



**SKILLS GAP RESEARCH IN  
INFORMATION TECHNOLOGY SECTOR**

---



Editor

**CEYHUN GOCENOGLU, PHD**

Thanks to the support of Turkish Informatics Foundation

# Skills Gap Research in Information Technology

## Executive Summary

Assoc. Prof. Dr. Emre Erdoğan,  
Corporate Social Responsibility Association of Turkey,  
Member of Board

Information Technologies Study was performed online with the participation of 30 company authorities between February 11, 2016 and March 1, 2016. Big data analytics is ranked the first among the technologies planned to be implemented by the participants in the near future. Nearly one out of two participants tends to implement this technology. Social business models are ranked the second with a rate of 37 per cent, and cyber security systems are ranked the third.

It was seen that the skill requirements of the participant organizations were met at a rate above the average. The fields where the skill gap is the highest are respectively business analysis, marketing method, human resources management, administrative and managerial skills. In skill gap, skills specific to the occupation or industry are encountered less than the field of technical/information technologies/system skills.

Among the reasons of the skill gap, what comes into prominence the most is the low number of qualified candidates who apply for a job. Likewise, another reason which comes into prominence is that the skills of the existing workforce do not comply with the expectations of the organizations. The biggest damage caused by the skill gap in the organizations is to miss the opportunities obtained by the organization. Posing an obstacle for an organization to grow, this gap extends the time to enter new markets and prevents competition with other organizations, in the eyes of the participants.

In view of the participants, the most important skills required for the employees to have when they start to work are cooperation/team work, communication, and occupational technical skills. According to the participants, technical personnel are having trouble in making the information technology activities compatible with the business requirements. Likewise, it is thought that technical personnel are having a skill gap in customer interaction and personal communication.

The developers are ranked the first among the roles required by the organizations. Project managers are ranked the second, and technology staff is ranked the third.



**Follow us**



[www.facebook.com/TKSSD](http://www.facebook.com/TKSSD)



[www.twitter.com/csr\\_turkey](http://www.twitter.com/csr_turkey)

**T** (212) 533 65 32-1217

**[www.kssd.org](http://www.kssd.org)**