Business Process Outsourcing – Malaysia
2017 Key Insights

Economic Outlook

- **GDP**: 4.6%
- **CPI**: 2.6%
- **Salary Increase**: 5.5%
- **Unemployment**: 3.1%

Future of work: The digital revolution is redefining the workplace. HR needs to stay agile to keep up with future business model changes.

Technology and analytics: Data driven insights are a critical tool for identifying and solving workforce issues.

Personalisation: Employees are increasingly seen as consumers, requiring more personalised compensation and benefit options.

Transparency: Employees want to know how their pay compares to others, and what the future holds for their career and earning potential.

Health and wellness: A healthy workforce is more engaged and productive. Investing in health and wellbeing programmes is essential.

Workforce Demographics – Asia Pacific

- **Gender distribution**: 55% Male, 45% Female
- **Education level**: 12% Post Graduate, 52% Bachelor’s Degree, 36% Secondary / Diploma

Employee distribution by age group:
- <20: 1%
- 20-29: 37%
- 30-39: 37%
- 40-49: 18%
- 50-59: 6%
- 60+: 1%

Source: Willis Towers Watson 2016 Workforce Analytics Report – Asia Pacific

Our powerful, integrated products and solutions take the complexity out of pay and benefit planning so you can attract, retain and engage key talent to grow your business. That’s the Willis Towers Watson difference.

### Business Process Outsourcing – Malaysia Pay Levels and Progression (MYR)

<table>
<thead>
<tr>
<th>Management</th>
<th>Non-Sales Professional</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>50k – 100k</td>
</tr>
<tr>
<td>M2</td>
<td>100k – 150k</td>
</tr>
<tr>
<td>M3</td>
<td>150k – 200k</td>
</tr>
<tr>
<td>M4</td>
<td>200k – 250k</td>
</tr>
<tr>
<td>P1</td>
<td>250k – 300k</td>
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<tr>
<td>P2</td>
<td>300k – 350k</td>
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<tr>
<td>P3</td>
<td>350k – 400k</td>
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<tr>
<td>P4</td>
<td>400k – 450k</td>
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<tr>
<td>P5</td>
<td>450k – 500k</td>
</tr>
</tbody>
</table>


### Starting salaries by level of qualification

- **Non-degree holders**: 24k – 29k (annual)
- **Degree holders**: 30k – 36k (annual)
- **Post Graduate holders**: 31k – 60k (annual)


### Benefits and HR Policies Coverage – Business Process Outsourcing

- **38%** have an established program for Flexible Working Arrangements
- Life insurance maximum coverage ranges between 24 – 48 months of monthly base salary
- **70%** offer some form of wellness programs
- **46%** offer car benefits


### Hot jobs – Business Process Outsourcing

- Data Analytics/Business Intelligence and Data Science
- Customer Services/Technical Support
- IT Development

### Business Process Outsourcing Survey At a glance

- **38** Participants
- **32,935** Incumbents
- **472** Jobs Reported

### Comprehensive Reports

1. Compensation Report
2. HR Policies and Practices (HRP)
3. Benefits Design Practices (BDP)

### Purchase Options

1. Published
   - Standard market data reports
2. Advanced
   - Published + unlimited peer group reports

### Participate Now

The right data can give your company a competitive edge, clarify opportunities and illuminate pathways to help you attract, retain, and engage the key talent to grow your business.

Whether your compensation data needs are local, regional or global, we have what you need. Participate in our [2017 Asia Pacific Compensation Surveys](http://wtwdataservices.com) or visit [wtwdataservices.com](http://wtwdataservices.com).

### Willis Towers Watson Data Services

Willis Towers Watson Data Services is a leading provider of compensation, benefit and employment practice information to the global employer community. Our databases are recognised worldwide as a premier source of current data for compensation planning.

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