

# SINGAPORE'S BEST EMPLOYERS 2020

## Identifying the best employers

New survey by ST and Statista looks at what it takes to win the race for talent — and keep employees happy

BY RACHEL TAN

**F**rom fair wages, career advancement opportunities, good relationships with colleagues and superiors to aesthetically pleasing workspaces, these are some factors commonly cited in employee satisfaction surveys. A recent online survey found that while pay and benefits remain key drivers of employee satisfaction, workers these days are placing increasingly more importance on training and upskilling opportunities.

In August and September last year, The Straits Times and global research firm Statista polled over 8,000 employees based in Singapore to evaluate their own employer and other employers they know of. The scores were then used to tabulate a ranking of Singapore's 150 Best Employers 2020. The companies are from 25 industry sectors.

Over the years, Statista has had a strong track record in the field of measuring employee loyalty, having conducted similar surveys in countries such as the United States, Germany, France and Switzerland. The Singapore's Best Employers 2020 survey is the first of its kind in Singapore — and Asia.

Dr Thomas Clark, partner at Statista, stresses the uniquely broad approach of this survey. "Our intention was to conduct a comprehensive study every company with more than 200 employees based in Singapore is considered," he says in a phone interview.

Mr Niklas Tamm, lead analyst of Statista's Best Employers survey projects globally, and his

team also observe that regardless of industry, individual advancement opportunities in terms of higher wages, self-development and training are valued more by employees compared with five years ago. Teamwork and a flatter hierarchical organisational structure also contribute more to an employee's happiness than before.

These trends are evident in Singapore, too. Among the companies that have made it to the inaugural 2020 list, IT consulting and services company Optimum Solutions, medicines company Novartis and tech company CrismondLogic place a strong emphasis on providing training opportunities for their workers. (Read their stories on pages C9 and C10.)

It is a feat, says Dr Clark, to make it to the top 150 list, bearing in mind that almost 2,000 companies were considered.

"Every company in the ranking is a fantastic employer, regardless of its position," he explains. "Thanks to the comprehensive approach, these employers can now compare themselves with others in the league of the best. We hope to conduct this survey annually so companies will see if they can progress in terms of their employer quality, or if there will be some fallbacks."

Indeed, with Covid-19 pandemic disruptions now affecting workplaces the world over, including Singapore, Dr Clark and Mr Tamm hope that the ranking this year would encourage companies that made it to the list to do their utmost to keep their score amid these challenging times.

### ABOUT THE SURVEY

- Respondents must be working for a company with more than 200 employees in Singapore
- Respondents rate on a scale of 0 to 10, with 10 being the best, their willingness to recommend their employer to a friend or family member
- Respondents are also asked to name, if any, other employers in the same industry that they would or would not recommend to their acquaintances
- A score is generated based on the responses
- Highly-recommended employers are grouped according to 25 industry sectors

### Key findings

Men, on average, are happier with their current job than women. Employees in the age group of 40 to 49 are the happiest, and those who have been with the same company for a longer time are generally happier.

Statista shares that these trends are in line with the results observed in the rest of the world, and that these findings could be used to help employers focus on work-related areas to increase employee satisfaction.



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RANK	EMPLOYER BRAND	SCORE	INDUSTRY
1	UNIQLO	9.08	Clothing, Shoes, Sports Equipment
2	Adidas Singapore	8.89	Clothing, Shoes, Sports Equipment
3	Google	8.85	IT, Internet, Software & Services
4	Amazon	8.85	Retail and Wholesale
5	BP	8.47	Oil & Gas Operations, Mining and Chemicals
6	Healthway Medical Group	8.42	Healthcare & Social
7	Singapore American School	8.41	Education
8	AT&T	8.29	Telecommunications Services, Cable Supplier
9	Applied Materials	8.24	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
10	Hangkong Bank Singapore	8.22	Banking and Financial Services
11	Chevron	8.18	Oil & Gas Operations, Mining and Chemicals
12	Microsoft	8.17	IT, Internet, Software & Services
13	Citibank	8.13	Banking and Financial Services
14	Apple	8.13	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
15	Aldi (Singapore)	8.11	Food, Soft Beverages, Alcohol & Tobacco
16	Merck Sharp & Dohme (MSD)	8.11	Drugs & Biotechnology
17	CrismondLogic	8.11	IT, Internet, Software & Services
18	Starbucks Coffee Singapore	8.06	Restaurants
19	Marina Bay Sands	8.05	Travel & Leisure
20	ACCOR Hotels	8.03	Travel & Leisure
21	Bank of America Merrill Lynch	8.00	Banking and Financial Services
22	United World College of South East Asia	7.93	Education
23	Kaada + Nagel	7.92	Transportation and Logistics
24	Capitaland	7.87	Business Services & Supplies (incl. Real Estate)
25	J.P. Morgan Chase	7.86	Banking and Financial Services
26	Cisco	7.85	IT, Internet, Software & Services
27	Automobile Association of Singapore	7.83	Insurance
28	Axos Information Technology	7.83	IT, Internet, Software & Services
29	MI	7.82	Telecommunications Services, Cable Supplier
30	Nestlepac Singapore	7.75	Banking and Financial Services
31	H&M Hennes & Mauritz	7.73	Clothing, Shoes, Sports Equipment
32	Facebook	7.71	IT, Internet, Software & Services
33	Illumina Singapore	7.71	Health Care Equipment & Services
34	British-American Tobacco	7.71	Food, Soft Beverages, Alcohol & Tobacco
35	ExxonMobil	7.69	Oil & Gas Operations, Mining and Chemicals
36	Hewlett-Packard (HP)	7.68	IT, Internet, Software & Services
37	Sunway Woodcraft Construction	7.67	Construction
38	Boutstad Singapore	7.65	Business Services & Supplies (incl. Real Estate)
39	Government of Singapore Investment Corporation (GIC)	7.64	Banking and Financial Services
40	Kingmen Creatives	7.64	Media & Advertising
41	Federal Express Pacific (FedEx)	7.62	Transportation and Logistics
42	Continental Automotive	7.62	IT, Internet, Software & Services
43	Proseger Singapore	7.61	Business Services & Supplies (incl. Real Estate)
44	Fish & Co. Restaurants	7.6	Restaurants
45	Procter & Gamble	7.6	Packaged Goods
46	Advanced Micro Devices (AMD)	7.6	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
47	CBRE	7.59	Business Services & Supplies (incl. Real Estate)
48	DHL	7.57	Transportation and Logistics
49	Marrriott	7.55	Travel & Leisure
50	HBSIC	7.53	Banking and Financial Services
51	AXA	7.53	Insurance
52	Ministry Authority of Singapore (MAS)	7.53	Government Services

RANK	EMPLOYER BRAND	SCORE	INDUSTRY
53	Grab	7.53	Transportation and Logistics
54	Daimler South East Asia	7.53	Automotive (Automotive and Suppliers)
55	Ministry of Finance (MOF)	7.51	Government Services
56	Sisinda Singapore	7.51	Retail and Wholesale
57	BHCC Construction	7.5	Construction
58	TDCC (formerly Teladirect)	7.5	Business Services & Supplies (incl. Real Estate)
59	General Electric	7.49	Engineering, Manufacturing
60	Samsung	7.48	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
61	Sabre Asia Pacific	7.48	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
62	ISS Group	7.45	Business Services & Supplies (incl. Real Estate)
63	Kentucky Fried Chicken (KFC)	7.4	Restaurants
64	Challenger Technologies	7.43	Retail and Wholesale
65	Foo Kon Tan	7.43	Professional Services
66	Performance Motors	7.42	Automotive (Automotive and Suppliers)
67	AAA Singapore	7.41	Insurance
68	Optimum Solutions (Singapore)	7.41	IT, Internet, Software & Services
69	Ministry of Manpower (MOM)	7.4	Government Services
70	Maxi-Cash Financial Services	7.4	Banking and Financial Services
71	Siemens	7.39	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
72	Jardine Engineering	7.39	Business Services & Supplies (incl. Real Estate)
73	Singapore Airlines	7.38	Transportation and Logistics
74	Johnson & Johnson	7.38	Health Care Equipment & Services
75	Singapore Exchange	7.38	Banking and Financial Services
76	Autism Resource Centre Singapore	7.37	Healthcare & Social
77	Singapore Health Services (SingHealth)	7.36	Healthcare & Social
78	Infineon Singapore	7.35	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
79	Deloitte	7.35	Professional Services
80	American Express	7.34	Business Services & Supplies (incl. Real Estate)
81	Bollo-Royce	7.33	Automotive (Automotive and Suppliers)
82	DBS Bank	7.33	Banking and Financial Services
83	Boosh Group	7.31	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
84	Robinson	7.29	Retail and Wholesale
85	Advanced Semiconductor Engineering (ASE)	7.29	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
86	City Developments	7.28	Business Services & Supplies (incl. Real Estate)
87	DSO National Laboratories	7.27	Health Care Equipment & Services
88	Visa	7.27	Banking and Financial Services
89	IDXC Technology	7.26	IT, Internet, Software & Services
90	SAP	7.24	IT, Internet, Software & Services
91	ERA Realty (APAC Realty)	7.23	Business Services & Supplies (incl. Real Estate)
92	Dimension Data	7.23	IT, Internet, Software & Services
93	Goldfield (Ciberport) Group	7.22	Transportation and Logistics
94	SATIS	7.18	Transportation and Logistics
95	GlanxSmithKline GSK	7.16	Drugs & Biotechnology
96	NEC Asia Pacific	7.16	IT, Internet, Software & Services
97	Angien	7.12	Health Care Equipment & Services
98	Crystal Jade	7.11	Restaurants
99	Agency for Science, Technology and Research (A*STAR)	7.1	Education
100	Asia Pacific Breweries (Heineken Asia Pacific)	7.1	Food, Soft Beverages, Alcohol & Tobacco
101	Garment Construction	7.05	Construction
102	McDonald's	7.05	Restaurants

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103	Great Eastern	7.04	Insurance
104	Shell	7.04	Oil & Gas Operations, Mining and Chemicals
105	National Healthcare Group	7.04	Healthcare & Social
106	Ministry of Communication and Information (MCI)	7.03	Government Services
107	Shanghai Tunnel Engineering Co (Singapore)	7.03	Construction
108	Agilent Technologies Singapore	7.03	Drugs & Biotechnology
109	Kopitiam	7.02	Food, Soft Beverages, Alcohol & Tobacco
110	MindChamps PreSchool	7.02	Education
111	Lonza	7.01	Drugs & Biotechnology
112	JGC Construction	7.01	Oil & Gas Operations, Mining and Chemicals
113	Far East Organization	6.99	Business Services & Supplies (incl. Real Estate)
114	Santimonu Mitsui Banking Corporation (SMBIC)	6.98	Banking and Financial Services
115	API (CMA CGM Group)	6.97	Transportation and Logistics
116	National University Health System (NUHS)	6.96	Healthcare & Social
117	UOL Group	6.96	Business Services & Supplies (incl. Real Estate)
118	Mitsui High-Tech Singapore	6.94	Engineering, Manufacturing
119	Sca	6.94	IT, Internet, Software & Services
120	RHB Bank	6.94	Banking and Financial Services
121	Sembcorp Industries	6.93	Utilities
122	Dulwich College (Singapore)	6.92	Education
123	GAC	6.92	Transportation and Logistics
124	Nestlé	6.91	Food, Soft Beverages, Alcohol & Tobacco
125	Ang Mo Kio - The Hua Kwan Hospital	6.89	Healthcare & Social
126	Jabil Circuit (Singapore)	6.89	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
127	Ernst & Young	6.88	Professional Services
128	Ministry of National Development	6.88	Government Services
129	ProcterandGamble (P&G)	6.88	Professional Services
130	Raffles Medical Group (PAC)	6.87	Healthcare & Social
131	ProPac	6.87	Business Services & Supplies (incl. Real Estate)
132	Bockwell Automation Southeast Asia	6.86	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
133	Takashima Singapore	6.85	Retail and Wholesale
134	Novartis	6.83	Drugs & Biotechnology
135	Dell	6.83	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
136	Linde	6.8	Oil & Gas Operations, Mining and Chemicals
137	Nanyang Academy of Fine Arts	6.8	Education
138	Parkway Hospitals Singapore	6.8	Healthcare & Social
139	CIMB Bank	6.8	Banking and Financial Services
140	Changi Airport Group	6.78	Transportation and Logistics
141	Ministry of Trade and Industry	6.78	Government Services
142	Dyson	6.77	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
143	Systems on Silicon Manufacturing	6.77	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
144	Stratix Construction Singapore	6.77	Construction
145	Accenture	6.75	Professional Services
146	Venture Corporation	6.74	Semiconductors, Electronics, Electrical Engineering, Technology Hardware & Equipment
147	Mpletree	6.72	Business Services & Supplies (incl. Real Estate)
148	Bank of Singapore	6.72	Banking and Financial Services
149	Standard Chartered Bank (Singapore)	6.71	Banking and Financial Services
150	United Overseas Bank (UOB)	6.68	Banking and Financial Services