

MALAYSIA DIGITAL INDUSTRY 2017 TALENT INDICATORS

More than 88% of current talents in digital industry are local; with majority having more than 3 years of experience

12%

Foreign Talents



88%

Local Talents

12%

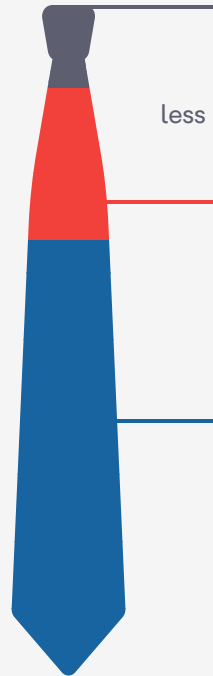
less than 1 year experience

23%

1-3 years experience

65%

More than 3 years experience



37%

Supporting Staff

63%

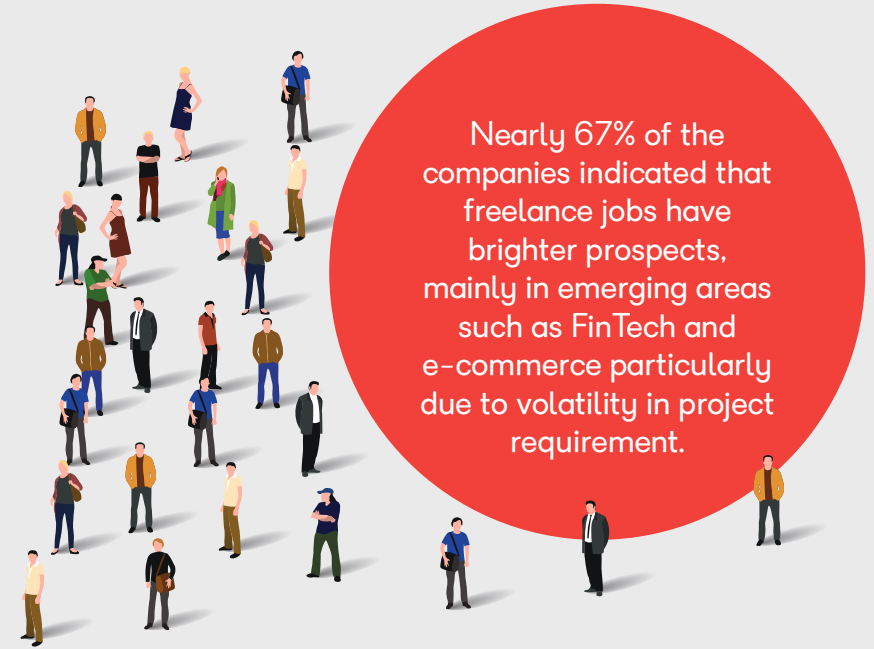
Business Delivery Staff



37%



63%



Nearly 67% of the companies indicated that freelance jobs have brighter prospects, mainly in emerging areas such as FinTech and e-commerce particularly due to volatility in project requirement.

355,119

2017 WORKFORCE

Digital Talent Report, 2017 cover profiling of current workforce, trends in industry academia collaboration, profiling of graduates supply, forecast of workforce, gaps in talent supply and demand within the Malaysian Digital Industry and strategic plans for talent development going forward.

Source: Survey with Companies and IHLs

MALAYSIA DIGITAL INDUSTRY 2017 JOB FUNCTIONS TREND

23%

Create

Customer Support Engineer, Programmers/Developers, Software Engineer, Technical Support Engineer, Software QA Engineer

7%

Manage

Head of Operations – Shared Services, Team Lead, Contact Centre Manager, IT Manager, Head of Performance Management

Currently
70% of jobs
are related
to the user
group

70%

Use

Contact Centre Agent (Inbound), Technical Helpdesk Analyst, Accounting Analyst, Business Analyst, Digital Artist, IT Sales Engineer

Comparison to Other Countries



More than 80% are users



70% are users



51% are creators

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MALAYSIA DIGITAL INDUSTRY 2017 HUMAN RESOURCES INDICATORS

Average Starting Salary

Average monthly salary offered to Fresh Graduates in 2017 was between

RM 2000- RM 2750

RM 2750 BDA

RM 2470 GBS

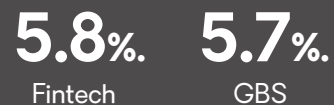
RM 2450 Software/
Hardware Development

Salary Increment for 2017

The average increase in salary for 2017 is estimated at



Cybersecurity sector is expected to offer the highest increment rate followed by FinTech and GBS.

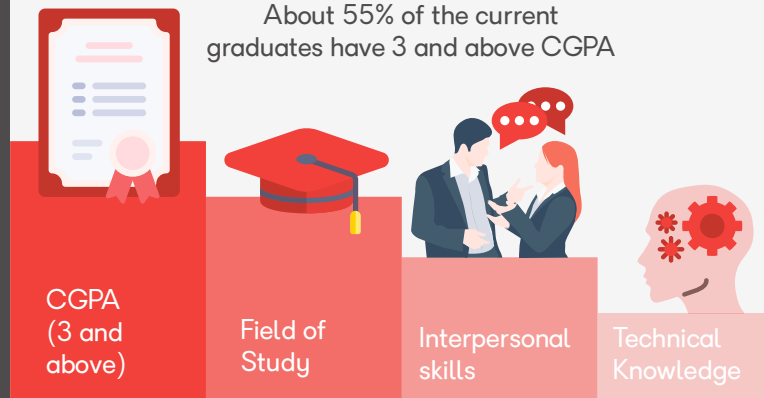


Top Recruitment Criteria For Experienced Candidates



Fresh Graduates

Employable Graduates:
About 55% of the current graduates have 3 and above CGPA



Attrition

Salary and personal reasons are the biggest causes of attrition in the industry. That stated, reasons such as "End of Contract", "Job satisfaction", and "Work Pressure" are also prominent in causing high attrition

15%
Overall

17%
Malaysians

6%
Non-Malaysians

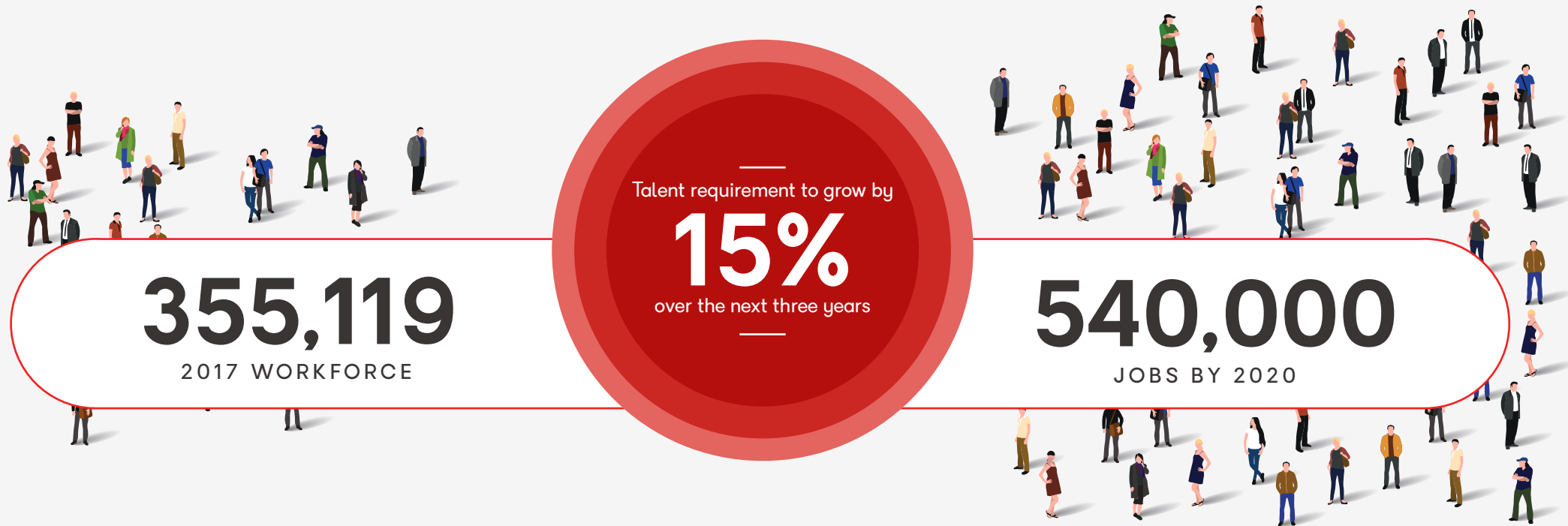
GBS	19.1%
Software/ Hardware Development	15.0%
IoT	14.2%

"Work time flexibility" and "Training" are the top benefits being offered to employees to curb/ reduce attrition

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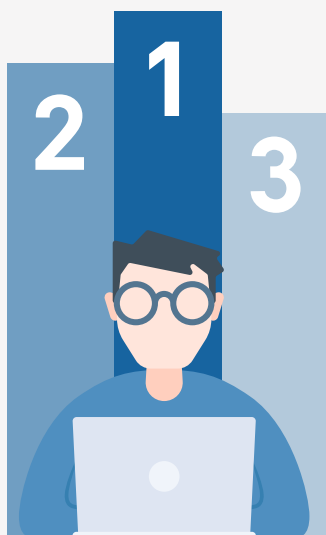


Strong government commitment is a critical driver in propelling Malaysia's digital scene. Talent requirement to grow by 15% over the next three years to reach 540K job by 2020s due to business expansion and a favourable economic outlook driven by five focus areas

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MALAYSIA DIGITAL INDUSTRY 2020 SKILLS DEMAND TREND

By 2020, 50% of the companies would require talent related to software development, followed by database management and networking and network security



Skill Category	Demand	Top Skill 1	Top Skill 2	Top Skill 3
Software Development	50%	Java	JavaScript	.Net
Database management	42%	MS SQL	My SQL	Oracle
Networking and Network Security	32%	CISCO	IP, SIP	Security Management
Creative Multimedia	24%	Adobe Creative Suite	Autodesk Suite	Apple Final Cut Studio
E-Commerce	23%	e-commerce platform	Web development	Web analytics
OS and Server Technologies	23%	iOS	Linux	Android
Big Data & Analytics (BDA)	22%	Python	Data Science	Data Warehouse
Cybersecurity	21%	Risk assessment & management	Cyber Laws	Data Loss Prevention
Emerging Technologies	20%	Artificial Intelligence	Automation and robotics	Integrated Automation/ IoT
Enterprise Resource Planning (ERP)	16%	SAP Business All-in-One	Oracle e-Business Suite	MS Dynamics
Embedded System	14%	Embedded Java	C/C++	Assembly Language
Hardware Design	12%	Semiconductor physics	Power Electronics	Thermal/Mechanical

HR management and finance are the top non-technical skills areas companies are looking into 2020.

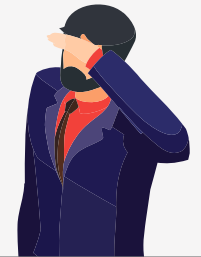
Human Resources	19%	Recruitment & selection	Training & development	Career development / talent Management
Finance	18%	Knowledge in accounting software	Tax filing & compliance	Fin. Services Risk management
Foreign Language	9%	Japanese	Korean	Mandarin

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MALAYSIA DIGITAL INDUSTRY 2020 JOB FUNCTIONS TREND

Job Titles that might be difficult to fill up in 2020



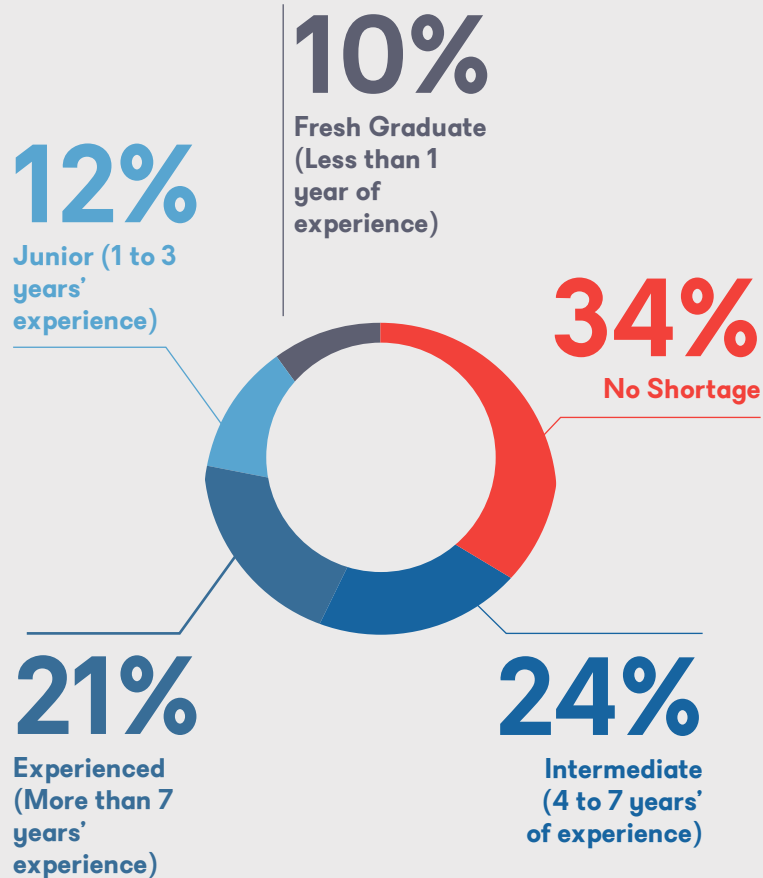
Focus Area	Job Title		
GBS	Contact Centre Agent (Inbound)	Accounting Analyst	Financial Analyst
Infotech	Programmers/ Developers	Solution Architect	Software QA Engineer
CCT	Digital Artist	Animator	3D Modeler
Cybersecurity	Security Specialist	Security Analyst	Incident Responder
BDA	Programmer/ Developer	Data Analyst	Software QA Engineer
IoT	Software AQ Engineer	Solution Architect	Programmer/ Developer
FinTech	Technical Helpdesk Analyst	Customer Support Engineer	Programmer/ Developer
E-Commerce	Programmer/ Developer	Database Architect	Software QA Engineer
Cloud/ Datacentre	Network Engineer	IT Security Specialist	Computer Operator

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MALAYSIA DIGITAL INDUSTRY HUMAN RESOURCES CHALLENGES IN 2020

Employee Group that will face shortage



Challenges with Recruitment

Getting candidates with required technical and interpersonal skills, compensation and benefits are the main HR challenges

Recruiting employees with both technical and business/interpersonal skills



Recruiting employees with experience



Recruiting employees with skillsets required for the job



Compensation and benefits to retain employees



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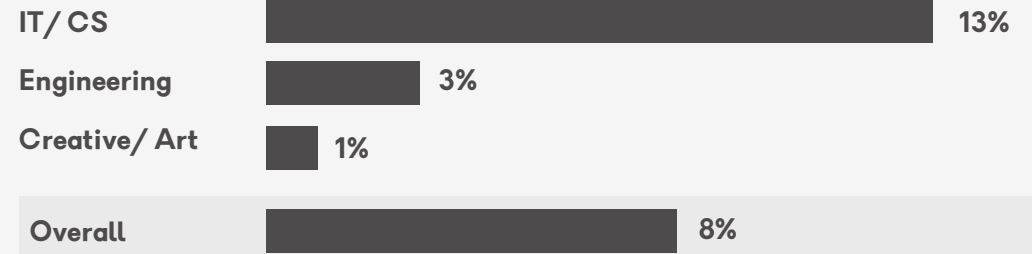
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MALAYSIA DIGITAL INDUSTRY 2017 FRESH GRADUATES SUPPLY

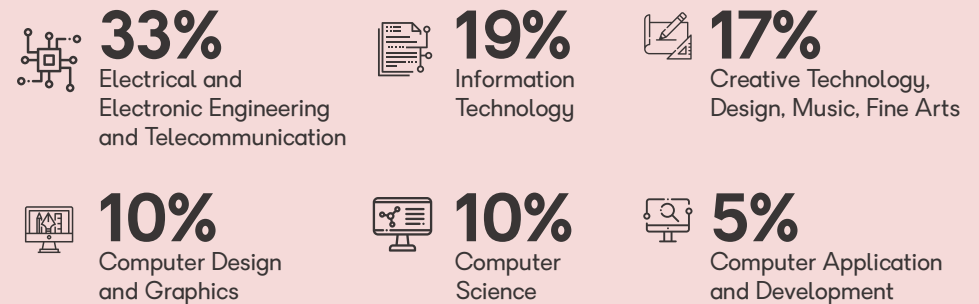
Of the total graduates in 2016, 44,219 were from digital technology programmes. Majority of digital technology talents are qualified in electrical and electronics engineering, IT, and creative technology/arts.

Total Graduates
119,240

Estimated Growth in Supply (2017-2020)



Graduates related to digital technology
37% (44,219)



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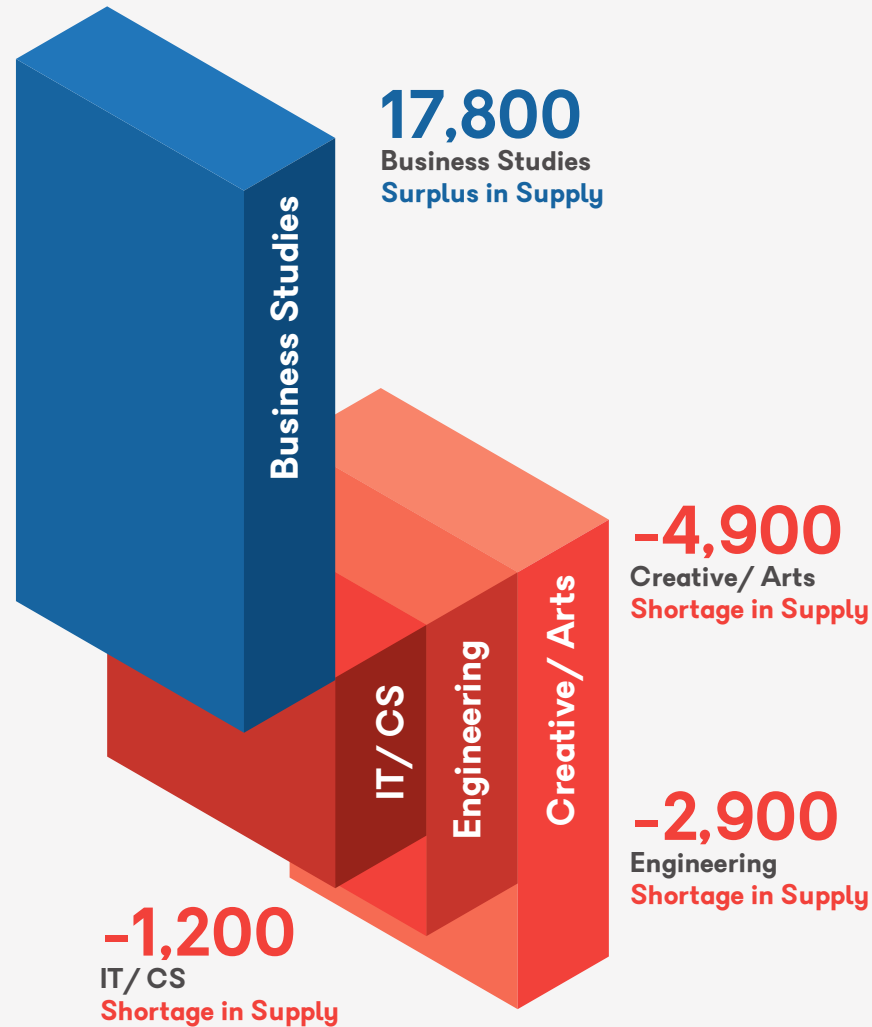
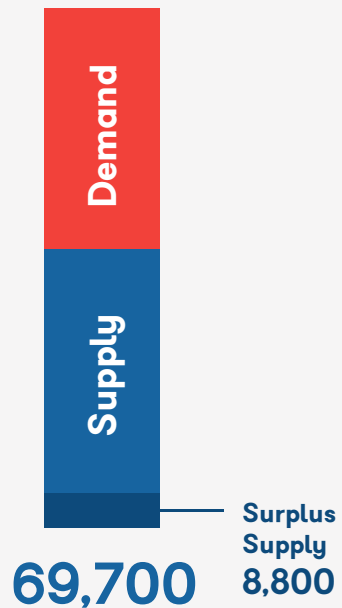
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MALAYSIA DIGITAL INDUSTRY GAP IN FRESH GRADUATES SUPPLY AND DEMAND IN 2020

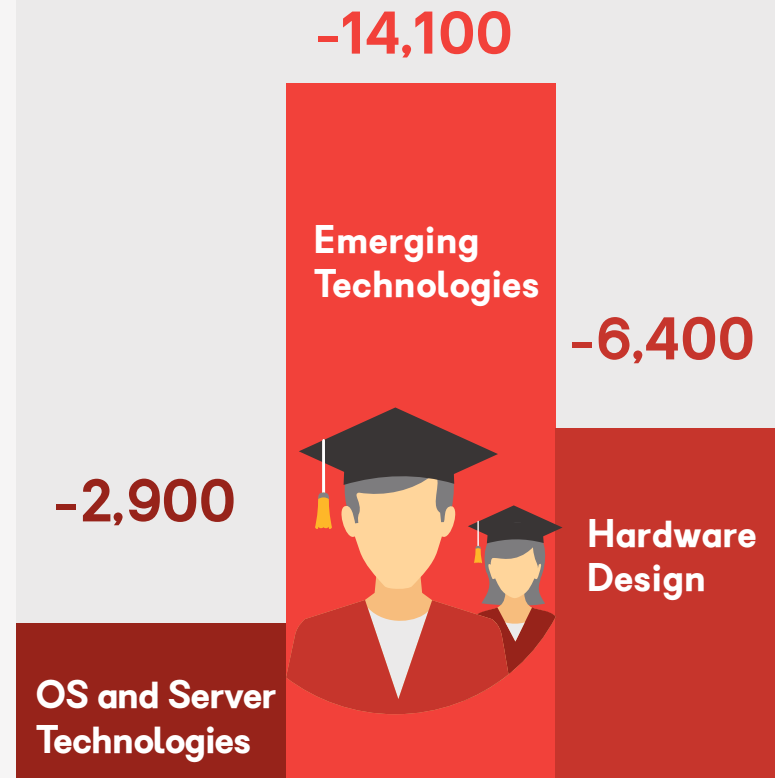
In 2020, a surplus in supply is estimated due to large influx of graduates from Business Studies field of study

Number of Fresh Graduates

60,900



Top 3 Technical Skills that is estimated to have highest shortages among fresh graduates in 2020



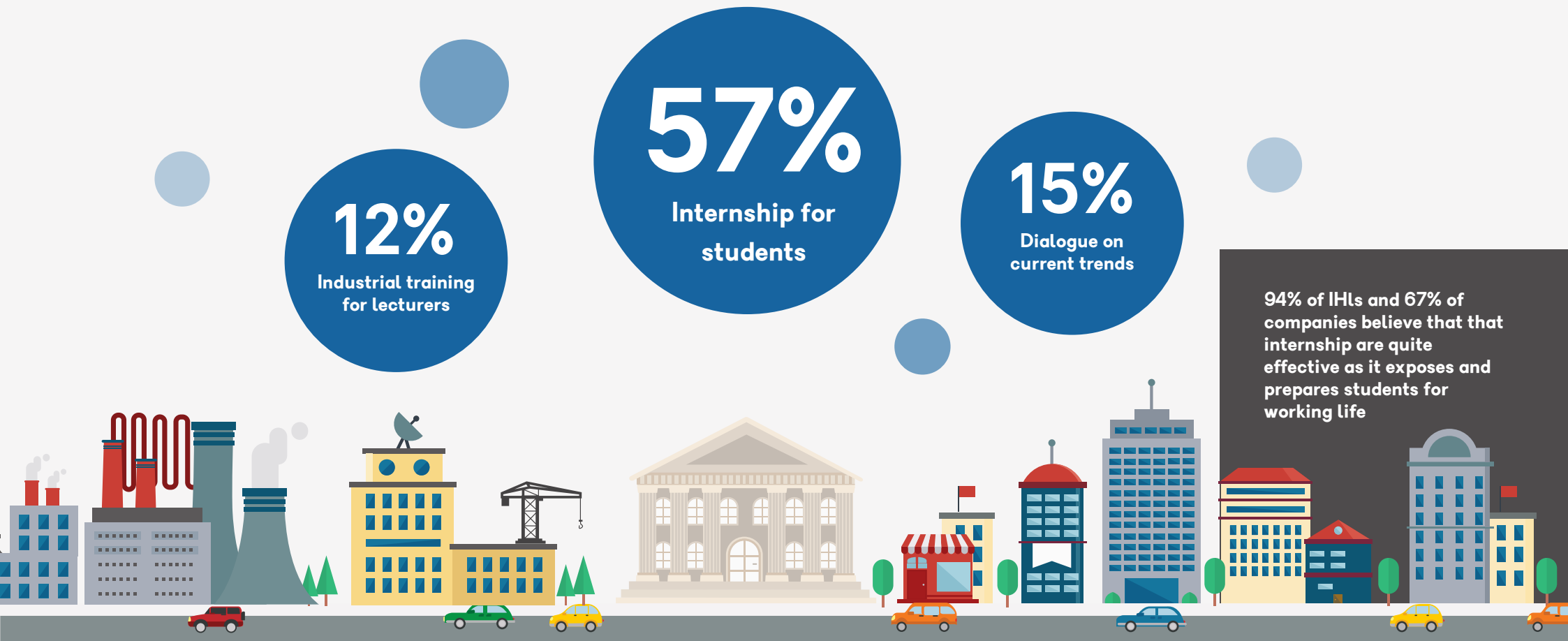
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INDUSTRY – ACADEMIA COLLABORATION

The most common form of industry collaboration with education institutions is hosting internship programmes for students

Current Forms of Collaboration



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FACTORS HINDERING INDUSTRY – ACADEMIA COLLABORATION

Lack of time and resources is the primary factor restricting collaboration between industry and educational institutions in actively seeking out such opportunities

Industry View

IHLs View

% of Respondents

We do not have the resources and time to actively seek out such opportunities

53%

71%

We do not have the resources/ time to actively seek out such opportunities

Education institutions are not receptive to such engagements

15%

19%

Industry is not receptive to such engagements

Such engagements do not ensure alignment of the education system and the skills required

11%

6%

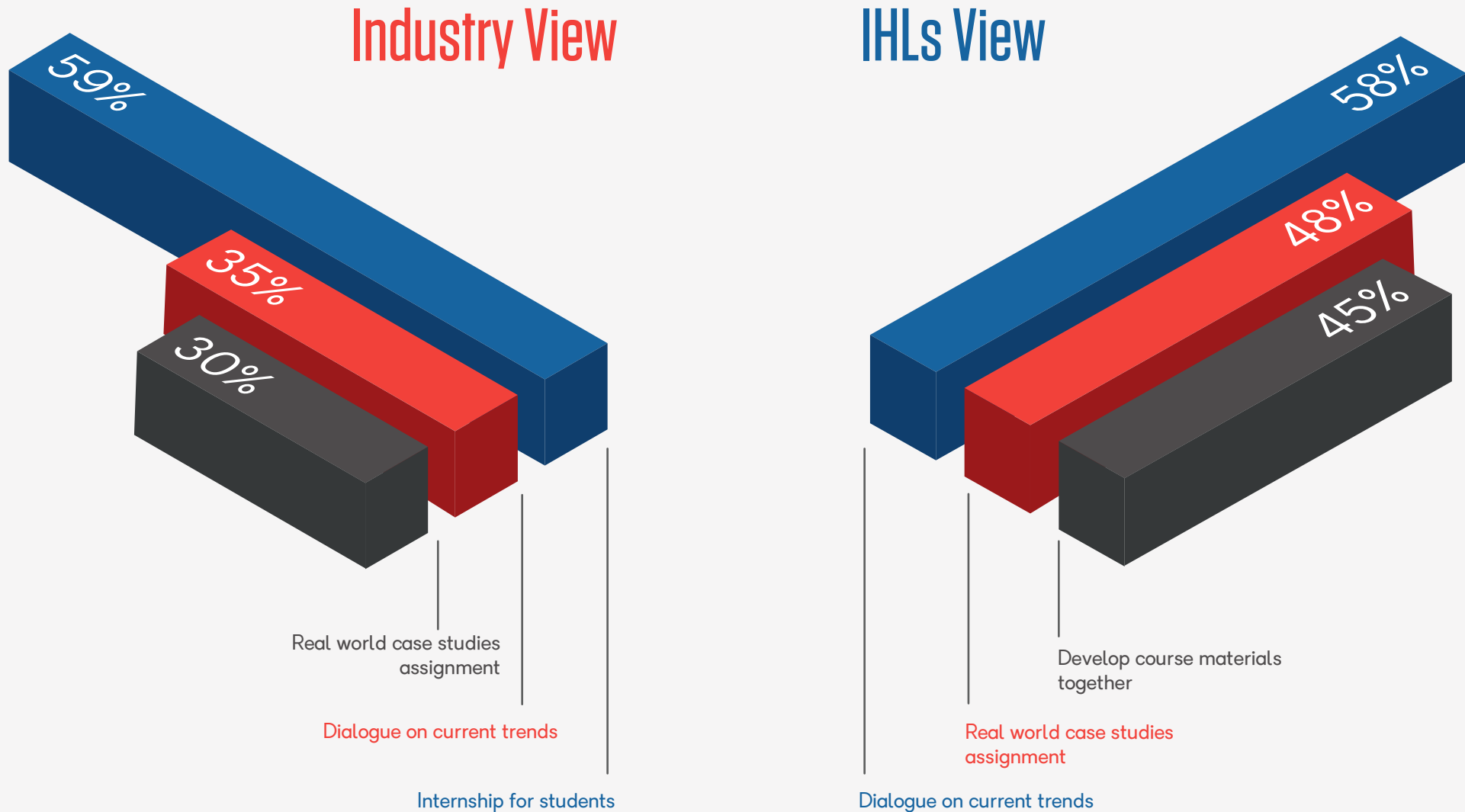
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WAYS TO STRENGTHEN INDUSTRY-ACADEMIA COLLABORATION

IHLs believe that developing course materials together is one of the main forms of strengthening industry-academia collaboration



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