

# The new work era

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THE Covid-19 pandemic has certainly altered job sentiment, the need for digitalisation and upskilling for a new work era.

Organisations need to understand, attract and retain top talent amidst current challenges and those to come, says Hays Malaysia in a recent study on the "DNA of the future workspace".

It conducted two surveys last year. The findings revealed that there were

differences between workplaces in each region across Asia.

The difference is in the digital journey, allowance of flexibility or their understanding of what inspires an employee to give their best despite challenging circumstances across Asia.

The respondents unanimously said openness to change would be a defining feature of the workplace of the future.

It says Malaysia consistently emerged as having the greatest number of respondents in the region who believed

their current skill sets would still be relevant in the next two to three years (42%), including their hard skills (81%).

However, the majority also said soft skills could improve (72%), which is also the highest score in the region.

The rise in the importance of digital skills development and reskilling is a regional trend, rooted in the ongoing uncertain times.

The survey covered over 9,000 working professionals across Asia, first in February 2020 and later in the year between September and October.

## Snapshot of key Asia findings

### CARE ABOUT EMPLOYEE WELLBEING

71% of respondents said being part of an organisation that values employee wellbeing has become more important to them following the outbreak of the pandemic. Only 34% said their organisations currently offered this, while 75% think their organisation should be offering this.



### BE FLEXIBLE

76% of respondents said that flexible working options have become more important, 54% said structured hours have become less important.



### RECOGNISE AND REWARD EMPLOYEE CONTRIBUTIONS

71% said being rewarded or recognised for their work constituted meaningful work. 56% said this had become more important to them following the pandemic but only 49% said their organisation currently implemented this.



### HAVE A WORKPLACE CULTURE THAT ENCOURAGES DIVERSITY OF OPINION

71% of respondents said an open workplace culture will improve diversity and inclusion in their organisation. 61% said having a diverse leadership team would, but only 31% have this. 86% believe diversity and inclusion practices contribute to improved innovation in an organisation.



### COMPENSATE OR INSPIRE EMPLOYEES FOR EXTRA HOURS

45% of respondents said they would be willing to compromise on their work life balance for better salary and benefits. 43% said they would do so for a sense of purpose and connection to their role.



### HELP EMPLOYEES DEVELOP DIGITAL AND SOFT SKILLS

79% of respondents said opportunities to upskill or develop their digital skills have become more important following the pandemic, but only 27% said their organisation offered this. 70% of respondents said their soft skills could use improvement.



### HAVE COMPASSIONATE LEADERS

54% of respondents said having compassionate and engaged management or mentors has become more important to them following the pandemic.



### HAVE LESS BUSINESS TRAVEL

44% of respondents said business travel has become less important to them following the pandemic. 83% of respondents also said their organisation now offered video conferencing software as compared to 70% at the start of the year, making it apparent that remote working is here to stay.



### BE STABLE AND SECURE

74% of respondents said that job stability and security has become more important to them following the pandemic (as compared to 63% who said so at the start of the year). High-risk organisations like startups, or roles at risk of being automated may see less attraction and retention.



### BE OPEN TO RESKILLING

72% of respondents said the opportunity to reskill had become more important to them following the pandemic.



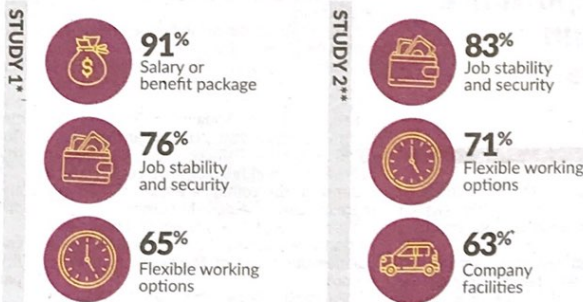
### MOTIVATE EMPLOYEES WITH PURPOSE

90% of respondents said purpose or meaning plays an important or very important role in motivating an employee.



## Malaysia findings

### > What is most important to you when looking for a new employer?



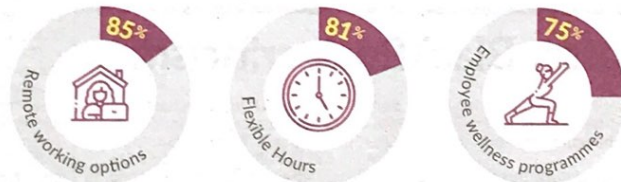
\*Results from the Jan-Feb 2020 survey period

\*\*Results from the Aug-Sept 2020 survey period

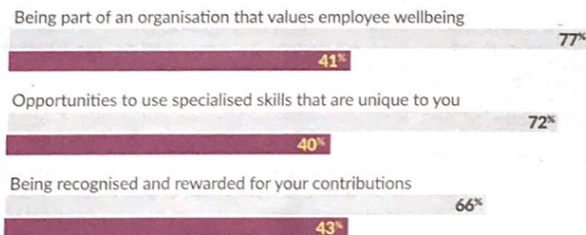
### > Which upskilling/development opportunities have become more important to you following the global pandemic?



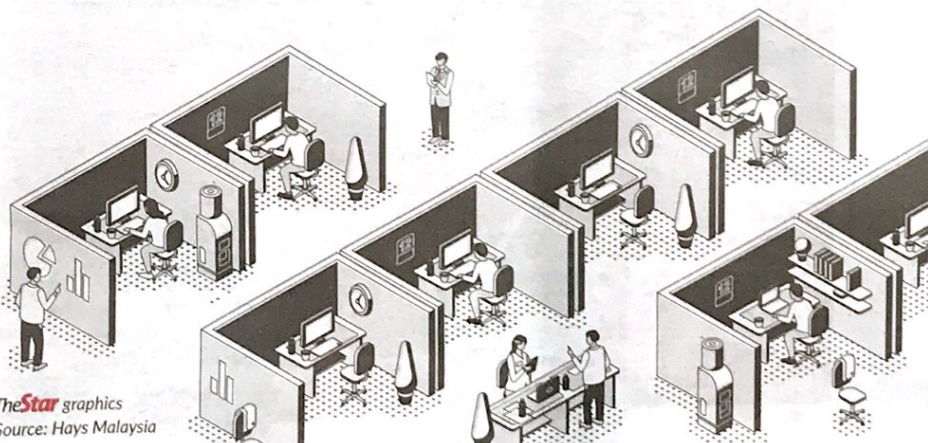
### > Which working options have become more important to you following the pandemic outbreak?



### > What constitutes meaningful work for you following the pandemic outbreak?



### > Do you currently experience this at your workplace?



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Source: Hays Malaysia