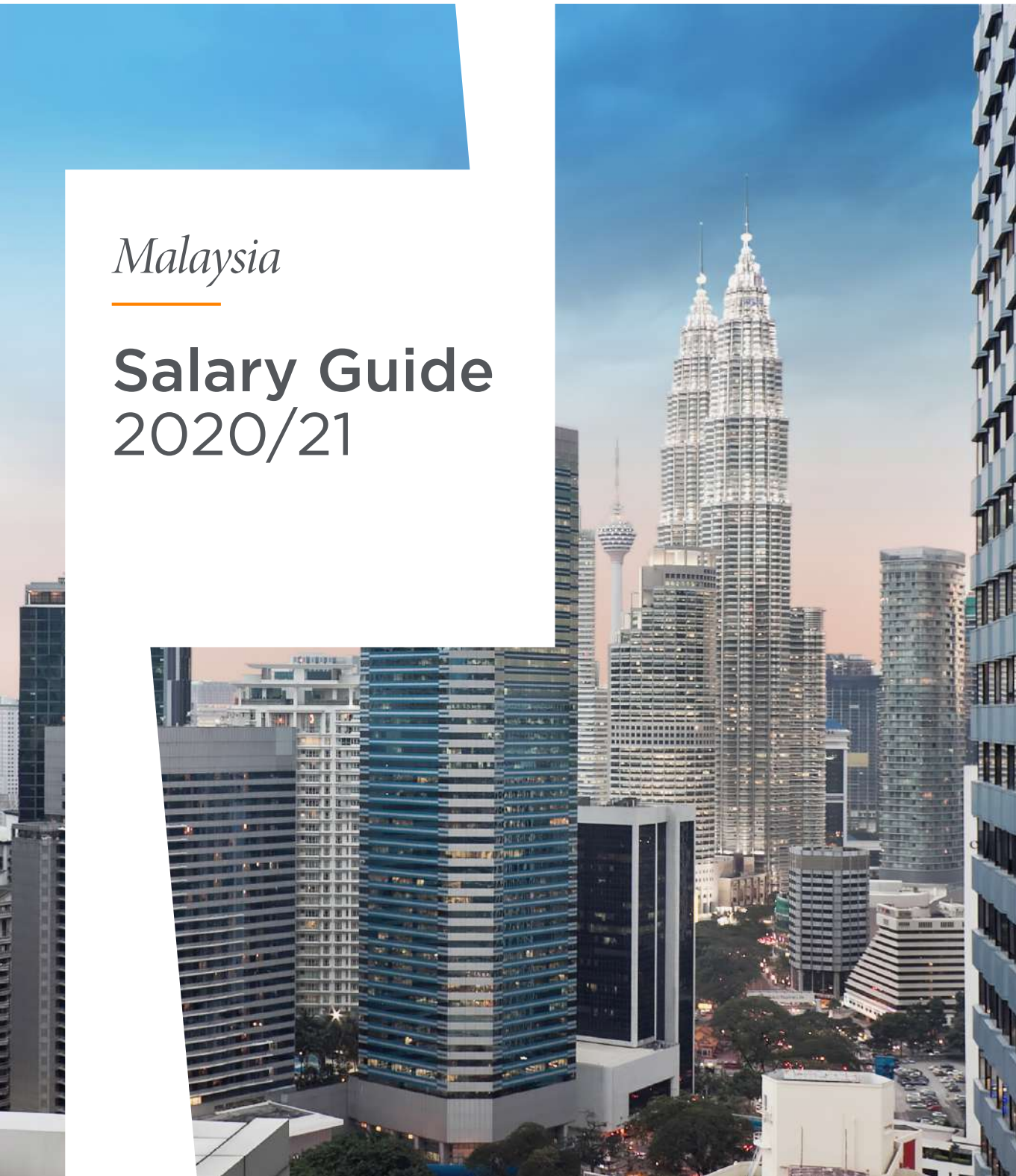


*Malaysia*

# Salary Guide 2020/21





As a global leader in providing workforce solutions, Kelly Services, and its subsidiaries, offer a comprehensive array of outsourcing and consulting services as well as world-class staffing on a temporary, temporary-to-hire and direct-hire basis. Kelly Services globally directly employs nearly 500,000 people around the world in addition to having a role in connecting thousands more with work through its global network of talent suppliers and partners.

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Kelly Services Malaysia and Capita operate under the PERSOLKELLY company, a joint venture between PERSOL Holdings and Kelly Services.



Founded in 2007, Capita is a recruitment expert and premium staffing provider for international companies in Singapore and across Asia. Specialising in permanent placements across all industry sectors, Capita's highly personalised services ensure that clients find the right talent to meet their needs.

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# Contents

Executive Overview	4		
Skilled Talent Trends In Malaysia	8		
Salaries			
Banking & Financial Services	10	Information Technology	28
Engineering	16	Property & Construction	32
Finance & Accounting	20	Sales & Marketing	36
Human Resources & Administrative	24	Supply Chain & Logistics	40



PERSOLKELLY is one of the largest recruitment companies in Asia Pacific that provides comprehensive end-to-end workforce solutions.

Headquartered in Singapore, PERSOLKELLY spans over 50 offices across 13 markets including: Australia, China, Hong Kong, India, Indonesia, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand and Vietnam.

For more information, please visit [www.persolkelly.com](https://www.persolkelly.com)

**Methodology:**  
Salary figures included in the 2020/21 Malaysia Salary Guide are derived by combining the expert market knowledge of senior recruitment professionals within the Kelly and Capita Global network, as well as the latest job placement data recorded on the database.



## Executive Overview



In the wake of the Movement Control Order (MCO), Malaysia's economy is making a gradual but steady recovery from the impact of COVID-19. While growth may dip in the near term,<sup>1</sup> Malaysia is expected to return to growth at 6.9% in 2021.<sup>2</sup>

As Malaysia grapples with the pandemic, the government has introduced support measures to buffer against COVID-19's impact. By October 2020, four economic stimulus packages totalling RM295 billion had been unveiled to help cushion the blow.<sup>3</sup>

While debate over the sustainability and accessibility to these measures is ongoing, there is no doubt that they will spur the economy towards recovery, and stimulate increased economic activity. In the longer term, further support may be necessary to ensure the survival of businesses.

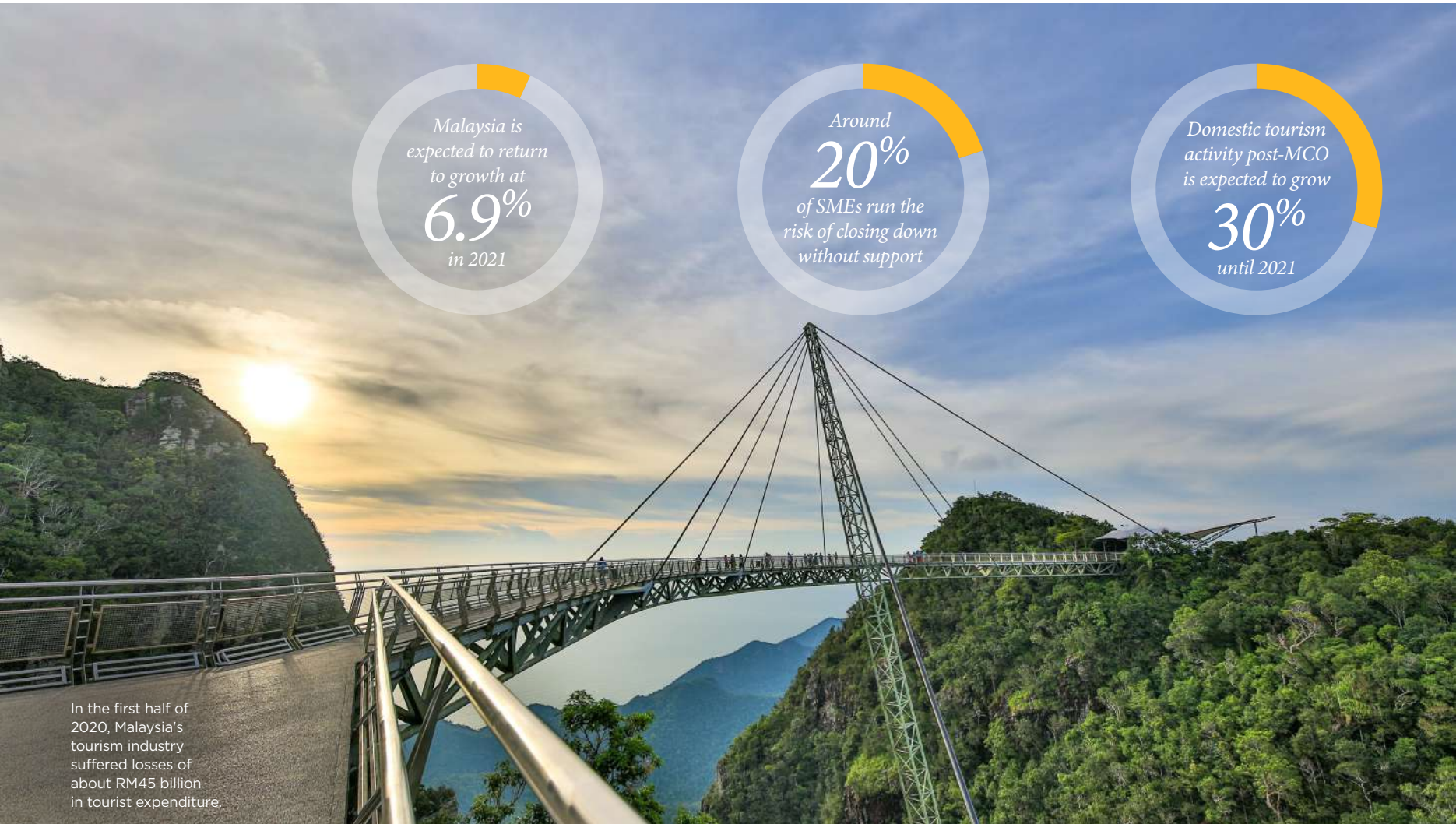
Small- and medium-sized enterprises (SMEs) are especially vulnerable in this current situation. According to a survey by SME Association of Malaysia, around 20% of SMEs run the risk of closing down without support.<sup>4</sup> Looking ahead, this is a key challenge that the government must address to avoid mass unemployment.

Sector-wise, tourism has borne the brunt of COVID-19's impact. In the first half of 2020, Malaysia's tourism industry suffered losses of about RM45 billion in tourist expenditure.<sup>5</sup> The Visit Malaysia 2020 campaign had also been shelved due to the pandemic.

<sup>1</sup> The Business Times  
<sup>2</sup> World Bank  
<sup>3</sup> Bernama  
<sup>4</sup> HRM Asia  
<sup>5</sup> New Straits Times



Executive Overview



The resumption of domestic tourism was hence a heartening development. While businesses heavily dependent on international tourism may continue to experience losses, and the conditional MCO may dampen demand in certain states, domestic tourism activity post-MCO is expected to grow 30% until 2021.<sup>6</sup>

Ever since COVID-19 restrictions were relaxed, manufacturers have also experienced a boost to their recovery.

<sup>6</sup> Bernama

Still, full recovery may take a gradual pace, due to COVID-19's prolonged impact on the sector.

To return to growth, it will be imperative for the government to focus on supporting relief and recovery efforts – by providing greater social assistance for lower income groups, improving delivery of social protection programs, promoting job recovery, and advancing human capital development.

At Kelly Services Malaysia, we are committed to help rebuild the nation's workforce under the PENJANA HRDF (Human Resources Development Fund) initiative. We remain optimistic that the combined and concerted efforts of government agencies, industry associations, and businesses will create significant opportunities for jobseekers, and lower the country's unemployment rate.

Under the Place & Train scheme, Kelly Services Malaysia and Capita Global support candidates with job searching and placement, identifying suitable full-time roles for candidates to consider. Once hired, the candidates are then trained by PERSOLKELLY Consulting, preparing them for their new role within 12 months of placement. This training is designed to enhance a candidate's job success skills and equip them with the latest skillset required to thrive in today's workforce.

Kelly Services is also participating in the SME Development and B40 Development schemes, providing entrepreneurship skills training for candidates from the SME and B40 communities.

Our 2021 Malaysia Salary Guide is a comprehensive point of reference on the latest average salaries for professional and technical positions across key industries. We hope this guide will offer HR and business leaders useful insights into the challenges, complexities, as well as trends and emerging opportunities in today's economy and labour market, and serve as a resource to support businesses in fulfilling their evolving talent and business needs.

**Brian Sim**  
Managing Director, Malaysia



## Skilled Talent Trends in Malaysia



Malaysia has made a huge leap in the Global Talent Competitiveness Index (GTCI) 2020, which examines countries' abilities to attract skilled talent versus global competition.

The top scoring upper-middle income country at 26<sup>th</sup> in the world, Malaysia stands out as the only nation in the index's top 25% that is not classified high-income.<sup>1</sup> The country's rise to its highest ever ranking has been attributed to its efforts to drive digital talent development and workforce upskilling.

However, in an uncertain economic landscape, it may not be a smooth road ahead for human capital development. Continued focus on talent development and retention will be necessary for Malaysia to solidify its talent competitiveness in the digital age.

<sup>1</sup> OpenGov Asia

<sup>2</sup> Malay Mail

<sup>3</sup> The Star

<sup>4</sup> Malay Mail

<sup>5,6</sup> Straits Times

The country also faces a persistent and underlying problem – skills mismatch. An estimated 21% of Malaysia's GDP will be digitalised by 2022, according to the International Data Corporation.<sup>2</sup> If skills mismatch persists, there may be great implications for social mobility across Malaysia.

With digitalisation now in full throttle, it has become necessary for jobseekers to be highly skilled, adaptive and resilient, with a good command of English. Fulfilling these requirements is a key challenge for Malaysia, which faces the challenge of brain drain, and an 11% graduate unemployment rate.<sup>3</sup>

Graduate unemployment is further worsened by COVID-19; in 2020, the country is expected to hit an overall unemployment rate of 5.5%.<sup>4</sup>

Over the course of the pandemic, the government has unveiled various stimulus packages to tackle unemployment, including extending wage subsidies to help 300,000 workers find new jobs, as well as funding reskilling and upskilling for the jobless and young.<sup>5</sup> These are expected to benefit 200,000 Malaysians.<sup>6</sup>

While these measures will cushion the economic blow in the interim, improvements in the higher education sector are necessary to create lasting change.

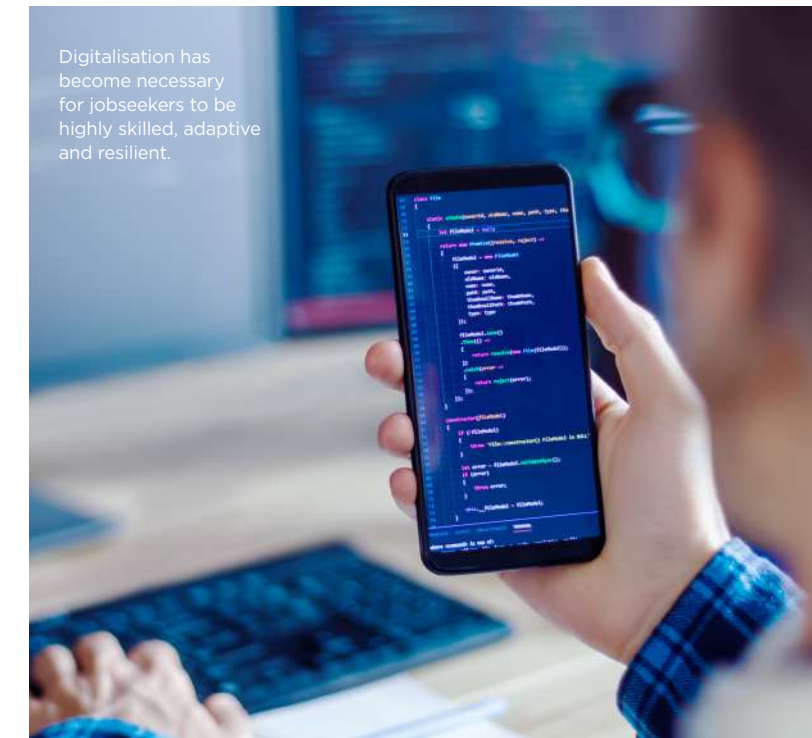
Capitalising on new collar job opportunities may also be a way forward. New collar workers are defined as individuals who develop the technical and soft skills needed

to work in technology jobs through non-traditional education paths. New collar jobs hold huge potential for high income and long-term prospects, and Malaysians are being urged to seize opportunities offered by these vocations.

With various new types of technical jobs emphasising skills rather than degrees, academic qualifications may become less important. Besides hard technical skills, employers will also focus more on soft skills.

Holistic skills encompassing emotional intelligence, analytical thinking, creativity and effective communication abilities will be vital for candidates to gain advantages in today's market, and deliver greater value to businesses.

Digitalisation has become necessary for jobseekers to be highly skilled, adaptive and resilient.



## Banking & Financial Services

Amid uncertainties related to post-loan moratorium and COVID-19 challenges, Malaysia's banking sector has remained largely resilient.

The insurance sector is expected to recover quickly from the pandemic with a projected growth of 5.8% annually over the next decade.<sup>1</sup>

Premiums are only projected to grow 0.9% this year, but the sector will recover by 7% in 2021 with expected steady growth until 2030.<sup>2</sup>

Merger and acquisition (M&A) activities unsurprisingly declined in the first half of 2020 due to the pandemic, although signs of recovery have recently emerged. In the second half of 2020, M&As are expected to be domestic-driven, and mainly in the consumer sector, propped up by underlying future domestic economic growth.

Meanwhile, the pandemic has given impetus to the banking sector to reset and reprioritise resources to encourage financial systems to become more inclusive and sustainable. Currently, Malaysia is at the forefront of green sukuk, which caters to the needs of investors who prefer investments with a positive environmental impact.

In addition, the development of Islamic finance instruments could help lessen the financial impact of COVID-19 on vulnerable groups. Malaysia is in a strong position to become a pioneer in Islamic fintech, given the country's status as a global leader in the Islamic finance sector.

Although the fintech scene is still in its nascent stages, it is generating both new opportunities and challenges for the financial sector.

The ecosystem's fast-growing development is supported by progressive regulations and policies, alongside active market participation from diverse global and local fintech companies across payments, e-wallets, peer-to-peer (P2P) lending, and micro-insurance.

Fintech companies offer consumers greater convenience than traditional bank services – a benefit customers are now recognising. The lockdown imposed under the Movement Control Order (MCO) proved to be a boon for fintech players, as consumers had to adapt and consider alternative digital investment solutions.

The banking sector could face further disruption if banks fail to innovate and evolve their services and counter challenges posed by new entrants. With the arrival of digital banks,

tech and telecom groups could potentially compete head on with traditional banks. The situation may be especially challenging for smaller lenders, as fintech competition may trigger sector consolidation.

Arguably, cyber and data breaches pose the most significant challenge for banks. During the MCO, there was a staggering 82.5% increase in online incidents from the year before.<sup>3</sup> As banks' customer data becomes more easily accessible to third parties, cybersecurity risks are amplified. Financial institutions will be expected to strengthen their cyber defences and mitigate risks.

In an age where digital readiness has become an imperative, banks will focus on increasing employees' productivity, particularly since reliance on technologies and automation in financial institutions is increasing. As a safeguard against redundancy, banking professionals would do well to acquire other skill sets.

Agile banking talents that can adapt and stay ahead of evolving digital trends will be key to banks' transformation success. Integrity and ethical professionalism will be sought after personality traits in a digital banking future.

<sup>1,2</sup> Insurance Asia  
<sup>3</sup> Tech Wire Asia

## Banking & Financial Services

Salary Range (per month) Unit: MYR				
	GRADE	EXPERIENCE (YEARS)	MIN	MAX
Relationship Manager (Corporate Banking/Global Wholesale Banking/Investment Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Relationship Manager (Commercial Banking/ Mid Corp)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Relationship Manager (Private Investment Banking/ Premier/Preferred/Priority Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Debt Capital Markets	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Equity Capital Markets	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Treasury Markets	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Fund Management	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500

## Banking & Financial Services

Salary Range (per month) Unit: MYR				
	GRADE	EXPERIENCE (YEARS)	MIN	MAX
Merchant Sales (Retail Banking)	VP	15 & above	24,000	35,000
	AVP	8-12	16,000	20,000
Branch Manager (Retail Banking)	AVP/VP	>8	11,000	14,500
Strategic Planning & Financial Analysis	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Fund Accounting (Shared Services Centre) 	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Product Development (Retail Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
MIS Reporting 	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Credit Analyst (Corporate Banking/ Global Wholesale Banking/ Investment Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Credit Risk (Corporate Banking/ Global Wholesale Banking/ Investment Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500

Banking & Financial Services

Salary Range (per month) Unit: MYR				
	GRADE	EXPERIENCE (YEARS)	MIN	MAX
Operational Risk (Corporate Banking/ Global Wholesale Banking/ Investment Banking) 	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Market Risk (ALM & CbSM)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Internal Auditor	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Group Compliance (Investment Banking/ Commercial Banking & Insurance) 	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
AML (Investigations)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Process Re-engineering (bPI/Operations)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Project Change Management (Digitalisation/Org Change) 	SVP	15 & above	24, 000	35, 000
	VP	10-15	16, 000	20, 000
	AVP	8-12	11, 000	15,000

Banking & Financial Services

Salary Range (per month) Unit: MYR				
	GRADE	EXPERIENCE (YEARS)	MIN	MAX
Facility Management (Investment Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Credit Administration (Commercial Banking)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Treasury Operations (Shared Services Centre)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500
Custodian Services (Shared Services Centre)	SVP	15 & above	24, 000	35, 000
	VP	10-15	16, 000	20, 000
	AVP	8-12	11, 000	14, 500
AML Monitoring (Shared Services Centre)	SVP	15 & above	24,000	35,000
	VP	10-15	16,000	20,000
	AVP	8-12	11,000	14,500



# Engineering



## IoT, data analytics & AI

will continue transforming manufacturing and engineering

Exports of medical and pharmaceutical goods increased by

**22.2%** due to strong global demand, in particular for rubber gloves

At the start of 2020, most manufacturers were severely affected by restrictions which allowed only essential industries to operate at reduced capacity. The production of medical and pharmaceutical goods was an exception, and a bright spot in manufacturing; exports of these goods increased by 22.2% in the first half of 2020 due to strong global demand, in particular for rubber gloves.<sup>1</sup>

Amid the pandemic and the country's Movement Control Order (MCO), Malaysian manufacturers saw their revenues fall significantly – for some, by more than 50%.<sup>2</sup> Government initiatives such as the Wage Subsidy Programme (WSP) were a welcome relief for employers, helping to alleviate potential cost cutting measures in the following months, including headcount freezes and reductions in work hours and days.

Since the relaxation of COVID-19 restrictions, companies have restarted operations, and manufacturing has picked up strongly. Although further easing of restrictions in the coming months should further facilitate recovery, manufacturing will continue to face headwinds from weaker demand domestically and internationally, and uncertainty over the future direction of the virus.

Despite these real world challenges, the Internet of Things (IoT), data analytics and artificial intelligence (AI) will continue transforming manufacturing and engineering. With the gradual move towards high-level automation and intelligent communications among all systems machines, Malaysia requires a highly skilled workforce equipped with advanced manufacturing know-how to progress together with these developments.

There is particular urgency for Malaysia's manufacturing sectors to move higher up the production value chain. With Malaysia at risk of losing as much as half its foreign direct investment (FDI) inflows from the previous year, the electrical and electronics (E&E), chemicals and chemical products, and machinery and equipment sub-sectors could be catalytic for propelling Malaysia's industrial transformation and boosting the country's attractiveness to investors. The medical devices and aerospace industries have also been designated growth areas, in line with the government's directive to diversify into high-tech and high value-added industries.


While a strong local manufacturing ecosystem will facilitate the sustained creation of more high-value jobs locally, a present challenge lies

with securing highly skilled engineering talent; more qualified and experienced technical workers, capable of taking on higher-value tasks, are needed to elevate the sector. For the sector to reach its full potential, companies must be prepared to invest in their talents to give them the relevant skills and training. Without specialist technical knowledge and skills, long-term career progress will be hampered.



Engineers have also been found to be lacking an entrepreneurial drive, posing challenges to enhancing the local ecosystem. With the right support and incentives in place, Malaysia can encourage a stronger entrepreneurial culture within the sector, laying the groundwork for local firms to succeed and contribute to the creation of better jobs.

<sup>1</sup> New Straits Times  
<sup>2</sup> Staffing Industry Analysts

Engineering

Salary Range (per month) Unit: MYR			
	EXPERIENCE (YEARS)	MIN	MAX
Plant Manager	10 & above	15,000	20,000
Head of Production	10 & above	15,000	20,000
Engineering Manager	8 to 10	15,000	20,000
Utilities Manager	8 to 10	15,000	20,000
Head of Quality	8 to 10	10,000	15,000
Senior Project Manager	8 to 10	8,000	15,000
Lead Electrical Engineer	8	8,000	15,000
Construction Manager	8	8,000	15,000
Project Manager	8	8,000	14,000
Quality Manager	7 to 8	10,000	15,000
Program Managers (Electronics/Semicon)	7 to 8	10,000	15,000
Operations Manager	7	6,500	9,500
Automation Manager	6	6,000	10,000
Piping Engineer	5 to 7	6,000	10,000
Process Engineer 	5 to 7	10,000	15,000
Mechanical Engineer 	5 to 7	10,000	15,000
Project Sales Manager	5	5,000	8,000
HSE Manager (Health, Safety & Environment) 	5	6,500	9,000
Production Supervisor	5	6,500	9,500
Firmware Engineer	4 to 6	5,000	8,000
Supplier Quality Engineer	4 to 6	5,000	8,000
Product Engineer	4 to 6	5,000	8,000
Electrical & Instrument Engineer	4 to 6	5,000	8,000
Quality Engineer	4 to 6	3,500	5,000
nPI Engineer	4 to 6	4,000	6,000
Associate Engineer	4 to 5	8,000	10,000

Engineering

Salary Range (per month) Unit: MYR			
	EXPERIENCE (YEARS)	MIN	MAX
QA Inspector	4 to 5	6,000	8,000
Technical Manager	4 to 5	4,500	7,000
Automation Engineer 	4	4,500	6,500
Charge Man	4	8,000	12,000
Welding Engineer	4	6,000	8,500
Project Manager	4	3,500	5,500
Senior Design Engineer	3 to 5	3,000	5,000
Service Engineer 	3 to 4	4,000	6,500
Design Engineer	3 to 4	3,500	6,000
Chemical Engineer	3 to 4	4,000	6,500
Mechanical Engineer	3 to 4	3,500	6,000
Civil Engineer	3 to 4	4,000	6,500
Sales Engineer	3 to 4	3,500	6,000
Quantity Surveyor	3 to 4	4,000	6,500
Maintenance Engineer	3 to 4	4,000	6,500
R&D Engineer	2 to 3	4,000	6,500
Assembly Engineer	2 to 3	4,000	6,500



## Finance & Accounting

Many multinational corporations have made Malaysia their base for accounting and finance, and with good reason; the country possesses developed IT infrastructure, low operating costs, a workforce skilled in multiple languages, and a conducive and business-friendly operating environment. Almost 30% of companies that undertake global shared services in the country's Multimedia Super Corridor (MSC) provide accounting as a major service offering.<sup>1</sup>

To make up for a shortfall in manpower, Malaysia is targeting to grow its pool of qualified accountants to ensure adequate supply for its economic needs. Aside from building capacity, more must also be done to ensure accounting professionals are equipped with the right skills.

COVID-19 has also introduced a spectrum of implications for accounting, which have affected the preparation of financial statements in significant ways; auditors must give careful consideration to these potential issues to assess their veracity.

The accountant's role has evolved beyond data collection to include data interpretation, risk analysis and strategic decision making. These skills are increasingly relevant for aspiring accountants in the digital economy, as are a good command of language to effectively apply accounting standards, plus the ability to provide value-added analysis and advisory.

With technology and automation quickly gaining ground in the sector, working knowledge of technologies such as robotic process automation and data analytics will be invaluable. IT

auditing and forensic accounting skill sets are also highly valued, as more companies will contend with rising cyber risks from digitalisation.




Continuous collaboration between stakeholders is required to groom future-ready accounting professionals. Digital transformation must be implemented holistically to enable firms and the wider accountancy profession to remain competitive. Working together with local professionals, foreign talents can also help accelerate knowledge acquisition. By broadening and deepening their service offerings, firms can capture new opportunities domestically and globally.

Almost **30%** of companies that undertake global shared services in Malaysia's MSC provide accounting as a major service offering

IT auditing and **Forensic Accounting** skill sets are highly valued, with rising cyber risks from digitalisation

<sup>1</sup> The Star

Finance & Accounting

		Salary Range (per month) Unit: MYR	
	EXPERIENCE (YEARS)	MIN	MAX
Chief Financial Officer (MNC)	15-20	40,000	60,000
Finance Director	15-20	30,000	40,000
Financial Controller (MNC/LC)	10-15	20,000	30,000
Finance Head	10-15	15,000	20,000
Tax Manager	10-15	15,000	20,000
Corporate Finance/Corporate Planning Manager	10-15	15,000	20,000
Finance Manager 	6-7	10,000	15,000
Internal Audit Manager	6-7	10,000	14,000
Senior Accountant	6-7	7,000	8,000
Finance and Administrative Manager	6-7	9,000	10,000
Audit Senior	5-6	7,000	8,000
Accountant 	4-5	6,000	7,000
Credit Control Manager	4-5	6,500	7,500
Financial Analyst	3-4	4,000	6,500
Accounts Payable Manager	4-5	8,000	9,000
Cost Accountant	3-4	6,500	7,500
Team Leader, Accounts	3-4	6,500	7,500
Auditor	3-4	4,000	6,500
Senior Accounts Executive	3-4	5,500	6,500
Finance Executive 	2-4	3,500	5,500
Accounts Executive	1-3	3,500	5,000
Accounts Specialist (AP/AR)	1-3	3,000	5,000
Credit Control Officer	1-3	3,000	5,000





## Human Resources & Administrative

*HR has evolved to play a leading role in facilitating*

**WFH arrangements**

*Communications and planning*

**skill sets** *are core competencies for HR professionals*

Since the onset of the COVID-19 pandemic, HR priorities have inevitably shifted. Over the past months, the outbreak has forced a massive work-from-home (WFH) experiment, leaving HR professionals in new territory as they sought to navigate the transition and implement effective work arrangements for staff.

As companies increasingly realise that fully remote work arrangements are possible, they will need to evolve their capabilities and develop a longer term view towards remote work. Even beyond COVID-19, Malaysian employees have indicated that they wish to continue working from home; according to a KPMG survey, around 69% of respondents had advocated the retention of WFH policies.<sup>1</sup>

Beyond attracting and retaining talent, HR has evolved to play a leading role in facilitating WFH arrangements. With WFH now a required reality, it will be critical for organisations to enable and support a fully remote workforce with digital capabilities and technologies, and implement clear policies and guidelines for the remote workplace. The onus will be on HR to keep staff engaged and productive through these new ways of working.

It comes as no surprise that communications and planning skill sets are considered core competencies for HR professionals. These skills will serve HR well as they carry out their multi-faceted roles, and strategically steer manpower planning and development in uncertain times.






Looking further afield, further changes can be expected for the HR profession. Automation and standardisation of HR processes will gradually eliminate administrative and time-consuming tasks, and may decrease generalist HR roles. At the same time, HR professionals must develop the necessary skills to leverage new technologies such as machine learning and artificial intelligence to work effectively.

Technology does not only impact HR; it cuts across all other sectors. Over the next two decades, an estimated 11% to 54% of jobs in Malaysia are expected to be significantly affected or displaced by automation and technology.<sup>2</sup>

With an uncertain post-pandemic economic outlook, and radical changes in the labour market, it is imperative for HR professionals to stay current with industry and HR trends, and changing employment laws and directives. HR must work hand in hand with business leaders and stakeholders to prepare employees for the future of work, sustain business continuity, and increase business resilience.

<sup>1,2</sup> HRM Asia  
<sup>3</sup> FMT News

Human Resources & Administrative

Salary Range (per month) Unit: MYR				
	EXPERIENCE (YEARS)	MIN	MAX	
Chief HR Officer	20 & above	25,000	50,000	
HR Director (SME)	15 & above	15,000	30,000	
Head of Recruitment	9-15	15,000	25,000	
Vice President, Learning & Development	8-10	15,000	25,000	
Senior HR Manager	8-10	10,000	20,000	
Regional HR Manager	 7-10	13,000	25,000	
Senior Recruitment Manager	7-10	12,000	20,000	
Head of Rewards	7-10	13,000	20,000	
Head of Human Resources Business Partner	7-10	13,000	25,000	
Head of Change Management	6-8	12,000	25,000	
Head of Talent Management	 6-8	12,000	25,000	
Head of Organizational Development	 6-8	12,000	25,000	
Head of Performance Management	 6-8	12,000	25,000	
Talent Acquisition Manager	6-8	8,000	15,000	
Training & Development Manager	6-8	8,000	15,000	
Head of Industrial Relations	 6-8	10,000	20,000	
Compensation and Benefits Manager	6-8	8,000	15,000	
HR Manager	6-8	8,000	12,000	
HR Manager	3-4	5,000	8,000	
Recruitment Manager	3-4	5,000	9,000	
Recruitment Specialist	2-3	2,800	4,500	
Compensation and Benefits Specialist	2-3	2,800	5,000	
HR Generalist	2-3	2,800	5,000	

Human Resources & Administrative

Salary Range (per month) Unit: MYR				
	EXPERIENCE (YEARS)	MIN	MAX	
HR Officer/Executive	2-3	2,800	4,800	
IR Executive	2-3	3,000	4,800	
Training Specialist	2-3	3,000	4,800	
Recruitment Executive	2	2,800	3,500	
HR Assistant	1-2	2,000	3,500	
Personal Assistant to CEO	8-10	5,500	9,000	
Office Manager	4-6	5,000	9,000	
Safety Officer	4-7	4,000	7,000	
Administrator	3-5	3,000	5,000	
Document Controller	2-5	3,000	6,000	
Secretary	2-3	3,000	5,500	
Administrative Executive	2-3	2,500	4,500	



## Information Technology

**T**he tech sector has mostly escaped the impact of the COVID-19 pandemic. In fact, various tech companies have benefited from the trade war between the U.S. and China within this period, and seized the opportunity to move up the value chain. Some companies have made gains from demand for technology related goods and services, which has risen during the pandemic.

On the other hand, start-ups have experienced a heavier blow. At the start of the Movement Control Order (MCO) in April, it was estimated that 40% of local start-ups might not survive the COVID-19 crisis due to cash crunch issues.<sup>1</sup>

While economic stimulus packages were introduced to tide businesses through this challenging period,

start-ups have experienced difficulties securing funding. Discussions are underway on how they can be better supported.

Meanwhile, the pandemic and MCO has accelerated the growth of Malaysia's digital economy, now worth over RM270 billion or roughly 18% of Malaysia's GDP. This segment is expected to reach 20% by end of 2020.<sup>2</sup>

COVID-19 has also been a game changer for digital transformation. As businesses continue their recovery, the IT industry will play a major role in driving the growth of SMEs through improvements in efficiency and productivity, and expanding market reach for entrepreneurs. While details are scant at the moment, the new Digital Economy Masterplan, an

initiative to be launched in 2020 to drive digitalisation across all sectors, could spur SME growth further.

In the near to mid-term, COVID-19 may impact several IT segments. For instance, 5G rollout may be delayed, but the situation is expected to normalise in 2021.

There may also be a slowdown in the delivery of construction projects, although overall impact on data centre operations is expected to be moderate. Over the next five years, the data centre market should see continued strong growth. The country has turned into a regional hub for companies across industries such as manufacturing, logistics and big data analytics, and rising adoption of cloud-based services by local and global players will drive data centre demand.

Cybersecurity will also be crucial in Malaysia's move towards a digital economy. Despite a general decline in cybercrime encounters and recent shift to COVID-19 themed attacks, cybercrime remains a serious threat, and companies are being urged to proactively strengthen their cyber defences. Meanwhile, new policies have been introduced to better cybersecurity strategies and mobilise human resources through the creation of a National Cyber Security Workforce.




With artificial intelligence, the Internet of Things, machine learning and big data shaping the future of cybersecurity concerns, cybersecurity professionals will need appropriate skills and training in these areas.

Talent will be indispensable in enabling Malaysia's vision of becoming a high-income, knowledge-based society. In particular, professionals skilled in big data analytics are urgently sought after. Information and communications technology managers, systems analysts, software developers, programmers, systems administrators, computer network professionals, and database and network professionals are also critical roles needed to support the tech sector's growth.




However, brain drain continues to pose challenges for the sector's development. To attract and retain top talent within the local industry, employers must improve on salaries and career development opportunities for employees.

<sup>1,2</sup> The Star  
<sup>3</sup> OpenGov Asia

## Information Technology

		Salary Range (per month) Unit: MYR	
	EXPERIENCE (YEARS)	MIN	MAX
Chief Information Officers	12-18	30,000	60,000
Program Director	12-18	25,000	40,000
Project Director	12-18	18,000	30,000
Service Delivery Directors	12-18	18,000	30,000
Sales Directors	12-18	20,000	40,000
Inside Sales Manager	4-5	7,500	11,000
Project Manager	3-5	6,000	10,000
Business Development Manager	3-5	5,000	8,000
IT Supply Chain Manager	3-5	7,000	11,000
Account Manager	3-4	6,000	10,000
IT Procurement Specialist	2-4	5,000	7,000
IT Marketing Communications Executive	2-4	4,000	6,000
IT Trainers	2-3	4,500	6,500
Channel Sales Specialist	2-3	4,500	7,000
Inside Sales Specialists	2-3	4,000	6,500
SAP Team Lead	8-12	17,000	35,000
Software Development Manager	8-12	15,000	25,000
Senior Solutions Architect	6-10	13,000	20,000
Lead Software Developer 	5-8	10,000	17,000
Business Consultant	5-7	7,000	11,000
SAP Consultants	4-6	7,500	14,000
Software Sales Manager	4-6	7,500	11,000
ETL Developers	3-6	7,000	11,000
Websphere Application Developer	3-5	8,000	12,000
BI Consultant	3-5	6,000	10,000
Systems Analyst	3-5	4,500	7,000
Quality Assurance Specialist/Test Engineers 	3-5	5,500	10,000
Junior Solutions Architect	2-4	6,000	8,000
Software Engineer 	2-3	4,500	7,000

## Information Technology

		Salary Range (per month) Unit: MYR	
	EXPERIENCE (YEARS)	MIN	MAX
Systems Programmer	2	4,500	7,000
Web Designer	2	5,000	7,500
Analyst Programmer 	2	4,500	6,000
Full Stack Java Developer 	1-3	4,500	7,000
Programmer	1-2	4,500	7,000
Billing Systems Specialist	6-10	9,000	12,000
Implementation & Technical Support Manager	6-8	9,000	16,000
Information Security Manager 	5-8	12,000	18,000
Unix Specialist	5-8	9,000	11,000
Service Delivery Manager	5-8	8,000	12,000
Senior Systems Engineer	5	7,000	13,000
Wintel Specialist	4-8	6,000	10,000
IT Manager	4-6	6,000	10,000
Problem & Change Management Specialist	3-5	5,500	8,000
Security Analyst	3-5	7,000	9,000
Technical Writer	3-5	6,500	10,000
Unix/Linux OS Engineer	2-5	6,000	9,000
Pre-sales Engineer	2-4	5,000	7,000
Billing Systems Engineer	2-4	4,500	7,000
Database Administrator	2-3	6,000	10,000
Systems Engineer	2-3	5,000	8,000
Technical Consultant	2-3	6,500	9,000
Network Administrator	2-3	6,000	9,000
Helpdesk Tech Support (Foreign Language Expertise)	2-3	6,000	12,000
Help Desk Analyst	2-3	4,500	7,000
IT Executive	2	4,500	6,000
Automation Support Engineer	1-3	5,000	7,000
Technician	1-3	3,500	5,500
IT Administrator	1-2	4,000	6,500





## Property & Construction

A key driving force of Malaysia's economy, the construction industry was initially anticipated to see growth of 3.7% in 2020 due to the revival of mega projects and building of affordable homes.<sup>1</sup>

COVID-19 has caused a turn of events. During the first three phases of the Movement Control Order (MCO), when all construction projects were halted, the industry suffered RM18.5 billion in losses.<sup>2</sup> The impact was caused by financial issues, project deliveries and workforce limitations.

With the spread of COVID-19 coming under control, restrictions have been relaxed, and most construction sites have resumed operations. Developers were given the nod to resume major construction works

such as the MRT2 and LRT3, albeit with some restrictions imposed on work practices. Construction on the country's largest mega project, East Coast Rail Link (ECRL), has also resumed.

When these projects are completed, these projects will provide a boost to the real estate and business services subsectors, and create spillover effects for other economic sectors. The ECRL, for example, may encourage further Chinese investment in the country.

The RM35 billion Short-Term Economic Recovery Plan (PENJANA), unveiled in June, is also expected to help cushion the impact of COVID-19 by encouraging more foreign direct investments.<sup>3</sup>

Aside from this, the potential launch of the New Industrial Master Plan (New IMP) (2021-2030) is another highly anticipated development. Focusing on eight core areas namely manufacturing, services, investment, trade, technology, productivity, standards and talent, the New IMP will set the direction of Malaysia's industrial developments for the next decade.






As e-commerce continues to gain traction, it will have a significant impact on the industrial market. E-commerce has in fact already contributed to the increasing number of logistics developments throughout the Klang Valley.

On the workforce front, efforts are underway to develop skilled manpower to support key projects. Malaysia introduced the Locals@Work scheme, which provides wage and employer incentives for the hire of local workers, to steer the industry away from dependence on low-skilled foreign workers. Technical and Vocational Education and Training (TVET) apprenticeships and courses will help build a more robust talent pipeline, especially in construction. A new ECRL Industrial Skills Training Programme has also been introduced to recruit and train local employees for the rail construction sector.

<sup>1</sup> Ministry of Finance Malaysia  
<sup>2</sup> The Straits Times  
<sup>3</sup> The Star



## Property & Construction

		Salary Range (per month) Unit: MYR	
	EXPERIENCE (YEARS)	MIN	MAX
Construction Director	15 & above	30,000	42,000
Project Director, High Rise	8-10	20,000	30,000
Project Director, Residential	7-10	20,000	30,000
Technical Director	7-10	20,000	30,000
Commercial Manager 	7-10	18,000	25,000
GM Business Development	7-10	20,000	25,000
Head of HSSE	7-10	18,000	30,000
HSSE Manager 	7-10	9,500	15,000
Project Manager 	6-8	10,000	18,000
Civil & Structural Manager 	6-8	10,000	18,000
Mechanical & Electrical Manager 	6-8	10,000	18,000
Mechanical Engineers	6-8	6,000	10,000
Resident Engineer	6-8	8,000	15,000
Electrical Engineers	6-8	6,000	10,000
Infrastructure Engineers	6-8	6,000	10,000
Facilities Manager	6-8	8,000	15,000
QA/QC Managers	6-8	10,000	18,000
Site Manager	6-8	6,000	10,000
QA/QC Engineers	2-3	3,500	6,000
Site Executive	2-3	2,500	5,000

The RM35 billion Short-Term Economic Recovery Plan is expected to help cushion the impact of COVID-19 by encouraging more foreign direct investments.





## Sales & Marketing



Amid a gloomy economic climate, e-commerce has emerged as a silver lining. COVID-19 has transformed the e-commerce landscape, and platforms have witnessed a surge in transactions since the start of 2020.

While there were massive disruptions to both the supply and demand side of Malaysia's e-commerce industry, Malaysians also begun spending more time online and displaying increased willingness to purchase items online now. Behavioural changes, such as working from home, also presented new opportunities for e-commerce.

With online shopping now the norm, an increasing number of small or traditional businesses are going digital. Many SMEs have also benefited from support measures – from the government or other companies or e-commerce platforms – to kickstart their digital journeys, including loans, training, digital marketing and stores on e-commerce platforms. These efforts have helped SMEs accelerate their digitalisation.

Digital consumers are increasingly making waves today with their massive numbers and purchasing power. Their consumption patterns will likely drive new business models in an increasingly digital future, and inevitably create new roles, especially in e-commerce sales and digital marketing.





For digitally and social media savvy professionals, opportunities are ripe for the taking. Malaysia ranks among the top ten countries globally in usage of social media. However, SMEs today face challenges with digital transformation, including a lack of access to skilled digital talent, such as data scientists and social marketers.

According to Malaysia's Critical Occupations List, Advertising and Marketing Professionals with a mastery of social media, as well as firm grasp of ever-evolving marketing trends, will be able to provide greater business value and should find opportunities widely available. Sales and Marketing Managers who are skilled communicators will also be highly sought after.


*Behavioural changes, such as working from home, also presented new opportunities for e-commerce*

*SMEs face challenges with accessing to skilled digital talent, such as data scientists & social marketers*

## Sales & Marketing

Salary Range (per month) Unit: MYR			
	EXPERIENCE (YEARS)	MIN	MAX
Sales Director, Asia Pacific	10 & above	28,000	35,000
Sales director, Industrial Engineering	10 & above	18,000	25,000
Vice President, Sales & Marketing	10 & above	20,000	27,000
Sales Channel Director	10 & above	18,000	28,000
GM Marketing & Sales Property	10 & above	18,000	30,000
Senior Global Brand Manager	10 & above	18,000	25,000
Head of Sales & Marketing	10 & above	15,000	23,000
Sales Director	10 & above	18,000	27,000
Regional VP Marketingl	8-10	15,000	25,000
Corporate Communications Director	8-10	15,000	25,000
Business Development Director	8-10	15,000	20,000
VP Corporate Strategy & Planning	7-10	12,000	20,000
Assistant Country Manager	7-10	12,000	20,000
Head of Channel Management	8	12,000	18,000
Sales Manager	8	9,000	13,000
Marketing Communication Manager	8	9,000	13,000
Key Account Manager 	8	9,000	13,000
Business Development Manager 	8	9,000	13,000
Marketing Manager 	8	9,000	13,000
Brand Manager 	5-8	8,000	12,000
Area Sales Manager	5-8	8,000	12,000
Channel Sales Manager	5-7	8,000	12,000
PR Manager	5-6	6,000	10,000
Channel Manager	4-5	6,000	9,000
Marketing Manager	4-5	6,000	9,000

## Sales & Marketing

Salary Range (per month) Unit: MYR				
	EXPERIENCE (YEARS)	MIN	MAX	
Sales Manager 	4-5	6,000	9,000	
Advertising Manager	4-5	6,000	9,000	
PR Manager	4-5	6,000	9,000	
Key Account Manager	3-5	4,000	8,000	
Senior Sales Executive	3-5	4,000	7,000	
Retail Supervisor / Retail Executive	3-5	2,500	4,000	
Brand/Product Manager	3-4	5,000	9,000	
Marketing Executive	2-4	3,000	4,000	
Market Research	2-4	3,000	4,000	
Customer Service Executive	2-3	3,000	4,000	



## Supply Chain & Logistics

The global supply chain is facing historic disruption, and Malaysia's logistics landscape is no exception.

Still in its nascent stage, the logistics sector was on the fast track for growth in 2020. However, it has not been immune to COVID-19's impact. Supply chains continue to be affected by delays in deliveries from suppliers, and shippers experiencing increase in logistics and shipping costs, along with rising raw material prices as well as shortages in supply. Manufacturers have been urged to establish business continuity plans, including securing alternative sources of suppliers.

Longstanding issues, including overdue infrastructural repairs, may continue to plague the logistics sector this year. With the government's focus on tackling the coronavirus crisis and reviving the domestic economy, several major infrastructure projects have been placed on hold.

These improvements to Malaysia's logistics ecosystem, including six mega-projects worth RM143.06 billion, may be deferred to Budget 2021, given delays and tender disruptions caused by the Covid-19 pandemic and Movement Control Order (MCO).<sup>1</sup> When these developments come to fruition, Malaysia will also need to take a closer look at achieving integrated connectivity between container distribution centres, ports and airports, to ensure all infrastructure is used optimally for the benefit of the supply chain.

Meanwhile, logistics warehouses could be a silver lining in the current economic climate, and a higher demand for space is expected. In fact, revenue for the logistics and warehousing market may reach revenues of over RM200 billion by 2023.<sup>2</sup>






While the overall supply chain was disrupted during the MCO, demand for warehouses surged during this period, and has been growing since with e-commerce being the key driver. Some logistics players have also reported increase in business activity, driven partly by the fulfilment of backlogged orders by various industries such as raw materials for manufacturers and retail products.

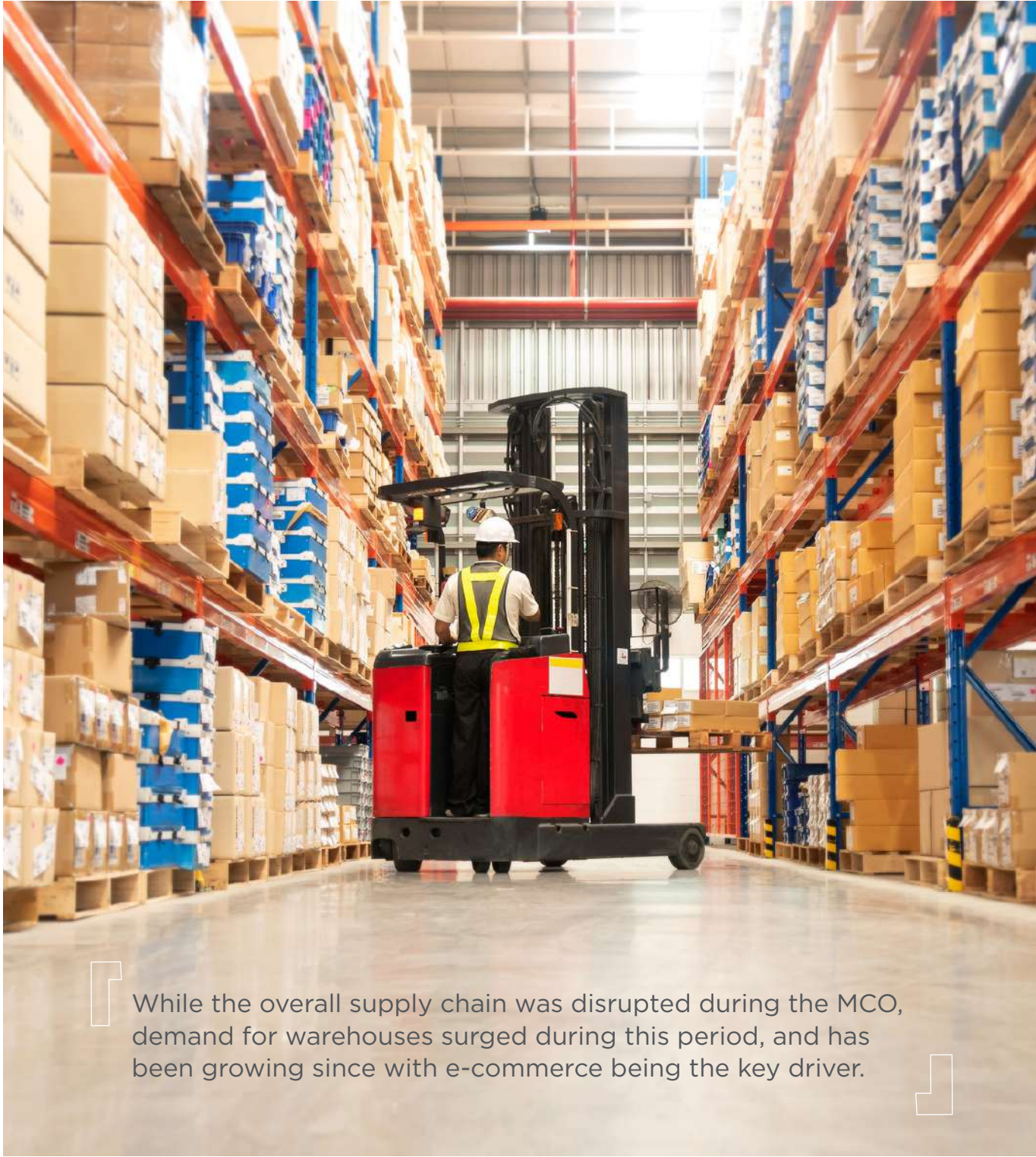
Moving forward, the training of more skilled professionals and workers – locals that form the backbone of the sector – will continue to be a priority. The government is fostering closer collaboration between training providers, logistics associations and industry players to develop industry relevant training programmes, empowering professionals to keep their skills up-to-date.

<sup>1</sup> Malay Mail  
<sup>2</sup> Ken Research



Supply Chain & Logistics

		Salary Range (per month) Unit: MYR	
	EXPERIENCE (YEARS)	MIN	MAX
Director of Supply Chain	10-15	15,000	35,000
Strategic Sourcing Manager	8-10	12,000	20,000
Senior Warehouse Manager	8-10	9,000	15,000
Purchasing Manager	8-10	8,000	15,000
Senior buyer	8-10	7,000	10,000
Purchasing Manager	6-8	8,000	12,000
Supply Chain Manager 	5-8	8,000	15,000
Logistic & Planning Manager 	5-8	7,000	15,000
Warehouse Manager 	4-5	6,000	12,000
Assistant distribution Manager	4-5	4,500	7,000
Purchasing Executive	4-5	4,000	6,000
Warehouse Supervisor 	3-5	3,000	5,500
Logistic Coordinator 	3-5	2,800	5,500
Procurement Executive	3-5	4,000	6,000
Shipping Supervisor	3-5	3,000	5,000
Buyer	2-3	2,500	5,000
Operations Executive	2-3	2,500	5,000
Warehouse Executive	2-3	2,000	4,500
Stock Controller	2-3	2,000	3,500



While the overall supply chain was disrupted during the MCO, demand for warehouses surged during this period, and has been growing since with e-commerce being the key driver.





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