	100%

Table 13: ICT & ICTES Training Revenue 2014

IT Imports

IT Imports		
Imports	Value	%
Hardware	\$54,147,657	69%
Software	\$14,926,442	19%
IT Services	\$5,702,168	7%
Licenses	\$3,589,544	5%
Total	\$78,365,811	100%

Table 14: IT Imports 2014

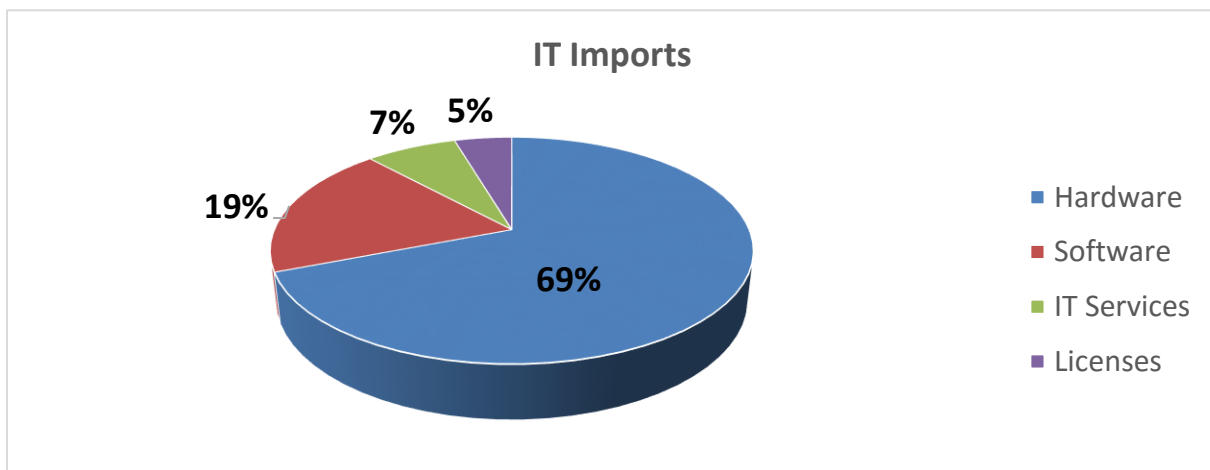


Figure 12: IT Imports

IT and ITES Exports

IT & ITES Export Volumes by Country

IT & ITES Export Revenue by Country		
Country	Export Revenue	%
Saudi Arabia	\$59,251,267	31.52%
United States of America	\$35,703,743	18.99%
United Arab Emirates	\$22,177,088	11.80%
Iraq	\$14,058,777	7.48%
Oman	\$11,020,068	5.86%
Palestine	\$6,136,370	3.26%
Kuwait	\$4,904,299	2.61%
Qatar	\$4,246,035	2.26%
Morocco	\$3,973,170	2.11%
Lebanon	\$3,737,075	1.99%
Egypt	\$3,626,370	1.93%
Sudan	\$3,217,009	1.71%
Bahrain	\$2,048,426	1.09%
Pakistan	\$1,957,581	1.04%
Liberia	\$1,818,915	0.97%
Germany	\$1,640,458	0.87%
Nigeria	\$1,629,543	0.87%
Yemen	\$1,436,165	0.76%
Libya	\$673,980	0.36%
South Africa	\$661,403	0.35%
Syria	\$651,398	0.35%
Italy	\$515,855	0.27%
United Kingdom	\$435,380	0.23%
Cyprus	\$392,085	0.21%
Other Countries	\$2,084,662	1.11%
Total	\$187,997,120	100%

Table 15: IT & ITES Export Revenue by Country

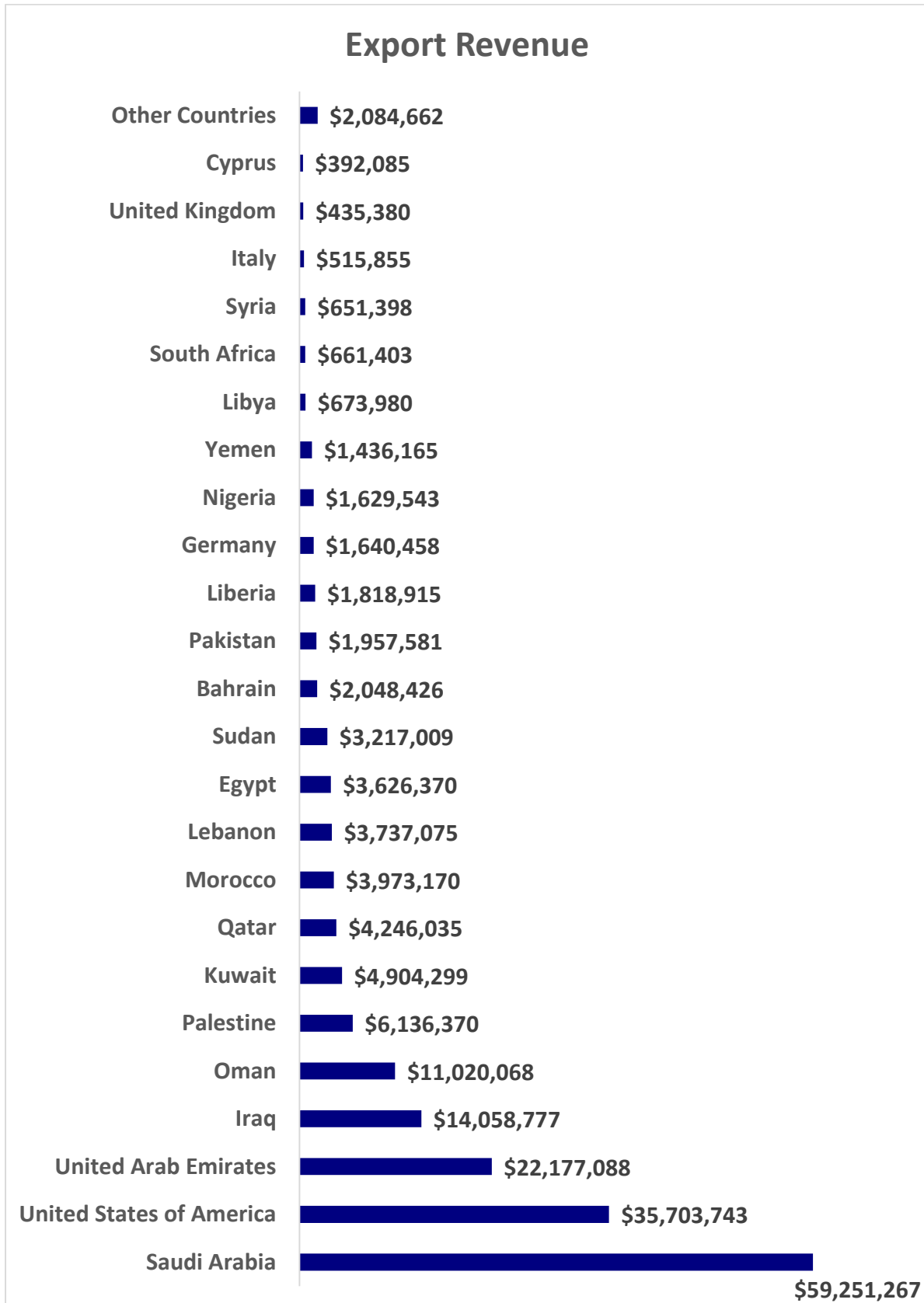


Figure 13: IT & ITES Export Revenue by Country

Exports 2014 vs. 2013

Top 10 Markets Exports 2014 vs. 2013 (USD million)			
Country	Export Revenue 2014	Export Revenue 2013	Increase/Decrease
Saudi Arabia	\$59	\$86	\$27
United States of America	\$36	\$70	\$34
United Arab Emirates	\$22	\$21	\$2
Iraq	\$14	\$41	\$27
Oman	\$11	\$5	\$6
Palestine	\$6	\$15	\$8
Kuwait	\$5	\$4	\$1
Qatar	\$4	\$7	\$3
Morocco	\$4	\$7	\$3
Lebanon	\$4	\$5	\$1

Table 16: Top 10 Markets Exports 2014 vs. 2013

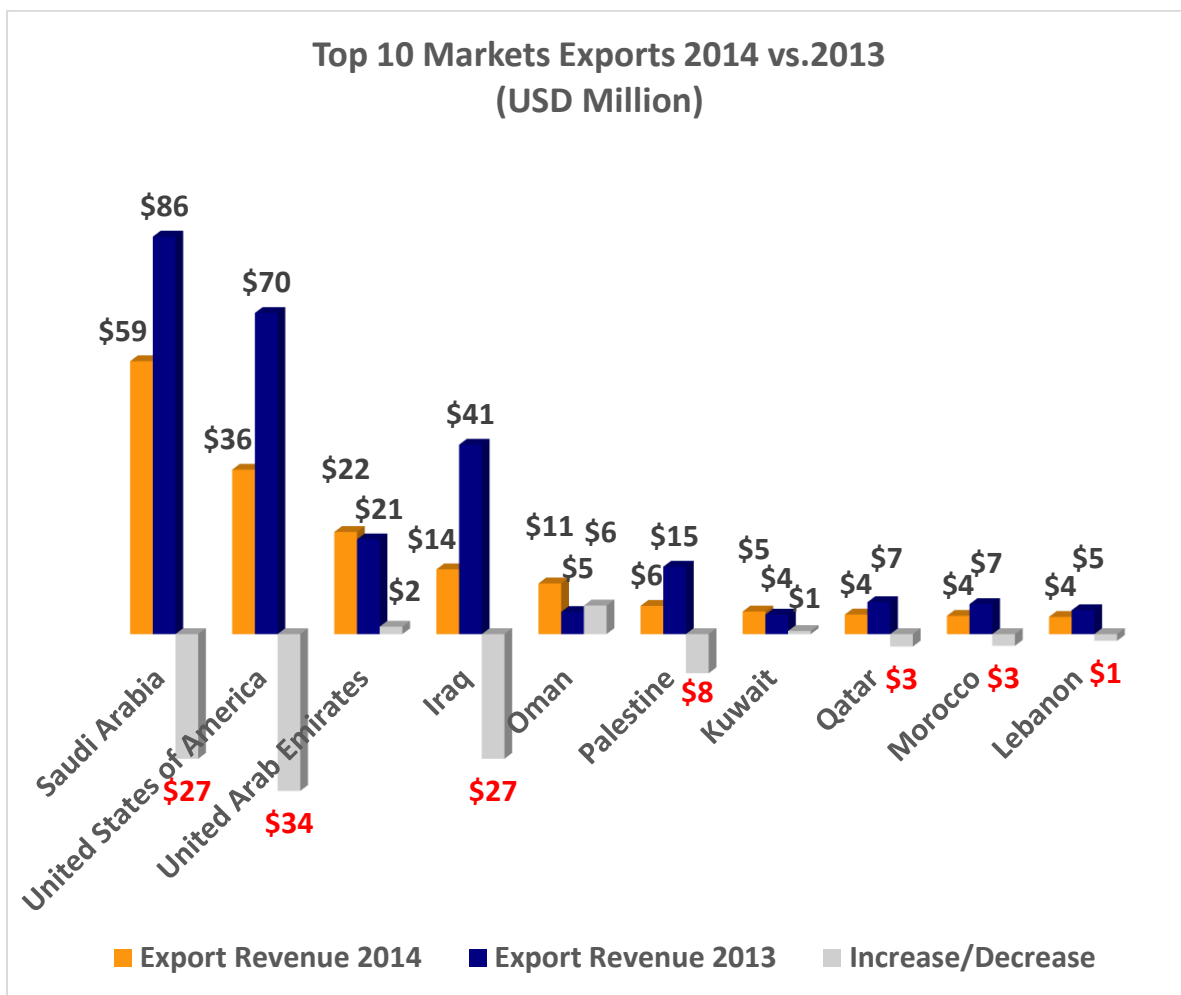


Figure 14: Top 10 Markets Exports 2014 vs. 2013

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	5,321	4,664	657
Employment of Companies who did not Complete the Survey	6,759	6,193	566
Total	12,080	10,857	1,223

Table 17: 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	749	6.20%
Management	Jordanian Employees	Local	Female	191	1.58%
Management	Foreign Employees	Local	Male	9	0.08%
Management	Foreign Employees	Local	Female	2	0.02%
Management	Jordanian Employees	Abroad	Male	32	0.26%
Management	Jordanian Employees	Abroad	Female	5	0.04%
Management	Foreign Employees	Abroad	Male	16	0.13%
Management	Foreign Employees	Abroad	Female	16	0.13%
HR & Admin	Jordanian Employees	Local	Male	434	3.59%
HR & Admin	Jordanian Employees	Local	Female	352	2.91%
HR & Admin	Foreign Employees	Local	Male	34	0.28%
HR & Admin	Foreign Employees	Local	Female	9	0.08%
HR & Admin	Jordanian Employees	Abroad	Male	5	0.04%
HR & Admin	Jordanian Employees	Abroad	Female	-	0.00%
HR & Admin	Foreign Employees	Abroad	Male	11	0.09%
HR & Admin	Foreign Employees	Abroad	Female	23	0.19%
Marketing	Jordanian Employees	Local	Male	141	1.17%
Marketing	Jordanian Employees	Local	Female	111	0.92%
Marketing	Foreign Employees	Local	Male	-	0.00%
Marketing	Foreign Employees	Local	Female	-	0.00%
Marketing	Jordanian Employees	Abroad	Male	7	0.06%
Marketing	Jordanian Employees	Abroad	Female	-	0.00%
Marketing	Foreign Employees	Abroad	Male	30	0.24%
Marketing	Foreign Employees	Abroad	Female	14	0.11%
Sales	Jordanian Employees	Local	Male	470	3.89%
Sales	Jordanian Employees	Local	Female	129	1.07%
Sales	Foreign Employees	Local	Male	2	0.02%
Sales	Foreign Employees	Local	Female	-	0.00%
Sales	Jordanian Employees	Abroad	Male	27	0.23%
Sales	Jordanian Employees	Abroad	Female	2	0.02%
Sales	Foreign Employees	Abroad	Male	23	0.19%
Sales	Foreign Employees	Abroad	Female	5	0.04%
Software Development	Jordanian Employees	Local	Male	1,946	16.11%
Software Development	Jordanian Employees	Local	Female	761	6.30%

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
Software Development	Foreign Employees	Local	Male	14	0.11%
Software Development	Foreign Employees	Local	Female	2	0.02%
Software Development	Jordanian Employees	Abroad	Male	18	0.15%
Software Development	Jordanian Employees	Abroad	Female	2	0.02%
Software Development	Foreign Employees	Abroad	Male	30	0.24%
Software Development	Foreign Employees	Abroad	Female	11	0.09%
IT Support	Jordanian Employees	Local	Male	901	7.46%
IT Support	Jordanian Employees	Local	Female	143	1.18%
IT Support	Foreign Employees	Local	Male	9	0.08%
IT Support	Foreign Employees	Local	Female	2	0.02%
IT Support	Jordanian Employees	Abroad	Male	82	0.68%
IT Support	Jordanian Employees	Abroad	Female	11	0.09%
IT Support	Foreign Employees	Abroad	Male	7	0.06%
IT Support	Foreign Employees	Abroad	Female	134	1.11%
Network and Infrastructure	Jordanian Employees	Local	Male	1,040	8.61%
Network and Infrastructure	Jordanian Employees	Local	Female	277	2.29%
Network and Infrastructure	Foreign Employees	Local	Male	7	0.06%
Network and Infrastructure	Foreign Employees	Local	Female	-	0.00%
Network and Infrastructure	Jordanian Employees	Abroad	Male	23	0.19%
Network and Infrastructure	Jordanian Employees	Abroad	Female	-	0.00%
Network and Infrastructure	Foreign Employees	Abroad	Male	11	0.09%
Network and Infrastructure	Foreign Employees	Abroad	Female	-	0.00%
Other Technical	Jordanian Employees	Local	Male	738	6.11%
Other Technical	Jordanian Employees	Local	Female	452	3.74%
Other Technical	Foreign Employees	Local	Male	11	0.09%
Other Technical	Foreign Employees	Local	Female	2	0.02%
Other Technical	Jordanian Employees	Abroad	Male	-	0.00%
Other Technical	Jordanian Employees	Abroad	Female	5	0.04%
Other Technical	Foreign Employees	Abroad	Male	23	0.19%
Other Technical	Foreign Employees	Abroad	Female	20	0.17%
Technical Operations	Jordanian Employees	Local	Male	865	7.16%
Technical Operations	Jordanian Employees	Local	Female	581	4.81%
Technical Operations	Foreign Employees	Local	Male	36	0.30%

Employment in the IT and ITES Sector					
Category	Jordanian/Foreign	Local/Abroad	Male/Female	Total	%
Technical Operations	Foreign Employees	Local	Female	-	0.00%
Technical Operations	Jordanian Employees	Abroad	Male	30	0.24%
Technical Operations	Jordanian Employees	Abroad	Female	2	0.02%
Technical Operations	Foreign Employees	Abroad	Male	20	0.17%
Technical Operations	Foreign Employees	Abroad	Female	5	0.04%
Customer Care	Jordanian Employees	Local	Male	531	4.40%
Customer Care	Jordanian Employees	Local	Female	463	3.83%
Customer Care	Foreign Employees	Local	Male	9	0.08%
Customer Care	Foreign Employees	Local	Female	-	0.00%
Customer Care	Jordanian Employees	Abroad	Male	5	0.04%
Customer Care	Jordanian Employees	Abroad	Female	-	0.00%
Customer Care	Foreign Employees	Abroad	Male	5	0.04%
Customer Care	Foreign Employees	Abroad	Female	-	0.00%
Total				12,080	100%

Table 18: Employment in the IT and ITES Sector

IT and ITES Employment by Category

IT and ITES Employment by Category			
Category		Total	%
Employment by Function	Management	1,019	8%
	HR & Admin	867	7%
	Marketing	302	2%
	Sales	658	5%
	Software Development	2,783	23%
	IT Support	1,290	11%
	Network and Infrastructure	1,358	11%
	Other Technical	1,251	10%
	Technical Operations	1,539	13%
	Customer Care	1,013	8%
Employment by Nationality	Jordanian Employees	11,528	95%
	Foreign Employees	552	5%
Employment by Location	Local	11,424	95%
	Abroad	656	5%
Employment by Gender	Male	8,348	69%
	Female	3,732	31%

Table 19: IT and ITES Employment by Category

Employment by Function

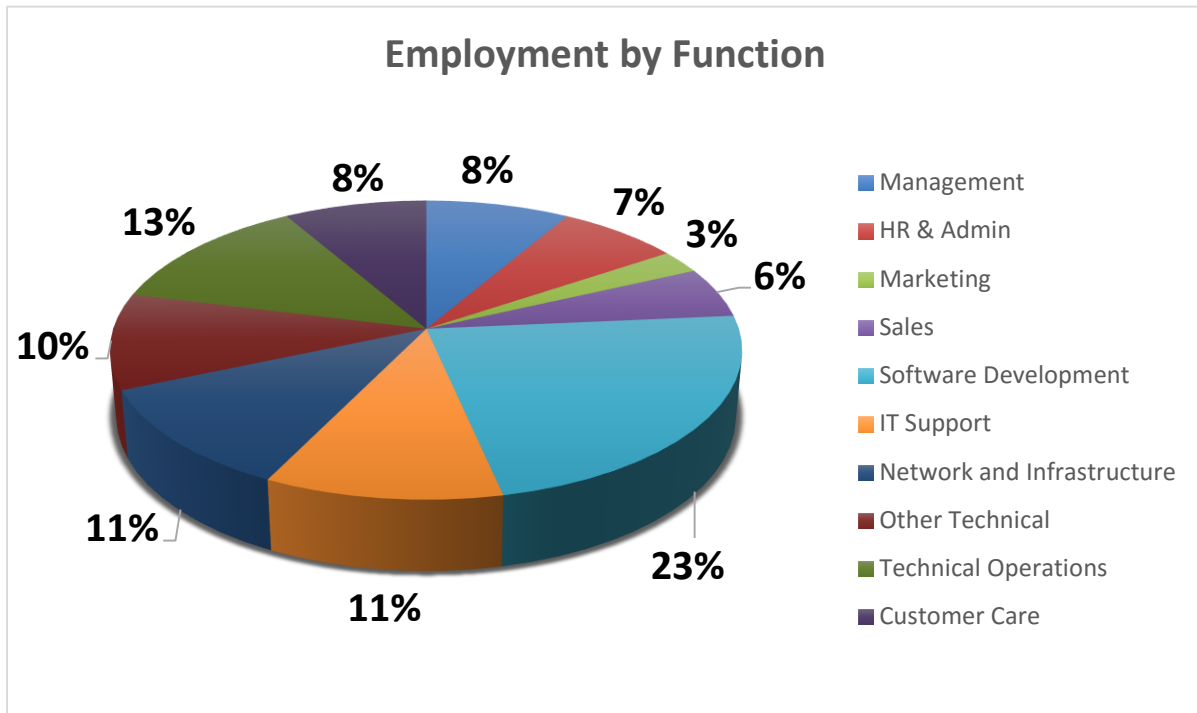


Figure 15: IT & ITES Employment by Function

Employment by Nationality



Figure 16: IT & ITES Employment by Nationality

Employment by Location

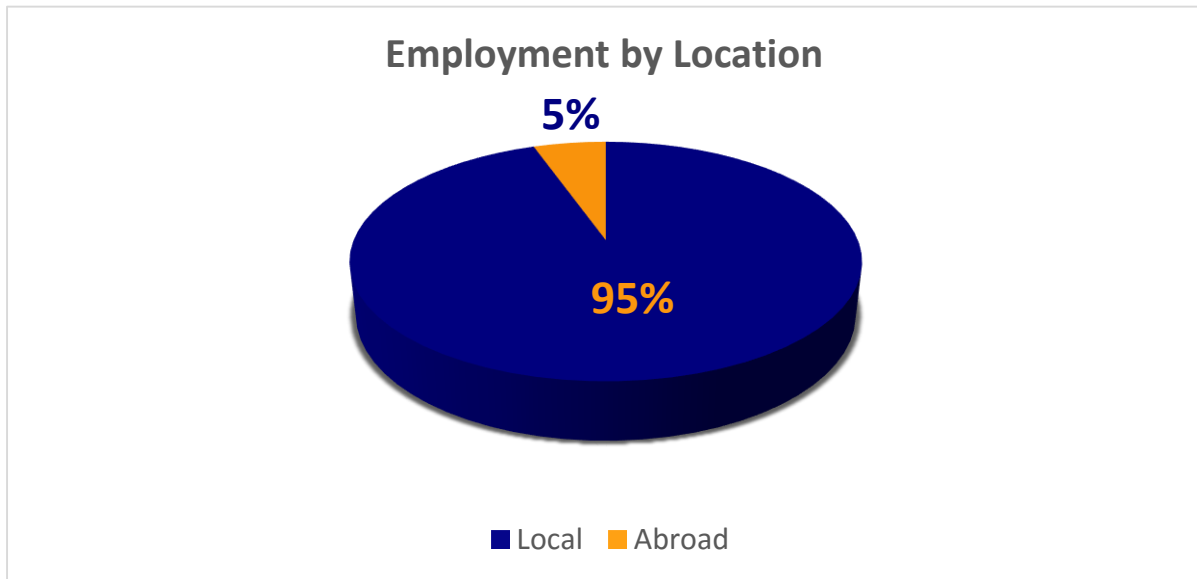


Figure 17: IT & ITES Employment by Location

Employment by Gender

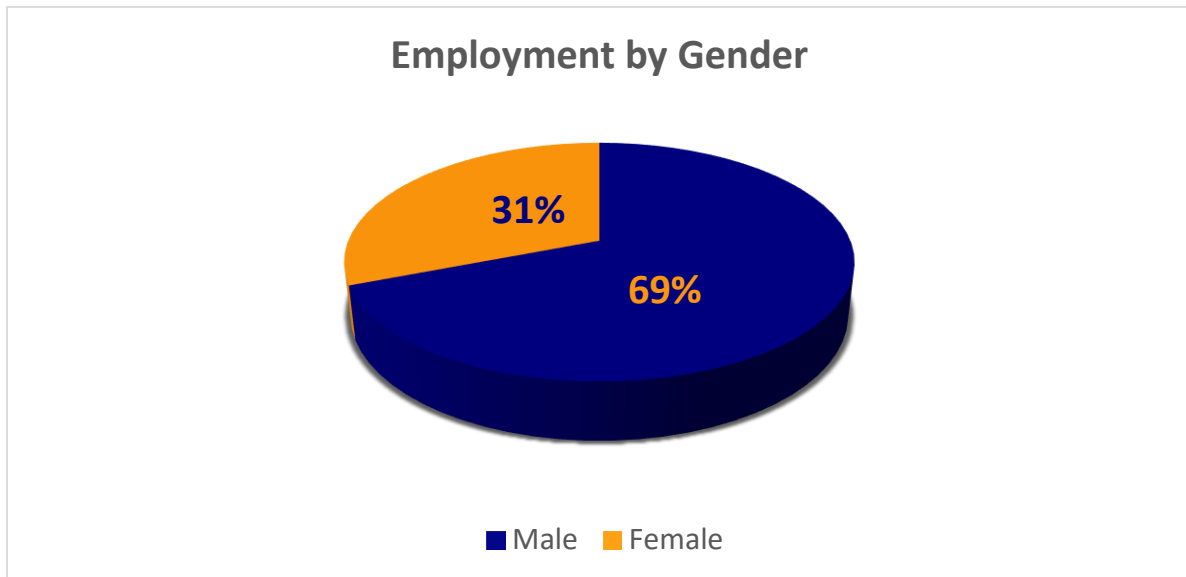


Figure 18: IT & ITES Employment by Gender

Employment 2014 vs. 2013

Employment		Value		
Total IT & ITES Employment in 2014		12,080		
Total IT & ITES Employment in 2013		11,637		
Net Employment increase/decrease		443		
Companies surveyed in 2013 and 2014				
	Number of Companies Increased Employment	Employment Increase	Number of Companies Decreased Employment	Employment Decrease
Startup	34	309	23	-105
Regular	96	1,106	152	-1,503
No Change	155	0	155	0
Total		1,415		-1,608
increase/decrease of companies surveyed in 2013 & 2014		-193		
Companies surveyed in 2014 only				
Employment of Companies Closed in 2014		-800		
Employment for New/Startup companies surveyed first time in 2014		1,436		

Table 20: Employment Insights

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		
Country	Number of Companies	Amount (USD)
Local	8	\$8,807,294
Foreign	3	\$1,184,590
Total	11	\$9,991,884

Table 21: Investment in IT

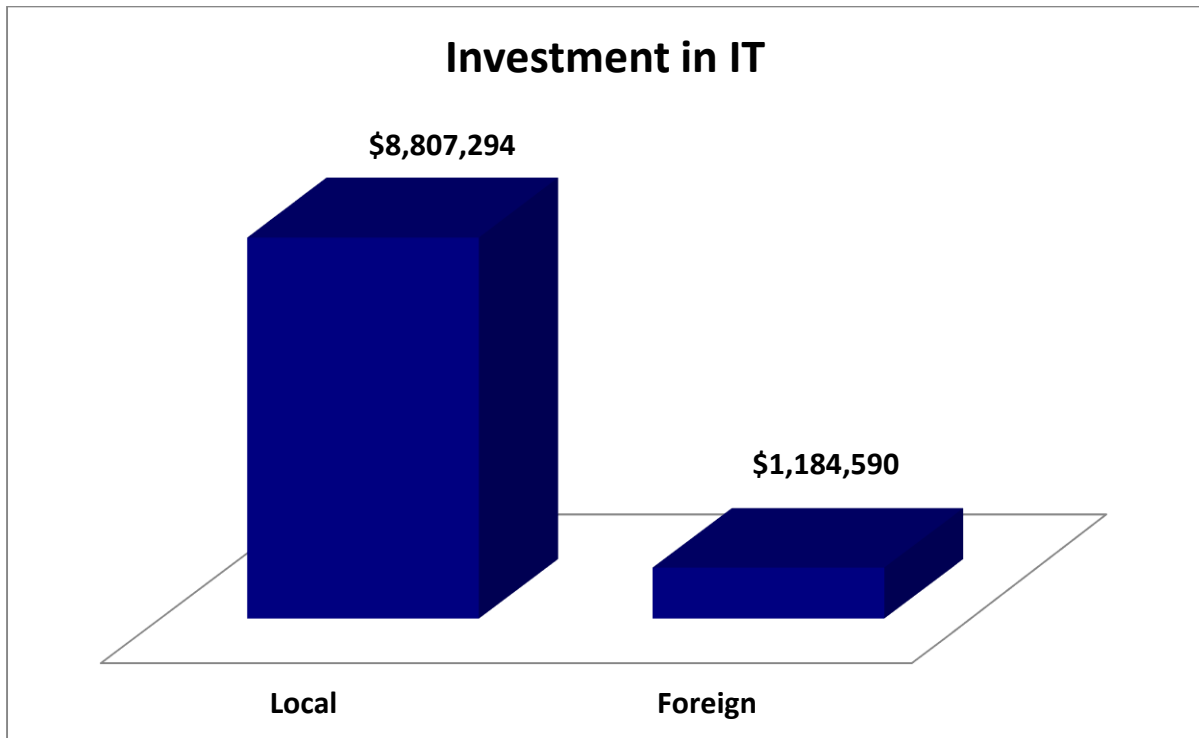


Figure 19: Investment in IT

Appendices

Appendix (A): ISIC 4 ICT & ITES Economic Activities

ICT and ITES ISIC Definition		
Section	Code	Description
Section C - Manufacturing:	182001	Reproduction of recorded media from master copies of software and data on discs and tapes
	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
Section G – Wholesale & retail trade:	4651	Wholesale of computers, computer peripheral equipment and software
	465201	Wholesale of telephone and communications equipment
Section J – Information & Communication:	5820	Software publishing
	6110	Wired telecommunications activities
	6120	Wireless telecommunications activities
Section J – Information & Communication:	6130	Satellite telecommunications activities
	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
Section J – Information & Communication:	6312	Web portals
	8220	Activities of call centers
Section S – Other services activities:	9511	Repair of computers and peripheral equipment
	951201	Repair of carrier equipment modems
	951202	Repair of communications transmission equipment (e.g. routers, bridges, modems)

Table 22: ICT & ITES Economic Activities According to ISIC 4