

ANNUAL TELECOM SECTOR SALARY AND BENEFITS SURVEY 2009-10

Acknowledgements

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Further questions relating to the report can be sent to hrinc@hrinc.com.kh.

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1. Introduction

The full report of *Telecom Sector Salary Survey 2009-10* is the result of leading telecom companies in Cambodia seeking updated and reliable information on salaries and benefits in the sector. This is the second consecutive year that HRINC and telecom company participants have joined force to make this survey happen.

Despite this year's difficult economic circumstances, telecom companies continue to recognise the importance of having a consistent and competitive compensation structure that reflects market trends and best practices. We are delighted that this year's telecom survey is bigger, and more representative of the overall sector, than last year's survey. All five of last year's telecom company participants have participated again in 2009-10.¹ In addition, three new telecom company participants have joined the survey this year for the first time.

As is the case with every survey we do, this year's survey attempts to build and improve on our previous surveys. This year's survey contains a number of new features:

- The report provides a breakdown of number of jobs and salaries based on gender. This provides some interesting insights into the gender breakdown of different Job Functions and Job Levels, as well as salary differences between males and females.
- In addition to actual salary information, this report also provides trend lines based on regressed data, which helps to provide a simple and clear snapshot of market trends.
- Due to client demand, this year's report presents information in both NET and GROSS salaries. (Last year's report presented NET salaries only.)

In perhaps our single greatest enhancement, this year we have expanded our analysis of Annual Total Cash Compensation. This measure comprises annual base salary (including 13th month cheques), guaranteed fixed allowances (used for personal purposes, at least in part) and variable pay (such as annual bonuses and incentives). Last year, we presented information on Annual Total Cash Compensation for the first time, showing compensation information for each KESAR Job Level. This year, we also present compensation information for each Job Function.

In 2008-09, a key issue for senior managers was the impact of high inflation on salary movements. In 2009-10, the focus has shifted to the impact that the global economic recession is having on Cambodian companies, and how this is affecting labour turnover and salary increments. This year's report provides some interesting insights on this issue.

The report also provides comprehensive information on participating companies' compensation policies and practices, such as salary review, recruitment challenges, benefits practices and labour law compliance.

The purpose of this salary survey is to benchmark salaries and benefits for positions in the Telecom Sector. This benchmarking exercise:

- Allows you to consistently compare different jobs within the organisation and similar jobs across different organisations
- Provides valuable information to help formulate competitive compensation policies based prevailing market trends and best practices in the area of benefits
- Gives clear indications about market data for specialist or hybrid roles which are characteristic to your organisation
- Equips you with dependable market information on some significant common Human Resource (HR) practices including salary reviews, inflation rate adjustments, challenges in recruitment and labour turnover
- Provides you with an understanding of labour law compliance and practices within Cambodia market.

¹ The only participant from 2008-09 that did not participate in 2009-10 is an Internet Service Provider (ISP).

The *Telecom Sector Salary Survey 2009-10* is divided into 10 chapters plus appendices. The structure of the full report is summarised below:

Table 1: Chapters of the Full Report

No.	Chapter	Brief Description
1	Introduction	Outlines the purpose/objective of the survey.
2	Economic review and outlook for Cambodia	Provides an economic review and outlook for the world, Cambodia and particularly for the Telecom sector.
3	Highlight of the Private Sector Salary Survey	Provides a snapshot of important points contained in the telecom salary survey.
4	Methodology	Explains the job analysis methodology used in this report, as well as HRINC's approach to confidentiality.
5	Report Interpreting: Understanding and Using the Report	Provides definitions of the statistical parameters used and how to read the tables and charts in this report.
6	Salary Information	Contains detailed data (both actual and regressed) on net and gross monthly salaries for specific job level and across functions.
7	Annual Total Cash Compensation Information	Contains data on the average Total Cash Compensation for different job levels across functions.
8	Compensation Practices	Outlines the type and prevalence of benefits and allowances provided by the participant companies.
9	HR Practices and Challenges	Covers salary reviews, inflation rate adjustments, challenges in recruitment and labour turnover.
10	Labour Law Findings	Provides an overview of how companies deal with various Labour Law requirements and common practices within the telecom sector.
11	Appendix	Glossary, legal references and information about HRINC.

There are 8 leading companies participate in the Telecom Sector Salary Survey 2009-10 and presented per table below:

No.	Company Name	Mobile Phone Operator	Telecom Equipment Provider
1	Alcatel-Lucent (Cambodia)		Y
2	Mfone Co., Ltd (Camshin)	Y	
3	Ericsson AB Cambodia		Y
4	CamGSM Co., Ltd (Mobitel)	Y	
5	Hello (TMIC)	Y	
6	Latelz Co., Ltd (Smart)	Y	
7	Applifone Co., Ltd (Star-Cell)	Y	
8	Sotelco Ltd (Beeline)	Y	