



Institut Bank-Bank Malaysia

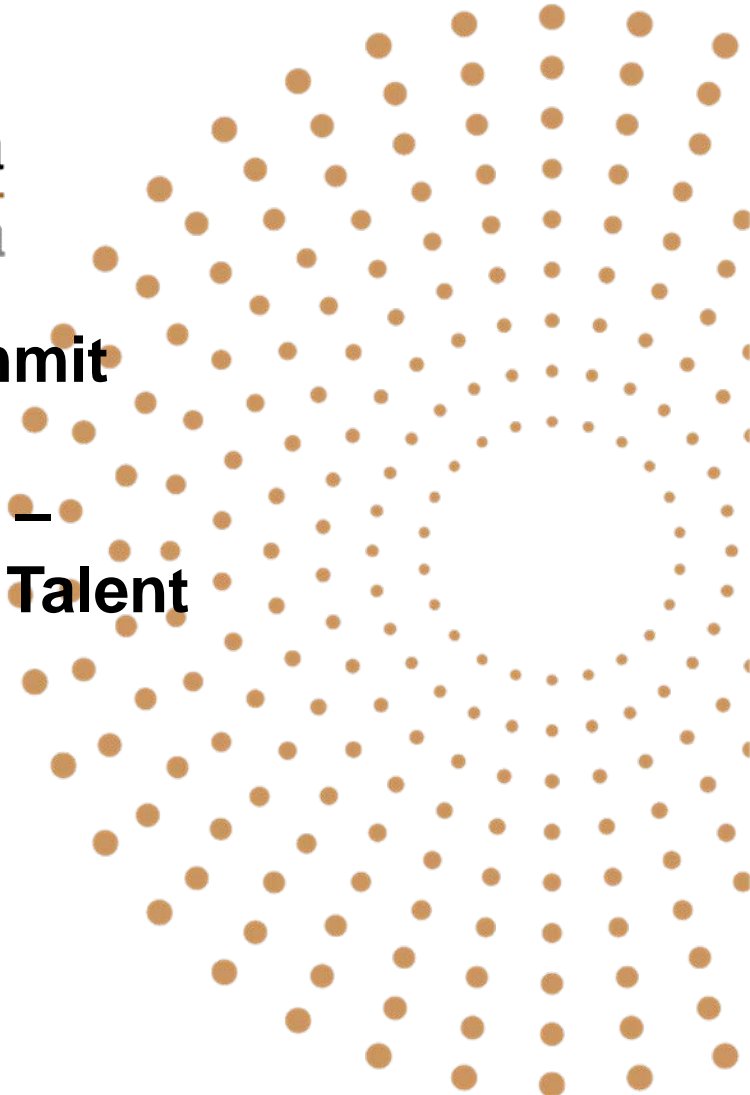
Institute *of* Bankers Malaysia

15th Malaysian Banking Summit

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

20 May 2011

**Tay Kay Luan
Chief Executive**



Contents

- Daunting Tasks
- The Big Shift
- Bridging the Gap
- Key Strategic Actions



Daunting Tasks

- 6.2 million in service sector

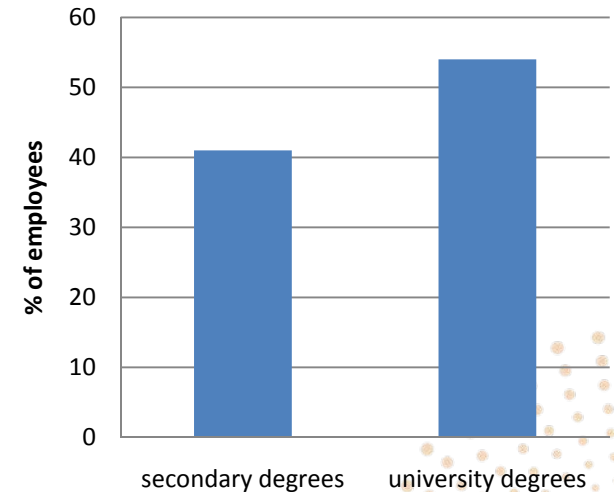
(Source: CIA World Fact Book, 2010)

- 54% graduates

(Source: World Bank, 2009)

- Foreign talent not significant

Educational Level of Employees in Service Industry



Source: (World Bank, 2009)

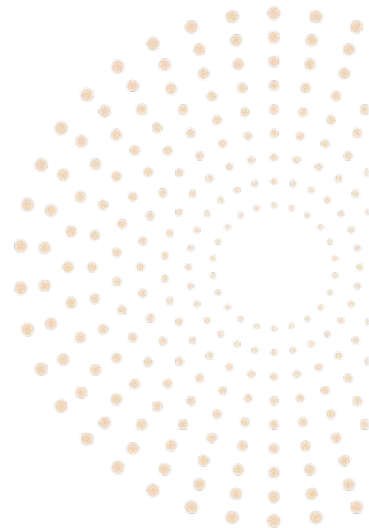
The Big Shift

- Lure of the material world
- Technological forces
- Educated power houses
- New learning
- 24/7 global world



Bridging the Gap

- Strengthening leadership and governance
- Setting professional standards
- Continuous professional education and capacity building
- Industry & academia collaboration
- Attract international best practices
- Virtual support



Race for Talent will require

- Culture
- Opportunity
- Purpose
- Brand

