

Shared Services Malaysia:

Michael Page

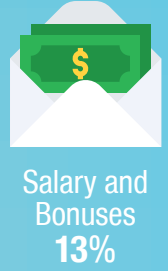
EMPLOYEE SATISFACTION REPORT





85%
would leave their
current roles for the
right opportunity

Those who considered leaving say it's because of



SSC TOWER



OTHER PUSH FACTORS:

They are most dissatisfied with
★ **Leadership** (45%) and
★ **Career Progression** (43%)

Employees are only using **60%**
of their **full potential**

1 in 3 feel rarely
appreciated by their
colleagues and management

Top 3 emotions commonly
experienced:

- ★ **Frustration**
- ★ **Disappointment**
- ★ **Gratitude**

ON THE BRIGHT SIDE,

SSC employees are the
most satisfied with



Work life balance
(69% satisfaction)

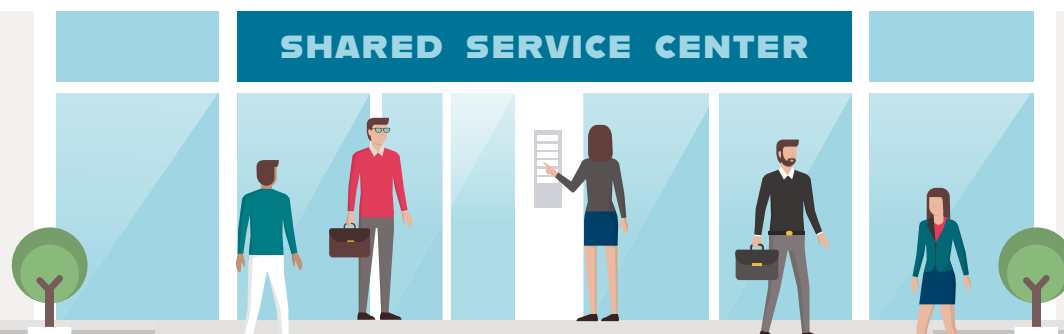
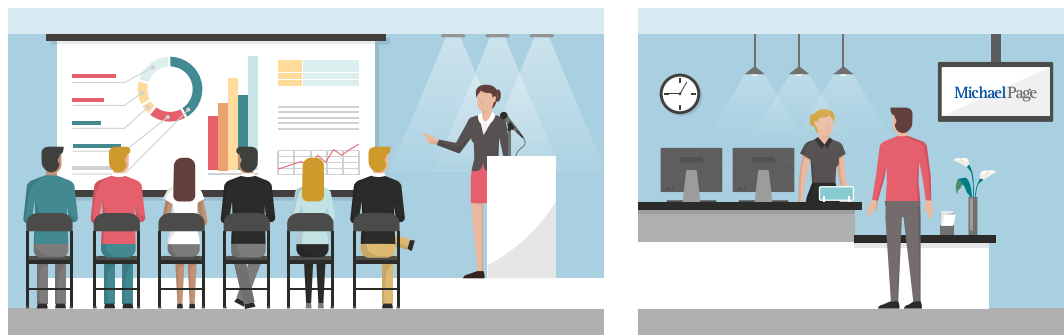
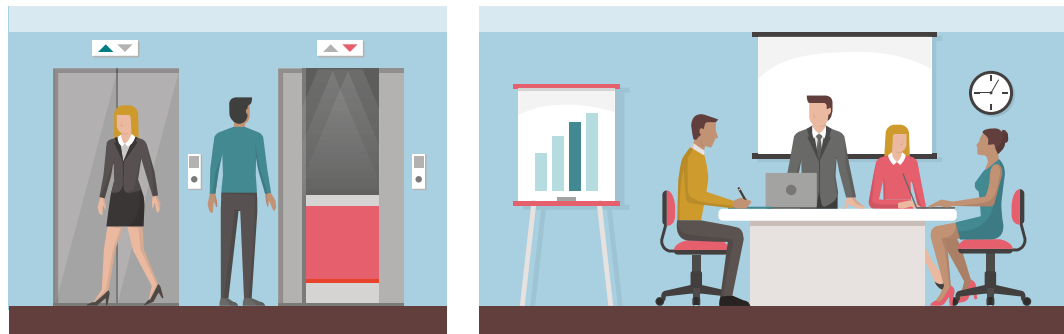
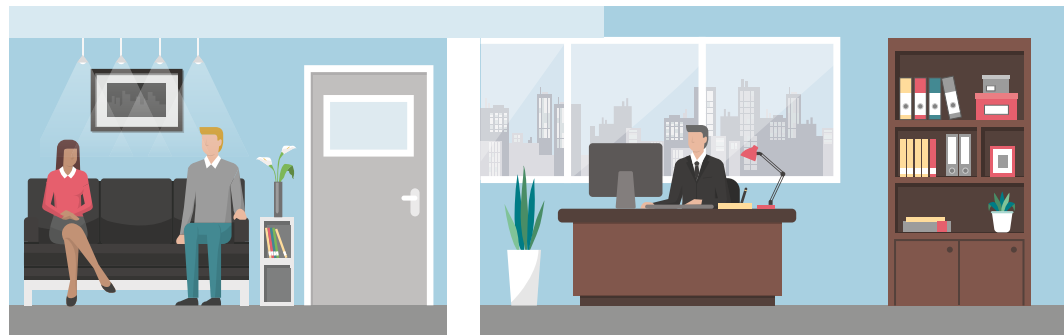


Salary
(65% satisfaction)

65% of employees feel heard
and say management is
receptive to feedback

4 out of 5 see the impact
of their work on larger
business goals.

60% feel connected to the
operational arm of the business
despite working in an SSC



WHAT CAN YOU DO TO KEEP TOP TALENT?

SSC employees want to feel
inspired and trusted.
Given the choice, they would
hope for management to
change their



Salary



Scope of role



Rewards and recognition

80% of companies have no
exclusive SSC employee
benefits, but some are now
offering:



Flexible hours



Language allowance



Additional EPF
contribution



Relocation allowance



Profit sharing



Car loan interest coverage

REASONS WHY SSC EMPLOYEES WANT TO CHANGE THEIR JOBS



LEADERSHIP STYLES ARE DESCRIBED AS BEING



SURVEY DEMOGRAPHICS

Conducted in August - September 2018

1038 respondents

48% currently working in SSCs
52% previously worked in SSCs

31% from junior levels

47% from mid seniority levels

22% from senior levels

15 job functions represented,
with top 3 being:

27% Finance

19% IT

11% HR

Top 3 areas SSCs are based in:

43% Kuala Lumpur

25% in Selangor

14% in Cyberjaya

Michael Page Shared Services Malaysia: Employee Satisfaction Report

Malaysia's growth and status as a shared services and outsourcing hub has created numerous employment opportunities, but also resulted in Shared Service Centers (SSCs) dealing with challenges in employee retention. This report was published to identify key sentiments of the SSC workforce that would serve as actionable insights for SSC leadership teams.

About Michael Page

Part of PageGroup, Michael Page delivers a specialised, high-quality recruitment service that places professionals across multiple sectors including Banking & Financial Services, Digital, Engineering & Manufacturing, Finance & Accounting, Human Resources, Healthcare & Life Sciences, Legal, IT, Marketing, Procurement & Supply Chain, Property and Shared Services.

The Group operates through 141 offices in 36 countries worldwide. First established in London in 1976, we have been bringing job seekers and employers together for more than 40 years.

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