



KDI
K-WORKERS
DEVELOPMENT
INITIATIVES

MSC Malaysia Talent Supply-Demand Study 2010 - 2013



**MSC Malaysia Talent
Development Initiatives** focus
on creating a sustainable talent
pool for the ICT industry

Key objective

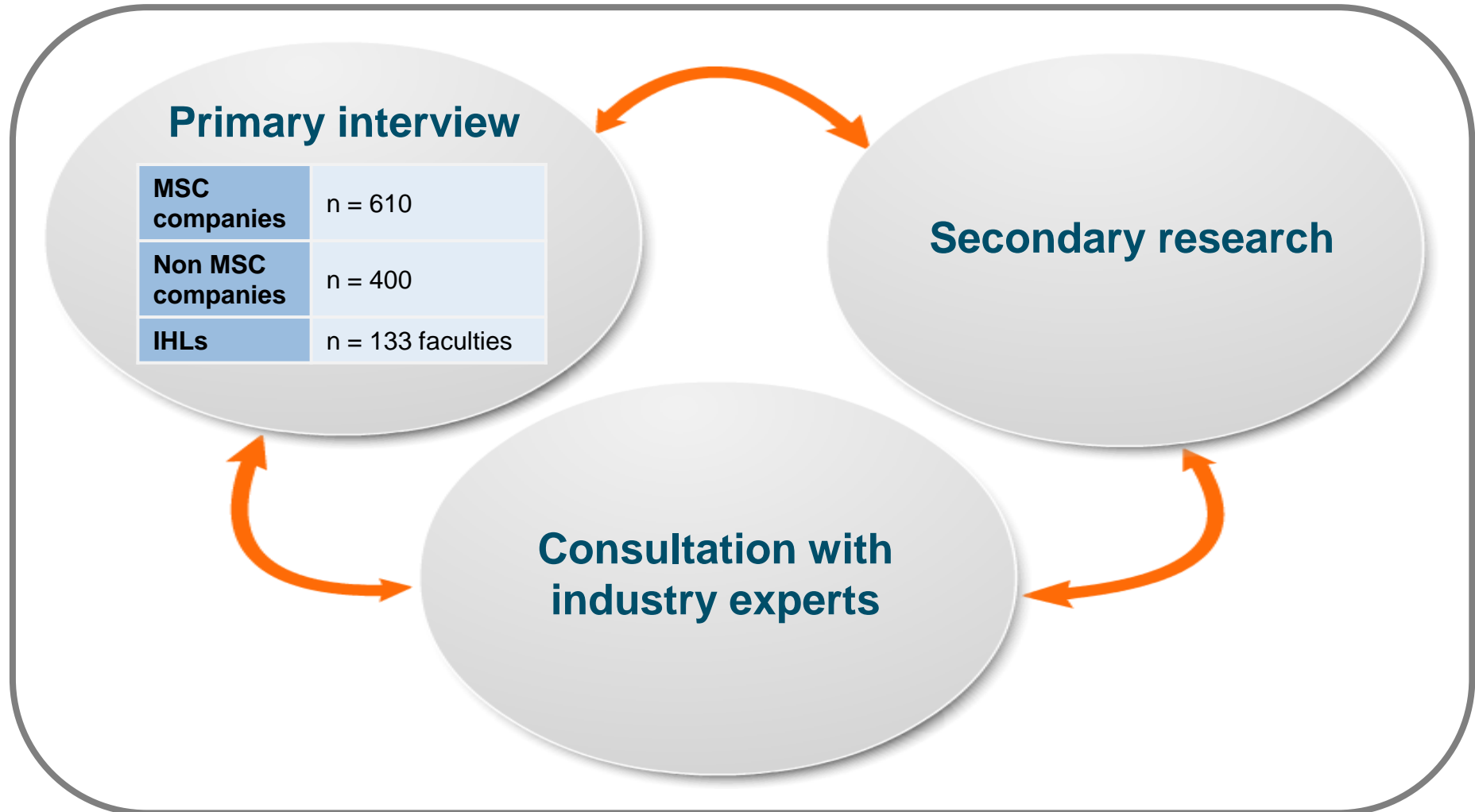
- To understand the **current and future requirements of ICT talent** by companies in Malaysia
- Findings from the study will assist MDeC in developing **strategic plans to address the ICT talent requirements of companies**

Cluster Coverage

Information Technology, Creative Multimedia and Shared Services & Outsourcing

Project Approach

Using a three-pronged approach:

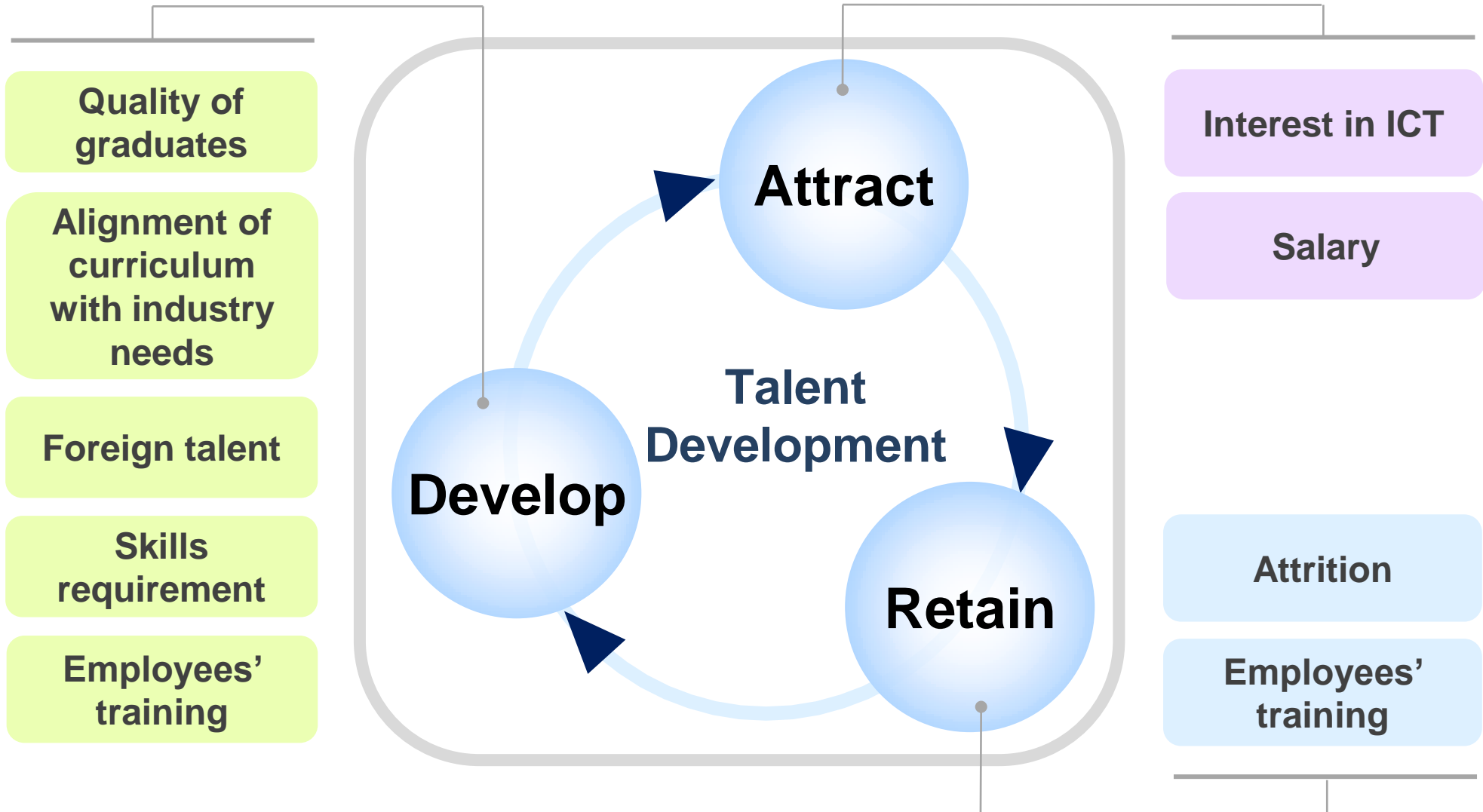


Core Issue Areas & Key Findings

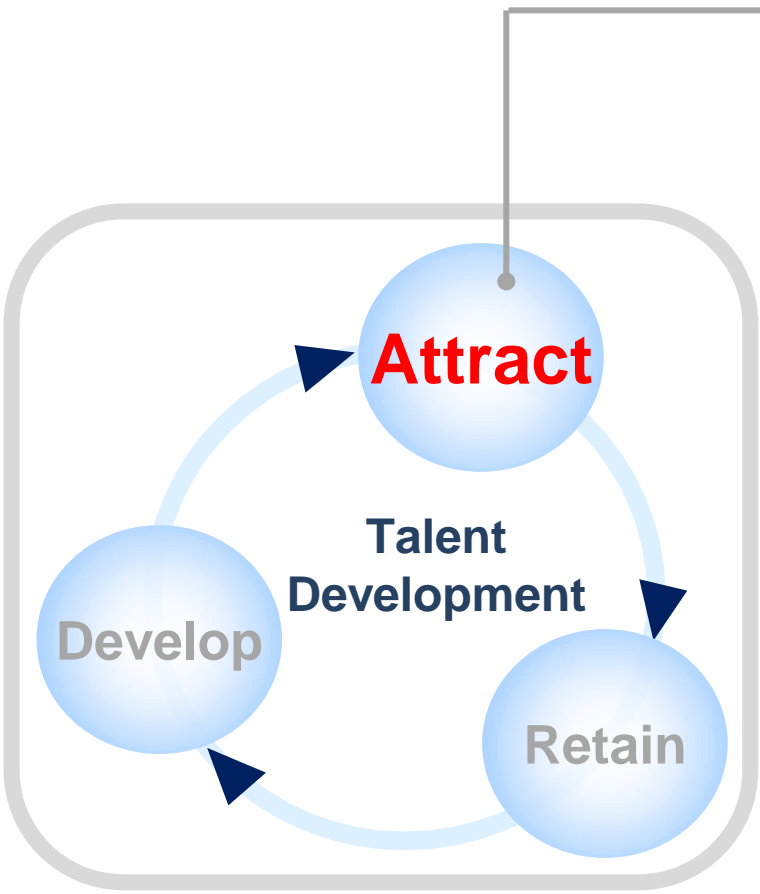
Graduates Supply-Demand Gap

Strategic Recommendations

Core Issue Areas



Key Findings



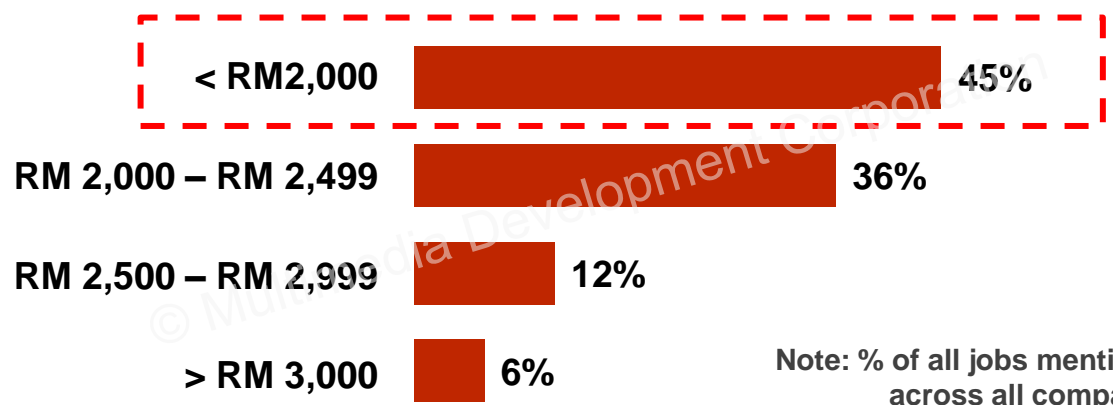
Interest in ICT Courses

- Declining interest in ICT courses

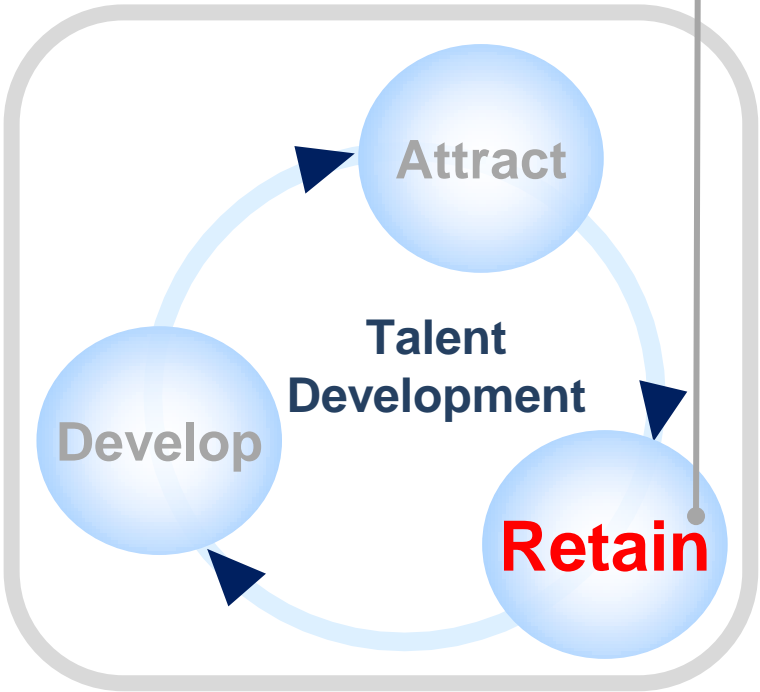
Student Intake & Graduate CAGR (IPTA & IPTS), 2008 - 2010

	ICT	Engin.	Business / Econ / Finance	Arts / Design / Music
Intake	-16%	-3%	-8%	29%
Graduates	-11%	-2%	2%	-2%

Starting Salary (Fresh Graduates)

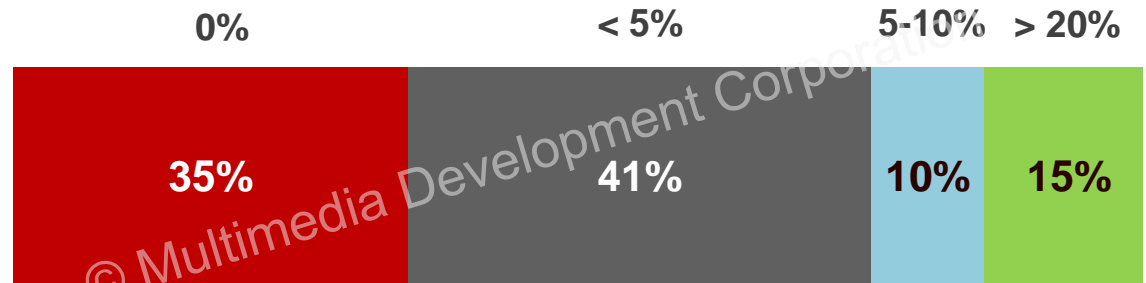


Note: % of all jobs mentioned across all companies



Employees' Training Budget

- One-third of companies do not have any budget allocation for employees' training
- % of OPEX:



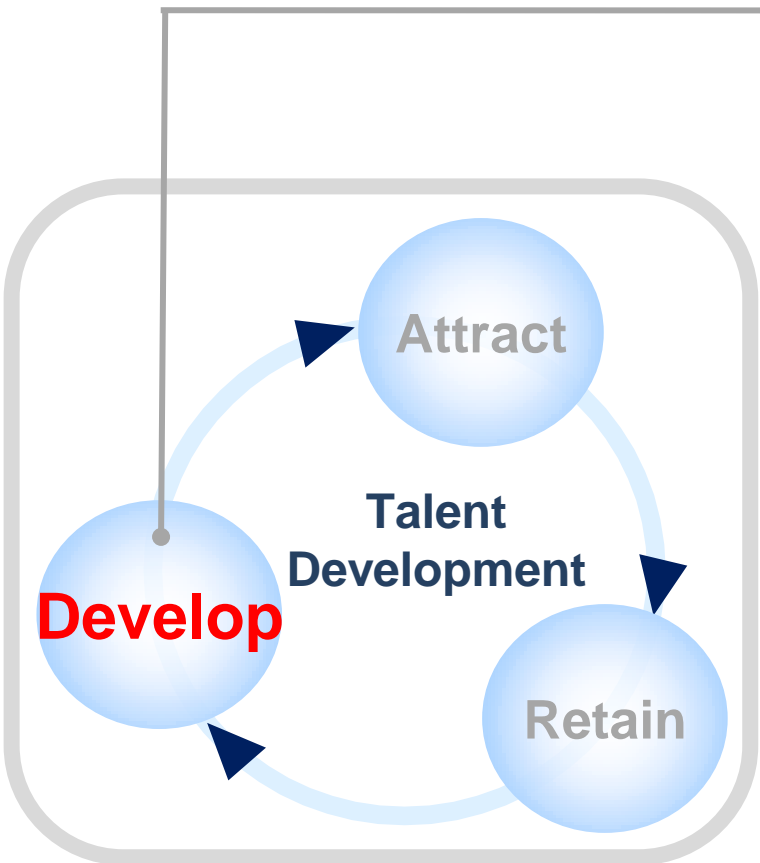
- Less than 30% of all companies are contributing to and utilizing the HRDF fund

Attrition, 2010

Fresh graduates	19%
Experienced	14%

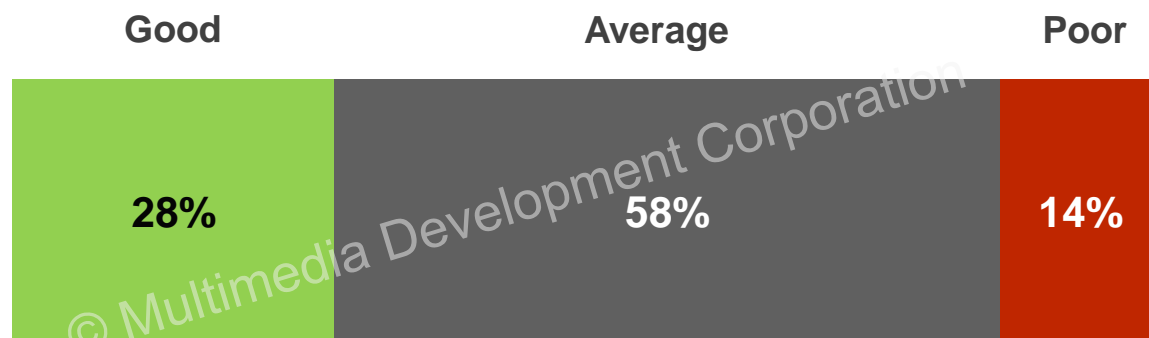
- Almost half of all companies mentioned fresh graduates hired only stay for 1-2 years

Key Findings



Quality of Fresh Graduates

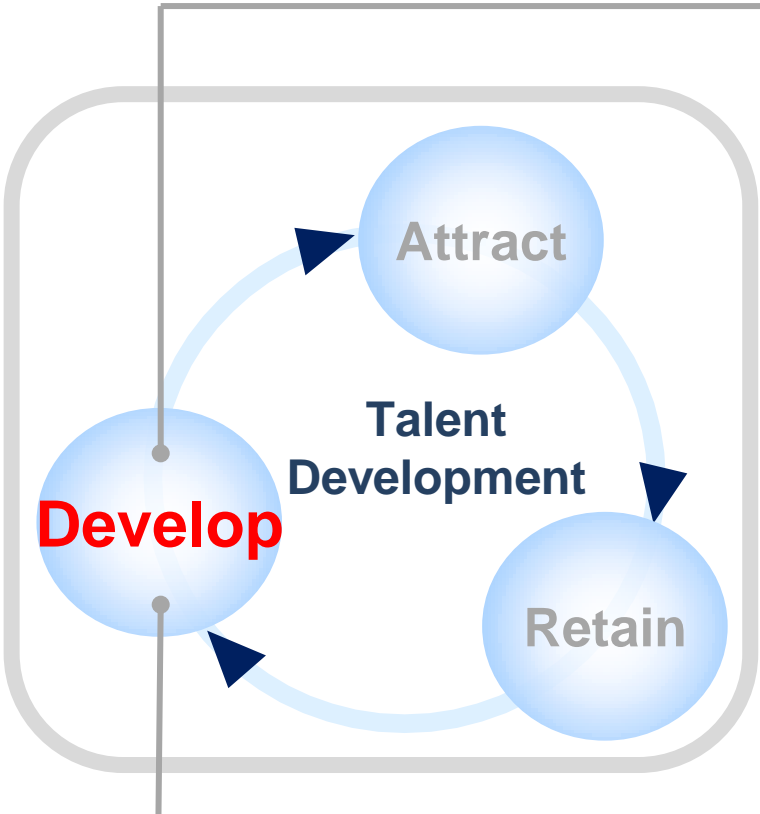
- < 30% of companies which currently employ fresh graduates from local IHLs believe that they are of good quality



Alignment of Curriculum with Industry Needs

- Lack of awareness on the right channel to provide feedback to IHLs

Key Findings



Top 10 Jobs with Highest No. of Entry Level Headcount & Vacancies

1	Contact Centre Agent (Inbound)
2	.Net Programmer
3	Digital Artist
4	Software Engineer
5	Contact Centre Agent (Outbound)
6	Technical Helpdesk Analyst
7	Java Programmer
8	Visual Effect Artist
9	Customer Support Engineer
10	Accounting Analyst

Local vs Foreign Employees Growth

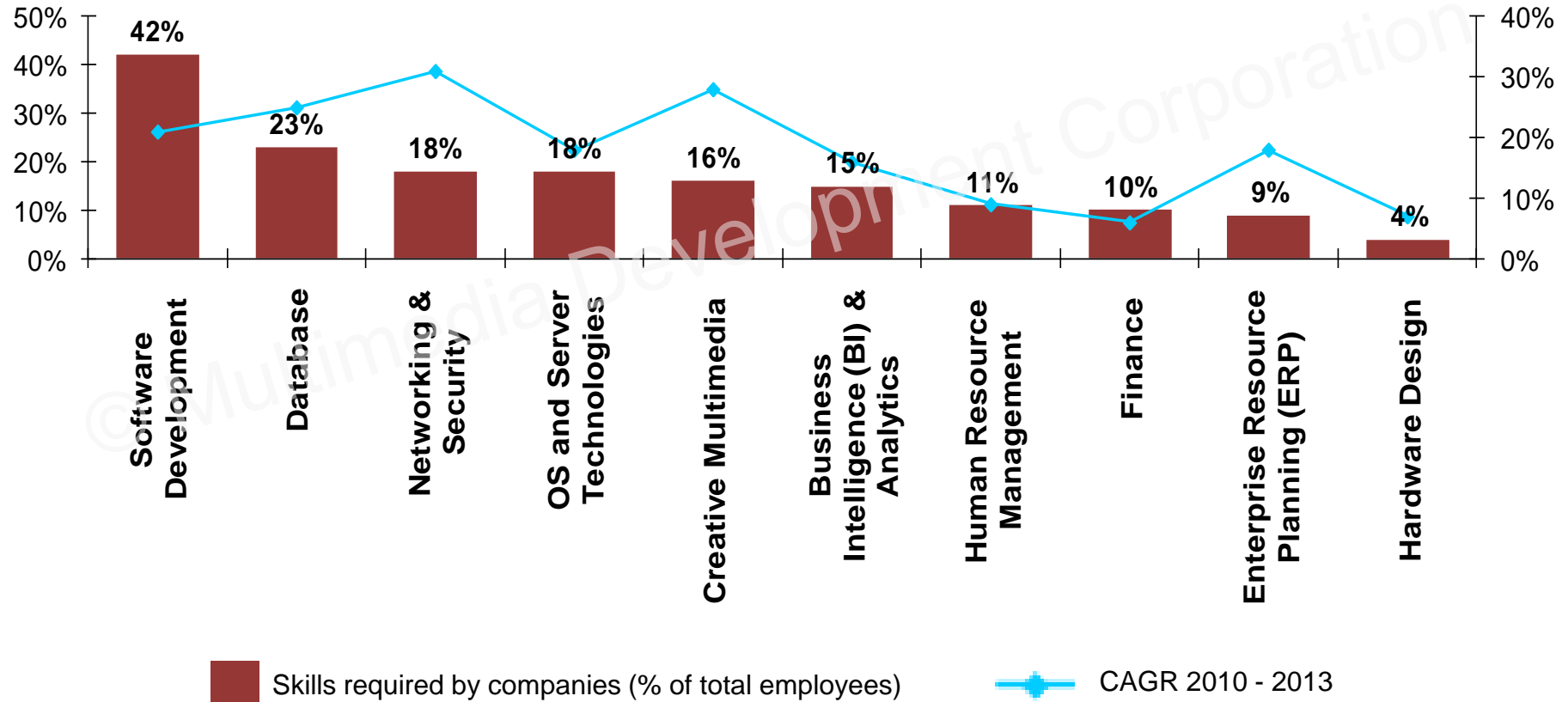
Est. CAGR in Local & Foreign Employees, 2010 - 2013

Local	8.4%
Foreign (~10% of total workforce)	9.4%

Skills Requirement

Skills required (% of total employees)

CAGR 2010 - 2013



Core Issue Areas & Key Findings

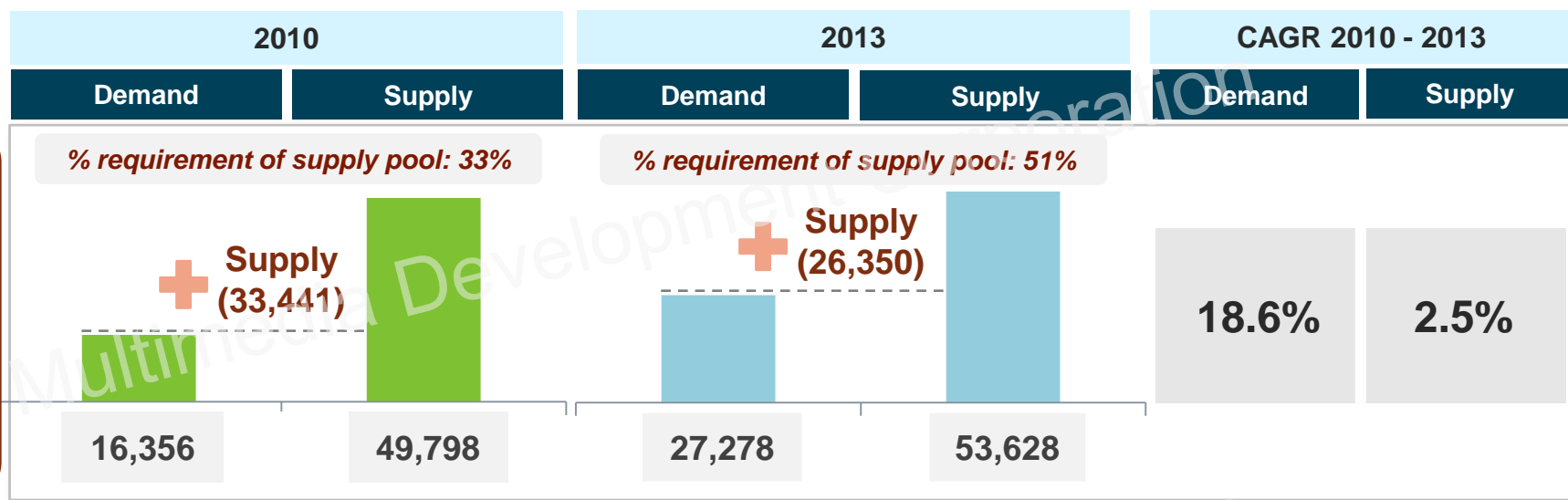
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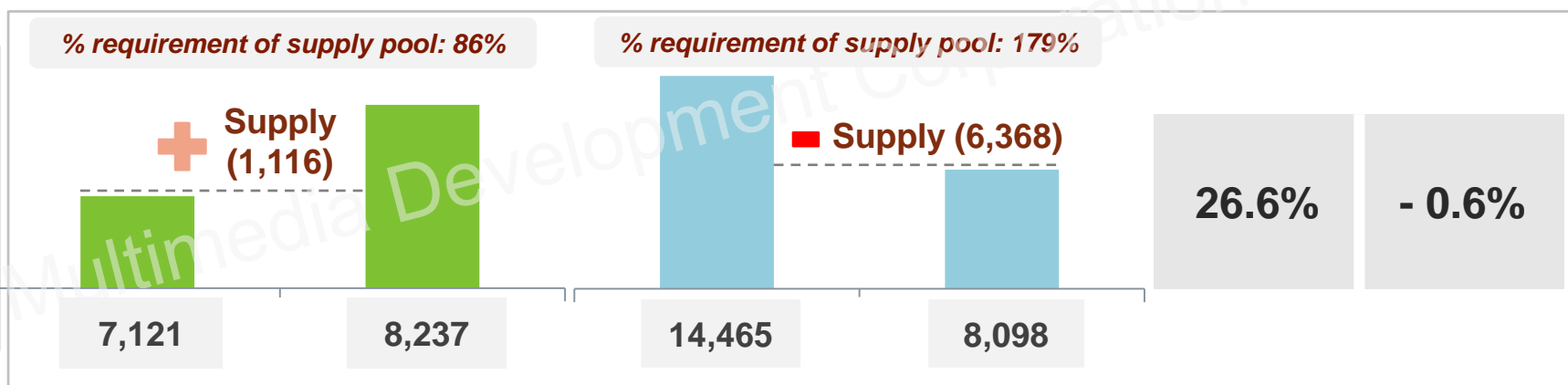
Supply-Demand Gap in Fresh Grads, 2010 – 2013 (Based on Available & Employable Supply Pool)

A shortfall in IT graduates is expected in 2011 – 2013

TOTAL
(5 fields of study)



IT Qualification

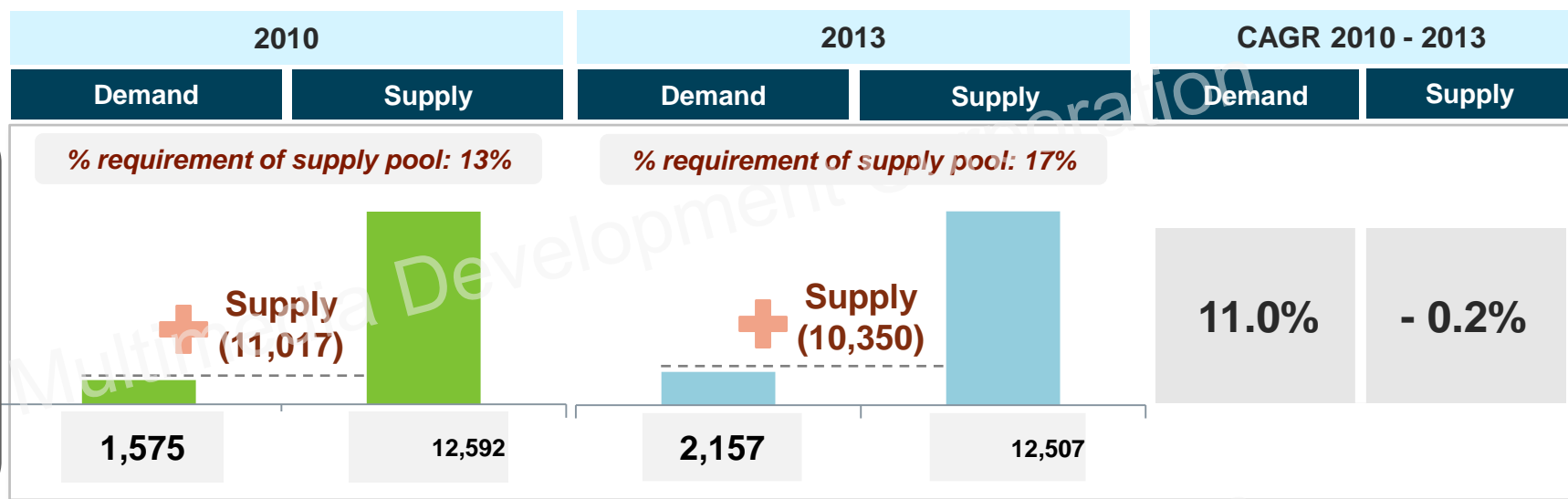


Note: Supply-demand gaps above are based on the demand by MSC & non MSC companies in the 3 clusters, and does not include the demand by other industries

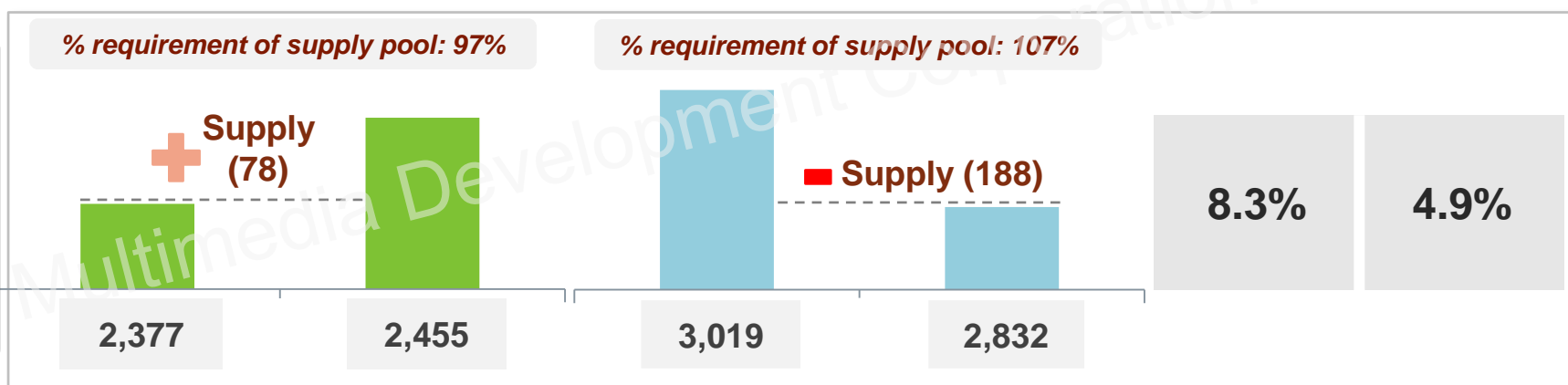
Supply-Demand Gap in Fresh Grads, 2010 – 2013 (Based on Available & Employable Supply Pool)

Total employable CMM graduates is also not expected to meet the industry requirements by 2013

Engineering Qualification



CMM Qualification

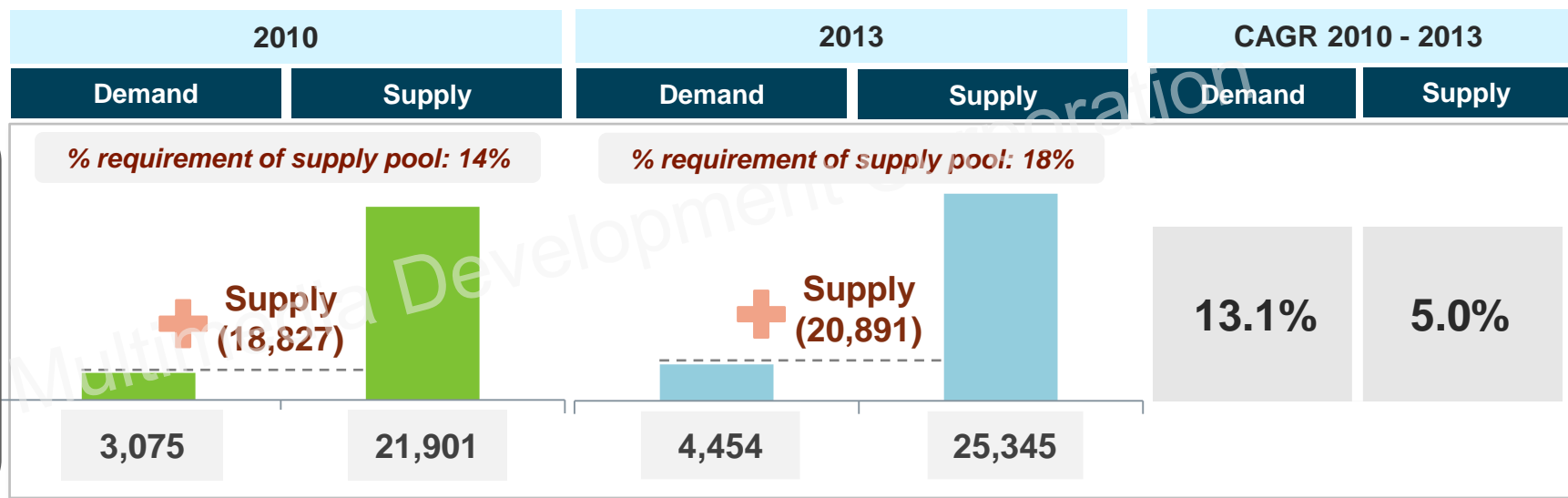


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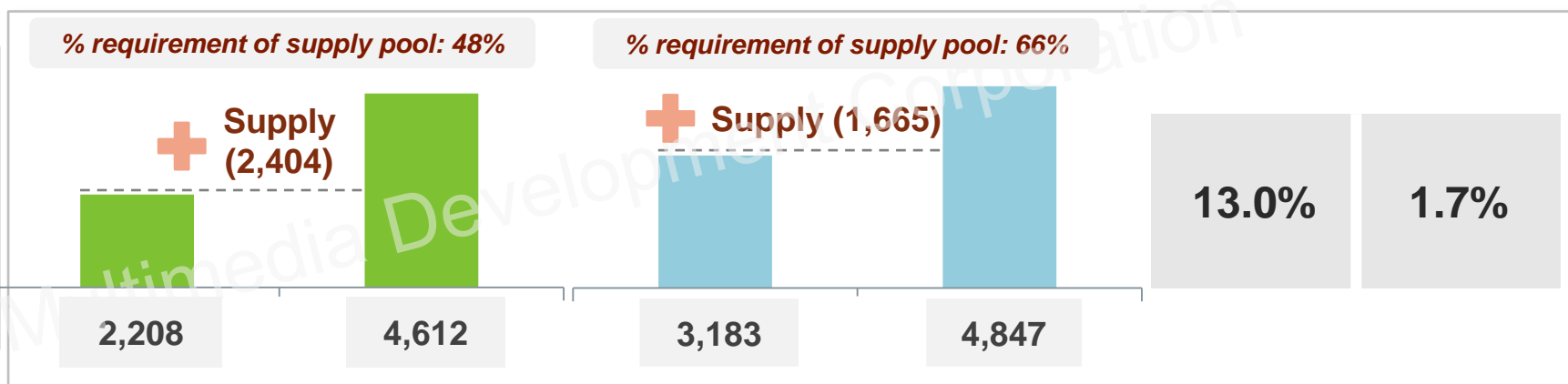
Supply-Demand Gap in Fresh Grads, 2010 – 2013 (Based on Available & Employable Supply Pool)

On the other hand, there will be sufficient supply of employable Business & Arts graduates

Business Qualification



Arts Qualification



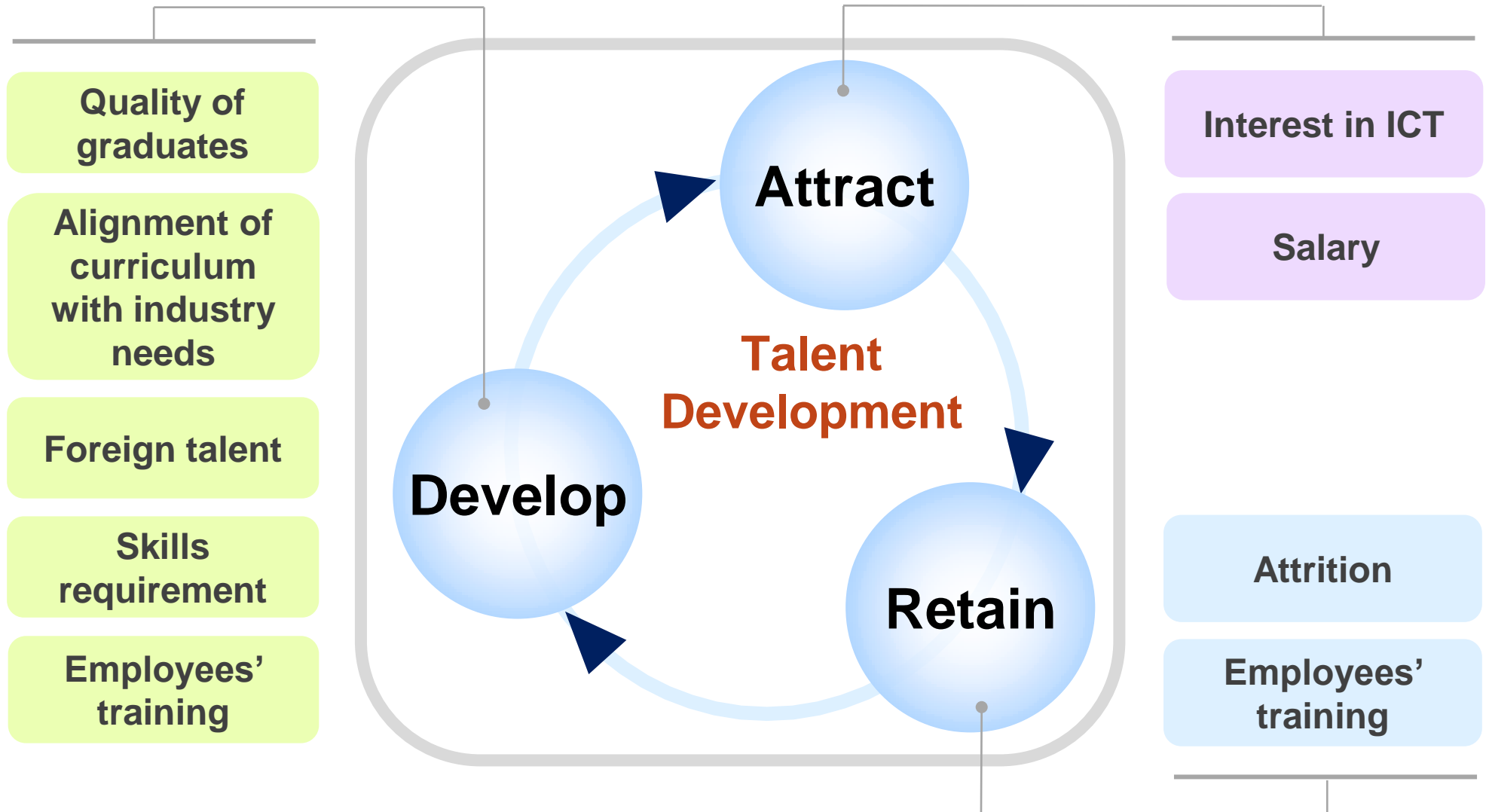
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Core Issue Areas & Key Findings

Graduates Supply-Demand Gap

Strategic Recommendations

Core Issue Areas



Strategic Recommendations

**Awareness of
ICT career
opportunities**

**Reach out to all key influencers in
students' decision-making process**

**Maintain active career information &
guidance portal**

Strategic Recommendations

**Training &
knowledge
sharing**

Establish avenues for knowledge sharing and mentoring

Ensure key training requirements are included for HRDF

**Attractive
work
arrangement**

Implement innovative work arrangement (whenever possible)

Strategic Recommendations

Soft skill development

Encourage students to seek part time work

Promote emphasis on communication skills in teaching & learning

Strategic Recommendations

**Industry's
involvement
in IHLs**

Establish platform for industry players to provide feedback to IHLs

Create awareness for industry players to become guest lecturer

**Knowledge
transfer**

Monitor the knowledge transfer progress of foreign employees



Thank You