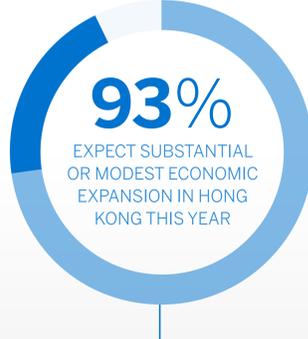


American Express Global Business and Spending Outlook Survey

Key Findings for Hong Kong Market

Finance executives in Hong Kong are optimistic about the city's economic growth, with the majority finding that the revenues at their respective companies worldwide have been higher or much higher than a year ago



GENERAL

BUSINESS GOALS



**77%** of respondents from Hong Kong prioritise **better meeting customer needs** as a business goal in their company in the coming year

THE TOP FIVE OFFERS TO ATTRACT AND RETAIN EMPLOYEES

More than half (57%) of respondents said raising wages or salaries would be the first step towards attracting and retaining employees in the coming year, well ahead of the global average (37%)

**37%**  
Improve retirement benefits

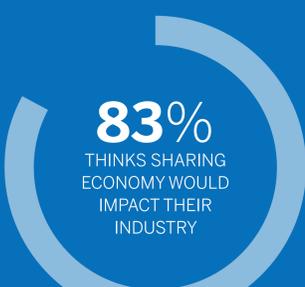
**43%**  
Improve healthcare, family leave or medical benefits

**57%**  
Raise wages or salaries

**50%**  
Expand career development opportunities

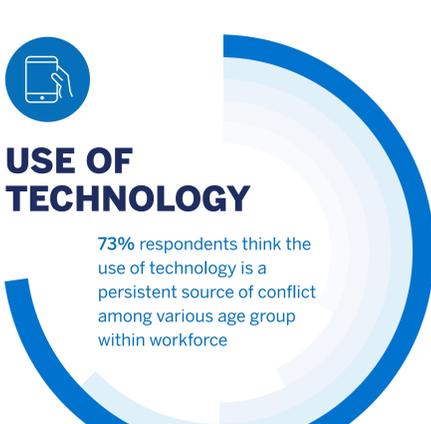
**47%**  
Allow flexible work arrangements

EMBRACING THE CONCEPT OF THE SHARING ECONOMY



RISING INVESTMENT IN TECHNOLOGY

**53%** OF RESPONDENTS CHOSE ENTERPRISE-LEVEL IT SYSTEMS as the leading category that their companies are more likely to increase investment in for the next year



LACK OF IT TALENT

The top two categories that respondents found hiring and retaining employees to be an impediment to their companies' ability to meet their performance goals were IT staff and general management staff, indicating a lack of talent in information technology

TECHNOLOGY

TO LEARN MORE

**METHODOLOGY**  
The 2018 Global Business & Spending Outlook was conducted by Institutional Investor Thought Leadership Studio (ITLS) and is based on a survey of 870 senior finance executives from companies around the world with annual revenues of US\$500 million or more. All survey responses were gathered in late November and December 2017. ITLS estimates the margin of error for this population to be approximately +/-3% at a 95% level of confidence.

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