



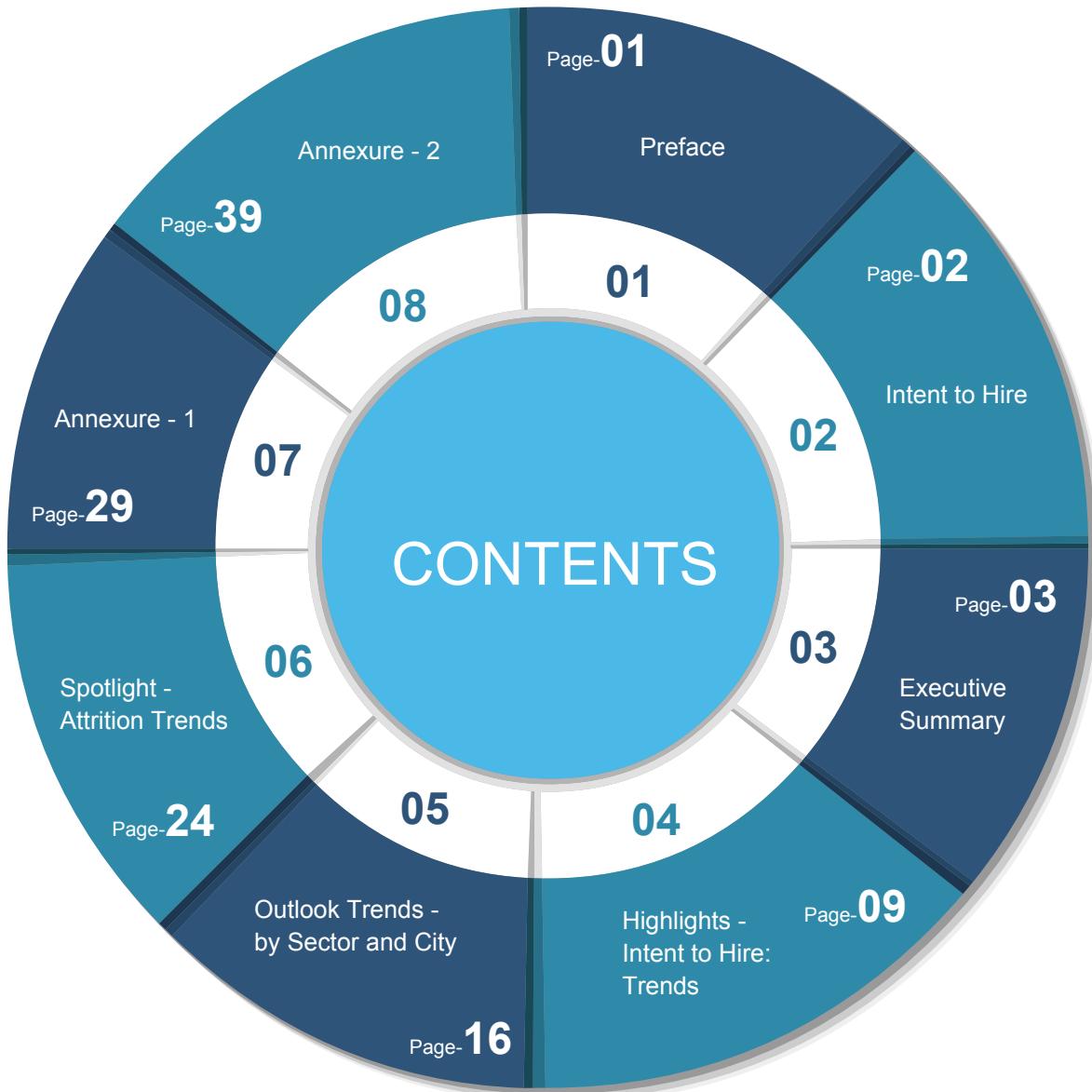
TeamLeaseTM
Putting India to Work

THE COVID AFTERMATH
Intent to Hire

Employment Outlook Report

HY-1: April -September, 2020-21

Comprehensive overview of the mechanics of hiring, job growth, job creation, salaries and their drivers, trends and forecasts across 14 cities and 21 sectors in India



The TeamLease Employment Outlook Report is a forward looking tool for human resource professionals, policy and decision makers, reflecting hiring sentiment and job creation across 14 cities and 21 sectors in India and 3 broad business categories across major global markets. This report carries a snapshot of business hiring sentiment, hiring demand, net new job creation, job creation via back-fills and fresh graduate job creation for the last six months of FY 2020-21 [April, 2020 – September, 2020] on the basis of the survey and analysis carried out during the preceding 5 months [October, 2019 – March, 2020].

The survey covers 807 small, medium and large companies across the 21 sectors across India and 14 businesses across global markets. In India, the coverage is spread across 4 geographical areas [Metros, Tier-1, Tier-2/3 and Rural], 4 hierarchical levels [Entry, Junior, Mid and Senior Levels] and 7 functional areas [Sales, Marketing, Information Technology, Engineering, Office Services, Human Resources, Blue Collar].

Tracking critical drivers that influence hiring every half year, the Employment Outlook Report is the only one of its kind seeking to deliver high impact hiring decision support to its stakeholders – Business & HR heads, Senior Management and Policy-makers in industry and the government.

The report aims to

- Measure Employment Outlook trends across the country and estimate Job Growth, by city and sector.
- Measure Employment Outlook trends by geography, business size and hierarchy.
- Identify key drivers of hiring sentiment, by sector.

Note: The Employment Outlook and Job Growth statistics need to be read together for each sector for better understanding of the trends.

The Net Employment Outlook is the difference between the number of respondents who are inclined to hire and the number of respondents who are disinclined to hire, over the latter 6 months of the financial year (October through March, 2019-20). The Outlook is expressed as a percentage of the total number of respondents.

The clear and present disruption from COVID-19 necessitates the use of a more nuanced metric compared with Net Employment Outlook to describe the state of the job market.

Our preliminary studies indicated that only a minute proportion of businesses planned to hire more employees than they had hired over the previous HY. To capture the current mood appropriately, and to compare it with the mood of the previous HY, this edition of the Employment Outlook Report uses an **Intent to Hire** metric in place of the “Net Employment Outlook”.

For the current HY, the **Intent to Hire** metric is defined as: The percentage of employers that is likely to hire employees during the HY.

For all the previous HYs, the **Intent to Hire** metric is defined as: The percentage of employers that is likely to continue hiring at least the same number of employees during a given HY as in the previous HY.



Executive Summary

Labour markets, worldwide, witnessed collective mayhem with the pandemic causing Intent to Hire to fall steeply **[by 68% - 79%]** to barely double digit levels across all five geographic regions for the current HY (April – September, 2020-21)

Lowest Intent to Hire [drop in intent is the lowest among the geographies]

1. The Americas [8%]

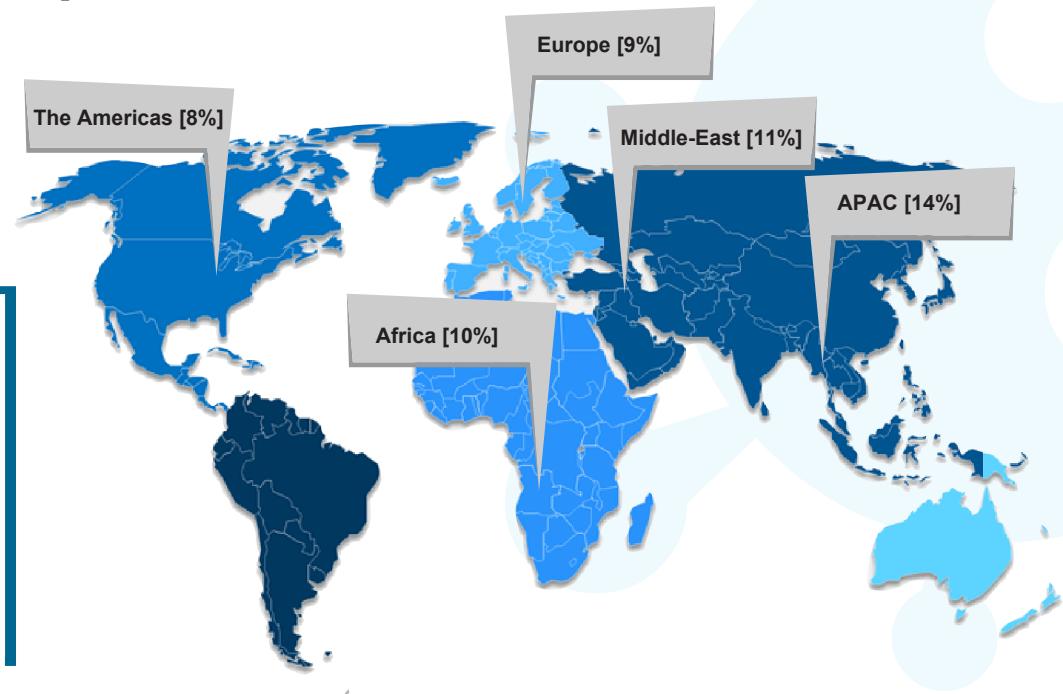
Rest of the regions: incrementally better Intent to Hire.

1. Europe [9%]

2. Africa [10%]

3. Middle-East [11%]

4. APAC [14%]



Global employment landscape for the current HY:

1. Informal labour bearing the brunt of the impact, US stemming unemployment rates
2. APAC possibly doubling its unemployment rate
3. Unemployment rates peaking in the UK, France and Italy
4. Middle-East affected by plummeting oil prices and restricted travel.

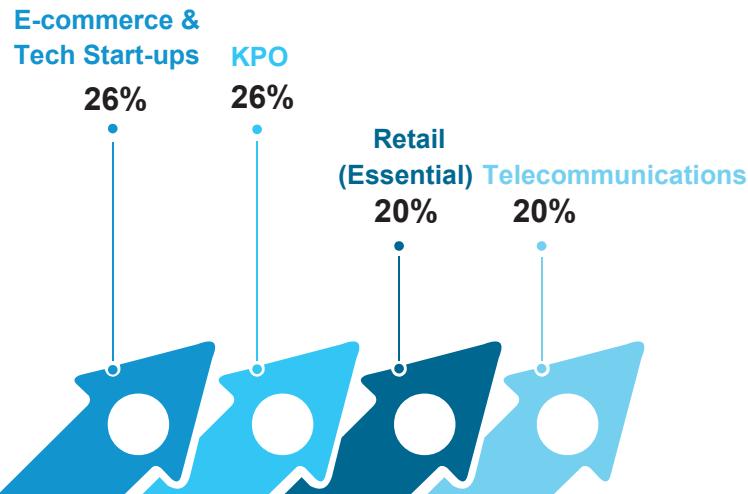


The Intent to Hire recovers smartly from **11%** during the lockdown period (25th March – 7th June, 2020) to **18%** for the current HY (April – September, 2020-21) – beating all geographic regional levels.

The recovery is driven by large businesses seeking to hire Blue Collar labour as well as leadership level talent, mostly in the metro and tier-1 cities.



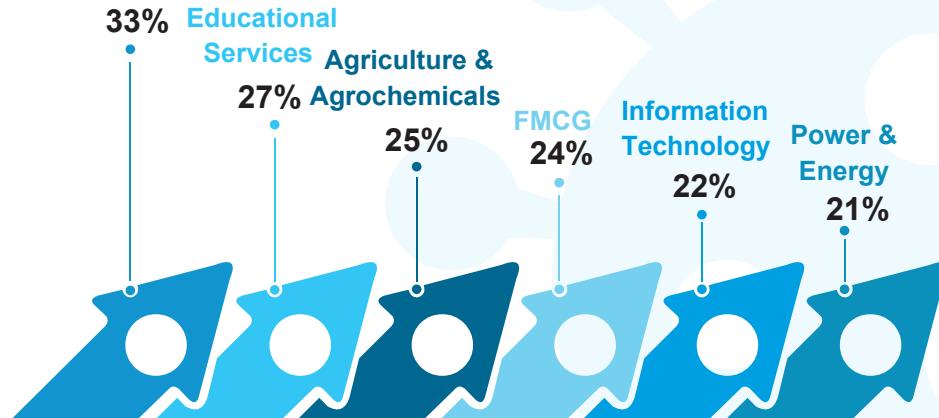
Other leading sectors:



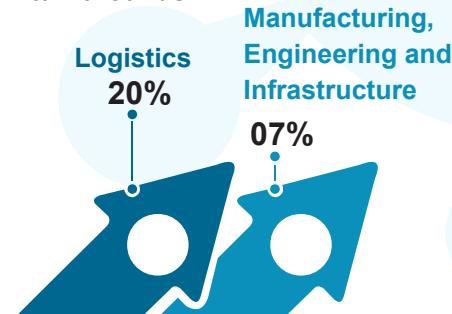
Sector Trends - India

The Smart recovery is made possible by six of the ten leading sectors, undertaken initiatives to beat COVID-19 blues and dramatically improve the Intent to Hire between the lockdown period and now -

Healthcare & Pharmaceuticals



Significant post-lockdown turnarounds:



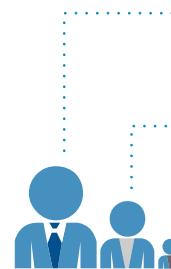
City Trends - India

Leading cities:



Hierarchical Trends - India

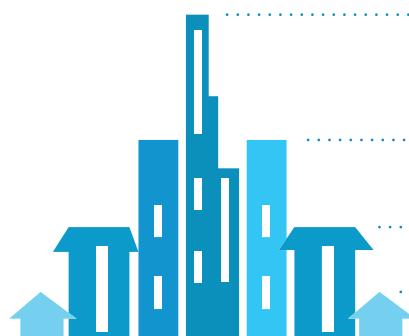
Intent to Hire:



- Senior-level [29%]** - considered paramount for businesses
- Mid-level [18%]** and **Junior-level [16%]** - hiring intent is modest and trails far behind the Senior-level
- Entry-levels [6%]** - yet to pick up steam

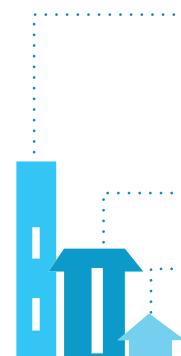
Geographical Trends - India

Intent to Hire:



Business Size Trends - India

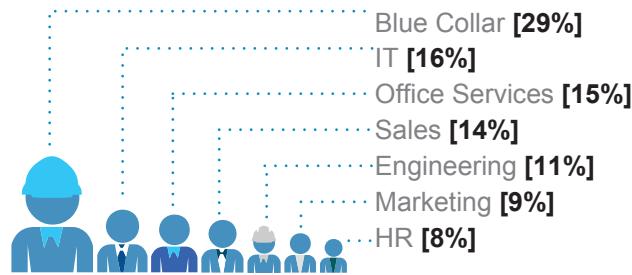
Intent to Hire:



- Large businesses [24%]** - are proactively pursuing business revival initiatives and displaying greater Intent to Hire
- Medium [12%]**
- Small businesses [7%]**

Functional Area Trends - India

Intent to Hire:



Attrition Trends - India

Drop in attrition rate to nearly **a fourth or a third** of the previous HY levels:



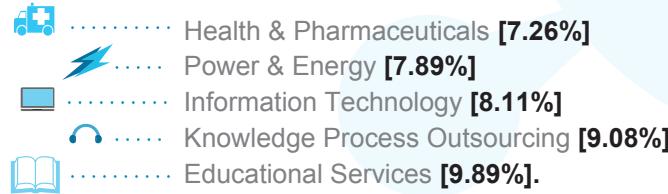
Attrition Trends - India

Drop in attrition rate to nearly **half or 40%** of the previous HY levels:



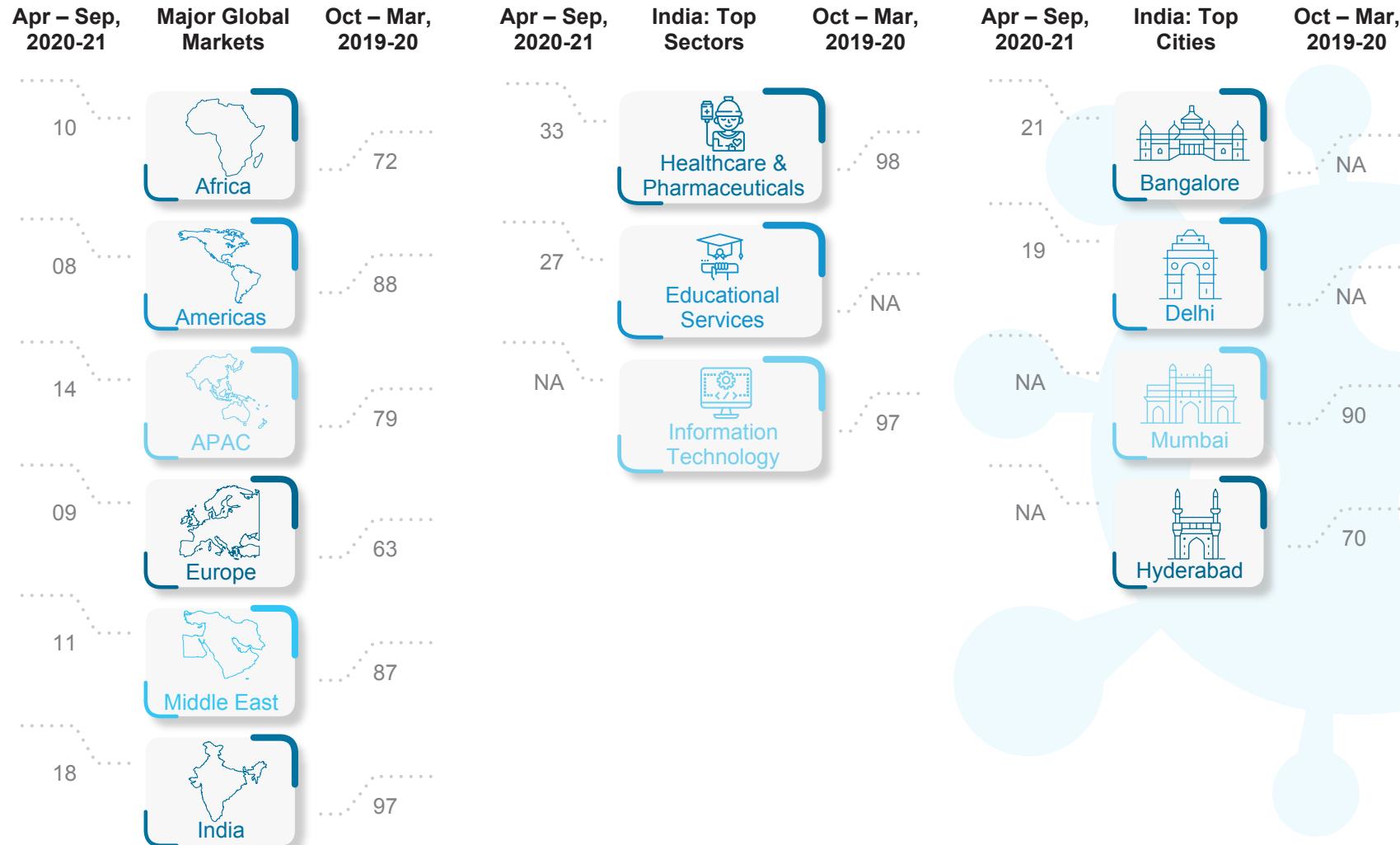
Attrition Trends - India

Drop in attrition rate by **less than 30% - 40%** of the previous HY:



Executive Summary

Intent to Hire: HY-on-HY comparison



Note: These are the top sectors and cities, by Intent to Hire, for the Apr-Sep, 2020-21 HY and Oct-Mar, 2019-20 HY respectively.

Highlights

- Intent to Hire: Trends

Highlights

Intent to Hire: Global – HY-1, 2020-21, Major global markets

	% intent to hire (Oct– Mar, 2019-20)	% intent to hire (Apr– Sep, 2020-21)	% change
Africa	82	10	-72
Americas	76	08	-68
APAC	91	14	-77
Europe	88	09	-79
Middle East	83	11	-72
India	97	18	-79



- The pandemic has had a massively destructive effect on the global labour market, with almost all geographic regions experiencing a fall in sentiment and hiring intent down to barely double digit levels.
- Informal labour, across the world, has borne a disproportionate brunt of the brute force of COVID-19. This also explains why India has had the steepest fall in intent, alongside Europe, although it fares substantially better than all regions on the net Intent to Hire for the current HY.
- Africa experienced slow spread of COVID-19 during the April-June quarter, and has so far restricted the fall in hiring intent. The unemployment rate in USA fell to a low of 11.1%, better than the estimate of 12.4%, and the number of non-farm jobs have risen, in June. This has meant a significantly lower fall in hiring intent for the Americas.
- Hiring intent for APAC falls steeply, with a possible doubling of the unemployment rate led by South Korea's more than 4%, but also moderated by Thailand's sub-1% and Japan's 2.5% unemployment rates. Unemployment rates peak in the UK, France and Italy, while Germany slows the fall, and so the drop, in hiring intent for Europe. Intent to Hire in the Middle-East is affected by plummeting oil prices and restricted travel.

Highlights

Intent to Hire: India – HY-1, 2020-21, Current HY in historical perspective

HY	% intent to hire	% change
Apr – Sep, 2018-19	99	-
Oct – Mar, 2018-19	98	-1
Apr – Sep, 2019-20	99	+1
Oct – Mar, 2019-20	97	-2
Apr – Sep, 2020-21	18 (11)*	-79

*Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)



- Intent to Hire plummets to less than a fifth of its value over the past four HYs – a drop of 79%.
- This is the single biggest fall measured over the entire course of the Employment Outlook reports.
- While more than nine in ten respondents were willing to hire during each of the past four HYs, less than two in ten are likely to hire during the current HY.
- The small sliver of hiring intent is overwhelmingly for Blue Collar workforce and by large businesses, is spread across sectors, and in metros and tier-1 cities.
- The nationwide lockdown meant business and hiring sentiment sunk to an unprecedented low due to the closure of business premises and public spaces, large scale remote work, migrant exodus, and restrictions on distribution and sale of goods.
- The partial, and phased, opening up of the economy following Unlock-1, beyond just essential services, has resulted in a gradual and incremental improvement in sentiment, green shoots of economic revival springing up, and the Intent to Hire gradually inching up to 18%.

Highlights

Intent to Hire Trends: HY-1, 2020-21 by Geography*

METRO & TIER-1**



	% intent to hire
Oct– Mar, 2019-20	99
Apr– Sep, 2020-21	19 ⁽¹³⁾

TIER-2**



	% intent to hire
Oct– Mar, 2019-20	97
Apr– Sep, 2020-21	14 ⁽⁰⁹⁾

TIER-3**



	% intent to hire
Oct– Mar, 2019-20	98
Apr– Sep, 2020-21	11 ⁽⁰⁵⁾

RURAL**



	% intent to hire
Oct– Mar, 2019-20	99
Apr– Sep, 2020-21	10 ⁽⁰³⁾



- Given the relative infrastructural advantage, and better healthcare access, the Metro and Tier-1 category fares significantly better than tier-2 cities, tier-3 towns, and rural areas on Intent to Hire.
- The incremental change in the intent, between the lockdown period and the entire HY, is uniform across the country.

*Geographical areas are locations where hiring takes place **Please refer Bibliography and Definitions

***Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)

TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

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Highlights

Intent to Hire Trends: HY-1, 2020-21 by Business Size**

SMALL



% intent to hire

Oct– Mar, 2019-20	89
Apr– Sep, 2020-21	07 ⁽⁰²⁾

MEDIUM



Oct– Mar, 2019-20	90
Apr– Sep, 2020-21	12 ⁽⁰⁶⁾

LARGE



Oct– Mar, 2019-20	99
Apr– Sep, 2020-21	24 ⁽¹⁵⁾



- A sizeable proportion of large businesses are proactively pursuing business revival initiatives and displaying greater willingness to hire (and have also fared better after Unlock-1) compared with Medium and Small businesses.
- The latter represent millions of businesses that are still in a limbo, with about one in ten businesses having hiring intent.

**Respondents categorized as Small (less than 500 employees), Medium (500 to 5,000 employees) and Large (greater than 5,000 employees)

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Highlights

Intent to Hire Trends: HY-1, 2020-21 by Hierarchy*

ENTRY LEVEL



% intent to hire

Oct– Mar, 2019-20	90
Apr– Sep, 2020-21	06 ⁽⁰²⁾

JUNIOR LEVEL



Oct– Mar, 2019-20	96
Apr– Sep, 2020-21	16 ⁽¹⁰⁾

MID-LEVEL



Oct– Mar, 2019-20	95
Apr– Sep, 2020-21	18 ⁽¹⁰⁾

SENIOR LEVEL



Oct– Mar, 2019-20	98
Apr– Sep, 2020-21	29 ⁽¹⁷⁾



- Intent to Hire improves as one goes up the hierarchy, and leadership roles are, relatively, more in demand. The ability to steer ships out of troubled waters is more sought after.
- Mid- and Junior-level hiring intent are modest and trail far behind the senior-level hiring intent, while the hiring intent at Entry-levels is yet to pick up steam.
- The above trend mirrors the intent distribution by hierarchy during the lockdown period.

*The organizational level at which employers plan to hire. Please refer Bibliography and Definitions.

**Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)

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Highlights

Intent to Hire Trends: HY-1, 2020-21 by Functional Area*

SALES



Oct– Mar, 2019-20	100
Apr– Sep, 2020-21	14 ⁽⁰⁶⁾

% intent to hire

OFFICE SERVICES



Oct– Mar, 2019-20	90
Apr– Sep, 2020-21	15 ⁽⁰⁶⁾

% intent to hire

MARKETING



Oct– Mar, 2019-20	90
Apr– Sep, 2020-21	09 ⁽⁰³⁾

HUMAN RESOURCES



Oct– Mar, 2019-20	78
Apr– Sep, 2020-21	08 ⁽⁰³⁾

INFORMATION TECHNOLOGY



Oct– Mar, 2019-20	99
Apr– Sep, 2020-21	16 ⁽⁰⁷⁾

BLUE COLLAR



Oct– Mar, 2019-20	100
Apr– Sep, 2020-21	29 ⁽¹⁹⁾

ENGINEERING



Oct– Mar, 2019-20	97
Apr– Sep, 2020-21	11 ⁽⁰⁴⁾

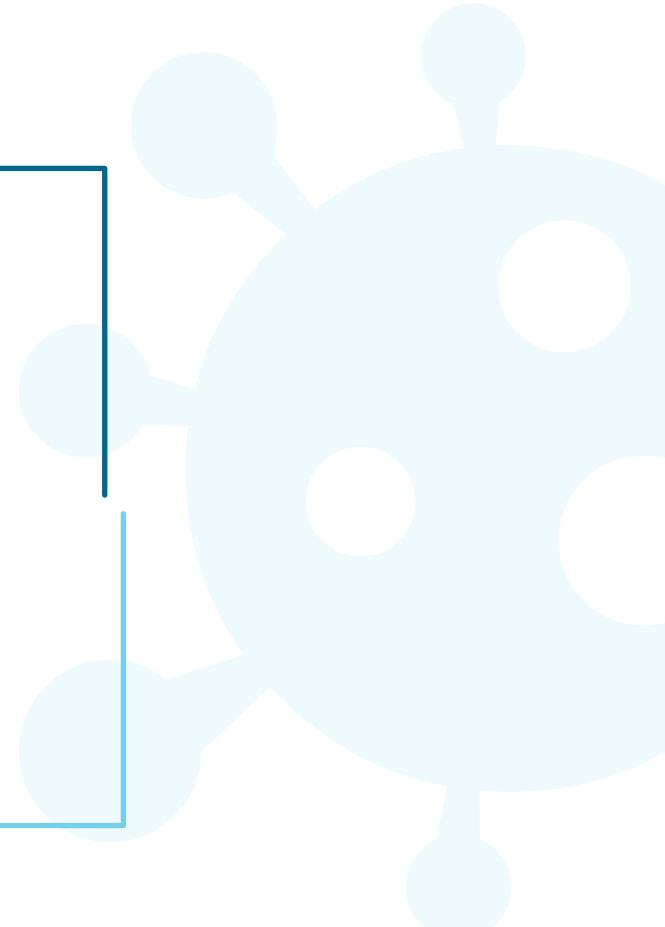
*The functional areas in organizations for which employers plan to hire. Please refer Bibliography and Definitions

**Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)

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- Hands on jobs – shop floor roles, repairs and maintenance, door delivery, and some heavy lifting roles – are likely to be in significant demand over the current HY, as they were – at a far lesser magnitude – during the lockdown period.
- The hiring intent for IT and Office Services jobs seem to have got back on its feet, but trail Blue Collar by a wide margin. Marketing and HR are likely the least hired for among the functions.

TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020



Outlook trends by Sector and City

- Leaders and laggards,
Job market sweet spots

Outlook trends by Sector and City

Intent to Hire Trends: HY-1, 2020-21 by Sector**

Leaders	Sectors	Apr-Sep, 2020-21	Oct-Mar, 2019-20
	Healthcare & Pharmaceuticals	33(21)	100
	Educational Services	27(17)	98
	Ecommerce & Technology Start-ups	26(19)	97
	Knowledge Process Outsourcing	26(20)	99
	Agriculture & Agrochemicals	25(13)	89
LAGGARDS			
	Logistics	20(12)	97
	Fast Moving Consumer Durables	18(11)	94
	Media & Entertainment	15(10)	95
	Financial Services	13(08)	98
	BPO / ITES	11(05)	96

**Respondents categorized by sector

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TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

Outlook trends by Sector and City

Intent to Hire Trends: HY-1, 2020-21 by Sector**

Leaders	Sectors	Apr-Sep, 2020-21	Oct-Mar, 2019-20
Leaders	Fast Moving Consumer Goods	24(12)	94
	Information Technology	22(15)	99
	Power & Energy	21(10)	97
	Retail [Essential]	20(14)	98
	Telecommunications	20(15)	93
	Consulting	10(05)	98
	Marketing & Advertising	10(04)	97
	Construction & Real Estate	10(03)	89
	Retail [Non-Essential]	09(02)	98
	Manufacturing, Engineering & Infrastructure	07(00)	90
	Travel & Hospitality	05(00)	91
			
LAGGARDS			

**Respondents categorized by sector

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Outlook trends by Sector and City

Intent to Hire Trends: HY-1, 2020-21 by City**

Leaders	Cities	Apr-Sep, 2020-21	Oct-Mar, 2019-20
	Bangalore	21(13)	98
	Delhi	19(12)	91
	Hyderabad	15(09)	98
	Chandigarh	14(09)	92
LAGGARDS			
	Gurgaon	06(04)	95
	Ahmedabad	06(04)	93
	Chennai	05(02)	96
	Nagpur	05(03)	86

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Leaders	Cities	Apr-Sep, 2020-21	Oct-Mar, 2019-20
	Mumbai	12(08)	99
	Kolkata	12(07)	99
	Pune	08(04)	97
LAGGARDS			
	Coimbatore	04(01)	97
	Kochi	04(01)	95
	Indore	04(02)	85

**Respondents categorized by the city where they are head-quartered

TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

Outlook trends by Sector and City

Job Market Sweet Spots, City-Sector

Manufacturing Sectors (Numbers depict % Intent to Hire)

Cities	FMCG&D		H&P		MEI		AGCH		P&E	
AHM	1	15	1	21	1	10	1	18	1	21
	5	22	9	41	3	11	3	13	3	15
BNG	1	13	1	27	1	14	1	17	1	19
	4	21	6	29	3	13	3	12	4	20
CHN	2	14	4	24	1	8	2	11	3	17
	1	9	1	9	1	4	1	10	2	13
DEL	3	23	4	32	2	14	2	15	4	30
	2	21	2	22	2	18	1	12	2	25
HYD	1	7	1	9	2	16	2	12	1	7
	1	11	1	9	1	16	1	10	1	6
KOL	1	14	1	8	1	13	1	11	1	5
	1	8	1	11	1	13	1	6	1	6
MUM	1	11	1	4	1	7	1	10	1	5
	2	21	2	22	2	18	1	12	2	25
PUN	1	7	1	9	2	16	2	12	1	7
	1	11	1	9	1	16	1	10	1	6
CHD	1	11	1	9	1	16	1	10	1	6
	1	7	1	9	2	16	2	12	1	7
COM	1	14	1	8	1	13	1	11	1	5
	1	8	1	11	1	13	1	6	1	6
GUR	1	11	1	4	1	7	1	10	1	5
	2	21	2	22	2	18	1	12	2	25
IND	1	14	1	8	1	13	1	11	1	5
	1	8	1	11	1	13	1	6	1	6
KOC	1	11	1	4	1	7	1	10	1	5
	1	12	1	7	1	9	1	6	1	3
NPR	1	11	1	4	1	7	1	10	1	5
	2	21	2	22	2	18	1	12	2	25

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TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

Outlook trends by Sector and City

Job Market Sweet Spots, City-Sector

Service Sectors (Numbers depict % Intent to Hire)

Cities	TEL	IT	FS	RET	EC&TS	M&E	C&RE	T&H	ES	BPO	KPO	CON	LOG	M&A
AHM	1 12	1 9	1 13	1 19	1 14	1 15	1 9	1 14	2 23	1 7	2 25	1 9	1 8	1 7
BNG	4 19	6 28	8 34	8 34	9 38	6 27	4 18	4 18	6 25	4 19	12 50	4 17	4 17	3 15
CHN	1 7	1 19	1 25	1 18	1 21	1 24	1 10	1 10	1 19	1 10	1 25	1 10	1 16	1 11
DEL	3 12	3 15	5 23	5 26	5 26	4 20	4 18	5 22	4 19	3 13	6 30	3 16	4 17	3 14
HYD	3 16	3 16	5 28	4 27	5 28	5 30	3 18	3 21	3 18	2 10	5 29	1 9	1 9	2 10
KOL	1 7	1 8	3 19	1 10	2 15	2 12	1 9	2 16	2 14	1 7	2 12	1 8	2 14	1 8
MUM	2 18	2 14	4 30	4 28	3 23	3 19	2 15	2 13	3 23	1 8	3 26	2 12	2 17	2 12
PUN	1 11	2 23	2 18	2 21	2 18	2 27	1 11	1 9	1 16	1 6	2 27	1 17	1 12	1 8
CHD	1 8	1 9	2 10	1 8	2 14	1 4	1 7	2 11	1 7	1 7	1 8	2 10	2 12	1 8
COM	1 5	1 7	1 9	1 11	1 10	1 6	1 10	1 9	1 4	1 5	1 6	1 5	1 14	1 9
GUR	1 4	1 8	1 10	1 6	1 11	1 4	1 9	1 9	1 6	1 7	1 8	1 6	1 13	1 9
IND	1 7	1 9	1 5	1 8	1 5	1 3	1 11	1 6	1 5	1 3	1 3	1 5	1 8	1 7
KOC	1 5	1 3	1 3	1 10	1 9	1 2	1 7	1 12	1 3	1 2	1 3	1 2	1 12	1 8
NPR	1 6	1 4	1 5	1 11	1 8	1 3	1 8	1 11	1 7	1 5	1 5	1 6	1 13	1 5

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Manufacturing Sectors (Numbers depict % Intent to Hire)



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Outlook trends by Sector and City

Job Market Sweet Spots, Functional Area-Sector

Service Sectors (Numbers depict % Intent to Hire)

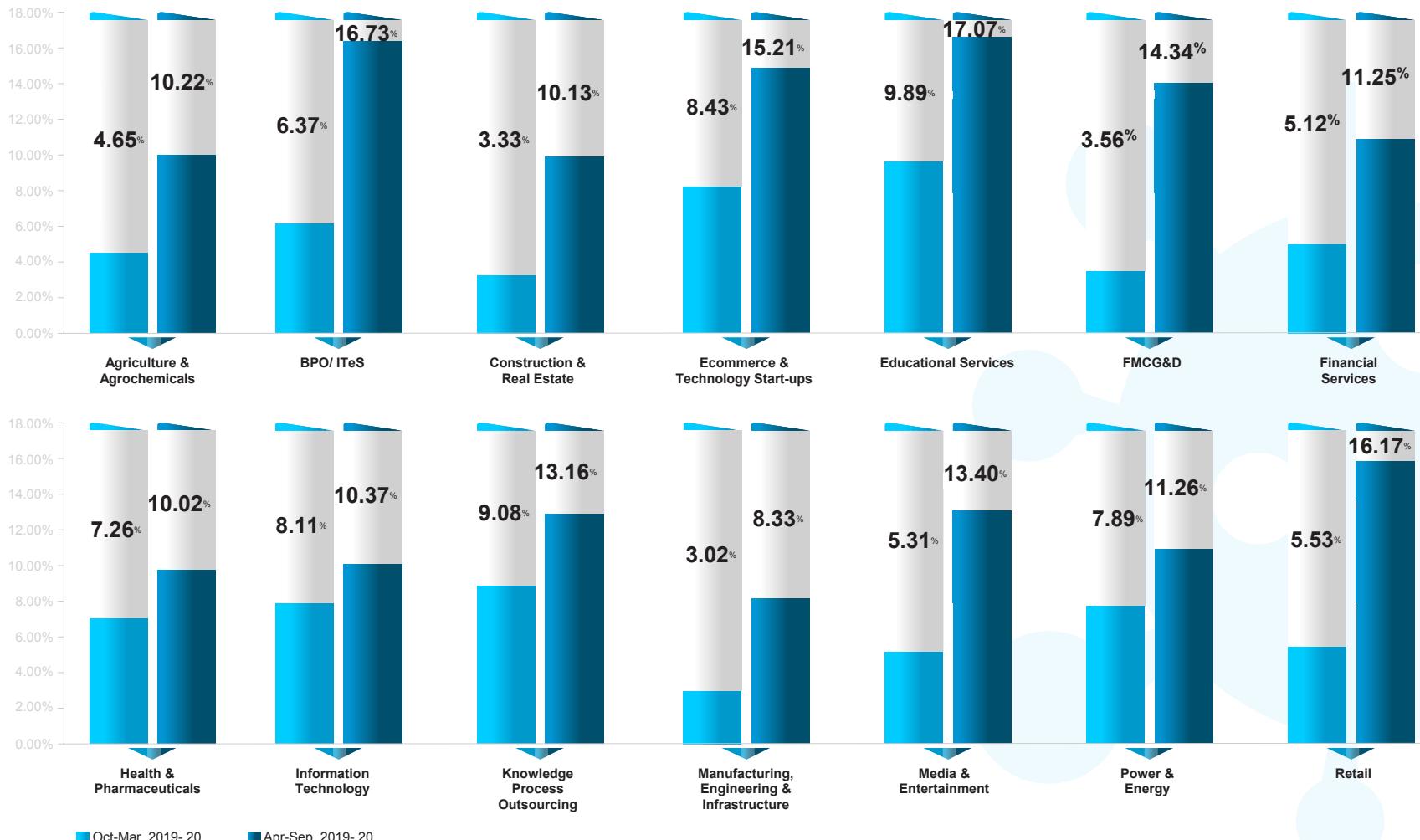
Functional Area	TEL	IT	FS	RET	EC&TS	M&E	C&RE	T&H	ES	BPO	KPO	CON	LOG	M&A
 SALES	4 27	4 25	5 33	6 40	6 40	3 22	1 8	4 28	4 32	4 27	7 48	2 15	4 31	4 27
 MARKETING	2 20	1 11	2 19	3 30	4 43	1 15	1 14	2 22	2 19	1 13	3 33	2 20	2 25	2 26
 INFORMATION TECHNOLOGY	4 24	3 21	2 32	4 28	8 47	2 15	2 15	2 15	3 17	3 20	6 40	4 25	4 25	5 30
 ENGINEERING	2 22	4 38	1 20	4 34	2 20	2 15	3 25	2 16	1 13	2 17	3 23	2 16	3 23	2 20
 OFFICE SERVICES	1 8	1 9	1 13	1 9	2 11	2 16	1 8	2 13	2 10	2 10	2 15	2 12	4 25	3 19
 HUMAN RESOURCES	1 10	1 11	1 12	1 8	1 14	1 10	1 6	1 13	1 12	1 8	2 23	2 22	2 19	2 23
 BLUE COLLAR	7 23	8 28	1 37	10 35	16 54	8 29	11 37	12 40	8 29	6 19	7 25	3 10	7 25	7 24

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TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

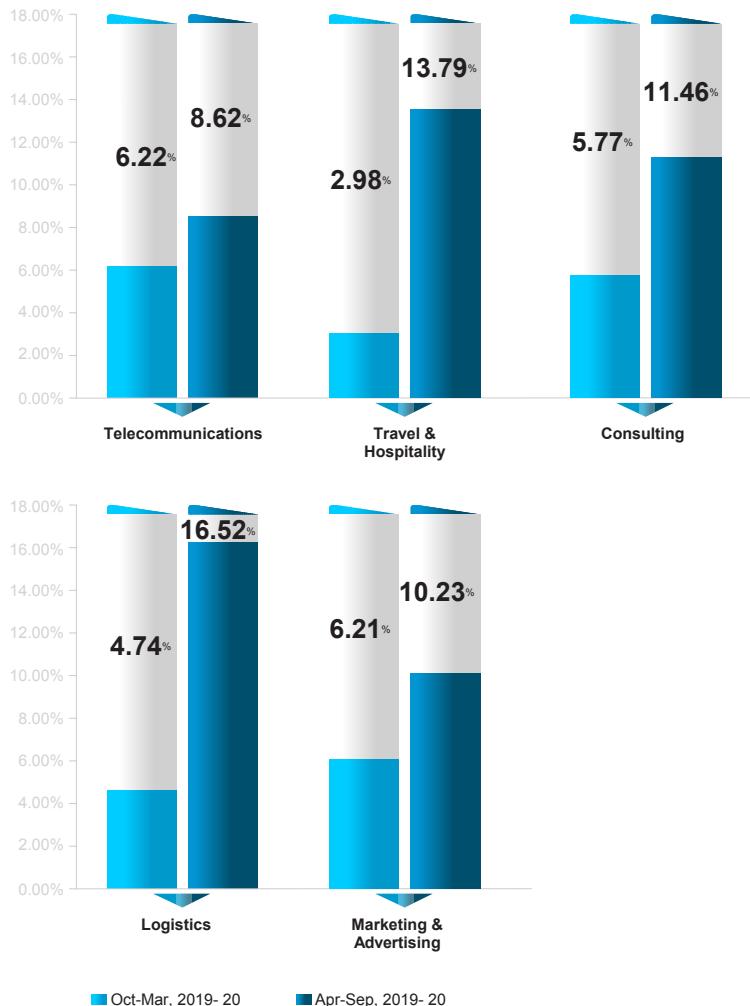


Spotlight - Attrition Trends



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- The COVID-19 crisis has resulted in a nearly across-the-board fall in attrition rates to half or even a fourth of the rates in the previous HY.

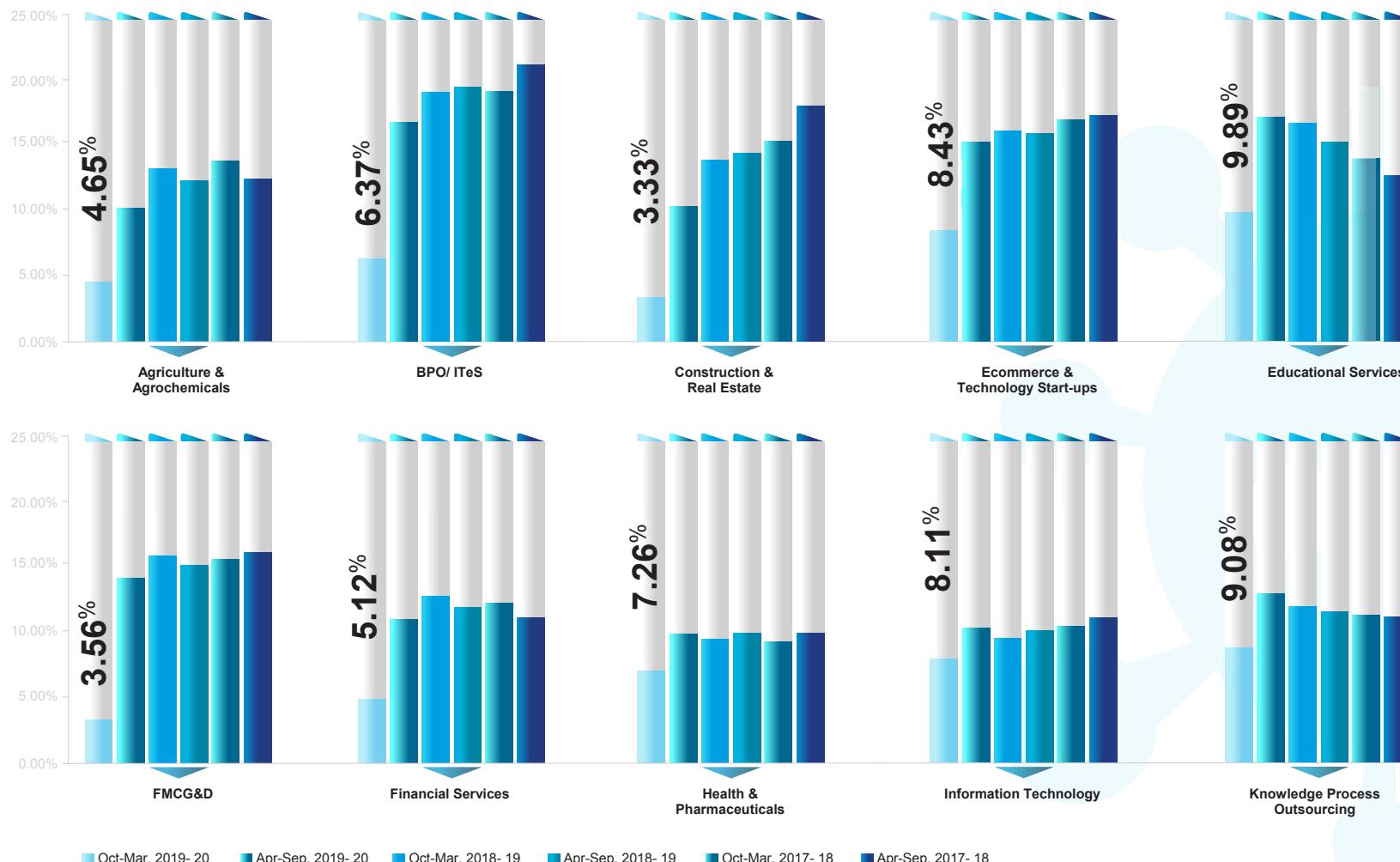
- The biggest fall in the attrition rate – to nearly a fourth or a third of the levels during the previous HY – has been in the Travel & Hospitality sector, followed by Manufacturing, Engineering & Infrastructure, Construction & Real Estate, FMCG & D, Logistics, Retail and BPO/ITeS sectors.

- Attrition rates drop to between nearly half and 40% of the previous HY for the Agriculture & Agrochemicals, Financial Services, Media & Entertainment, Consulting, Marketing & Advertising, and Ecommerce & Technology Start-ups sectors.

- The exceptions: Attrition has dropped by less than 30% - 40% for the Health & Pharmaceuticals, Power & Energy, Information Technology, Knowledge Process Outsourcing and Educational Services sectors.

TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

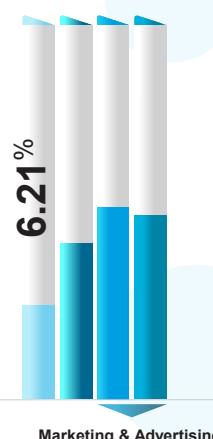
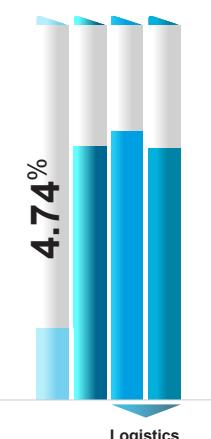
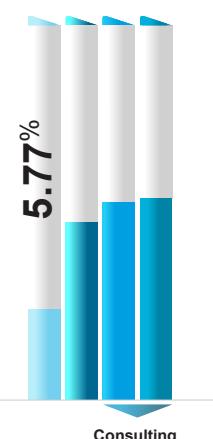
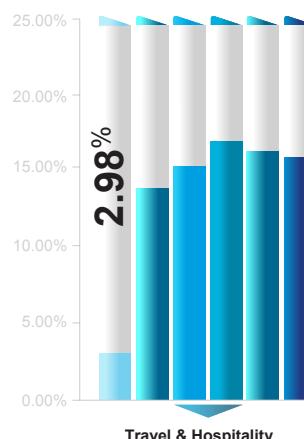
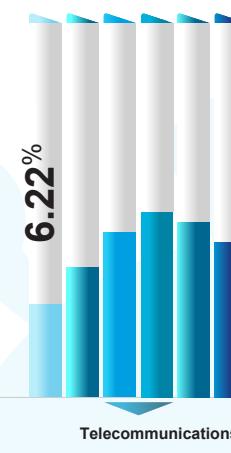
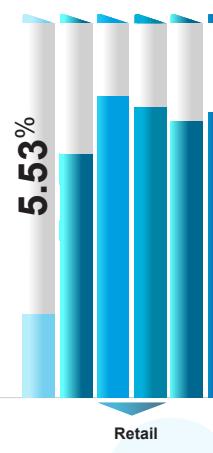
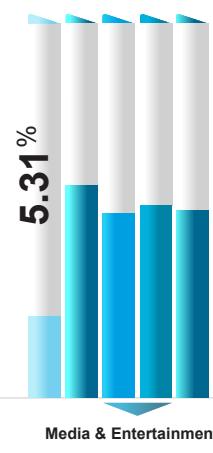
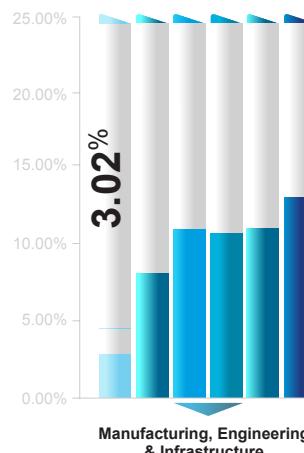
Attrition Trends- Past six HYs [fiscal]



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TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

Attrition Trends- Past six HYs [fiscal]



Oct-Mar, 2019-20 Apr-Sep, 2019-20 Oct-Mar, 2018-19 Apr-Sep, 2018-19 Oct-Mar, 2017-18 Apr-Sep, 2017-18

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TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

Annexure- 1

- Sector-wise analysis
- City-wise outlook statistics

Sector-wise analysis

Top sectors

HYs	Intent to Hire	Sectoral Impact	Healthcare & Pharmaceuticals	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	100	The private healthcare sector is staring at a potential operating loss of Rs.14,000 – Rs.24,000 crore in Q1, FY20-21. The revenues of hospitals and diagnostic companies are currently down by about 60-70%. FY20-21 revenues will be lower by 20-35% for the sector compared to FY19-20. Positive impact: Ramping up exports in pharmaceuticals for generic drugs across the globe. Growth in domestic manufacturing of drugs and devices to decrease reliance on imports. Production is likely to recover as the government extends support for essential commodities.	N.A.	2 Quarters	
Apr– Sep, 2020-21	33(21)				
Oct– Mar, 2019-20	98	The pandemic has hit the poorer among students hard in India, and about 86% of them are unable to explore online learning with limited or no internet access, and unaffordable computers. Positive impact: Ed-tech start-ups witnessed 25% uptick in e-learning. The education market is likely to expand by 5-6% in FY20-21 driven mainly by growing enrolments in higher education. Ind-Ra expects the market size of the education sector to touch Rs.6,48,300 crore in FY21.	N.A.	2 Quarters	
Apr– Sep, 2020-21	27(17)				
Oct– Mar, 2019-20	97	Two out of five e-commerce retailers share a strongly negative business sentiment. Non-essential goods, making up 90% of sales, have severely affected large retailers. 60% of B2C start-ups are facing closure. 40% are temporarily shut or winding up operations. Positive Impact: The e-commerce market in India is set to grow at a CAGR of 19.6% for next 3 years. Ed-tech businesses are reporting a 14% increase in revenue.	Low	2 Quarters	
Apr– Sep, 2020-21	26(19)				
Oct– Mar, 2019-20	99	New jobs in the sector declined to 50% - 60% levels during April – May, 2020. There is massive disruption in data delivery and analysis pipelines (consumer usage and buying patterns have fundamentally changed). Positive impact: Demand for new-age technologies, especially real-time data visualisation becoming the need of the hour. The share of analytics within KPO is set to increase significantly.	N.A.	2 Quarters	
Apr– Sep, 2020-21	26(20)				

***Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)

TeamLease survey, Phase-1: October, 2019 – March, 2020; Phase-2: June, 2020

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Sector-wise analysis

Top sectors

HYs	Intent to Hire	Sectoral Impact	Agriculture & Agrochemicals	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	89	Labour unavailability due to reverse migration, fall in prices, restrictions on the inter- and intra-State movements of farmers/labourers, disruptions in supply-chain. Positive Impact: Funds worth Rs.1 lakh crore given to agricultural co-op societies, farmer producer organisations and start-ups to boost farm-gate infrastructure	N.A.	2 Quarters	
Apr– Sep, 2020-21	25(13)				
Oct– Mar, 2019-20	94	The lockdown and the resultant disruptions in demand and supply is likely to effect a de-growth of the sector by up to 30% (if there is an extended period of lockdown). 30% of the shoppers in metro cities have shifted to supermarkets and/or order online. Positive impact: The shift in brand loyalty due to unavailability will boost sales of local/SME brands. FMCG companies tying up with food delivery partners which would boost e-retail and cloud kitchens.	N.A.	2 Quarters	
Apr– Sep, 2020-21	24(12)				
Oct– Mar, 2019-20	99	Customers are expecting to cut down on their IT budgets and slow down new initiatives. Delay & inability to meet contractual commitments may lead to force-majeure clauses. Positive impact: Attracting new opportunities in supply chain track and trace, IoT and robotics, 5G networks. Projects in healthcare and voice applications (AI) are in the pipeline.	Moderate	2-3 Quarters	
Apr– Sep, 2020-21	22(15)				
Oct– Mar, 2019-20	97	Projects previously set to resume in Q2 2020 will be delayed due to a lag in engineering and construction activities. The crude oil sector has contracted by 5.5%, natural gas by 15.2%, and refinery products by 0.5%. Positive Impact: Investment of Rs.42k crore in 511 projects involving refinery, exploration and production, marketing infrastructure, pipeline and city gas distribution will generate around 7 crore man-days of employment.	Moderate	2-3 Quarters	
Apr– Sep, 2020-21	21(10)				

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Top sectors

HYs	Intent to Hire	Sectoral Impact	Retail [Essential]	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	98	Retail has suffered over Rs.2 lakh crore in lost sales, which puts nearly 2.6 million jobs at risk. In FY 20-21, the sector is estimated to contract by 17% in value terms and may lose 13% of jobs (1 million). Positive Impact: An Abu Dhabi investment firm plans to invest nearly Rs.7,600 crore in LuLu Group International. Essential retail is expected to grow by nearly 10% by end of FY21.		High	>3 Quarters
Apr– Sep, 2020-21	20(14)				
Oct– Mar, 2019-20	93		Telecommunications		
Apr– Sep, 2020-21	20(15)	An estimated 1 lakh jobs are at risk in the domestic telecom industry due to the lockdown. Positive Impact: Silver Lake to invest Rs.5,656 crore in Reliance Jio platforms. ICRA expects an 18% revenue growth and an operating profit growth of 21% to Rs.75,000 crore within the industry.		Moderate	2 Quarters

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Sector-wise analysis

Bottom sectors

HYs	Intent to Hire	Sectoral Impact	Logistics	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	97	65% of all trucks are sitting idle and domestic oil prices are rising. Approximately 10 million jobs of drivers are at risk due to lower demand, restricted movement of goods, and disruptions in supply chain. More than 50% of India's organised long haul trucking fleet are now without drivers. Sector is estimated to shrink by 12-13% in FY. Long term positive impact: India is working towards being a global manufacturing hub and the growth in domestic consumption is healthy.		High	>4 Quarters
Apr– Sep, 2020-21	20(12)				
Oct– Mar, 2019-20	94				
Apr– Sep, 2020-21	18(11)	Fast Moving Consumer Durables The consumer electronics and durables segment (sized about Rs. 36,000 crores) will probably witness only a short-term impact. The impact on home and living, footwear consumption will be drastic. About 50-60% of FMCD products and 70-80% of components are imported, and a shortage of components of electronic goods from China is likely to keep prices higher and hence will impact demand.		Very High	>4 Quarters
Oct– Mar, 2019-20	95				
Apr– Sep, 2020-21	15(10)	Media & Entertainment 10 million jobs have been directly impacted. About 53% of the businesses in the sector have suffered 90% cancellation of orders between March-July 2020. About 60% suffered direct revenue loss. Positive Impact: 5G technology is likely to help in the growth of a formidable digital economy.		Very High	>4 Quarters
Oct– Mar, 2019-20	98				
Apr– Sep, 2020-21	13(08)	Financial Services The RBI estimates that NPAs may increase to 10.2 - 10.5% by September 2020. Major reduction in demand from SMEs and large corporates, structural shifts in customer behaviour, and transformation of employee roles and overall operating models are on the anvil. Adverse impact on specific loan covenant ratios being triggered. Positive Impact: Financial package of Rs.5.35 lakh crore will help to mitigate the economic impact.		N.A.	>3 Quarters

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Sector-wise analysis

Bottom sectors

HYs	Intent to Hire	Sectoral Impact	BPO / ITeS	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	96	Impact on productivity due to either inadequate infrastructure at employees' homes or the lack of supervision. Lost business for those catering to the retail sector/ distribution channels which are largely shut. Global economy slowdown and decline in back-office and technology services. Positive Impact: Companies shift from single-function operations to multi-functional operations to reduce the risk impact.		N.A.	>4 Quarters
Apr– Sep, 2020-21	11(05)				
Oct– Mar, 2019-20	98		Consulting		
Apr– Sep, 2020-21	10(05)	Global economic slowdown – particularly in the US & Europe – would impact growth. Delays likely in new deal signings/closures and execution of projects. Three out of five companies have frozen hiring. Positive Impact: 20-25% increase likely in enquiries for outplacement of temporary staff & engineering graduates.		N.A.	>3 Quarters
Oct– Mar, 2019-20	97		Marketing & Advertising		
Apr– Sep, 2020-21	10(04)	Expected scaling down of advertisement spends over the next 2-3 quarters - 65% to as high as 100% lower sales & profits. Approximately 90% of the advertising work in India has currently hit the pause button. The Indian advertising industry may suffer a Rs.5,000 crore loss in the coming quarter/s		N.A.	>3 Quarters
Oct– Mar, 2019-20	89		Construction & Real Estate		
Apr– Sep, 2020-21	10(03)	About 30% reduced investment in projects. Hit severely by the current levels of uncertainty, dismal business, consumer sentiments, loss of income as well as the diversion of government funds towards COVID-19 management. Employment could reduce to as low as 25% of pre-crisis levels.		Very High	>4 Quarters

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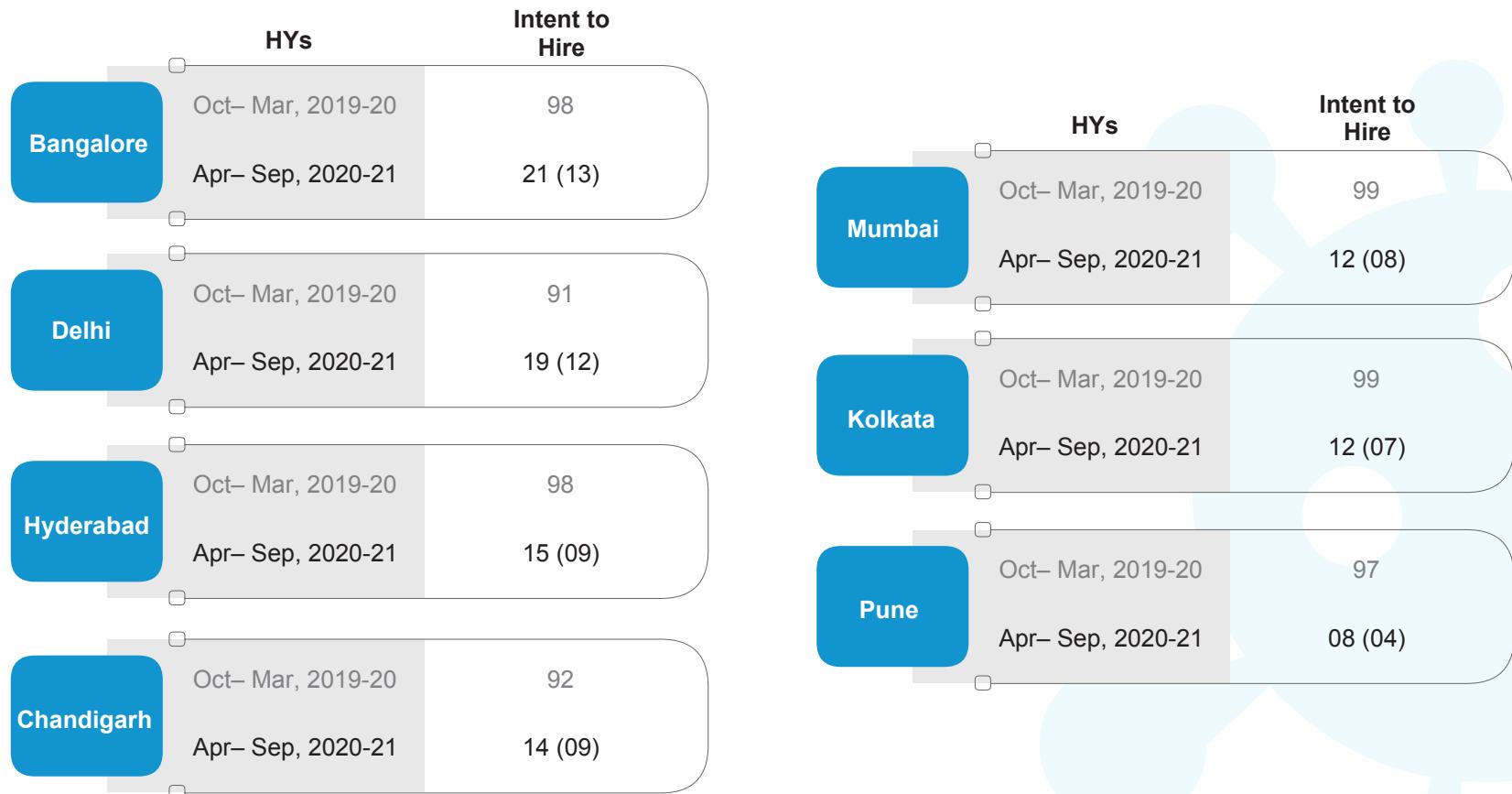
Bottom sectors

HYs	Intent to Hire	Sectoral Impact	Retail [Non-Essential]	Job Loss	Sector recovery estimate (earliest)
Oct– Mar, 2019-20	98	Nearly 30% of the sales of non-essential retail or discretionary retail have been adversely affected. Non-essential retail like (Consumer Electronics, Jewellery, Home Improvement etc.) will witness a 9% contraction due to muted consumer demand and discretionary expenditure. Positive impact: Thomson to invest Rs.1,000 cr. in Indian market over next 5 years. Successful inventory rotation every quarter through new designs, products and styles.		Very High	>3 Quarters
Apr– Sep, 2020-21	09(02)				
Oct– Mar, 2019-20	90		Manufacturing, Engineering & Infrastructure		
Apr– Sep, 2020-21	07(00)	The lockdown displaced more than 4 crore migrants and reduced the scale of operations. The IIP has contracted to 55.5% & Manufacturing output growth contracted to 64.3% in April. Positive Impact: Government had notified 3 schemes with incentives totalling Rs.48,000 crore to boost mobile phone manufacturing. The Rs.20-lakh-crore stimulus package by government focuses on tax breaks for small businesses, as well as incentives for domestic manufacturing.		High	>4 Quarters
Oct– Mar, 2019-20	91		Travel & Hospitality		
Apr– Sep, 2020-21	05(00)	An estimate 5 crore direct or indirect jobs at risk. Revenues could plunge to 30-40% this year. Air passenger traffic is estimated to fall by 45-50% in FY 20-21. Cargo volume declined 22% in May. Hotels, tourism revenue may fall by 30%. More than 50% of all hotels in the organised sector are already shut. Positive Impact: The traffic recovery will be towards FY2022.		Very High	>4 Quarters

***Number within parenthesis indicates % intent to hire during the lockdown period (25th March, 2020 – 7th June, 2020)

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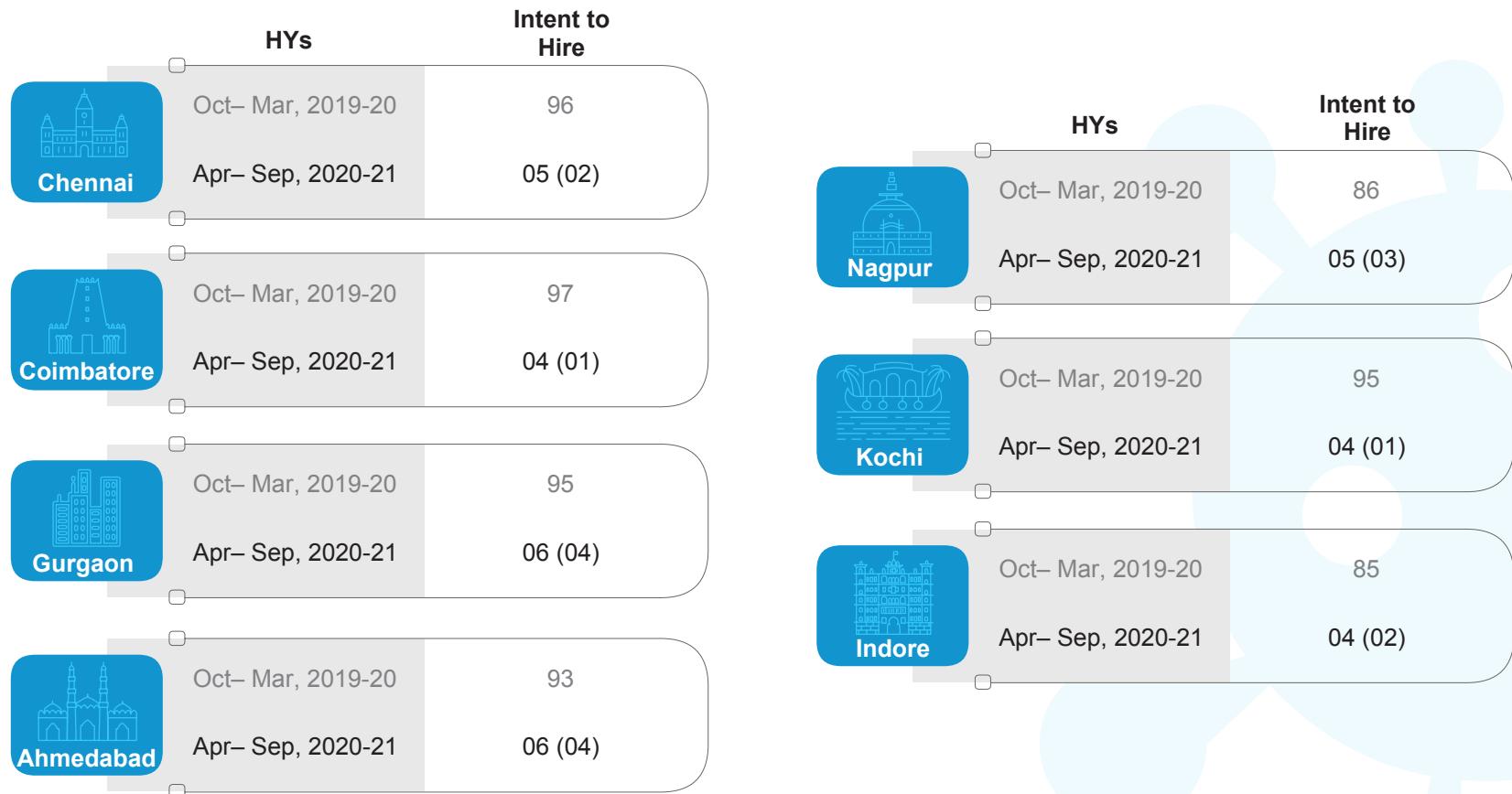


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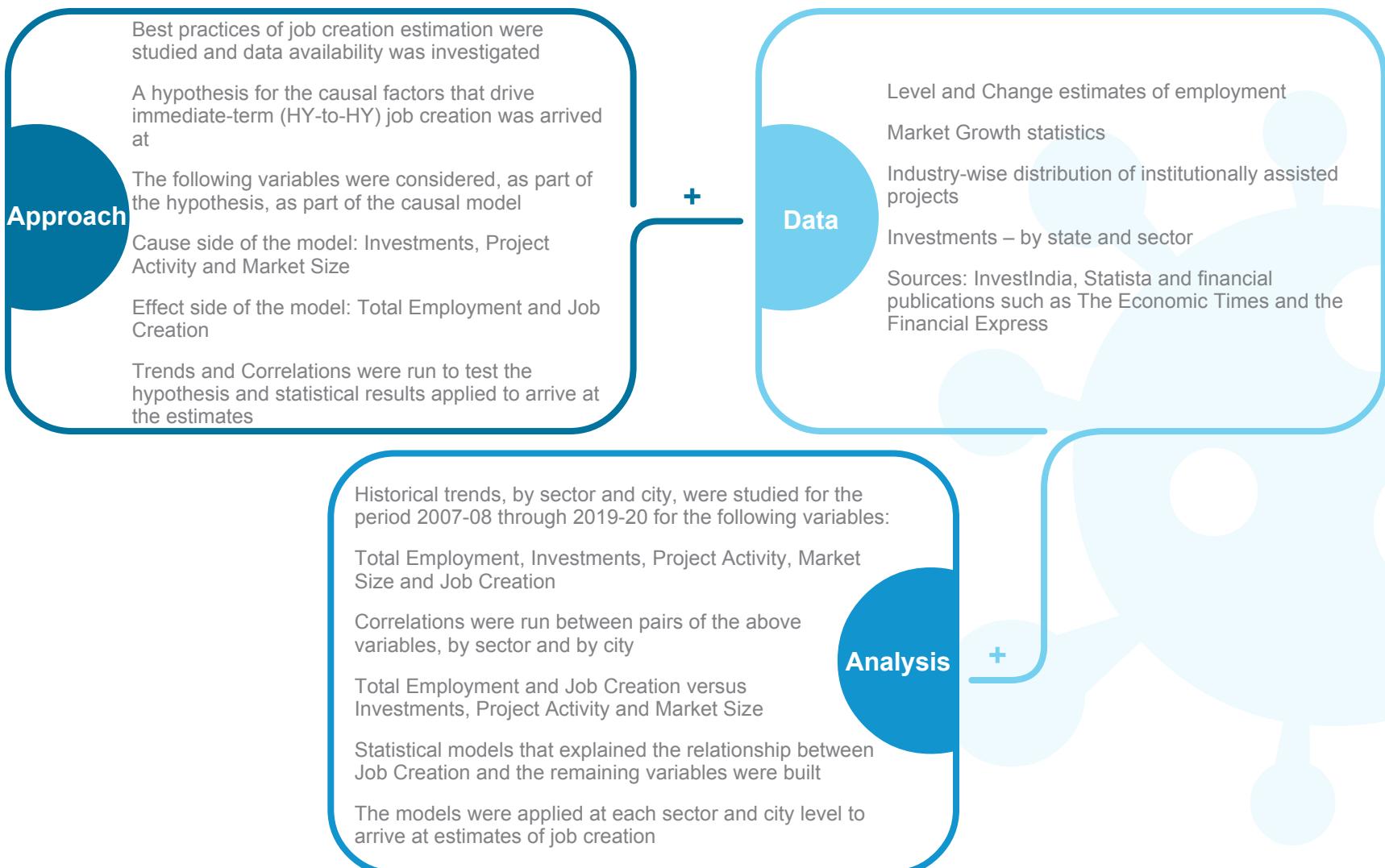
Bottom cities



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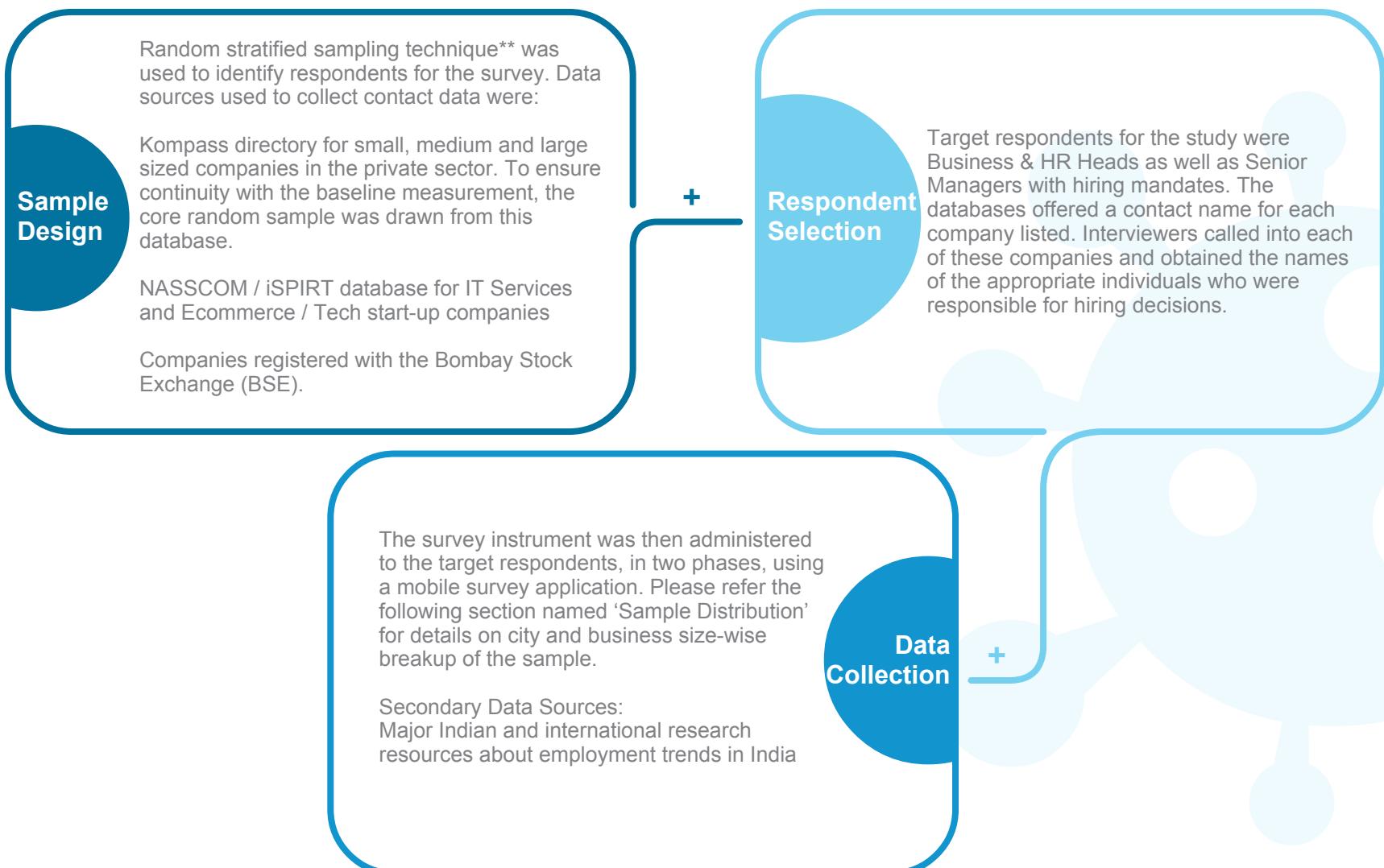
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Annexure- 2

- Research Methodology
- Sample Design
- Bibliography

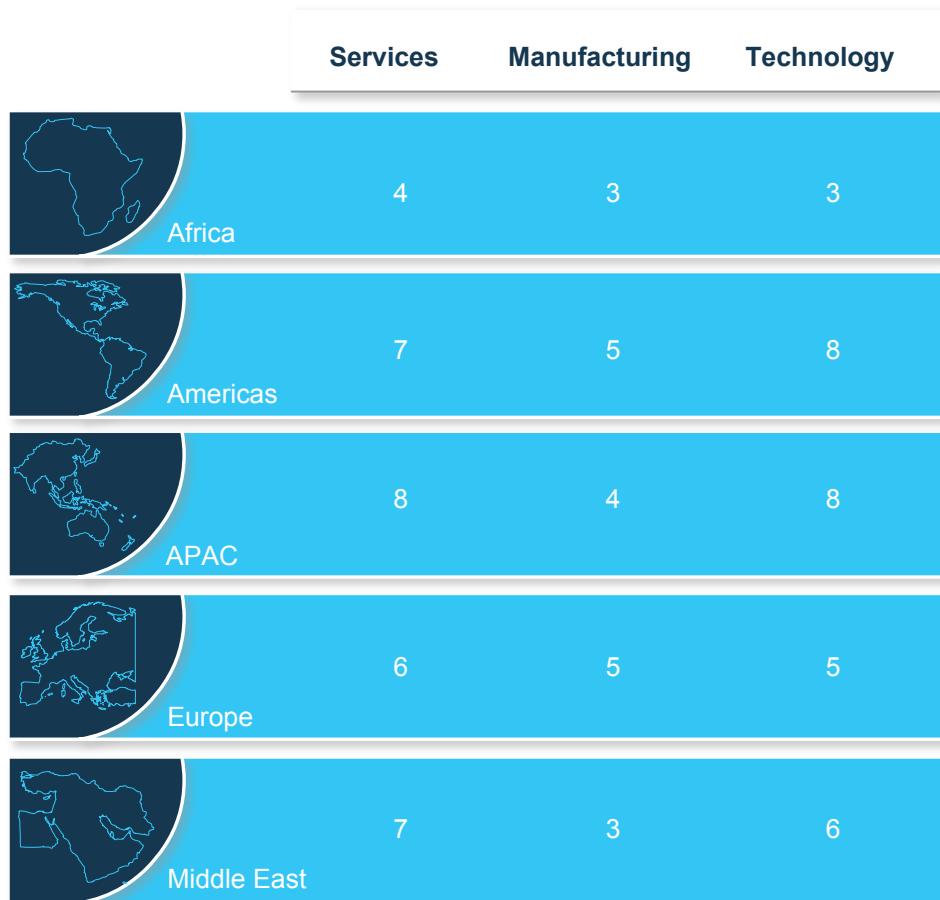


Annexure-2

Sample design – India

Cities	MEI	AGCH	P&E	IT	EC&TS	FMCG	FMCD	FS	RET [ESS]	RET [NON-ESS]	M&E	C&RE	T&H	ES	BPO	KPO	TEL	H&P	CON	LOG	M&A	Total
Ahmedabad	4	2	2	3	3	3	2	4	3	2	2	3	4	4	2	4	4	4	2	2	3	62
Bangalore	3	3	3	5	5	5	2	4	5	3	5	5	4	4	3	4	6	4	4	4	4	85
Chennai	3	4	4	4	4	3	3	4	3	2	4	3	3	3	4	4	5	3	4	4	4	75
Delhi	4	4	3	5	3	4	2	4	4	2	5	4	4	3	4	4	4	4	3	4	3	77
Hyderabad	3	3	4	4	4	3	2	3	3	2	3	3	4	4	4	4	3	4	3	3	3	69
Kolkata	4	3	3	4	3	4	3	3	4	2	4	3	4	3	4	3	4	4	3	4	3	72
Mumbai	5	3	4	5	4	3	3	4	3	2	5	4	4	5	5	5	3	4	3	4	3	81
Pune	3	2	1	3	4	2	3	3	3	2	3	3	3	4	3	2	2	3	3	2	3	57
Chandigarh	2	3	2	2	2	2	2	2	2	1	2	2	2	3	2	3	2	2	1	2	1	42
Coimbatore	4	2	2	3	2	2	3	2	1	1	1	1	3	2	1	2	1	2	1	1	1	38
Gurgaon	3	2	1	3	2	2	2	2	2	2	1	1	2	1	2	2	3	2	2	2	2	41
Indore	2	2	2	3	2	2	2	2	2	1	1	1	2	2	1	2	2	1	1	2	1	36
Kochi	2	1	1	1	2	1	2	2	1	1	1	3	2	1	2	1	1	2	1	3	1	32
Nagpur	2	3	3	2	2	2	2	2	2	1	2	2	1	2	1	2	2	2	2	2	1	40

Cities	Small	Medium	Large	Total	Cities	Small	Medium	Large	Total	Short Form	Sectors	Short Form	Sectors
Ahmedabad	[Up to 249 employees]	[250 – 999 employees]	[1,000 + employees]	62	Pune	24	18	15	57	KPO	Knowledge Process Outsourcing	TEL	Telecommunications
Bangalore	27	20	15		Chandigarh	18	13	11	42	EC&TS	Ecommerce & Technology Start-ups	IT	Information Technology
Chennai	44	20	21	85	Coimbatore	18	10	10	38	FS	Financial Services	H&P	Healthcare & Pharmaceuticals
Delhi	42	20	13	75	Gurgaon	18	11	12	41	M&E	Media & Entertainment	ES	Educational Services
Hyderabad	36	22	19	77	Indore	12	13	11	36	RET [ESS]	Retail [Ess]	MEI	Manufacturing, Engineering & Infrastructure
Kolkata	36	21	12	69	Kochi	13	11	8	32	RET [NON-ESS]	Retail [Non-Ess]	T&H	Travel & Hospitality
Mumbai	33	21	18	72	Nagpur	20	10	10	40	BPO	BPO / ITes	P&E	Power & Energy
	36	25	20	81						FMCG	Fast Moving Consumer Goods	Con	Consulting
										FMCD	Fast Moving Consumer Durables	Log	Logistics
										C&RE	Construction & Real Estate	M&A	Marketing and Advertising
										AGCH	Agriculture & Agrochemicals		



Abbreviation

Sectors	Short Form	Sector
MEI	Manufacturing, Engineering and Infrastructure	
AGCH	Agriculture and Agrochemicals	
P&E	Power & Energy	
IT	Information Technology	
EC&TS	Ecommerce and Tech Start-ups	
FMCG	Fast Moving Consumer Goods	
FMCD	Fast Moving Consumer Durables	
FS	Financial Services	
RET [ESS]	Retail [Essential]	
RET [NON-ESS]	Retail [Non-Essential]	
M&E	Media & Entertainment	
C&RE	Construction and Real Estate	
T&H	Travel and Hospitality	
ES	Educational Services	
BPO	Business Process Outsourcing	
KPO	Knowledge Process Outsourcing	
TEL	Telecommunications	
H&P	Healthcare and Pharmaceuticals	
CON	Consulting	
LOG	Logistics	
M&A	Marketing and Advertising	

Cities	Short Form	City
AHM	Ahmedabad	
BNG	Bangalore	
CHN	Chennai	
DEL	Delhi	
HYD	Hyderabad	
KOL	Kolkata	
MUM	Mumbai	
PUN	Pune	
CHD	Chandigarh	
COM	Coimbatore	
GUR	Gurgaon	
IND	Indore	
KOC	Kochi	
NPR	Nagpur	

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Employment Outlook Report [HY-1: April - September, 2020-21]

Timelines:

Short Term: up to 6 months
Medium Term: 6 – 9 months
Long Term: beyond 12 months

Organized Sector:

Comprises of businesses that are systematically run and compliant with government regulations pertaining to land, labour, machinery, investments and taxation.

Unorganized Sector:

Comprises of businesses that are run without due registration / recognition by the government and are generally non-compliant with regulations pertaining to one or more of the following – land, labour, machinery, investments and taxation.



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