The SME Productivity Survey was initiated with the aim of providing a deeper understanding of SME perception of sustainable productivity. The survey was conducted in 2 phases comprising the focus group discussions/interviews and online survey in the period of July and August 2013. 170 SME Management were interviewed for this study.

The survey focus was as below:

- What do SMEs consider productivity?
- What steps do SMEs take to increase productivity?
- What are the issues in relation to hiring of workers?
- What are the issues in relation to the training of workers & innovation?
- What are the issues in relation to assistance schemes?

Please visit [http://m360.sim.edu.sg/research](http://m360.sim.edu.sg/research) for more information.

**Contact Us**

Singapore Institute of Management
Management House
41 Namly Ave Singapore 267616
Email: spr@sim.edu.sg
Website: www.sim.edu.sg
Efficiency of workers in completing assigned tasks: 76%

Spending less time to achieve the same output: 72%

Making more money with fewer people: 67%

Ability of workers to multi-task: 59%

People working together and supporting each other: 52%

51% Local Workers, 25% No Preference, 14% Foreign Workers

Understanding of Productivity

Hiring of Workers

Though majority are prepared to hire locals... 78% of respondents are not able to hire workers easily.

Approaches to Productivity Improvement

Business Culture Impact on Productivity

Challenges in Hiring Locals

Post of local talent is small: 72.1%

Comparison developed by local brands: high: 64.2%

Local laws are implemented and followed: high: 52.7%

Attrition rate: high: 48.5%

Local talent is not sufficient: 31.5%

Local workers are not flexible: 23.6%

Challenges in Hiring Foreigners

Government restrictions: 82.4%

Cost of foreign workers: including salary, travel, licensing, insurance, others: 63.6%

Cultural differences: 31.5%

Language differences: 26.1%

Refusal to work overtime: 12.7%

Impediments to Innovation

Issues Faced Regarding Training:

11.4% Workers have to change to learn when their salary is pegged to their attendance at training.

21.8% Training programs are generic and do not apply to organizations.

31.5% Most workers are not flexible to the change in work culture.

45.6% Most workers go back to their original way of working even after training.

56.4% Manufacturing

62.2% Services

Overall Responses

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Impediments to Innovation

Cost of introducing technology is high: 60%

Requirement: training of workers: 54%

Business culture: 50%

Requirement: support from management: 48%

Opposition from employees: 38%

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