

Timesconsult Employee Survey Testimonial (TEST) 2017 Report

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OVERVIEW

METHODOLOGY

This report is based on the [Timesconsult Employee Survey Testimonial \(TEST\)](#) , an online survey conducted throughout November and December in the year 2016. In total, 1500 employees in Malaysia have responded to the survey representing different range of age groups (from fresh graduates to veterans) and professional occupations (from entry levels to senior managements).

THE PURPOSE OF THE SURVEY AND THE PREPARATION OF THE REPORT IS TO:

- Identify opinions and attitudes of the employees towards the current workforce;
- Identify the outlook of the employees on employment opportunities and career development in the coming future;
- Identify the preferences and retention attractions of the employees today, especially during these economically difficult times, and to;
- Provide insights on employees preferences for organizational development and improvements.

EMPLOYEE JOB SATISFACTION

LEVEL OF WORKPLACE HAPPINESS

Most of the employees today hold a positive state of mind in the workplace.

41% of them feel moderately happy, 22% are neutral about going to work, and 19% are highly motivated to work everyday. A minor 5% of the employees feel miserable in their workplace as they can't wait to leave their current workforce.



Highly motivated
to work everyday



Moderately Happy



Neutral



Unhappy but
bearable

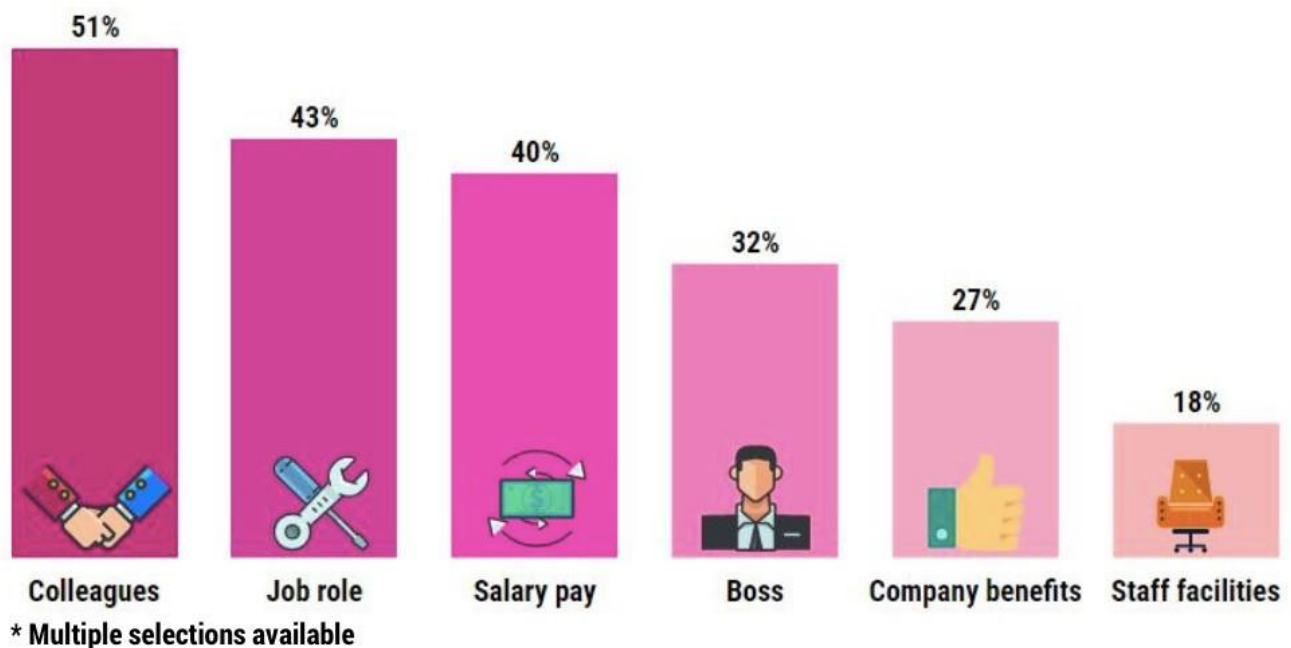


Can't wait to leave

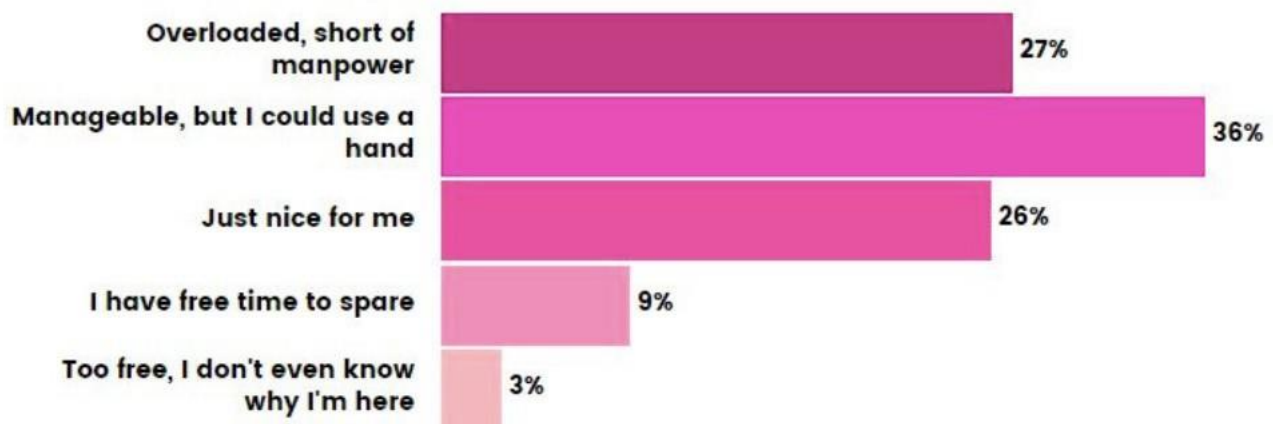
FACTORS TO WORKPLACE ENJOYMENT

With the largest percentage of the respondents enjoying their work, below shows some of its' contributing factors. About half of the employees (51%) chose **"relationship among colleagues"** as the main reason for them to stay, concluding that employees really do treasure their relationship with their colleagues in work, allowing them to enjoy their working days even more.

[Refer to the diagram on the next page]



Meanwhile, **workload capacity** also very much contributes to an employee's satisfaction towards a job. The bar chart below shows the percentage breakdown of **employees' perspective towards their current workload**.



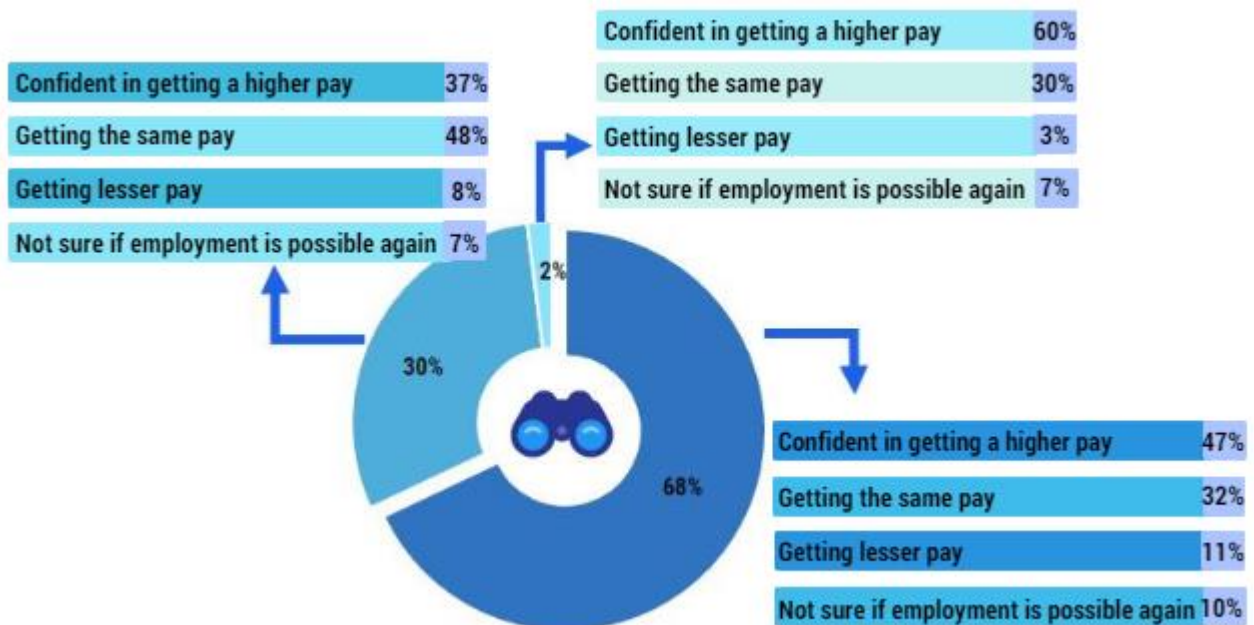
It is imperative to have the number of employees in balanced ratio with the amount of workload; at the same time, no one would appreciate an overloaded volume of work. This would influence the proficiency of the employees and affect a company's end goal later on.

CAREER OPPORTUNITIES & DEVELOPMENT

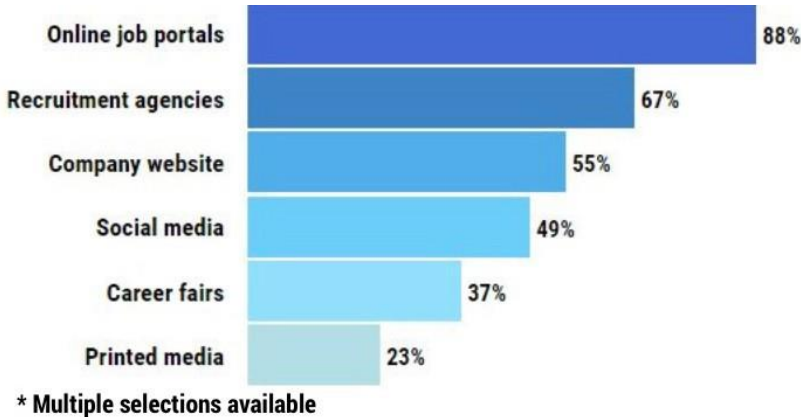
More than half (63%) of the respondents will be **searching actively for a new job**. Out of the 63% of them, 47% are even confident in pursuing a new job offering a better pay, while 32% of them are positive in a job with a comparable pay. This results applies to employees of all ages from fresh entries to baby boomers, where most of them would use [online job portals](#), [recruitment agencies](#), and [company websites](#) to scout for jobs in the future.

[Please refer to the diagram in next page illustrating the popular or preferred channels for hunting the next job]

WOULD YOU CONSIDER LOOKING FOR A NEW JOB?



WHICH CHANNELS WOULD YOU USE FOR YOUR NEXT JOB SEARCH?



Most employees are happy with their job, but why would they want to quit?

Results reveal that the reasons to quit a job as below, arranged from the most common to the least popular by the respondents. The top 3 reasons picked by the respondents are lack of career progression (54%), dissatisfaction of current salary (46%), and bad company politics (39%).

WHICH OF THE FOLLOWING WOULD BE YOUR REASONS TO RESIGN?



* Multiple selections available

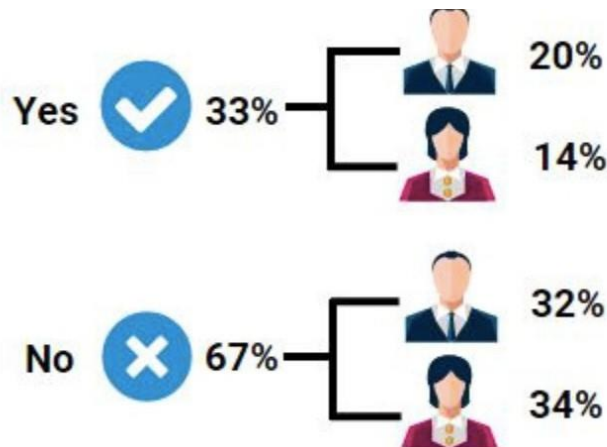
Relative to the above topic, employees also were asked to select the criteria which could **encourage them to remain in their current job positions**.



Earlier, lack of career progression is the top factor for an employee to quit. On point with that, **career opportunities** turns out to be the most selected **desired criteria** for employees to remain in their job positions.

Even so, more than half of the employees (67%) **responded with a 'no'**, while only (33%) **responded with a 'yes'**, when employees were questioned on **their future outlooks of being promoted to a higher position in 2017**.

DO YOU SEE YOURSELF BEING PROMOTED TO A HIGHER POSITION IN THE YEAR 2017? (Sorted by gender)



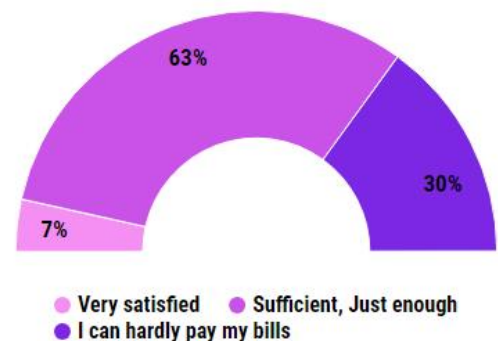
Employees at large seems optimistic with the opportunities presented amidst the buoyant market condition, indicating a possibly strong employees' market in the coming year. However, it is also revealed that employees are yet to provide with what that the employees truly yearn for, i.e. career progression.

For this reason, employees at large are always on the look out for their perfect fit of a job that could match their needs.

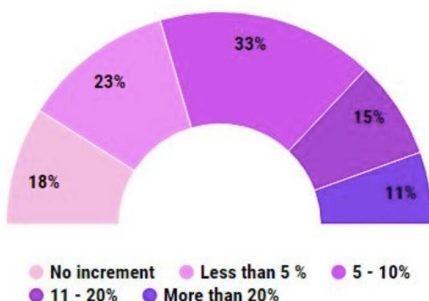
COMPENSATION & BENEFITS

CURRENT PAY SATISFACTION

Majority of the employees feels sufficient with their current pay (63%), with indications that it is enough to live from hand to mouth, while there are 30% of the respondents who are upset with their current pay, illustrated with comments that they find difficulties in paying off their daily bills and their workload is not compatible with their current pay. Only a tiny 7% of the respondents were fully satisfied with their current pay.



FUTURE SALARY INCREMENT EXPECTATIONS

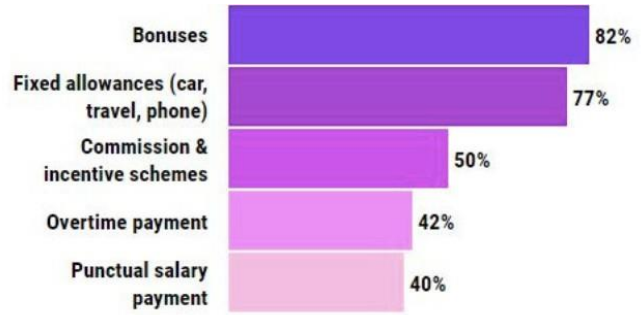


As for the expectations for a salary increment, coming in first, is the hope for a 5-10% increment from the current salary obtained, making up one third (33%) of the respondents. Next in line is a less than 5% increment from their current salary, chosen by 23% of all respondents, while 18% of the respondents do not expect an increment at all.

The introduction of GST (Goods and Services Tax), weakening in the local currency, and the price increment in daily consuming products have somewhat influenced the monetary satisfaction and future salary expectations of the working class community in the year 2016.

ATTRACTIVE COMPENSATION

Respondents were also given the chance to rate the importance of five other common types of compensation which would better attract them to remain in the current company aside from salary increment. **Compensations in the form of bonuses (82%) and fixed allowances (77%) are the two top choices selected by the employees.**



* Multiple selections available

Although salary has been considered of the highest importance by employees while considering a job role, company benefits and employee's welfare should not be overlooked too. Both company benefits and team environment are just as important.



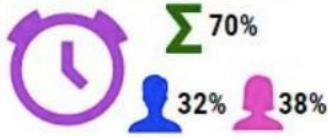
From statistics obtained from individual age pools, it is shown that :
 Most employees of **Generation Y** emphasize on salary & other monetary income;
 Most employees of **Generation Z** emphasize on company benefits & employee welfare ;
 Most employees of **Generation X** and **Baby boomers** emphasize on team environment & culture.

BENEFITS ATTRACTIVE TO EMPLOYEES (SORTED BY GENDER)

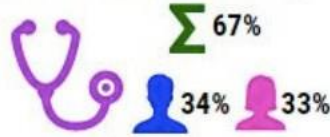
Below lists the **types of benefits** rated accordingly by the employees on which they would find attractive. The results show that the top 3 benefits capturing the hearts of the employees are **flexible working schedule (70%), specialist health coverage (67%), and sponsorship on education and development training (59%).**

[Refer to the diagram on the next page for further illustration]

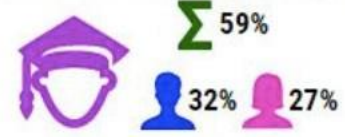
Flexible working schedule



Specialist healthcare coverage



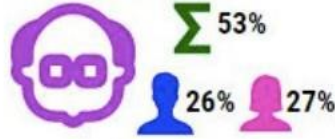
Education and training sponsorship



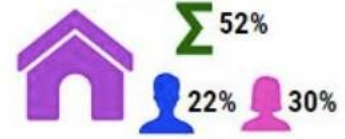
Vacation trips



Retirement benefits



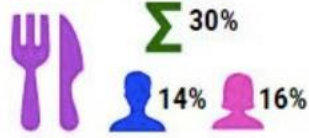
Ability to work from home



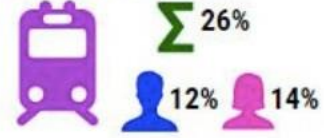
Gym membership



Meal support



Transport services

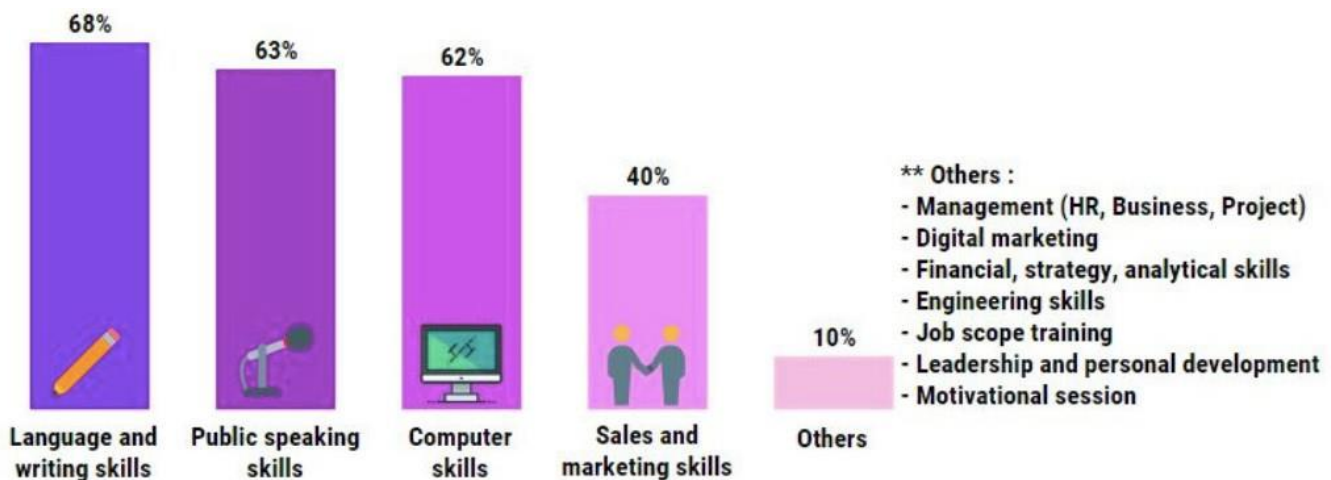


* Multiple selections available

It should be noted that job-seekers today are confident in securing new positions and thus, [competitive benefit packages should be designed wisely to attract and retain top notch talents](#) for the organization's long-term employee or talent retention advantage. Education and training sponsorship is also among one of the company benefits which captures the attention of the employees today.

The bar chart below shows a summary on the types of training skills demanded by employees.

WHICH TRAINING & LEARNING OPPORTUNITIES WOULD YOU TAKE UP TO IMPROVE YOURSELF?



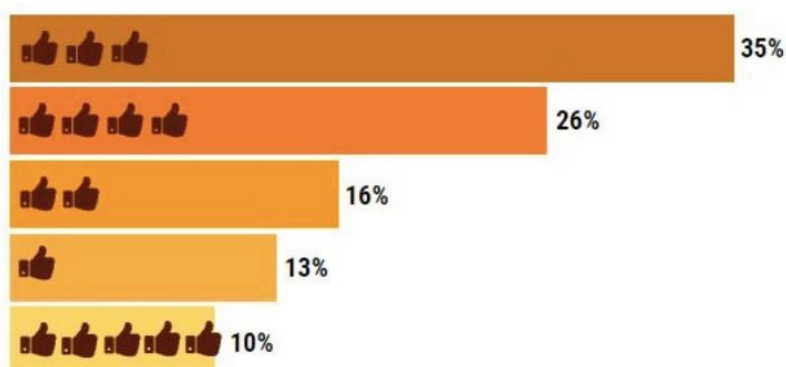
* Multiple selections available

EMPLOYEE & SUPERIOR RELATIONSHIP

Toxic relationships among colleagues would quickly lead to disgruntled employees, waning effectiveness levels and exacerbate to other negative consequences; whereas, a positive relationship established out of mutual trust and understanding have the potential to enhance productivity and organizational success.

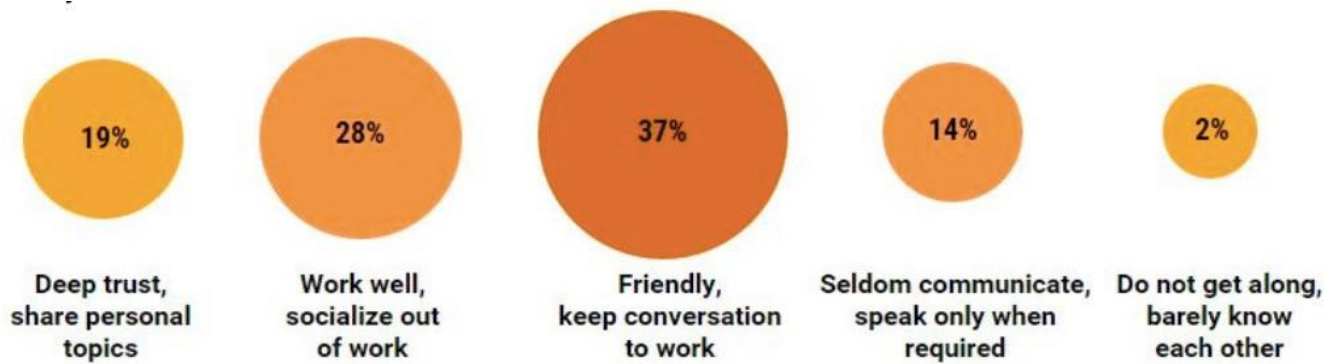
OVERALL RATINGS OF SUPERVISORS BY THE EMPLOYEES

The following chart shows the overall satisfaction ratings of their lined up supervisors by the employees.



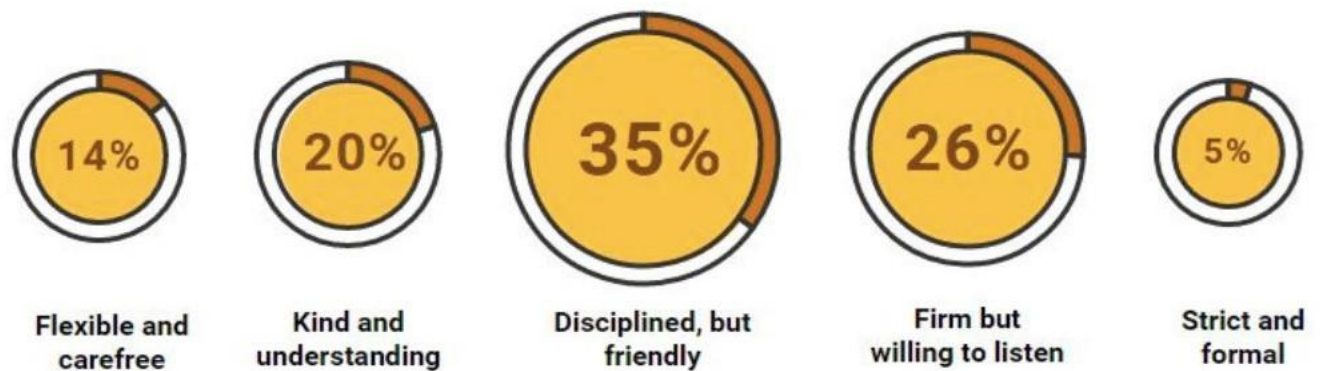
Good relationship and communication among colleagues is a critical function in developing a successful organisation. Fortunately, final results show an inclination towards a positive communicative workforce, with **most of the employees (37%) having a friendly tie with their superiors**, while still keeping most conversation to work only.

[Refer to the diagram on the next page]



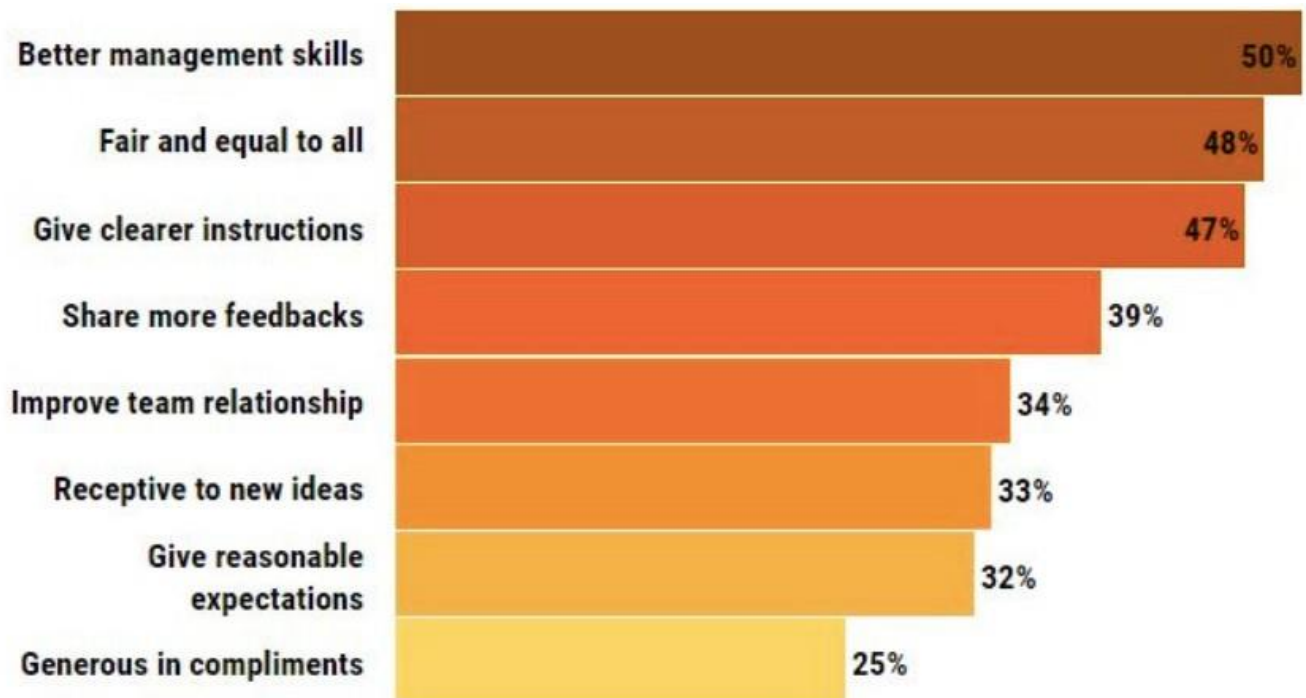
As employees, respondents were given the chance to select their preferred leadership style and indicate any improvements they wished to see made by their current superiors. An intermediate approach of attitude **by being disciplined yet friendly is highly favoured by the employees (35%).**

PREFERRED LEADERSHIP STYLE



IMPROVEMENTS WISHED TO BE SEEN MADE BY DIRECT SUPERIORS

The top 3 improvements leading the chart is for the superiors to have **better management skills (50%)**, **to be fair and equal to all (48%)**, and **to give clearer instructions (47%)**. Some respondents have pointed out that they wish to have their superiors to be financially wiser and to be more assertive towards the employees.



* Multiple selections available

WORKING ENVIRONMENT

Excluding sleeping hours and the weekends, an employee would spend almost half of their days in work. To be spending their days in combat mode, a conducive office environment is no doubt a smart investment to keep employees happy and productive at workplace, which will be essential to the growth of a successful company.

PREFERRED WORKING ENVIRONMENT

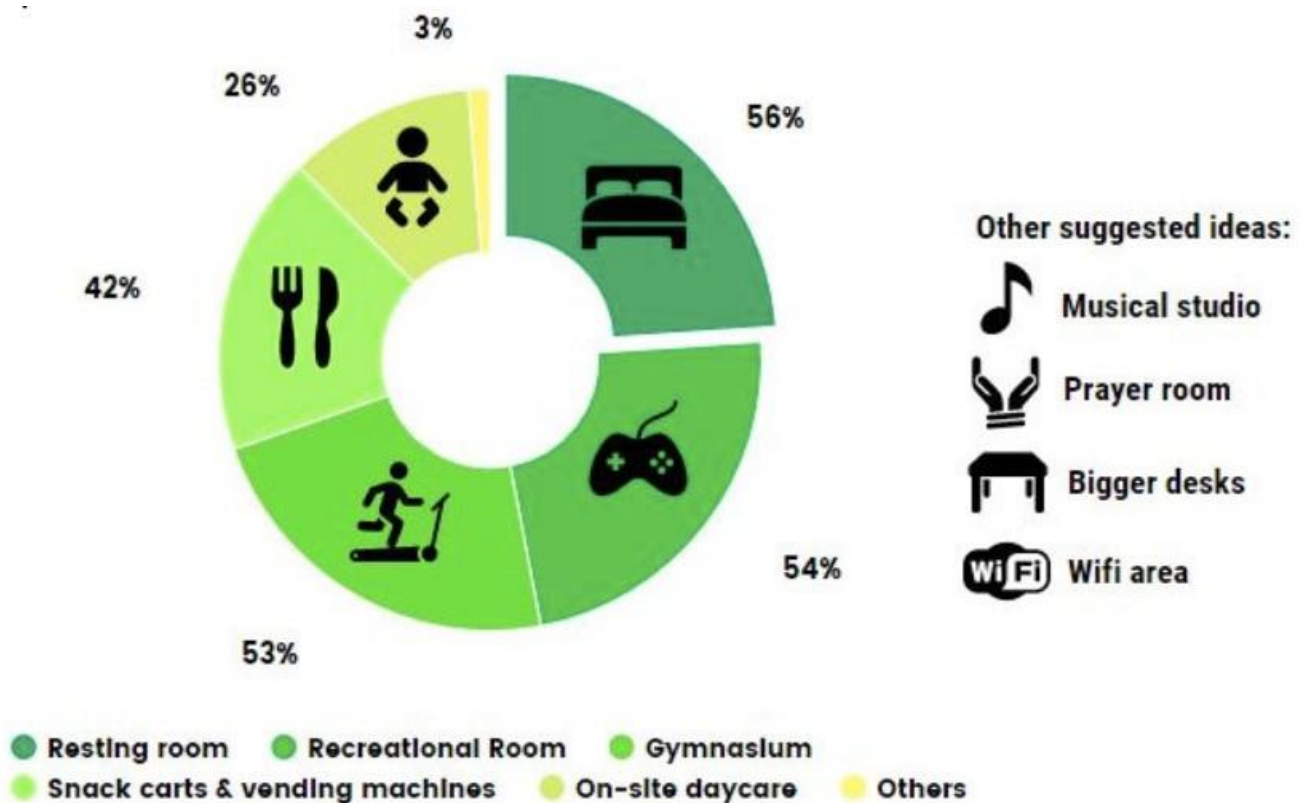


In comparison between a casual and a formal working atmosphere, **most employees (74%) prefer a casual environment.**

It is popular these days where organizations would set a casual day every week where employees are allowed to wear smart casual clothes, enabling them to work in their comfort. This arrangement could keep a form of strictness in the office, not neglecting **the minority (26%) who prefer a serious environment**, but could also fulfill the wishes of the majority for a casual surroundings simultaneously.

AMENITIES WISHED TO BE INSTALLED IN THE COMPANY

The pictographic pie chart below shows the percentage breakdown of the amenities which the employees have selected. Some respondents have mentioned other suggestions in regard of what they would want to have. Resting room (56%), recreational room (54%) and gymnasium (53%) were the top 3 facilities selected by the respondents.



* Multiple selections available

ABOUT TIMESCONSULT

Timesconsult is a Malaysian based staffing solutions provider with clients from both MNCs & SMEs. Our corporate tag reads boldly **Your Career, Our Passion+**. built from a team of dedicated, passionate, and creative recruitment specialists.

Founded in 2005, standing proudly with 5 offices situated in Kuala Lumpur, Penang, Singapore and Bangkok, we are now one of the leading regional job agencies at Malaysia, Singapore and Thailand.

Supported systematically by a team of 30 consultants, we are currently working closely with a variety of talents and professionals to competitively serve our clients' hiring demands, covering a range of global firms, regional shared services provider, public-listed companies, local conglomerates as well as small and medium enterprises across major industries.

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