**Questionnaires – Salary survey 2019**

1. What is the main business sector of your company? Please select ( )

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Agriculture, forestry and fishing |  |  | Financial and insurance activities |
|  | Mining and quarrying |  |  | Real Estate activities |
|  | Manufacturing |  |  | Professional, scientific and technical activities |
|  | Electric, gas, steam and air conditioning supply |  |  | Administrative and support service activities |
|  | Water supply, sewerage, waste management and remediation activities |  |  | Public administration and defence |
|  | Construction |  |  | Education |
|  | Wholesale and retail trade; repair of motor vehicles and motorcycles |  |  | Human health and social work activities |
|  | Transportation and storage |  |  | Arts, entertainment and recreation |
|  | Accommodation and food service activities |  |  | Activities of households as employers; undifferentiated goods and service-producing activities of households for own use |
|  | Information and communication |  |  | Other service activities |

1. How many people does your company employ? Please select ( )

|  |  |
| --- | --- |
|  | 1-10 |
|  | 11-20 |
|  | 21-50 |
|  | 51-100 |
|  | 100-250 |
|  | 251-500 |
|  | Over 500 |

1. What is the ownership of your company? Please select

|  |  |
| --- | --- |
|  | 100% invested by Lao investor |
|  | 100% invested by foreign investor |
|  | Joint venture (Lao and foreign) |
|  | State-owned enterprise |
|  | Others: |

1. Where is your company office located? Please select

|  |  |
| --- | --- |
|  | Vientiane Capital |
|  | Luang Phabang |
|  | Savannakhet |
|  | Other |

1. Fill the following **Table: Company’s salary scales as of 2019**

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| --- |
| **Instructions to fill the table:**   1. Fill the table with the based salary (minimum and maximum amount) that your company pays for individual staff positions 2. The based salary used in this survey is a gross monthly incomes which include personal income taxes but exclude other allowances 3. The survey is carried out in Lao currency (Kip) 4. The table has three level of salary according to working experience: 1) New Graduate, 2) with working experience between 1 to 5 years, 3) with working experience more than 5 years 5. Additional details on the tasks and responsibilities of each positions are explained in Annex 1 on Job Descriptions 6. You may start by filling the information on the positions in “A **Cooperate positions** and B **IT and Engineering positions**”, which are rather general positions that can be found in most businesses, and follow by the positions in “C and D **Industrial positions**” if your company is in manufacturing or hotel business. 7. Please feel free to leave the boxes empty in case your company structure does not have similar positions or level of working experience |

**Table: Company’s salary scales as of 2019 (Question 5)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Job Positions**  *Main tasks and responsibilities of individual positions, see Annex 1* | | New Graduate | | Working Experience 1-5 years | | Working Experience 5 years and up | |
| Min (kip) | Max (kip) | Min (kip) | Max (kip) | Min (kip) | Max (kip) |
| **A. Cooperate positions** | | | | | | | |
| 1 | Accounting and Financing Manager |  |  |  |  |  |  |
| 2 | Assistant to Finance Manager |  |  |  |  |  |  |
| 3 | Accountant |  |  |  |  |  |  |
| 4 | Office Manager |  |  |  |  |  |  |
| 5 | Office Secretary/ Administrative Assistant |  |  |  |  |  |  |
| 6 | Managing Director/General Manager |  |  |  |  |  |  |
| 7 | Executive Secretary / Personal Assistant |  |  |  |  |  |  |
| 8 | Country director (Representative Office) |  |  |  |  |  |  |
| 9 | Provincial Branch Manager |  |  |  |  |  |  |
| 10 | HR Manager |  |  |  |  |  |  |
| 11 | Assistant to HR Manager |  |  |  |  |  |  |
| 12 | Legal Manager |  |  |  |  |  |  |
| 13 | Compliance Manager |  |  |  |  |  |  |
| 14 | Sales & Marketing Director |  |  |  |  |  |  |
| 15 | Sales officer |  |  |  |  |  |  |
| 16 | Customer Service Manager |  |  |  |  |  |  |
| **B. IT and Engineering positions** | | | | | | | |
| 17 | Digital Marketing Analyst |  |  |  |  |  |  |
| 18 | Digital Content Editor |  |  |  |  |  |  |
| 19 | IT Manager |  |  |  |  |  |  |
| 20 | Software Engineer |  |  |  |  |  |  |
| 21 | Chief Engineering |  |  |  |  |  |  |
| **C. Industrial positions - Manufacturing** | | | | | | | |
| 22 | Electrical/ Mechanical/ Chemical Engineer |  |  |  |  |  |  |
| 23 | Factory Manager |  |  |  |  |  |  |
| 24 | Head of operational units (Production, Quality control, Supply Chain, Procurement etc. |  |  |  |  |  |  |
| 25 | Production Line Supervisor |  |  |  |  |  |  |
| 26 | Factory Worker |  |  |  |  |  |  |
| **D. Industrial positions – Hospitality (hotel, restaurant)** | | | | | | | |
| 27 | Food and Beverage Manager |  |  |  |  |  |  |
| 28 | Restaurant Manager |  |  |  |  |  |  |
| 29 | Room Reservation Manager |  |  |  |  |  |  |
| 30 | Director of Housekeeping |  |  |  |  |  |  |
| 31 | Receptionist |  |  |  |  |  |  |

**Annex 1. Job Descriptions**

|  |  |  |
| --- | --- | --- |
|  | **Job Positions** | **Main tasks and responsibilities** |
| **A. Cooperate positions** | | |
| 1 | Accounting and Financing Manager | * Set up accounting systems and be responsible for financial and accounting matters. Provide timely and accurate reporting. Oversee, review and maintain effective financial management systems and internal controls. Handle cash flow projection and management. In charge of budgeting and variance analysis. Review key expenses, monitor inventory and recommend cost reduction programs. * Ensure accuracy of accounting standards, internal & external reporting, Control & monitor daily transactions, Responsible for all accounting & tax matters. |
| 2 | Assistant to Finance Manager | * Perform a variety of tasks under the leadership of an organization's controller or finance manager. Prepare and present a company's financial statements in accordance with generally accepted accounting principles (GAAP), company guidelines and industry requirements. Partner with internal or external auditors to ensure that internal policies and guidelines around financial reporting mechanisms are functional and adequate. |
| 3 | Accountant | * Account Receivables: Post daily deposits. - Process incoming mail concerning billing & invoicing. - Communicate with clients about billing discrepancies & questions. - Engage management over any AR problems you encounter. - Initiate collections on past-due accounts. - Maintain accounting ledgers as required. * Account Payables: Perform any combination of routine calculating, posting business transactions, processing invoices, & verifying financial data for use in maintaining accounts payable records. - Obtain accurate information and/or data regarding invoice payments. |
| 4 | Office Manager | * Provide general administrative support to all departments. * Coordinate & maintain company’s documents & office properties. * Liaison with government offices on company’s administration matters. |
| 5 | Office Secretary  Administrative Assistant | * Responsible for administrative functions & support related sections. * Manage document support for related departments. |
| 6 | Managing Director/General Manager | * Be responsible for leading the organization to build up the business and driving profitability for company. * Develop strategy, short and long-term goals, and annual budget. * Set up and standardize the working process, company policies, and distribution system etc. * Manage day-to-day operation and assures a smoothly functioning, efficient organization, retention, and satisfaction of a portfolio of key accounts * Ensure the effectiveness of relevant functions in charge. |
| 7 | Executive Secretary / Personal Assistant | * Support top management and handle confidential matters. * Responsible for secretarial tasks, i.e. appointment arrangements, travel arrangements and other tasks as assigned. * Hands on some interpretation in the meetings and document translation. |
| 8 | Country director ( Representative Office) | * Represent the company/brand & present its product/services to target customers & market strategically. * Provide consultancy & deliver consistent & strong customer services. * Support & connect with different stakeholders & partners to generate outstanding performance. * Identify & respond to direct enquiries & lead support, & where applicable manage issues arising from enquiries. |
| 9 | Provincial Branch Manager | * Monitor branch operations and staff performance. Set and manage branch targets. * Supervise day to day operations of the branch. Assign work and direct staff to ensure an adequate service is provided to members at all times. Support quality/service and sales activities, including marketing input, sales results, quality and service. |
| 10 | HR Manager | * Monitor & ensure overall HRM cover HR strategy & planning for staffing plan. * Implement effective & suitable HR functions such as recruitment, performance management, compensation & benefit, HR policies & employee relations. |
| 11 | Assistant to HR Manager | * Assist the HR Manager in managing all HR functions. |
| 12 | Legal Manager | * Draft & review contracts, agreements, corporate documentation (including notice& minutes of board of directors & shareholders meeting) of the company * View, interpret and decipher legal documents. Work within government legal departments, as a counsel for corporations. |
| 13 | Compliance Manager | * Design & implement programs, policies, and practices to ensure all business units are in compliance with regulatory requirements. Track laws & regulations that might affect the organization’s policies. Prepare compliance reports to present to management. |
| 14 | Sales & Marketing Director | * Overall management of sales channels and marketing functions and ensure the achievement of the defined sales targets and revenue. * Analyze sales strategy and conduct marketing opportunity analysis to determine business growth. * Create brand equity and ensure effective brand positioning, brand awareness and product launching. * Engage with product teams on the launch and lifecycle management of products including development of key deliverables. |
| 15 | Sales officier | * Manage a group/cluster of locations & ensure sales performance & critical KPI’s are exceeding expectations. - Define & implement the sales strategy plan; handle full sales cycle from identifying a new sales opportunity until closing a deal. * Grow the number of leads generated & hold networking events. - Manage proactive sales visits to companies for presenting our added value services & products. |
| 16 | Customer Service Manager | * Manage overall functions in customer service department. Monitor and ensure customer satisfaction. Handle customer complaints and provide solutions to meet customer expectations. * Receive and process sales orders, delivery tracking and monitoring, communicate and update customers, coordinate with operations departments. |
| **B. IT and Engineering positions** | | |
| 17 | Digital Marketing Analyst | * Conduct online marketing efforts and create articles and contents for clients. Develop and improve company's digital marketing strategy. Develop and maintain online presence and brand recognition on websites and landing pages. |
| 18 | Digital Content Editor | * Write content for email newsletters, websites, and social media sites. Solid understanding of IT technologies and some knowledge of Content Management Systems (CMS). Previous experience in using HTML and Photoshop and some knowledge of basic web development. |
| 19 | IT Manager | * Develop strategic plan for IT department. - Handle IT projects such as IT budgets, standard procedures & overall IT performance. - Coordinate between vendors, IT Department & all users. - Review the adequacy & allocation of IT resources in terms of funding, personnel, equipment and service levels. * Manage installation, setting up, testing & commissioning of products. Manage preventive, maintenance & calibration. - |
| 20 | Software Engineer | * Develop software & applications starting from analysis, designing, coding, testing & training users. |
| 21 | Chief Engineering | * Responsible for ensuring that all site equipment is properly serviced and functional, that the site grounds and facilities are maintained, and the training is provided for each department as to the proper operation * Maintain the physical operation of the site including building structure, fixtures, refrigeration, heating, ventilation, and air conditioning, plumbing, water treatment, electrical systems and grounds etc. |
| **C. Industrial positions - Manufacturing** | | |
| 22 | Electrical/ Mechanical/ Chemical Engineer | * Electrical Engineer: Ensure all electrical equipment run smoothly in manufacturing, work with maintenance and production team to diagnose any issues. * Mechanical Engineer: ensure all machineries operate smoothly, identify any related issues in production, need to train technician and machine operators if needed. * Chemical Engineer: ensure chemical are processed in the right procedures, implement procedures, and ensure safety-working environment. |
| 23 | Factory Manager | * Overall responsibility for manufacturing operations management and daily operations. Hire, develop and lead Cross Functional Teams to establish new factory and grow operation profitably. Provide leadership to ensure company objectives are met in all key areas, including but not limited to: cost, materials, quality, working capital, and logistics. |
| 24 | Head of operational units (Production, Quality control, Supply Chain, Procurement etc.) | * Production: Strategic and tactical responsibility for implementing manufacturing strategy and strategic operational goals to exceed customer expectations for product quality, cost and delivery, maximizing efficiency, optimising production levels and driving operational excellence. * Quality control: Facilitate, supervise and implement the Quality Assurance Program and provide technical assistance and training support to all manufacturing and related areas. Direct and ensure continuing certification and compliance of ISO/IATF standards requirements etc. * Supply Chain: Plan, develop, optimize and organise the movement of products right the way through to customers. Direct management of purchasing, warehousing, distribution and delivery to limit costs and improve accuracy, customer service. Examine existing procedures or opportunities for streamlining activities to meet product distribution needs. * Procurement: In a Global Comprehensive Approach to Procurement, the Project Buyer has for main objective to support the Strategic Buyers in the elaboration of sourcing strategies that are in line with the Business Units objectives, support projects and coordinate purchasing activities to insure the best cost for his (her) Business Unit projects. |
| 25 | Production Line Supervisor | * Responsible for managing the production operations and coordinating with all concerned departments to make sure the necessary resources are available for the production so as to meet the requirement of our internal and external customers in terms of quantity, quality and timeliness. |
| 26 | Factory Worker | * Operate and monitor machines, feeding products into the production line, possibly a conveyor line, such as in a canning factory. Control and adjust machine settings, such as the speed. |
| **D. Industrial positions – Hospitality (hotel, restaurant)** | | |
| 27 | Food and Beverage Manager | * Responsible for forecasting, planning and controlling the ordering of food and beverages of the hotel. * Manage overall operation for the restaurant, budget, hire staff, purchase food and stock, and make sure staff is trained on proper food preparation, proper and legal alcoholic beverage service kitchen safety techniques and understand health standards. |
| 28 | Restaurant Manager | * Responsible for maintaining the restaurant's revenue, profitability and quality goals covering different tasks such as restaurant marketing strategies, recruiting and hiring restaurant staff, training, overseeing food quality, developing menus as well as greeting and serving restaurant guests. |
| 29 | Room Reservation Manager | * Ensures the smooth and efficient operations in the department through prompt, effective and proper reservations service to achieve maximum room revenue in order to meet or exceed the revenue target. * Create rate plans, loading rates into the property management system to boost occupancy and the average achieved room rate. |
| 30 | Director of Housekeeping | * Responsible for the planning, organization, development and direction for the overall operation of the Housekeeping Unit in accordance with standards and guidelines to assure that the highest degree of quality resident care is maintained at all times. |
| 31 | Receptionist | * Greet and welcome guests. Handle guest enquiries and complaints, make outgoing calls and answer incoming calls. In charge of meeting room arrangements and maids and messengers handling. Provide service for hotel check-in and check out. |