

## How to guide the careers of young people in the water and sanitation sector

### **Survey results. Part 2: the Water and Sanitation Suppliers (WSS) employers' perspectives.**

#### Introduction

As part of the Valuing Water Initiative, a survey was launched in 4 languages (English, French, Spanish and Portuguese) globally and disseminated widely through the RWSN and AquaFed networks, as well as partner organisations (water utility associations, including AfWA, AMCOW, IWA, HWTS/ CAWST, World Bank IBNET and many other organisations and networks).

The survey was kept open from June 6 - July 21, 2023.

101 responses were received, of which 46% were completed.

Below is the analysis of the survey results. For more information about the survey data or the Valuing Water Initiative, please [info@rural-water-supply.net](mailto:info@rural-water-supply.net) and [info@aquafed.org](mailto:info@aquafed.org).

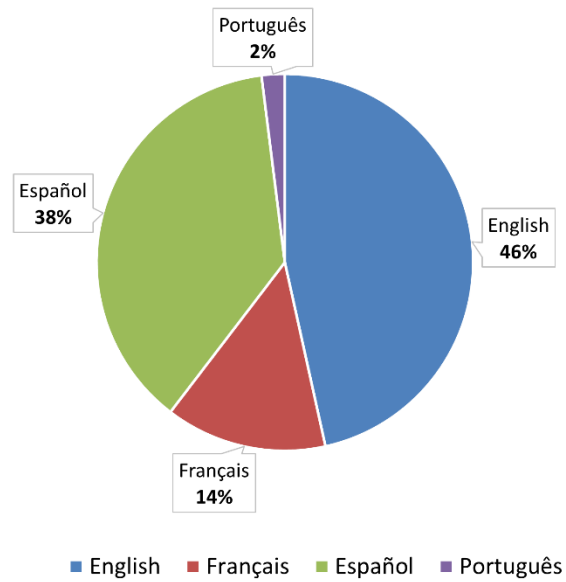
# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

## Question 1

### Language

Responses: 101



Languages	Responses	Responses %
English	47	46.5%
Français	14	13.9%
Español	38	37.6%
Português	2	2.00%
<b>TOTAL</b>	<b>101</b>	<b>100%</b>

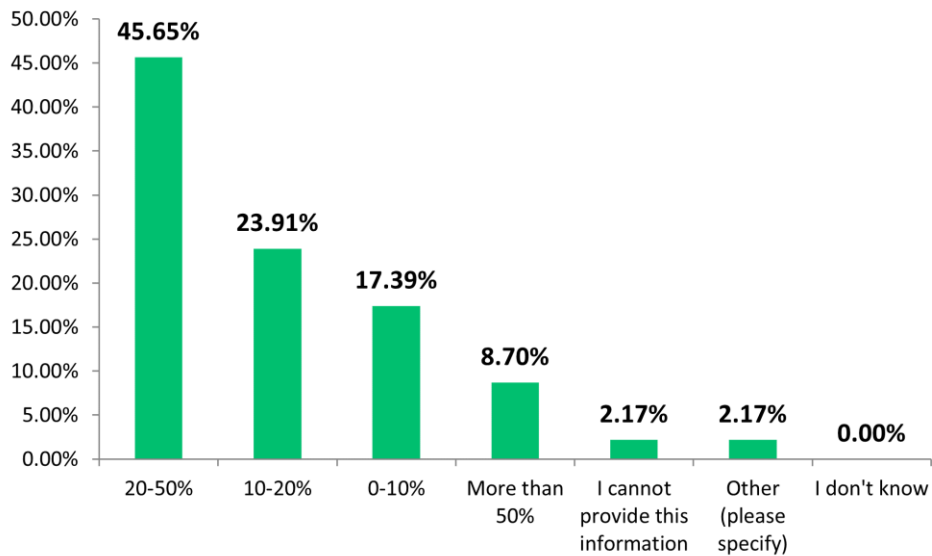
# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

## Question 2

What percentage of your workforce is under the age of 35? By workforce, we mean individuals who have entered into a contract with your organisation (incl. volunteers, consultants, interns, etc). Please provide an estimate if you do not have accurate information.

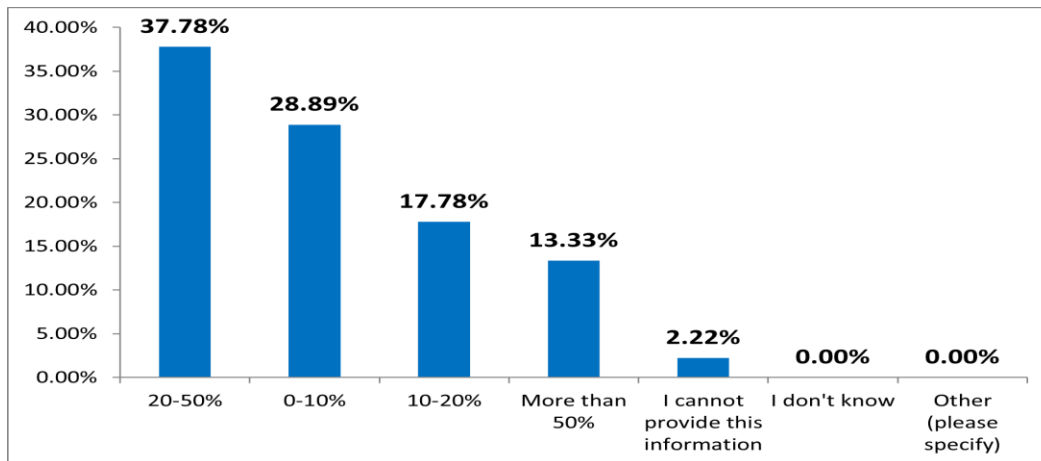
Responses: 46



## Question 3

What percentage of your workforce under the age of 35 identifies as female? By workforce, we mean individuals who have entered into a contract with your organisation (incl. volunteers, consultants, interns, etc). Please provide an estimate if you do not have accurate information.

Responses: 45



# AquaFed

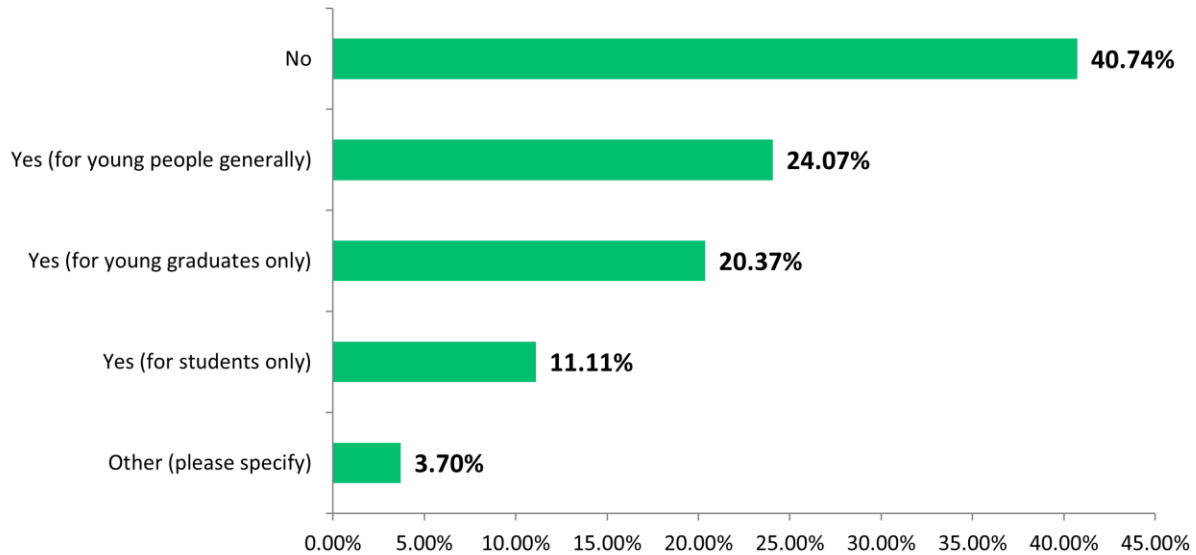
THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

## Question 4

**Do you have a specific programme, strategy, or initiative aiming at recruiting young professionals (under 35 years of age), including students/ young graduates? Check all that applies.**

Respondents: 45

Total responses: 54 (multiple choice)



Choices	Responses	Responses %
No	22	40.74%
Yes (for young people generally)	13	24.07%
Yes (for young graduates only)	11	20.37%
Yes (for students only)	6	11.11%
Other (please specify)	2	3.7%
<b>TOTAL</b>	<b>54</b>	<b>100.00%</b>

Other:

- No, but with a lot of growth in the near future, this is becoming a strategy time investment to pursue.
- No hacemos discriminación de edad / We do not discriminate based on age

## Question 5

**If you have a specific programme aimed at recruiting young people, can you please describe it, including its targets/ objectives? Please include any links/ webpages specifically related to the programme(s).**

Responses: 23. Full answers in Annex 1.

Main answers:

- **On-the-job training (OJT):** We have our On-the-job training (OJT) program for students in collaboration with several universities. This program provides an opportunity for students to gain practical experience and apply their academic knowledge in a professional work environment. We have established partnerships with universities to ensure a smooth and mutually beneficial OJT experience for both the students and our organization.
- **Job fairs organized by universities:** We actively participate in job fairs organized by universities to connect with newly graduates and alumni seeking employment opportunities. These job fairs serve as a platform for us to engage with talented individuals who are eager to start their professional careers.
- **Profesional internship programmes / Programas de prácticas profesionales (multiple examples)**
  - Example 1: Programa de prácticas profesionales para estudiantes del último año de carreras de ingeniería en distintas disciplinas. / Internship programme for senior engineering students in different disciplines.
  - Example 2: El objetivo es darle oportunidad a estudiantes que realizaron su práctica en la organización con el fin de aportar aprovechar el conocimiento adquirido del estudiante. Nuestra organización tiene programa de vinculación de aprendices y estudiantes en práctica. Igualmente, la normatividad interna permite la vinculación de estudiantes universitarios que hayan finalizado sus prácticas en el año anterior a la fecha de cubrimiento de plazas para cargos de profesional A, es decir, que no requieren experiencia. / The objective is to give an opportunity to students who have done their internship in the organization to take advantage of the knowledge acquired by the student. Our organization has an apprentice and internship program. Likewise, internal regulations allow the hiring of university students who have completed their internships in the year prior to the date of filling positions for professional A positions, i.e., that do not require experience.
  - Example 3: Programa de estudiantes en contrato de formación profesional / Contracting programme (apprenticeships) for students in professional training
    - **Objetivo:** Promover desde la etapa de formación académica el desarrollo de futuros profesionales especializados en el sector del agua y saneamiento. / **Objective:** To promote the development of future professionals specialized in the water and sanitation sector from the academic training stage.

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

- Alcance: Estudiantes de carreras de grado con preferencia en las carreras críticas (Ingeniería, Arquitectura, Sistemas, Geología, Biología y Ciencias Químicas). / Scope: Undergraduate students preferably from critical fields (Engineering, Architecture, Systems, Geology, Biology and Chemical Sciences).
- Metodología: Jornada reducida de 6 Hs. y revisión de escala salarial según tramo de carrera (3 tramos agrupados según criticidad de carrera). / Methodology: Reduced working day of 6 hours and revision of salary scale according to career bracket (3 brackets grouped according to career criticality).
- Implementación: Desde año 2006 a la actualidad. / Implementation: From 2006 to the present.

## Question 6

**Does your organisation only want to recruit young people with experience or education specific to the water sector, or does your organisation value experiences from other sectors?**

Responses: 40. *Full answers in Annex 2*

Around 90% of service providers valued experience from other sectors; 10% preferred experience in the water sector or were not clear in their answer.

Main answers:

- **Experience in the water sector**
  - No, the organization values only those with experience in the sector
  - En general se vinculan con experiencia en el sector del agua. / In general, they are linked to experience in the water sector.
  - Ideal sería especial de agua / Ideally, they would be a water specialist
- **Experience from other sectors**
  - Expertise, experience, and professionals from other related sectors are welcomed.
  - We value sectors such as IT, Graphic Design, Social media, photography and video.
  - Es valorada cualquier otra experiencia, especialmente en gestión de proyectos / Any other experience, especially in project management, is an asset.
  - Our organization values people with experience in both water and other sectors that bring a business mindset into their work. Solo se basa en personas jóvenes con poca experiencia para poder brindarles un espacio para poder mejorar sus capacidades. / It only relies on young people with little experience to provide them with a space to improve their skills.
  - Deseamos contratar jóvenes en formación para darles enfoques diferentes a lo tradicional y ayudarles a crecer en este rubro del sector agua. / We want to hire young

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

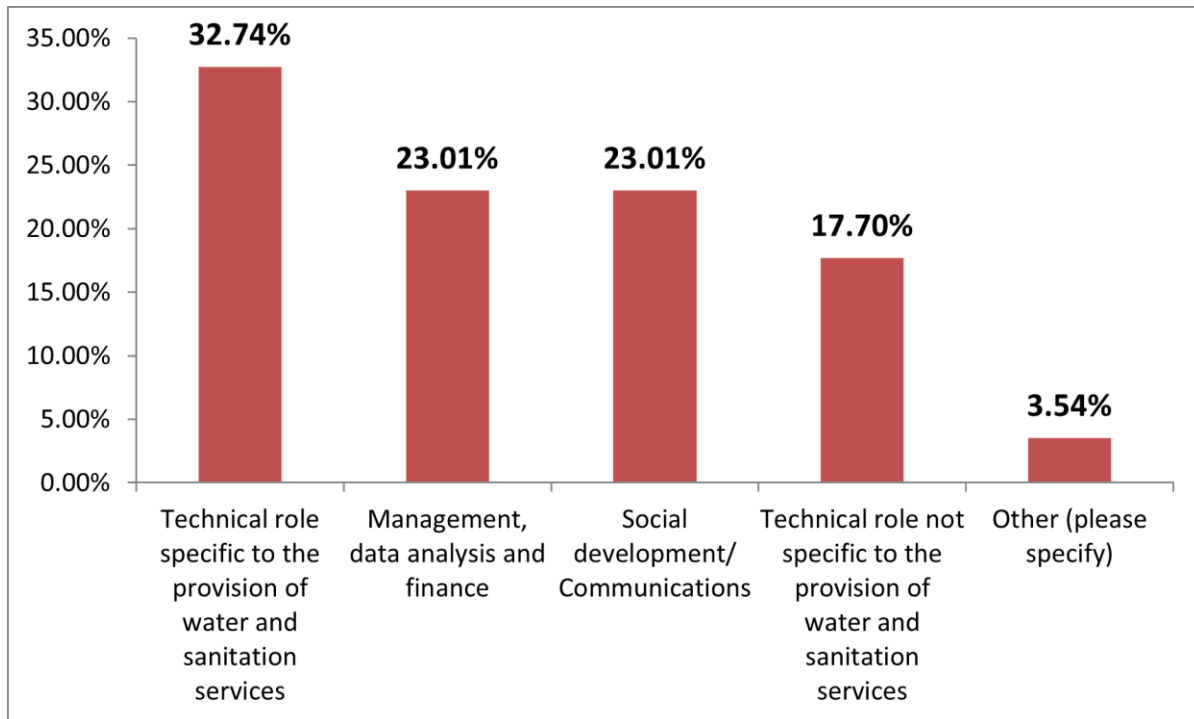
- people in training to give them different approaches to the traditional and help them grow in this area of the water sector.
- Valoramos también experiencias en otros sectores, ya que además es difícil tener jóvenes con experiencias en el sector, ya que estos servicios son monopólicos. / We also value experience in other sectors, as it is difficult to have young people with experience in the sector, as these services are monopolistic.
  - Buscamos personas con las competencias que concuerden con el puesto y con valores que se asemejen a los de la empresa. Si no tienen experiencia pero si tienen la formación académica requerida, entonces aquí los capacitamos. / We are looking for people with competencies that match the position and with values that are like those of the company. If they do not have experience but do have the required academic background, then we train them here.

## Question 7

**What type of roles do young people (under the age of 35) have in your organisation? Multiple choice answer.**

Respondents: 45

Total responses: 113 (multiple choice)



# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

Answer Choices	Responses	%
Technical role specific to the provision of water and sanitation services	37	32.74%
Management, data analysis and finance	26	23.01%
Social development/ Communications	26	23.01%
Technical role not specific to the provision of water and sanitation services	20	17.70%
Other (please specify)	4	3.54%
<b>TOTAL</b>	<b>113</b>	<b>100%</b>

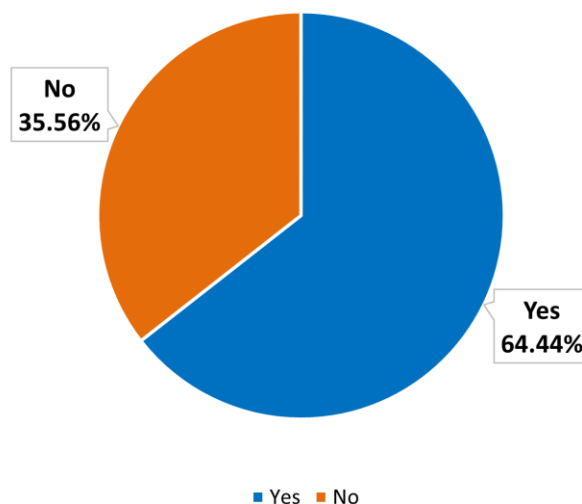
Other:

- They are mainly plumbers
- Engineering, construction, sales, human resources, finance, logistics, and business management
- Atención al cliente, call center, administración / Customer service, call center, Administration
- Nominas, servicio al cliente y operaciones / Payroll, customer service and operations

## Question 8

**Has your organisation ever advertised entry level positions (for young people with 0-2 years of professional experience)?**

Responses: 45



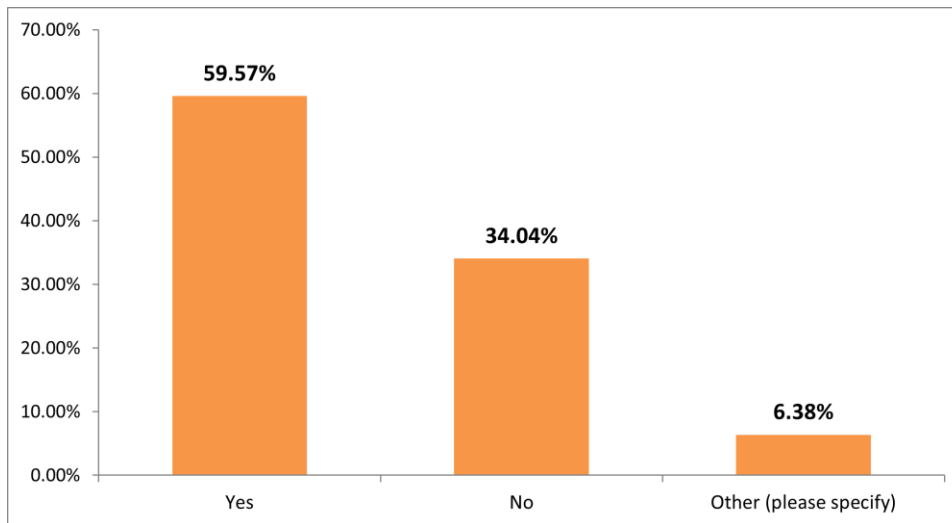


## Question 9

**Are you satisfied with the training and capacity of the young people employed in your organisation?**

Respondents: 44

Responses: 47



Other:

- Training is mainly for the top management
- We lack facilitation to do more trainings
- Siempre es necesaria la capacitación permanente y la mejora continua. / Ongoing training and continuous improvement is always necessary.
- Sería bueno poder tener mayor formación de tecnicaturas / It would be nice to have more technical training

## Question 10

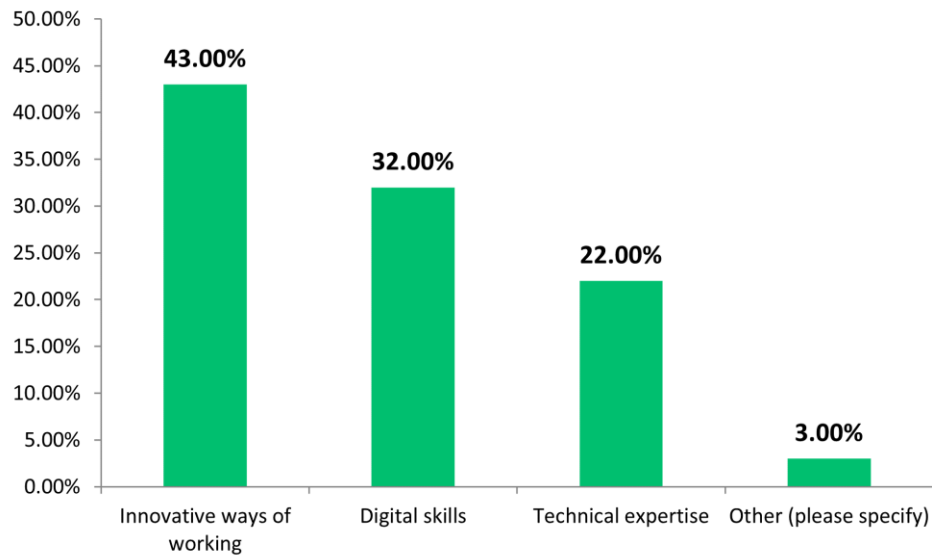
**What value do you expect a young professional to add to your organisation? Multiple choice answer.**

Respondents: 45

Responses: 100 (multiple choice)

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS



Other:

- Self-motivation.
- Hard working and wishful to learn.
- New ways of thinking, innovative ideas.

## Question 11 – 13

Questions related to personal data.

## Question 14

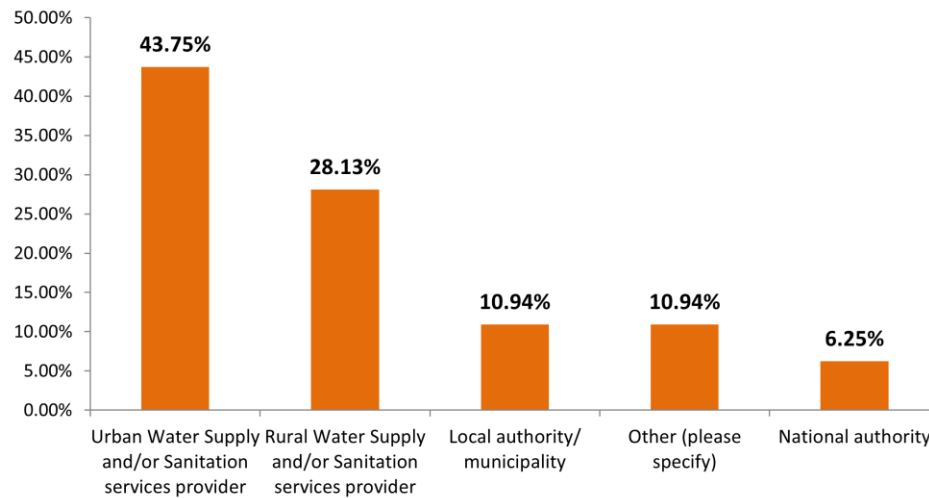
**Your organisation's mandate**

Respondents: 41

Responses: 64

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS



Other:

- Department of Geology in the University responsible for Hydrogeology and Environmental Studies
- Association
- Réseau d'appui conseil / Consulting support network
- Asesoria comercial / Commercial Consulting

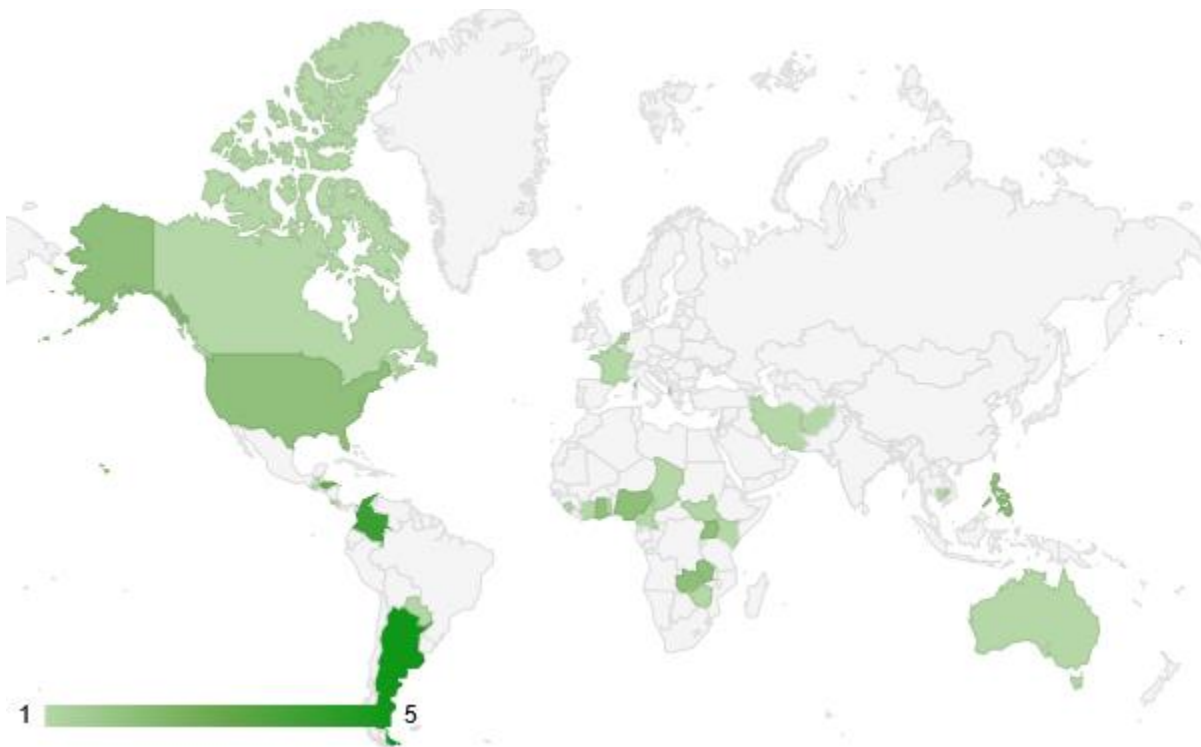
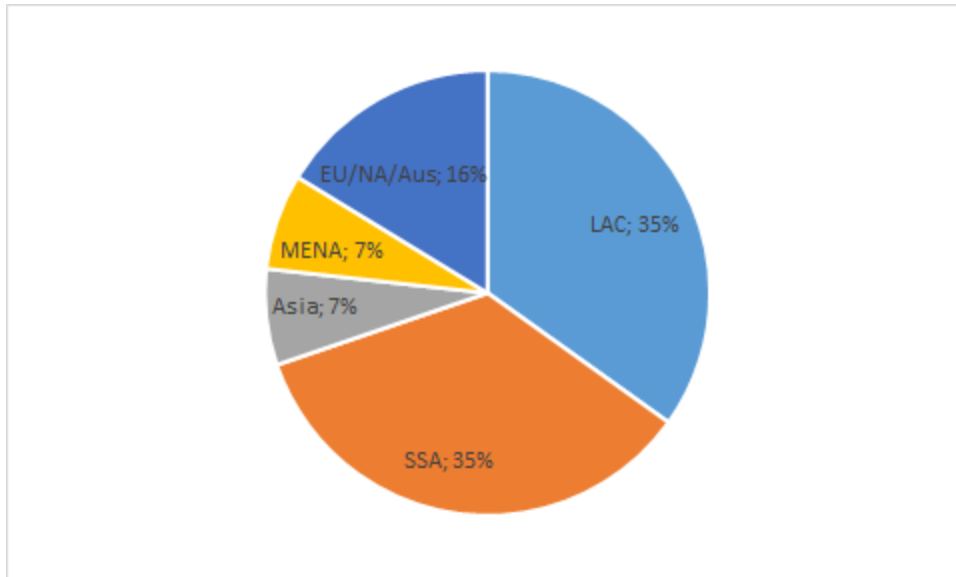
## Question 15

**Country where your organisation is based (please check all that applies if your organisation is active in several countries)**

Responses: 46

# AquaFed

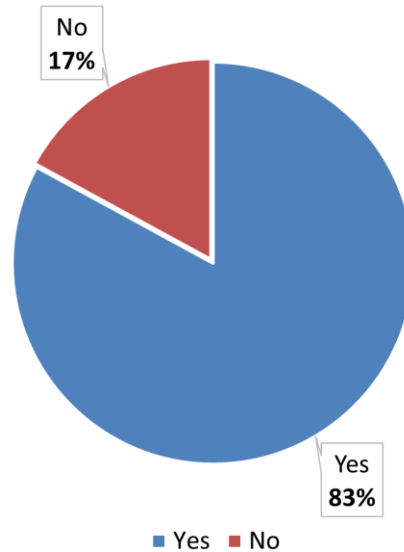
THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS



## Question 16

### Can we contact you to discuss your survey inputs?

Responses 41



### Annex 1: Full responses to Question 5

- Students enrolled in BS Community Development and Social Working education.
- We have our On-the-job training (OJT) program for students in collaboration with several universities. This program provides an opportunity for students to gain practical experience and apply their academic knowledge in a professional work environment. We have established partnerships with universities to ensure a smooth and mutually beneficial OJT experience for both the students and our organization.
- We also actively participate in job fairs organized by universities to connect with newly graduates and alumni seeking employment opportunities. These job fairs serve as a platform for us to engage with talented individuals who are eager to start their professional careers."
- "Geophysical survey for groundwater and solid minerals.
- Borehole Drilling, borehole maintenance, plumbing and Electrical Installations services, Water, Sanitation and Hygiene WASH services. Rural Water treatment and analysis. Secondary school WASH CLUB.
- Training, seminars, workshops and webinars. ETC "
- graduate program
- No
- N/A
- n/a

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

- via HRM departments and together with commercial agency
- Improved rural water supply in community
- The young graduates who have distinguished themselves in character and learning
- It our choice of recruitment, since the young and able to work for long hours and flexible in moving from one station to other
- Water4 supports 4 large organizations in Ghana, Zambia, Sierra Leone, and Uganda that will be rapidly growing their private piped water services company. With opportunities in engineering, construction, sales, human resources, finance, logistics, and business management, there will be jobs available that fit nearly any skillset.
- I am now 60 and plan to hand the business to younger people. First, they are energetic and they understand the current era
- N/A

## French responses

- R.A.S
- Si nous avons reçu un financement d'aide humanitaire pour l'activité dans l'obligation / If we receive a funding from humanitarian aid for the activity under obligation.

## Spanish responses

- Que los jovenes se empodereres y sea protagonista enel futuro endefensa del agua
- Programa de practicas profesionales para estudiantes del ultimo año de carreras de ingeniería en distintas disciplinas.
- El objetivo es darle oportunidad a estudiantes que realizaron su práctica en EPM con el fin de aportar aprovechar el conocimiento adquirido del estudiante. EPM tiene programa de vinculación de aprendices y estudiantes en práctica. Igualmente, la normatividad interna permite la vinculación de estudiantes universitarios que hayan finalizado sus prácticas en el año anterior a la fecha de cubrimiento de plazas para cargos de profesional A, es decir, que no requieren experiencia.
- "PROGRAMA DE ESTUDIANTES EN CONTRATO DE FORMACION PROFESIONAL
- Objetivo: Promover desde la etapa de formación académica el desarrollo de futuros profesionales especializados en el sector del agua y saneamiento.
- Alcance: Estudiantes de carreras de grado con preferencia en las carreras críticas (Ingeniería, Arquitectura, Sistemas, Geología, Biología y Ciencias Químicas).
- Metodología: Jornada reducida de 6 Hs. y revisión de escala salarial según tramo de carrera (3 tramos agrupados según criticidad de carrera)
- Implementación: Desde año 2006 a la actualidad"
- Consiste en alianzas estratégicas con universidades y centros técnicos.
- Atraer profesionales recién graduados de carreras necesarias para la organización.

## Annex 2: Question 6

### English:

- We value sectors such as IT, Graphic Design, Social media, photography and video.
- Recruiting with experience and depends on the job
- We firmly believe in providing equal opportunities to all applicants, regardless of their educational background, age, religion, gender or background. Our hiring practices are guided by the principles of fairness and dignity. We ensure that our recruitment and selection processes are based solely on an individual's qualifications, skills, experience, and potential to contribute to our organization. We do not discriminate against any candidate based on factors that are irrelevant to their ability to perform the job.
- The organization values experience from other sectors
- Expertise, experience and professionals from other related sectors are welcomed.
- mixed
- NA
- They train young people from intern, bursary students and then they hire them.
- Only those with experience in the sector
- We are not opposed to experience that translates well from one sector to the water sector.
- bac degree of wo degree but not specific willing to learn
- Yes
- The young people with education, experience in the water sector and from other sectors
- No, the organization value experience
- Yes, we value even other sectors
- Our organization values people with experience in both water and other sectors that bring a business mindset into their work.
- We value experience without neglecting education and technical expertise.
- My organisation values experiences from other sectors

### French:

- R.A.S
- Notre organisation est Et accrédité UNwater23 partenaire de sanitation water for all, et moi je suis membre de UN1FY, membre de groundwater youth network Unesco
- Non
- Oui

### Spanish:

- Las dos cosas
- Ideal sería especial de agua
- Deseamos contratar jóvenes en formación para darles enfoques diferentes a lo tradicional y ayudarles a crecer en este rubro del sector agua.
- se valora de otros sectores

# AquaFed

THE INTERNATIONAL FEDERATION OF  
PRIVATE WATER OPERATORS

- Valoramos también experiencias en otros sectores, ya que además es difícil tener jóvenes con experiencias en el sector, ya que estos servicios son monopólicos.
- Valoramos la experiencia en otros sectores
- En general se vinculan con experiencia en el sector del agua.
- valora otras experiencias como Gobierno Municipal y Departamental.
- "Se valora la experiencia en el sector (no excluyente). La Empresa cuenta con Programas de Capacitación para la formación y nivelación específica de los jóvenes de acuerdo a las necesidades y procesos de cada área de gestión.
- Asimismo, son de interés para la Empresa otros procesos como pueden ser la Atención al Usuario, Sistemas, Compras y Administración, etc.
- Por regla general nosotros brindamos la formación en el sector agua y también valoramos la experiencia de otros sectores.
- Solo se basa en personas jóvenes con poca experiencia para poder brindarles un espacio para poder mejorar sus capacidades.
- valoramos experiencias de otros sectores
- No necesariamente. Buscamos personas con las competencias que concuerden con el puesto y con valores que se asemejen a los de la empresa. Si no tienen experiencia pero si tienen la formación académica requerida entonces aquí los capacitamos.
- Ambas.
- VALORA EXPERIENCIAS DE OTROS SECTORES
- Se valora experiencia en otros sectores
- Formación en agua
- Es valorada cualquier otra experiencia, especialmente en gestión de proyectos
- Se valora las distintas experiencias en campos como las ingenierías, arquitectura, ciencias económicas, comunicación social, tecnicaturas, etc