

SMEs are hesitant about Internationalisation but optimistic about 2018

SMEs show optimism towards the economy in 2018



Think economy will be better
(50%)

Think economy will not change
(26%)

Think economy will be worse
(24%)

What are SMEs' biggest concerns?



Staff acquisition, training, and retention



Increasing costs/Reduced profitability



Increasing competition/ Trying to stay competitive

Which issues have grown most in concern?

Digitisation



Internationalisation

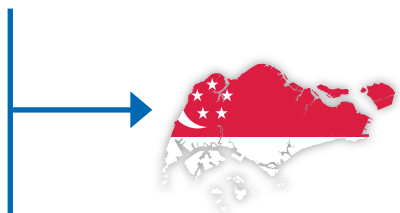


▲ 16% from 2016

Barriers to internationalising



57% No intention to internationalise beyond current footprint



45% domestic-only SMEs

Why not? (top 2 concerns)

42% Worried they do not have sufficient funds to do so

38% Unfamiliar with standards and processes of foreign markets



12% of SMEs with international presence

Why not? (top 2 concerns)

36% Having sufficient financing

36% Level of competition in other markets

Singapore's SMEs are digitally ready



95% of SMEs already digitalised, or are intending to invest in digital technologies

Barriers to further digitalisation:

- **48%** Concerned about cost
- **39%** Admitted staff lack necessary skills



SMEs are dangerously unprotected against common cyber threats

- **35%** of all SMEs have no cyber protection at all
- Only **23%** of SMEs see security of sensitive data as a concern

SMEs are relaxed towards Workplace Safety and Health (WSH)

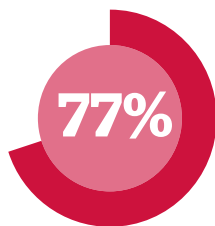


31% of SMEs encountered workplace incidents in the past 1 year

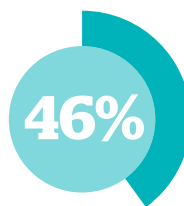


Only **59%** SMEs indicated they are aware of all WSH requirements

SMEs remain indifferent to business insurance solutions



ran into at least one insurable issue in 2016



will only consider insurance when they see others running into trouble



see insurance as a low-priority to their business