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CONTINGENT  
WORKFORCE  
OUTSOURCING

HUMAN  
RESOURCES  
CONSULTING

CAREER TRANSITION  
& ORGANIZATIONAL  
EFFECTIVENESS

EXECUTIVE  
SEARCH

**THINK** OUTSIDE.

# 15<sup>th</sup> Malaysia Banking Summit

## *Human Capital Innovation – Leaping Ahead in the Race for Talent*

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*Kelly Outsourcing & Consulting Group*

20<sup>th</sup> May 2011

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# Malaysia on Global Map

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## Some of our Malaysian Banks' Milestones achieved globally and regionally

### Global Finance names the World's Best Islamic Financial Institutions 2011

#### OVERALL WINNERS

Best Sukuk Bank: CIMB Islamic  
Best Islamic Retail Bank: ~~Jordan Islamic Bank~~  
Best Islamic Investment Bank: Jadwa Investment  
Best Takaful Provider: Salama-Islamic Arab Insurance  
Best Asset Management Company:  
CIMB-Principal Islamic Asset Management  
Best Shariah-Compliant Index Provider:  
Dow Jones Islamic Market Indexes  
Best Islamic Project Finance Provider: SABB  
Best Islamic Commodities Provider: Al Rajhi Bank  
Best Islamic Real Estate Finance Provider: Kuwait Finance House  
Best Islamic Fund Manager: Falcom Asset Management  
Islamic Finance Deal of the Year: – Maaden Aluminum, Saudi Arabia, \$1.6 billion project financing.



#### REGIONAL WINNERS

Gulf Cooperation Council (GCC): Kuwait Finance House  
Non-GCC Middle East/Africa: ~~Abu Dhabi Islamic Banking~~  
Asia: CIMB Islamic  
Europe: ~~Bank of London and the Middle East~~

Press Release by Global Finance: NEW YORK, April 15, 2011



### Euromoney Awards

- Best Private Banking Services Overall in Malaysia
- Best Bank Award in Malaysia
- Best Islamic Bank in Asia

# Human Capital Challenges

## Sustaining competitiveness and expedite growth, we need ADEQUATE number of COMPETENT talent...

*World Economic Forum has projected that **'staggering' talent gaps** will arise in large parts of the world by 2020, and this will have a bearing on national competitiveness while **organizations compete for talent on an unprecedented scale**.*

*"The economic costs of a failure to **arrest talent shortages** are strategically significant and include **low productivity**, the **slow pace of innovation** and **lost opportunities**. Building a strong talent pipeline has therefore become an economic imperative as human capital rivals financial capital as the critical economic engine of the future," explained Tan Sri Dato' Sri Dr. Zeti Akhtar Aziz's*

**... Performance, Productivity and Innovation are critical factors to achieve Excellent results**

# Evolution of Global Workforce

## Based on our Global Workforce Index, workforce trend (baby boomers, generation X and generation Y) shows <sup>(1)</sup>:

- 81% of APAC and 79% of EMEA participants are willing to move for the right job .
- 10% of the participants would take up work opportunities in Asia Pacific; versus 46% wants Europe and 20% wants North America:
- 75% of APAC participants who worked in unconventional arrangement (long/unusal hours, away from home) will stay in companies less 3 years
- 60% of respondents saying profit sharing would motivate them to perform at a higher level <sup>(2)</sup>
- 65% of APAC participants say that profit sharing or an ownership stake would motivate them to perform more productively. This followed by training, flexible hours, health benefits, time-off, and retirement benefits <sup>(2)</sup>

Note (1) The Kelly Global Workforce Index is an annual survey revealing opinions about work and the workplace from a generational viewpoint. Approximately 97,000 people from the Americas, APAC and EMEA responded to the 2011 survey with results published on a quarterly basis.

Note (2) Kelly Global Workforce Index 2010 - 134,000 people in 29 countries across North America, Europe, and Asia Pacific

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## 3-Level Strategic and Tactical Plans

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**Attract Talent**



**Develop New Talent**



**Retain Talent**

### Organisational Strategic and Tactical Plans

- “Right” job for talent - Career development plan
- Increase productivity to narrow down shortage of talent – Profit Sharing
- Opportunities to learn and develop e.g. overseas trainings, secondment, skill transfer
- Innovative – work life balance work model
- Attract talent through branding

#### Industry Support

- Increase Malaysia’s branding and marketing to developed countries

#### Government Support

- Effective and supportive for talent mobility
- Fiscal policy tool –, to attract talent to come to Malaysia or stay back

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# Thank You

# Local Banking and Financial Supports

We have various support institutions and infrastructure in Malaysia to drive the financial sector in line with the global development

