

Preparing for tomorrow's workforce, today

PwC's global report is based on responses from **1,246** business and HR leaders interviewed, from more than **10** industries, across **79** countries. The survey period was from November 2017 to January 2018.

86 respondents were from Malaysia and helped generate insights unique to the Malaysian business landscape.



A selection of areas where Malaysian businesses performed well compared to the global average

Percentage of survey respondents who agreed to these statements:

Malaysia

Global

92%

We are trusted by society, our customers and employees

84%

88%

We value and reward human skills (e.g. creativity)

77%

81%

We nurture re-skilling and continuous learning to help our workers remain employable

64%

78%

Our performance management practices are output-focused, not hours-focused

65%

76%

We have initiatives in place to ensure positive physical and mental well-being

67%

However, it is important to note that...

#1

Malaysian businesses are lagging behind the general population in adopting digital tools for collaboration

The issue is that...

80% 

of the Malaysian population **uses digital tools with web-based applications** to obtain and share information*, but only;

59% 

of survey respondents have a **robust virtual social platform or cloud technology** to enable collaboration between employees

...due to the following barriers:



Organisations face concerns over **data security and integrity**



Silo-ed ways of working which are confined to respective functions



Lack of awareness on the **latest digital tools** for workplace collaboration



Limited understanding of **day-to-day employee experience** requiring the need for collaboration

This creates opportunities for improvement:



Creating a **people-centric culture** to ensure all teams work collaboratively to drive a single objective

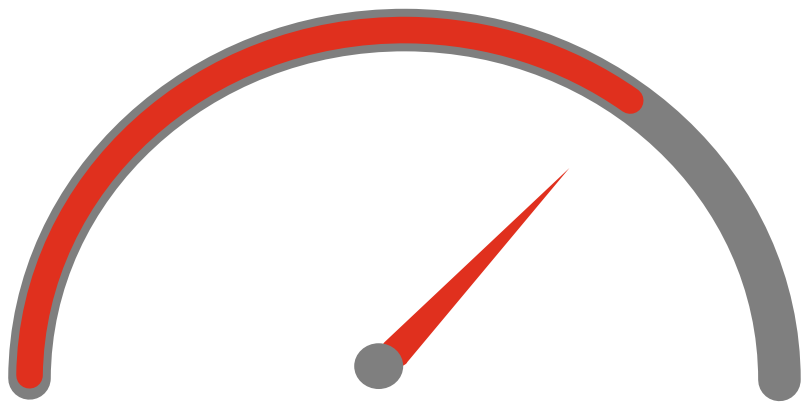


Enhancing **performance parameters and rewards** to promote cross-team collaboration

#2

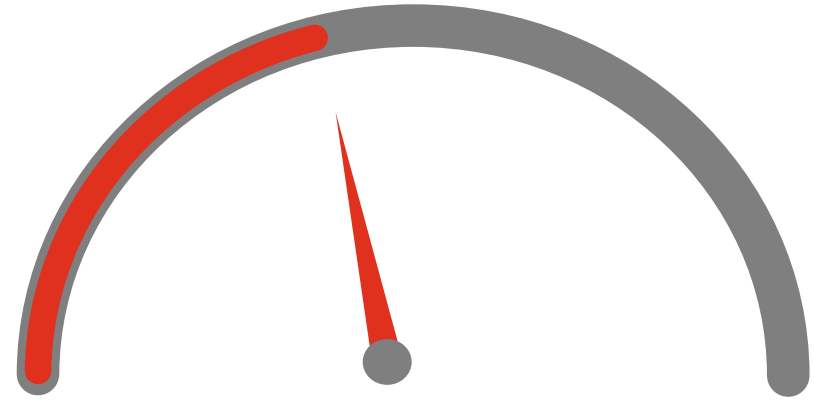
There is untapped potential in data analytics to help Malaysian businesses make informed decisions about the workforce

The issue is that...



74%

of respondents highlighted that it is **important** to use data analytics to **predict and monitor skills gaps** in their workforce, but only;



44%

have **capabilities** today to **take the necessary actions**

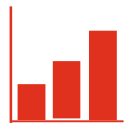
...due to the following barriers:



Data residing in **different systems** hinders the ease of data analysis and reporting



Capital limitation in upgrading **data infrastructure**



Limited operational and technical **capabilities**



Lack of **clarity in** application of data analytics

This creates opportunities for improvement:



Improving **infrastructure** and **data governance quality** to ensure that well informed decisions can be made based on available data



Enhancing **capabilities** in data analytics by reskilling the current workforce and attracting new talent

#3

Business leaders can do more to foster cross-functional and organisational collaboration

The issue is that...



...due to the following barriers:



Lack of **proactiveness** in reaching out to other functions / organisations to expand networks and build relationships



Silo-ed incentive and reward schemes that do not encourage or value cross-functional capabilities, behaviours and outcomes



Lack of **clarity and focus** for cross-functional / organisational collaboration

This creates opportunities for improvement:



Fostering an agile culture which requires flexibility and close collaboration with teams regardless of function



Crafting **clear KPIs and reward schemes** that encourage cross-functional / organisational collaboration

Thank you...

If you would like to know more,
please reach out to:



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