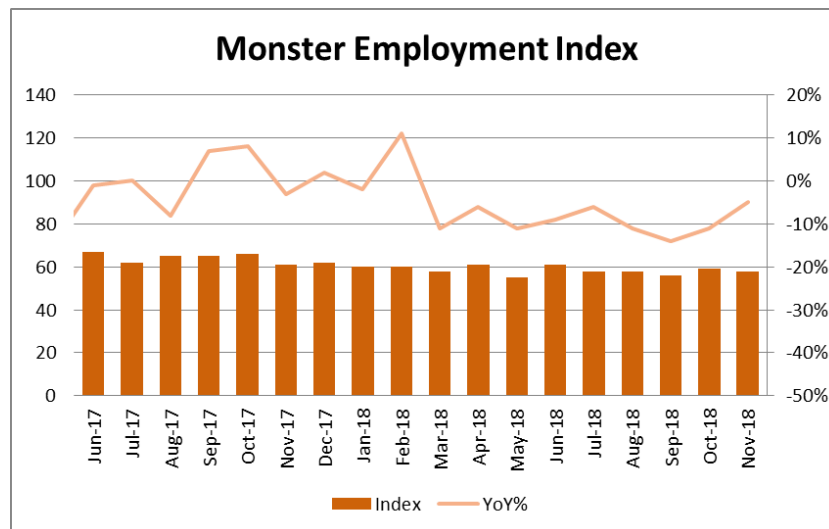


Further decline in online hiring for Malaysia's Banking, Financial Services and Insurance industry

- Malaysia registers a **5% year-on-year decline** in online hiring activity in **November**, according to the latest Monster Employment Index (MEI).
- The **Hospitality** and **BFSI** industries recorded the steepest plunge in online hiring, down **-17%** and **-12%** year-on-year respectively
- **Finance & Accounts** job roles were the least in demand at **-10% year-on-year**.
- **IT, Telecom/ISP and BPO/ITES** and **Oil & Gas** industry records the steepest growth among industry sectors, up **28%** and **16%** year-on-year respectively
- **Customer Service** professionals lead annual growth in online demand among occupation groups, up **6% year-on-year** followed by **Software, Hardware, Telecom** professionals at **3%**



KUALA LUMPUR, 27 DECEMBER 2018 – Online hiring activity in the **Banking, Financial Services and Insurance (BFSI)** industry has been on a plunge since January 2018, recording yet another double-digit decline in November at **-12%** year-on-year, according to the latest Monster Employment Index (MEI).

In correlation with the sluggish hiring sentiments in the BFSI sector, **Finance & Accounts** job roles also saw the most-notable annual decline among occupation categories, down **10%** year-on-year. This marks the ninth consecutive month of decline for the role.

Malaysia also registered nine straight months of decline in overall online recruitment activity, down **5%** year-on-year in November.

[The Monster Employment Index \(MEI\)](#) is a gauge of online job posting activity compiled monthly by [Monster.com](#). It records the industries and occupations that show the highest and lowest growth in recruitment activity locally.

The **IT, Telecom/ISP and BPO/ITES** and **Oil & Gas** industries were yet again the only two out of the nine industries monitored by the Index that exhibited growth, up 28% and 16% year-on-year, respectively. On a 6 month-basis, both sectors also recorded strong growth, up 35% and 16% respectively.

Among occupation categories, **Customer Service** roles registered the most notable growth in November, up 6% year-on-year, followed by **Software, Hardware, Telecom** professionals, up 3%.

Demand for **Sales & Business Development** professionals was also on the nine-month, double-digit decline wagon as well, down 10% year-on-year in November.

“Online hiring in the BFSI industry in Malaysia has been on an 11-month decline since the start of the year. According to research houses, macro policy uncertainty post-GE14 seems to be having a slight dampening effect on the banking’s sector growth, and analysts also expects the sector’s core earnings growth to come in lower this year,” said **Abhijeet Mukherjee, CEO of Monster.com – APAC and Middle East.**

“The finance sector was once driven by human judgment and decision-making, but this is slowly changing with emerging technology, in particular intelligent automation. As the needs of banks change, they will sharpen their focus to recruiting people with specific technology expertise. Now more than ever, banks need leaders who understand the kinds of transformation that are possible and prepare to change management effectively. Developing a talent strategy that addresses widespread retraining; identifying the skills and expertise needed to compete in the future; and attracting and retaining the right talent.”

The [Monster Employment Index](#) Malaysia is a monthly gauge of online job posting activity, based on a real-time review of millions of employer job opportunities culled from a large representative selection of career websites and online job listings across Malaysia. The Index does not reflect the trend of any one advertiser or source, but is an aggregate measure of the change in job listings across the industry.

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

Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Y-o-Y
67	62	65	65	66	61	62	60	60	58	61	55	61	58	58	56	59	58	-5%

Top Growth Industries

Year-over-year Growth	Nov 17	Nov 18	% Growth Y-o-Y
IT, Telecom/ISP and BPO/ITES	93	119	28%
Oil and Gas	89	103	16%
Production/Manufacturing, Automotive and Ancillary	91	90	-1%
Engineering, Construction and Real Estate	63	60	-5%

Lowest Growth Industries

Year-over-year Growth	Nov 17	Nov 18	% Growth Y-o-Y
Advertising, Market Research, Public Relations, Media and Entertainment	59	56	-5%
Logistic, Courier/ Freight/ Transportation, Shipping/ Marine	65	61	-6%
BFSI	69	61	-12%
Hospitality	65	54	-17%

Top Growth Occupations

Year-over-year Growth	Nov 17	Nov 18	% Growth Y-o-Y
Customer Service	18	19	6%
Software, Hardware, Telecom	65	67	3%
Purchase/ Logistics/ Supply Chain	70	68	-3%
Marketing & Communications	80	77	-4%

Lowest Growth Occupations

Year-over-year Growth	Nov 17	Nov 18	% Growth Y-o-Y
HR & Admin	59	56	-5%
Hospitality & Travel	41	38	-7%
Sales & Business Development	82	74	-10%
Finance & Accounts	69	62	-10%

By Industry

	2017			2018									
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
IT, Telecom/ISP and BPO/ITES	93	100	96	97	84	94	88	101	102	102	106	124	119
Engineering, Construction and Real Estate	63	63	65	66	63	68	62	66	63	62	59	62	60
BFSI	69	69	66	68	66	70	57	68	63	62	58	64	61
Production/Manufacturing, Automotive and Ancillary	91	90	89	90	87	90	90	92	90	89	88	91	90
Oil and Gas	89	91	91	93	94	91	89	92	92	94	87	98	103
Hospitality	65	61	63	65	64	58	54	55	53	55	53	55	54
Retail	42	43	41	41	38	43	35	42	39	40	37	43	40
Logistic, Courier/ Freight/ Transportation, Shipping/ Marine	65	60	67	68	67	69	53	70	69	66	59	68	61
Advertising, Market Research, Public Relations, Media and Entertainment	59	60	57	57	56	59	53	60	56	58	54	58	56

By Occupation

	2017			2018									
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Software, Hardware, Telecom	65	70	61	61	50	58	48	60	57	56	57	67	67
Finance & Accounts	69	70	68	69	68	71	62	68	64	64	60	65	62
Sales & Business Development	82	84	76	76	72	76	70	72	73	74	72	76	74
Customer Service	18	21	24	24	19	21	17	22	22	22	22	30	19
Marketing & Communications	80	81	77	77	77	79	75	79	77	78	76	78	77
HR & Admin	59	57	58	58	59	62	57	61	59	59	57	58	56
Engineering /Production, Real Estate	67	68	69	70	68	70	65	71	66	66	62	66	64
Hospitality & Travel	41	36	37	39	45	38	46	49	46	45	50	34	38
Purchase/ Logistics/ Supply Chain	70	70	73	73	72	74	63	74	74	71	66	72	68

About the Monster Employment Index

Launched in May 2015, with data collected since February 2014, the Monster Employment Index is a broad and comprehensive monthly analysis of online job posting activity in Malaysia conducted by Monster Malaysia. Based on a real-time review of millions of employer job opportunities culled from a large, representative selection of online career outlets, including Monster Malaysia, the Monster Employment Index presents a snapshot of employer online recruitment activity nationwide. Monster has taken due care in compiling and processing the data available from various sources for Monster Employment Index, but does not guarantee the accuracy, adequacy or completeness of any information and is not responsible for any errors or omissions or action / decision taken or for the results obtained from the use of such information.

About Monster APAC & Gulf

Monster has been a leading online career and recruitment resource for more than 20 years. With its cutting-edge technology, it provides relevant profiles to employers and relevant jobs to jobseekers across industry verticals, experience levels and geographies. Monster today has more than 200 million people registered on the Monster Worldwide network, and with operations in more than 40 countries, provides the widest and most sophisticated job seeking, career management, recruitment and talent management capabilities.

Monster in APAC & Gulf started its operations with India in 2001 and has operations across India, Singapore, Malaysia, Philippines, Hong Kong, Vietnam, Thailand, Indonesia, UAE and Kingdom of Saudi Arabia. In India, it is headquartered in Hyderabad, and has presence in 10 other cities of India viz., Mumbai, Delhi, Bangalore, Chennai, Pune, Kolkata, Ahmedabad, Baroda, Chandigarh, and Cochin. Monster Mobile App in India was voted Product of the Year in 2016 under the 'Mobile App Job' category in a survey of over 18000 people by Nielsen. Monster.com in India was also voted Product of the Year in 2015 and back in 2014, mPower Search was voted Product of the Year as well. The Indian Air Force Placement Cell (IAFPC) selected Monster India for a collaboration to provide a robust platform to assist retired and shortly retiring Air Warriors seek suitable second career opportunities in the corporate world. Monster also initiated 'Rozgarduniya.com' – a job portal exclusively for jobseekers in rural India to enable employers in corporate India to connect with rural talent, thus removing the traditional barriers they face in this process.

Monster continues its pioneering work of transforming the recruiting industry with advanced technology using intelligent digital, social and mobile solutions, and a vast array of products and services.

To learn more about Monster in APAC & Gulf, visit: www.monsterindia.com | www.monstergulf.com | www.monster.com.sg | www.monster.com.my | www.monster.com.ph | www.monster.com.hk

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