

MALAYSIANS ARE READY FOR A FUTURE WITH

74% of Malaysian workers agree that artificial intelligence (AI) will increase their work efficiency according to PERSOLKELLY's latest Asia Pacific (APAC) Q3 Workforce Insights report, indicative of a positive outlook when it comes to the use of new technologies to enhance work efficiency. This sentiment is shared by neighbouring Singapore (71%), Thailand (78%) and Indonesia (81%), highlighting the notion that a majority of the Southeast Asian workforce is ready for the workplace of the future.

Themed "Understanding perceptions of automation & artificial intelligence at the workplace", the report further indicates that more than 72% of Malaysia respondents agree AI will make their job easier, while 73% believe that it will enable them to perform their duties better and make them more productive. Malaysia stands in stark contrast to countries such as Australia and New Zealand, where only 49% agree that AI will make their jobs easier. Malaysians are also more positive in their perception towards AI as compared to the Asia Pacific (APAC) average.

Commenting on the reason why Malaysians are supportive of AI is Brian Sim, Managing Director and Country Head, Malaysia at Kelly Services, who said "The Malaysian government has for the past year, spearheaded several initiatives, locally and regionally, to help promote new technologies and digital skills development in Malaysia. Government sanctioned events such as Malaysia Tech Week and the #mydigitalmaker Fair have helped educate the public on the potential uses of AI at home and at work. This, along with the increasing number of businesses embracing digital

transformation, have all contributed towards building a positive perception towards the implementation of AI in our nation."

The study also points out that 68% of Malaysians believe that AI has the potential of raising a company's bottom line, meanwhile 69% believe that AI is able to perform simple tasks better and more efficiently than humans. When it comes to business decision making however, only 41% believe that AI is better at complex decision making than humans.

The rise of AI and automation among business in Malaysia has also brought with it some concerns, the major one being job loss. As advancements in AI technology continue, more and more complex tasks are capable of being delegated to AI systems, causing many Malaysian workers to become concerned about their job security. According to the report, 1 in every 2 Malaysians believe that AI will eventually take over their job in a few years. That said, most Malaysians are still confident that the human touch is still needed, with only 46% agreeing that AI can do their job better than they can.

"Indeed, the impact AI has on job security is a complex issue, with varying answers depending on the particular sector an organisation operates in," adds Sim. "However, digital disruption is a real phenomenon that has real consequences on a nation's workforce. While the human touch is still at the core of many successful businesses, it is important that businesses and employees invest in upskilling themselves to ensure that they remain relevant in the Fourth Industrial Revolution."

PERSOLKELLY's APAC Workforce Insights survey featured responses from more than 7,000 hiring managers and employees from twelve markets in APAC, and across a wide range of industries.

(hrasiamedia, 2019)

ANNOUNCEMENT

Inspired by today's modern and digital world, we are striving in the software development that assembles higher automation and digitization, and now, we are excited to announce the release of new version of BOSS i-NET interface, to accelerate user adoption to system, improve usability and increase productivity. The all-new user interface (UI) focused on the user experience, making the system more intuitive and accessible. Enriched navigation bar provides simplified access to frequently used functions in the system, increases user awareness of more advanced functionality and delivers fast access to detailed content when necessary.

Besides, new development of intelligent features such as User Guidance and Virtual Assistance, we have combined the power capabilities to help users carry out tasks in a more efficient and professional ways with automation tools. Get more information in Mr. Smart Column!

We believe you are going to be very pleased with the results.

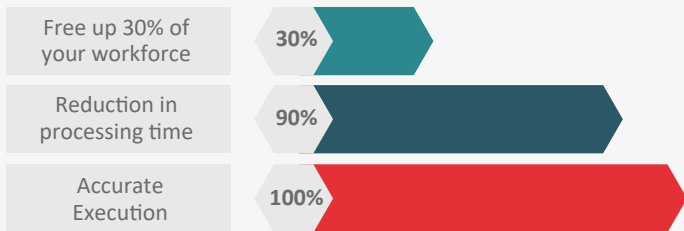
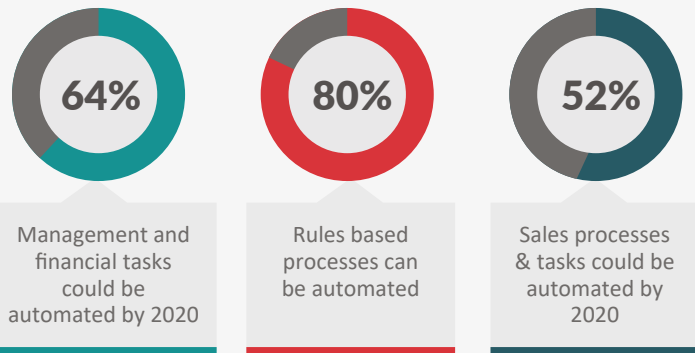
We would like to take this opportunity during the holiday season to express our sincere gratitude for you as our cherished customer. We appreciate working with you and hope that the holidays and the coming year will bring you happiness & success.

**May your Christmas be filled with merriment and bliss.
Happy New Year & thank you again.**

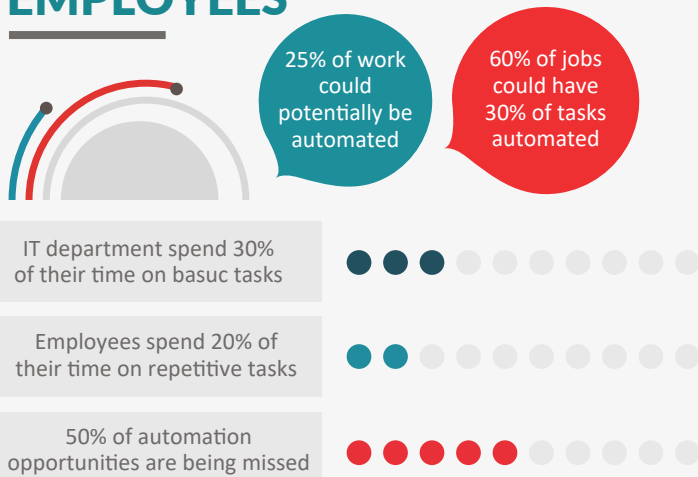
STAY UPDATED WITH US

THE IMPACT OF INTELLIGENT AUTOMATION

THE IMPACT ON ORGANIZATIONS



THE IMPACT ON EMPLOYEES



THE IMPACT ON CUSTOMERS



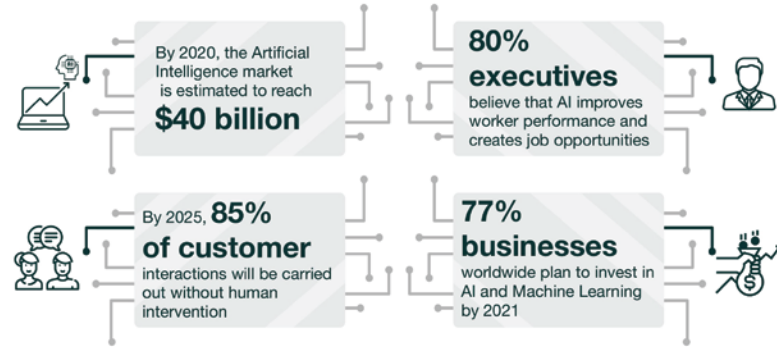
(thoughtonomy, 2017)

AI IN THE WORKPLACE- HOW TO MANAGE CHANGE?



Introducing AI in the workplace is usually frowned upon by employees. But why do employees fear change and how can you help them happily welcome a digital workforce? This infographic tries to answer it all!

Some interesting AI stats



AI in the workplace

AI is certainly the next big thing in the workplace. Enterprises worldwide are now adopting AI in the workplace to



Optimize business processes



Enhance productivities



Improve customer engagement

But why do employees fear AI?



How to manage employee fears and build a digital workforce successfully?



Break the myth

- Educate them about AI
- Explain the value and benefits of AI
- Break the stereotype

Prepare for the change

- Provide ample training
- Share informative resources
- Test and accredit to qualify them

Communicate effectively

- Guide them through the change
- Resolve queries, doubts and issues
- Assure them that AI is for good



Take one step at a time

- Build a phased strategy
- Implement one phase at a time
- Allow employees to catch up



Monitor and improvise

- Monitor performance throughout
- Identify loopholes immediately
- Suggest improvements and support them

(estuate, 2018)

TOP 12 HR PROCESSES YOU SHOULD AUTOMATE RIGHT NOW

Manual vs. Automated

73% of employees

consider themselves to be more productive when they have advanced digital tools at the workplace (Aruba).

Key benefits of HR automation

FOR THE EMPLOYEES

- Faster and more efficient hiring process
- Increased employee engagement and retention

FOR THE HR TEAM

- Less HR personnel to handle payroll, benefits, compliance
- No more repeating tasks
- Improved communication within the department and company
- Quicker data management, sharing and approval processes (workflow)

FOR THE COMPANY

- Lower storage and printing costs for paper documents
- Handling of all the proper documentation and training to avoid compliance violations
- Lower risk of human error
- Drop in lost documents
- Elevated data security

Everyday HR processes perfectly suited for automation

Recruitment and Interviews

Job candidates who receive immediate feedback after an interview are 52% more likely to reapply or refer the company to friends (HR Dive).

Manage applications and automate internal notifications and approvals for a faster recruitment process.

Onboarding

A well-structured onboarding program will determine 91% of employees to stick around for at least a year.

HR automation means that managers and the team are informed of the new hire. Also, IT equipment, access cards, training, and financials are automatically set up.

Employee timesheets

Improve your timesheet management and increase accountability with an attendance tracking system.

Performance appraisals

Use online forms to create 360-degree employee reviews, send reminders and track form completion to get a complex picture of workplace collaboration and employee needs.

Manage leave requests

Automatically notify all involved peers and set up a holiday approval process with just one click.

MACHINE LEARNING

RE-DEFINING THE EXPERIENCE AT WORK



RECRUITMENT

Machine Learning can offer intelligent recommendations on the candidates who can fill a given role.



ONBOARDING

Machine Learning proactively engages and follow up with the candidates making the overall promote comfortable easier for both the recruiter and the employees



LEARNING & DEVELOPMENT

Machine Learning can recommend learning courses directly to the employees for their growth and development on the basis of their historical data.



PERFORMANCE MANAGEMENT

Machine Learning can recommend if a candidate is ready to take up the higher role or not



LEAVE MANAGEMENT

Machine Learning can also assist the organization to understand the trends of leave with respect to the performance of employees



EMPLOYEE BENEFITS

Machine Learning algorithms can help in analyzing employees choices of where to shop, which doctor to consult or what to eat.



EMPLOYEE ENGAGEMENT

The machine learning systems measure, analyze and report on employee engagement and general feelings related to their work



EMPLOYEE EXIT

It helps in understanding the critical factors of employee turnover better and use the information to enhance the work environment and reduce attrition.

(peoplematters, 2018)

Work travel & business expenses



Automate expense, mileage and time tracking for those mobile employees. Generate receipts and build a more efficient reimbursement process



Training & learning

59% of employees don't benefit from any type of training to do their jobs, their skill being mostly self-taught (ATD).

Ensure access to all the development opportunities within your company. Create online tests or surveys to mark the completion of each training session.

ALL-*New* UI

User Interface

We modernized it for your better experience

- 1** Well-run **NAVIGATION BAR** focuses your attention on where you are and what you can do
- 2** **USER GUIDANCE** at your fingertips throughout the system
- 3** **SIMPLIFIED VIEWS** provide faster access to relevant actions.
- 4** **REORGANIZED** menu bar to enhance visibility on every functions and features availability in the system
- 5** Improved use of **SIZE AND COLOR** allows user to get the seamless view of information at a glance



BOSS HR CONNECT APP

TECHNOLOGY THAT HELPS YOUR BUSINESS GROWS

A companion app that synchronized with the server of BOSS i-NET HR System, which helps to track employees' attendance record and progress of certain tasks. Create a better workplace today.

BOSS IS NOW ON APP.

CHANGE THE WAY YOU WORK ◆ GO VIRTUAL

BOOK A **FREE** DEMO CALL US TO DISCOVER NOW!

FEATURES & BENEFITS:

- Intelligent geo-tracker
- Capture attendance anytime, anywhere
- Real-time upload photo for validation purpose
- Take action at your fingertips
- Quick download in App Store & Google Play



UPCOMING | TRAINING CALENDAR

- 1** EA & BIK Seminar 2019 Recruitment / Claim / Appraisal
Highlights: Yearly EA Practices as well as Budget 2020 updates
Dec 2019 - Feb 2020
- 2** Payroll / Time Attendance / Leave Management System / Claim / Appraisal / Recruitment
Highlights: Latest HR practices and system workflow to be guides with Q&A session
Dec 2019 - Mar 2020

Any enquiry on customized workshop / briefing base on your Company Practices, kindly email to training@bossolutions.com.my for more information.



NEW DEVELOPMENT! ENHANCEMENT!

BETTER employee experience, **BETTER** employee engagement!

AI in BOSS

Rapidly ingest data, identify patterns, and optimize and predict result

Powerful in workforce scheduling to match team and budget availabilities

High confidence in delivering accurate and actionable results

Helps to reduce manpower cost

Acts as an assistant in manpower time management to provide suggestion in scheduling/rostering to allow manager to make instant and strategic decision

AI in Time & Attendance

ADVANCED AUTO SHIFT DETECTION:

- Perform pairing based on common/usual approach to clock pairing
- Check pairing pattern over a period of time (e.g. weekly), adjust clocking that is close to shift start/end to obtain a better paired result
- Smart rostering (according to past work patterns, employee skills and performance, leave and availability records, or build rosters that are aligned with cost)
- Through machine learning, rostering will be able to take in external inputs like public holidays or other seasonal occasions, predict the staffing requirements.

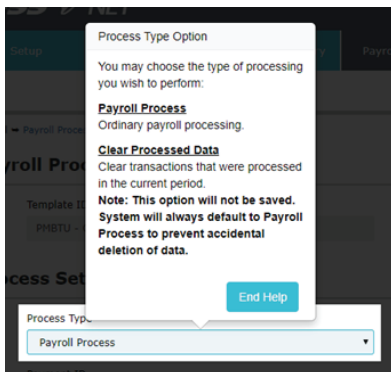
INTELLIGENT ATTENDANCE ISSUE RESOLUTIONS:

- Select problematic attendance records and apply solutions
- Suggest records with similar attendance patterns, propose solutions and ask for feedback
- Learn and automatically fix attendance issues based on the feedback
- Key point to observe and identify after shifts input: before and after value of early in, late in, early out, late out for shift and break, shift workings minutes.

USER GUIDANCE

System displays quick tips/descriptions in certain screens that highlight helpful features and ensure user to obtain instant guidance of workflow and UI purpose.

- User-friendly
- Quick learning tools for new user
- Minimize steps to generate data/carry out action
- Useful description of every button/icon in screen



VIRTUAL ASSISTANCE

System performs smart checking at the end of the day to track incomplete/erroneous issues that occurred in every modules and display a list in dashboard for user to conduct resolution.

- Notifications about upcoming tasks deadline
- Minimize errors

- Reminder to complete the incomplete tasks

Examples:

Employee center

- Incomplete/erroneous employee profile
- Changes made in employee profile
- Incomplete data on employee bank, employee salary, employee statutory
- Integrate with Alert: Mark notable events (passport expiration, confirmation date, retirement, performance appraisal schedule, etc)

Payroll

- Check posting status and date range of each modules
- Improbable payroll processing results
- Negative EPF, SOCSO, EIS, PCB, Gross Pay, Net Pay

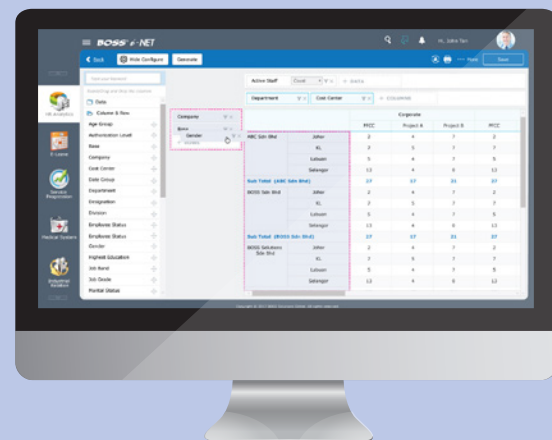
+ HR ANALYTIC

- + FLEXIBLE TOOL TO CREATE BETTER INSIGHTS
- + MAKING BIG DATA INFORMATIVE & EASY TO VIEW

A higher level of business intelligence

Get a complete analytic view of your people and business operations by dragging the data to the field.

- Make data-driven decisions
- Drag & Drop data
- All analytics at your fingertips
- Easy export to Ms. Excel
- Flexible in filtering to generate data
- Analytic dashboard to show all charts in one page
- Quick visible on the



CONTACT US
for further information/demo



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FREE DEMO

NEW YEAR'S TRADITION IN ASIA

Korean New Year (Seollal)

| When: February 16th



Koreans commemorate the first day of the lunar year by donning their hanbok (traditional clothing) and gathering for charye, a ritual prayer to their ancestors for peace and good health. Eating the eumbok (ritual food) passes their ancestor's hopes and blessings on to them.

After the meal, younger generations pay respect to the elderly with a sebae (bow) in exchange for sebaedon (New Year's money).

Thai New Year (Songkran)

| When: April 13th – April 15th



Derived from the Sanskrit word meaning to pass and move into, Songkran signals the beginning of a new solar year. The first day of celebration transforms Thailand into a giant water fight. But it's not just fun and games: Thais believe that water washes away bad luck, so throwing it is actually a sign of respect and well-wishing.

On the 14th, also known as Family Day, people spend time at home with their loved ones. Lastly, on the third day of Songkran, Thais visit wats (Buddhist monasteries) to ask for forgiveness and give alms.

Vietnamese New Year (Tet)

| When: February 16th



Because the Chinese brought the Lunar New Year to Vietnam, Tet celebrations also revolve around family and reunions. This means welcoming far-flung relatives and the spirits of deceased ancestors for a dinner of traditional food like bánh chung, a rice cake stuffed with beans and pork, and mang, a bamboo shoot soup.

They also buy flowering peach trees to fill their homes with life and good fortune.

Balinese New Year (Nyepi)

| When: March 17th



In the days preceding the Hindu New Year, Balinese worshippers parade through the streets with demonic effigies (ogah-ogahs) and whip one another with fiery coconut husks to chase away evil spirits.

When the day of Nyepi arrives, the whole country shuts down. The government forbids lights, cars, and work,

and the citizens spend the day in silence to focus on self-reflection. Some believe this quiet tricks the spirits into thinking everyone has left the island, in hopes that the demons will, too.

COMPANY

BOSS Solutions established in 1990, one of the leading Human Resource Management Software providers in Malaysia. BOSS major in software development and provide web-based HR software to Malaysia's businesses and well trusted by more than 12000 HR users from different industries such as manufacturing, medical, healthcare, retail, finance, hotel, property developer, education and etc.

The objective of BOSS is to provide an efficient, intelligent HR solution and services to customers to maximize revenue generation in an ever advancing technological and legislative environment.

BOSS

Human Capital Management Solution (HCMS)

--HR CORE MODULE--

- Employee Center
- Security Management
- Report Center

--WORKFORCE MANAGEMENT--

- Payroll System
- Service Progression
- Leave Management
- Time & Attendance Management
- Alert Management
- Casual Labour

--TALENT MANAGEMENT--

- 360 Degree Performance Appraisal
- Training & Development
- Training Need Analysis
- Recruitment
- Manpower Planning
- Succession Planning
- Learning

--BENEFIT & COMPENSATION--

- Medical Benefit
- Claims
- Insurance
- ESOS
- Canteen
- Industrial Relation
- Travelling
- Flexi-Benefit

--BUSINESS INTELLIGENCE--

- DASHBOARD--
- NATIVE APP--

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