

# randstad malaysia

## workmonitor 2020 2H report

3 in 5 struggle to  
upskill to survive in  
a post-pandemic  
world.



61% of respondents said that it has been a struggle to acquire new skills in their current role to adapt to the COVID-19 pandemic.

This sentiment is the highest among younger workers (aged 18 to 24 years old), with 69% facing difficulties to acquire new skills in this climate; as opposed to 49% of respondents aged 55 to 67 years old.

## employees and employers need to keep pace with changing skills requirements.

The rapid digital transformation we experienced in 2020 has driven the demand for professionals equipped with transferable technical knowledge, soft skills and are adaptable in new environments. The opportunity to learn stakeholder management and leadership skills, new systems as well as resource planning is critical to the career development of younger workers.

As these learning opportunities diminish during remote working, the onus is on the employer to create new learning opportunities and drive employee engagement initiatives.

To enhance their own employability in an increasingly competitive labour market, 91% of respondents regularly refresh their skills and competencies.

Job and skills requirements, even for the same job titles, have changed significantly pre-and-post pandemic as a result of digital transformation. In the long term, an unskilled workforce can mean a smaller talent pool for employers to tap on.

Already, 70% of respondents believe that employers will have trouble finding the right talent in the future.

Employers have high expectations of their candidates, as they want to invest in someone who is digitally-adept, agile and innovative, independent yet collaborative. The development of the human capital requires a collective effort between education institutions, governments, organisations and employees themselves.

Employees should keep pace with industry trends and upskill themselves to meet new skills requirements for the future of work. Employers should also prioritise the investment in their own human capital, as companies with good training culture and programmes tend to be more attractive to candidates and enjoy higher employee retention.

# workers are attracted to working environments that provide learning and development opportunities.

55% of respondents want to work in an open environment where they can safely share and receive constructive feedback. Additionally, 41% of respondents are attracted to employers that provide employee training programmes.

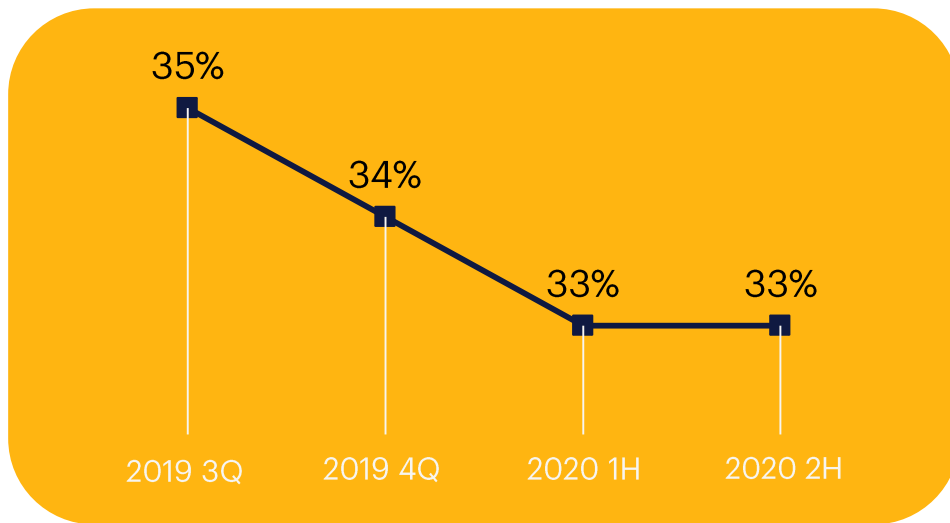
People learn better when they have the opportunity to resolve real business issues and challenges. Through guidance from mentors, constructive feedback from clients and colleagues, as well as an opportunity to be involved, employees are able to acquire new skills and gain valuable experiences. Employees will also feel more valued when their employers are as equally committed to their career success. It is hence critical for companies to have a learning culture that is focused on skills development so that they can have an agile workforce that is always ready to respond regardless of the crisis that they face.



## “which of the following is the most important to you about an employer’s efforts to be inclusive?”

Creating elements of an inclusive work environment and workspace, including being open to and considering other people’s opinions	55%
Building a diverse workforce	50%
Employee training	41%
Having people from diverse backgrounds in leadership positions	39%
Encouraging employee resource groups (diversity & inclusion)	35%
Corporate social responsibility in the form of donations/fundraising	29%
Publicising HR policies on inclusiveness	20%
Employee volunteering days	19%
Advertising and employer branding	18%

1 in 3 respondent changed jobs between april and october 2020.



## top 3 reasons for changing jobs.

39%

better employment conditions

32%

organisational circumstances

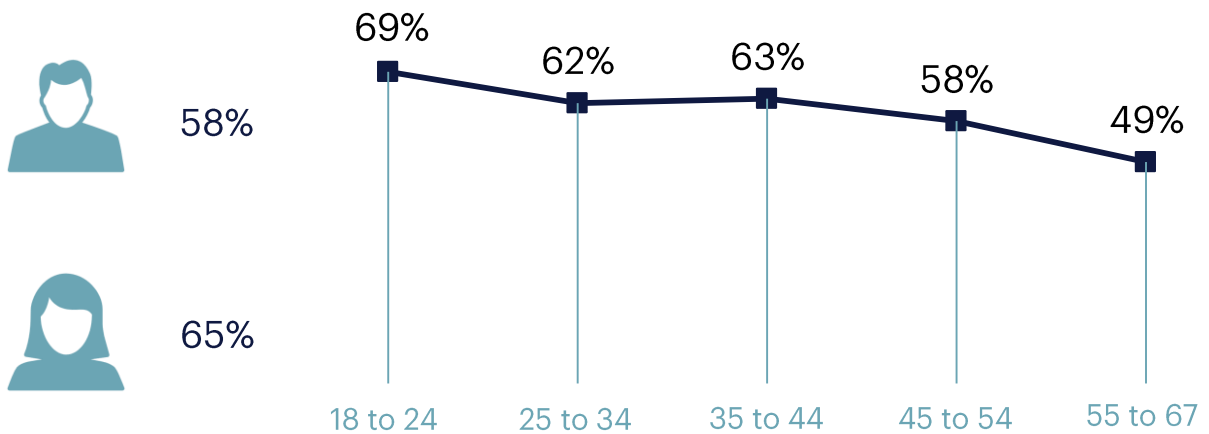
29%

personal circumstances

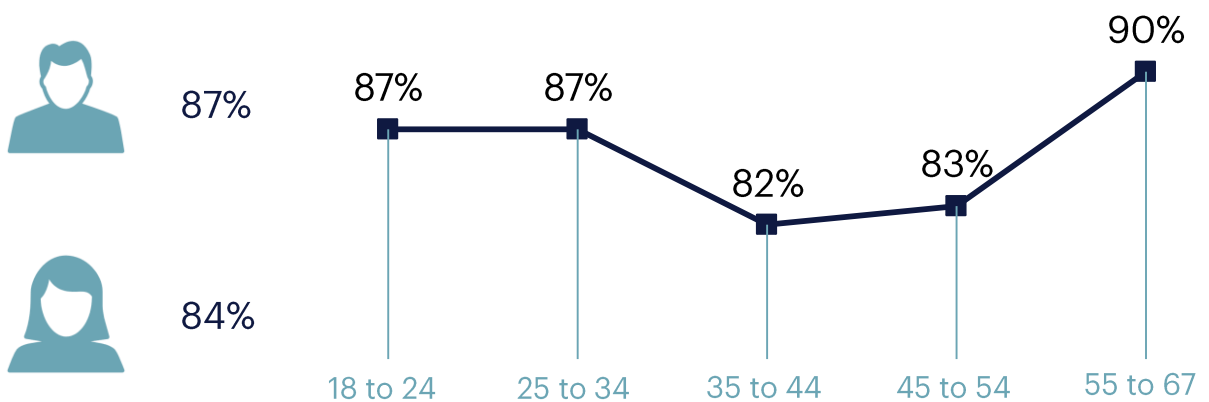


In october 2020,  
15% of local respondents **fear job loss.**

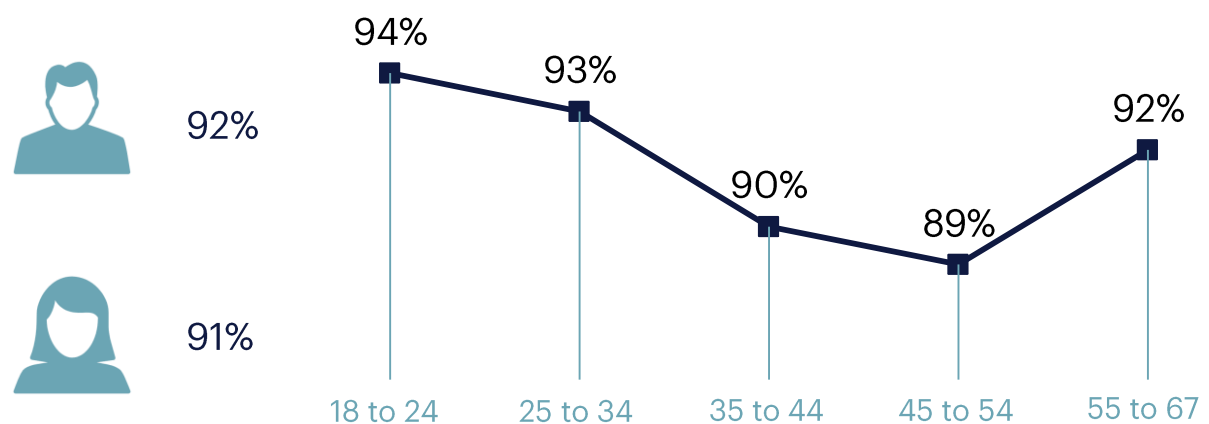
61% struggle to acquire new skills in their current job to adapt to working through the pandemic.



On average, 85% said they have transferable skills needed to find a job at a different company or in a different industry.



91% regularly refresh their skills and competencies to enhance their competencies.



## “my company has actively demonstrated being truly inclusive by...”

creating elements of an inclusive work environment and workspace, including being open to and considering other people’s opinions	47%
building a diverse workforce	44%
employee training	38%
having people from diverse backgrounds in leadership positions	35%
encouraging employee resource groups (diversity & inclusion)	32%
corporate social responsibility in the form of donations/fundraising	30%
publicising hr policies on inclusiveness	25%
employee volunteering days	19%
advertising and employer branding	19%

## about randstad workmonitor.

The Randstad Workmonitor survey highlights the greatest concerns and challenges candidates are facing in the employment market. The Randstad Workmonitor 2H 2020 survey was conducted in October across 34 markets around the world, with a minimum of 400 respondents in each market.

## we share market insights to guide you in your workforce strategy.

Whether you are hiring or looking for talent mobility solutions, we’re here for you.

We know how the right talent can make a significant impact not only to your company’s workforce productivity and business growth. Our specialist recruiters have a proven track record in sourcing high-calibre professionals across various key industries and are committed to provide in-depth market intelligence and insights to changing candidates’ expectations.

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