

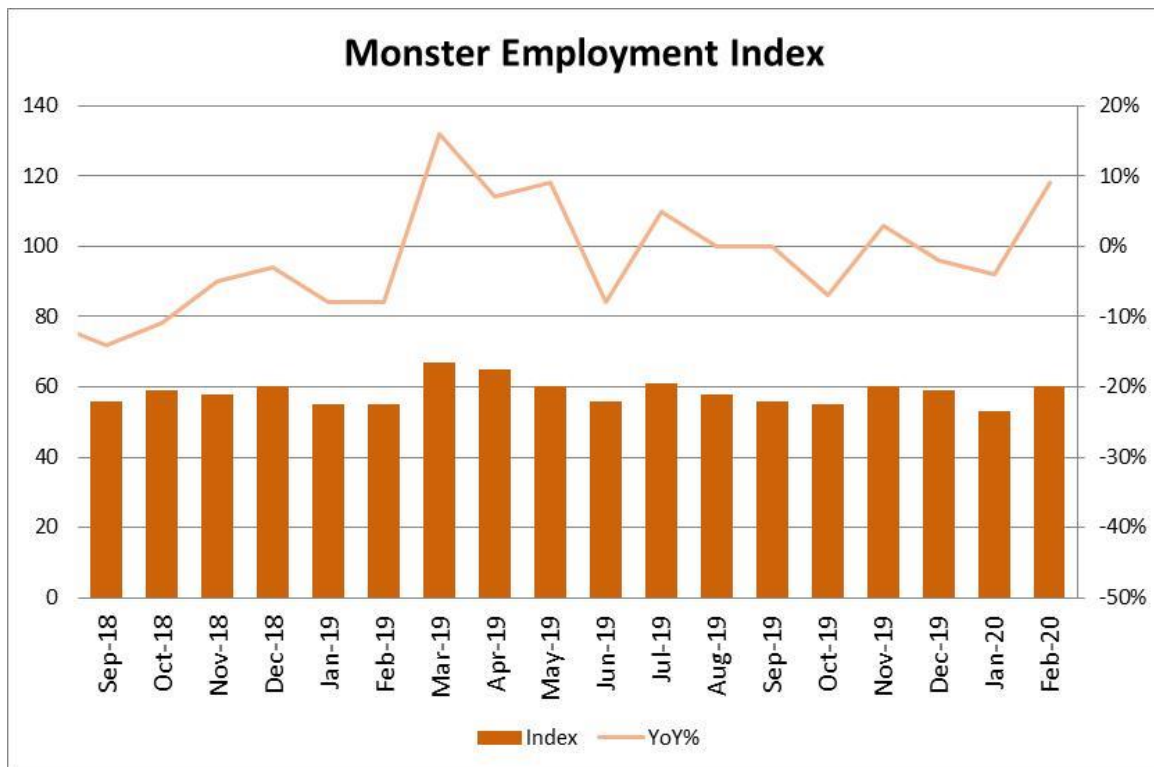
# monster<sup>®</sup>

## EMPLOYMENT INDEX

### Monster Employment Index Malaysia

#### February 2020 Index Highlights:

- Monster Employment Index Malaysia witnesses annual growth of nine percent in February 2020.
- Among industries, Retail registers the most-notable year-on-year growth and Oil and Gas exhibits the steepest decline.
- Software, Hardware, Telecom professionals witness the steepest growth in online demand among occupation groups, on-the-year.



Monster Employment Index Malaysia results for the past 18 months are as follows:

| Sep 18 | Oct 18 | Nov 18 | Dec 18 | Jan 19 | Feb 19 | Mar 19 | Apr 19 | May 19 | Jun 19 | Jul 19 | Aug 19 | Sep 19 | Oct 19 | Nov 19 | Dec 19 | Jan 20 | Feb 20 | Y-o-Y |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|-------|
| 56     | 59     | 58     | 60     | 55     | 55     | 67     | 65     | 60     | 56     | 61     | 58     | 56     | 55     | 60     | 59     | 53     | 60     | 9%    |

**Industry Year-over-year Trends:** Seven of the nine industry sectors monitored by the Index, witnessed growth in online recruitment activity.

- **Retail** (up 30 percent) led annual growth in online hiring activity among industry sectors in February 2020. This was also the steepest growth since June 2019. Month-on-month, the sector witnessed a hike of 43 percent; the highest growth among others.
- Year-on-year, **Advertising, Market Research, Public Relations, Media and Entertainment** (up 19 percent) continued to rank among top hiring sectors. Growth momentum paced up by 17 percentage points; up from two percent in January 2020. In short-term as well, the sector fared well; up 15 percent (month-on-month), up two percent (three-month) and up seven percent (six-month).
- E-recruitment activity in **IT, Telecom/ISP and BPO/ITES** (up 14 percent) continued to witness increased demand on annual basis. Between January and February 2020, pace of growth improved by 10 percentage points. On-the-month, the sector saw hike of 12 percent.
- **BFSI** (up eight percent) recovered positive year-on-year growth in February 2020; up from decline of eight percent last month. This was also the most-notable growth since August 2019. Monthly demand charted 22 percent growth.
- **Oil and Gas** (down three percent) is the only sector to exhibit a decline between February 2019 and 2020.

### Top Growth Industries

| Year-over-year Growth   | Feb 19 | Feb 20 | % Growth Y-o-Y |
|---|--------|--------|----------------|
| Retail  | 33     | 43     | 30%            |
| Advertising, Market Research, Public Relations, Media and Entertainment | 52     | 62     | 19%            |
| IT, Telecom/ISP and BPO/ITES  | 121    | 138    | 14%            |
| Hospitality   | 58     | 64     | 10%            |

### Lowest Growth Industries

| Year-over-year Growth  | Feb 19 | Feb 20 | % Growth Y-o-Y |
|--|--------|--------|----------------|
| Logistic, Courier/ Freight/ Transportation, Shipping/ Marine | 54     | 55     | 2%             |
| Engineering, Construction and Real Estate                    | 55     | 56     | 2%             |
| Production/Manufacturing, Automotive and Ancillary           | 91     | 91     | 0%             |
| Oil and Gas  | 103    | 100    | -3%            |

**Occupation Year-over-year Trends:** Growth in online demand for professionals was positive in seven of the nine job-roles monitored by the Index.

- **Software, Hardware, Telecom** (up 30 percent) saw the steepest annual growth among occupation growth in February 2020. In short-term as well, the job-role led growth among others; up 43 percent (month-on-month), up six percent (three-month) and up 12 percent (six-month).
- Long-term growth momentum in **Customer Service** (up 27 percent) paced up by 21 percentage points vis-à-vis January 2020. Monthly demand leaped by 12 percent.
- **Finance & Accounts** (up five percent) professionals registered uptrend in online demand for the first time since August 2019, on-the-year. In short-term as well, the job-role fared well; up 15 percent (month-on-month), up five percent (three-month) and up three percent (six-month).
- Except **HR & Admin** (zero percent) and **Purchase/ Logistics/ Supply Chain** (zero percent), all monitored job-roles witnessed growth in February 2020, from the year-ago level.

### Top Growth Occupations

| Year-over-year Growth        | Feb 19 | Feb 20 | % Growth Y-o-Y |
|------------------------------|--------|--------|----------------|
| Software, Hardware, Telecom  | 64     | 83     | 30%            |
| Customer Service             | 15     | 19     | 27%            |
| Hospitality & Travel         | 32     | 35     | 9%             |
| Sales & Business Development | 69     | 74     | 7%             |

### Lowest Growth Occupations

| Year-over-year Growth                | Feb 19 | Feb 20 | % Growth Y-o-Y |
|--------------------------------------|--------|--------|----------------|
| Engineering /Production, Real Estate | 59     | 62     | 5%             |
| Finance & Accounts                   | 60     | 63     | 5%             |
| HR & Admin                           | 56     | 56     | 0%             |
| Purchase/ Logistics/ Supply Chain    | 64     | 64     | 0%             |

## COUNTRY-WISE TRENDS

### Singapore Highlights

- Monster Employment Index Singapore witnesses an uptrend of seven percent in February 2020, from the year-ago level.
- Among industry sectors, IT, Telecom/ISP and BPO/ITES witnesses the most-notable growth; and, Production/Manufacturing, Automotive and Ancillary register the steepest decline on-the-year.
- Software, Hardware, Telecom professionals chart the steepest growth in online demand, on annual basis.

### Singapore Top Growth Industries

| Year-over-year Growth   | Feb 19 | Feb 20 | % Growth Y-o-Y |
|---|--------|--------|----------------|
| IT, Telecom/ISP and BPO/ITES  | 184    | 214    | 16%            |
| Advertising, Market Research, Public Relations, Media and Entertainment | 127    | 147    | 16%            |
| BFSI  | 161    | 182    | 13%            |

### Singapore Lowest Growth Industries

| Year-over-year Growth                              | Feb 19 | Feb 20 | % Growth Y-o-Y |
|--|--------|--------|----------------|
| Engineering, Construction and Real Estate          | 98     | 98     | 0%             |
| Retail/Trade and Logistics                         | 112    | 111    | -1%            |
| Production/Manufacturing, Automotive and Ancillary | 103    | 99     | -4%            |

### Singapore Top Growth Occupations

| Year-over-year Growth       | Feb 19 | Feb 20 | % Growth Y-o-Y |
|-----------------------------|--------|--------|----------------|
| Software, Hardware, Telecom | 133    | 164    | 23%            |
| Health Care                 | 104    | 119    | 14%            |
| Hospitality & Travel        | 97     | 104    | 7%             |

### Singapore Lowest Growth Occupations

| Year-over-year Growth             | Feb 19 | Feb 20 | % Growth Y-o-Y |
|-----------------------------------|--------|--------|----------------|
| Legal                             | 105    | 107    | 2%             |
| Real Estate                       | 80     | 80     | 0%             |
| Purchase/ Logistics/ Supply Chain | 93     | 92     | -1%            |

### Philippines Highlights

- Monster Employment Index Philippines witnesses annual growth of 15 percent in February 2020.
- BPO/ITES records the most-notable annual growth among industry sectors; whereas, Hospitality registers the steepest decline.
- Among job-roles, Customer Service exhibits the most-notable demand from the year-ago level.

### Philippines Top Growth Industries

| Year-over-year Growth | Feb 19 | Feb 20 | % Growth Y-o-Y |
|-----------------------|--------|--------|----------------|
| BPO/ITES              | 140    | 179    | 28%            |
| BFSI                  | 166    | 209    | 26%            |
| IT, Telecom/ISP       | 148    | 183    | 24%            |

### Philippines Lowest Growth Industries

| Year-over-year Growth   | Feb 19 | Feb 20 | % Growth Y-o-Y |
|---|--------|--------|----------------|
| Retail  | 204    | 199    | -2%            |
| Logistic, Courier/ Freight/ Transportation, Import/Export, Shipping | 180    | 175    | -3%            |
| Hospitality   | 141    | 136    | -4%            |

### Philippines Top Growth Occupations

| Year-over-year Growth       | Feb 19 | Feb 20 | % Growth Y-o-Y |
|-----------------------------|--------|--------|----------------|
| Customer Service            | 138    | 175    | 27%            |
| Software, Hardware, Telecom | 159    | 200    | 26%            |
| HR & Admin                  | 148    | 184    | 24%            |

### Philippines Lowest Growth Occupations

| Year-over-year Growth             | Feb 19 | Feb 20 | % Growth Y-o-Y |
|-----------------------------------|--------|--------|----------------|
| Health Care                       | 128    | 124    | -3%            |
| Sales & Business Development      | 143    | 137    | -4%            |
| Purchase/ Logistics/ Supply Chain | 174    | 162    | -7%            |

## By Industry

|  | 2019 |     |     |     |     |     |     |     |     |     |     | 2020 |     |
|--|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|
|  | Feb  | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan  | Feb |
| <b>IT, Telecom/ISP and BPO/ITES</b>  | 121  | 134 | 134 | 127 | 125 | 136 | 141 | 139 | 138 | 149 | 146 | 123  | 138 |
| <b>Engineering, Construction and Real Estate</b>                               | 55   | 68  | 62  | 59  | 54  | 59  | 56  | 56  | 56  | 58  | 57  | 51   | 56  |
| <b>BFSI</b>  | 62   | 76  | 71  | 65  | 59  | 68  | 64  | 62  | 57  | 63  | 63  | 55   | 67  |
| <b>Production/Manufacturing, Automotive and Ancillary</b>                      | 91   | 95  | 93  | 89  | 88  | 91  | 88  | 88  | 87  | 89  | 89  | 86   | 91  |
| <b>Oil and Gas</b>   | 103  | 99  | 106 | 99  | 102 | 110 | 116 | 102 | 98  | 99  | 101 | 96   | 100 |
| <b>Hospitality</b>   | 58   | 61  | 63  | 63  | 59  | 66  | 71  | 61  | 58  | 66  | 68  | 68   | 64  |
| <b>Retail</b>  | 33   | 55  | 54  | 47  | 42  | 48  | 45  | 45  | 40  | 45  | 40  | 30   | 43  |
| <b>Logistic, Courier/ Freight/ Transportation, Shipping/ Marine</b>            | 54   | 80  | 73  | 68  | 59  | 71  | 63  | 59  | 59  | 58  | 58  | 45   | 55  |
| <b>Advertising, Market Research, Public Relations, Media and Entertainment</b> | 52   | 64  | 63  | 58  | 55  | 60  | 58  | 56  | 57  | 61  | 60  | 54   | 62  |

## By Occupation

|   | 2019 |     |     |     |     |     |     |     |     |     |     | 2020 |     |
|---|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|-----|
|   | Feb  | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan  | Feb |
| <b>Software, Hardware, Telecom</b>          | 64   | 85  | 82  | 71  | 68  | 78  | 74  | 75  | 77  | 78  | 72  | 58   | 83  |
| <b>Finance &amp; Accounts</b>               | 60   | 70  | 67  | 63  | 59  | 65  | 61  | 60  | 56  | 60  | 60  | 55   | 63  |
| <b>Sales &amp; Business Development</b>     | 69   | 83  | 82  | 77  | 74  | 78  | 75  | 75  | 71  | 75  | 71  | 64   | 74  |
| <b>Customer Service</b>                     | 15   | 22  | 23  | 23  | 22  | 27  | 22  | 23  | 24  | 30  | 27  | 17   | 19  |
| <b>Marketing &amp; Communications</b>       | 75   | 84  | 83  | 79  | 77  | 80  | 77  | 76  | 76  | 79  | 77  | 74   | 79  |
| <b>HR &amp; Admin</b>                       | 56   | 65  | 62  | 59  | 56  | 60  | 56  | 56  | 55  | 57  | 55  | 52   | 56  |
| <b>Engineering /Production, Real Estate</b> | 59   | 70  | 66  | 62  | 59  | 64  | 60  | 60  | 60  | 61  | 61  | 56   | 62  |
| <b>Hospitality &amp; Travel</b>             | 32   | 33  | 39  | 37  | 47  | 41  | 44  | 39  | 40  | 53  | 55  | 34   | 35  |
| <b>Purchase/ Logistics/ Supply Chain</b>    | 64   | 80  | 76  | 72  | 65  | 74  | 69  | 67  | 66  | 65  | 65  | 57   | 64  |