

A woman with long dark hair, wearing a light blue denim shirt, is seated at a wooden table. She is looking at a laptop screen. Another person, wearing a white shirt, is pointing at the laptop screen. In the background, a man in a white t-shirt and dark pants is standing and looking at a smartphone. The scene is set in a modern office or meeting room with wooden floors and chairs.

Vol. 46

BOSS[®] Insight

bossolutions.com.my





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DEAR VALUE CUSTOMER,

Thank you for your continued support and affection for us this year, which has allowed our company to grow and progress. Boss Solutions' progress and success are inextricably linked to your attention, trust, support, and participation. Our success is propelled forward by your understanding and faith. You have provided us with tremendous strength during the development of Boss Solutions.

In the coming days, all Boss Solutions employees will continue to work hard, pioneer and develop, and produce ongoing value for you. Simultaneously, I hope you will continue to support us, and that we will work together to create something amazing!

Best regards,

A handwritten signature in black ink, appearing to read "Peter Thong".

Peter Thong

Group Managing Director

”

WHAT'S NEW IN OUR SYSTEM

BOSS's DASHBOARD

IS NOW AVAILABLE IN MORE MODULES

We have a wonderful announcement to make: our new dashboard will be available in more modules! We feel it is critical to provide a quiet, intuitive, and efficient working environment for our users. We can assist our users to be more productive by creating a product that is well-organized and makes sense.

The less thinking you put into how you're going to do anything, the more focused you'll be on the task at hand. And, because Dashboard contains so much information, we must present it only so that our users can quickly traverse it.

With our new Reporting Dashboard, you'll have quick access to the most critical indicators about the performance of your content. Analyze how well your content is performing and use what you've learned to improve your next piece of content.

BOSS offers the ability to:



Analyze content performance quickly.

Our dashboard is set up so that you can quickly see the most critical metrics.



Dig deeper into specific publications and pages.

Drill down into different publications to see how individual pages performed.



Transform data into actionable insights.

You'll be better able to distill concrete to-dos if you only provide the most relevant numbers and hide everything else.

LET'S TAKE A LOOK FOR EACH DASHBOARD IN THE MODULES

A great set of reports to help you manage your performance

Manage performance progress, the status of performance reviews/appraisals, rating and recommendations, employee development, and training needs.



To better understand your talent landscape, use advanced analytics. Highly configurable analytics with unique filters enable you to acquire insights into the state of your employee's performance and improving talents who power your company's growth.

Keep an eye on employee training data

Allows you to view training prices, budget details, participant numbers, and more by month. Save time and keep your HR training data up to date.



TRAINING & DEVELOPMENT



Customizable and eye-catching design

Our dashboard design tools ensure that your dashboard can be created once and shown consistently across all devices.

TRAINING NEED ANALYSIS



Recognize the needs of the employees

It is simple to determine the training needs of employees in order to increase their skills and competences.



Analysis of Competency Gaps

The dashboard displays an employee's competency score, making it easy to take action on upskilling your workforce.

Applicants per opening

We keep track and manage of this month over month to see how close we are to our target number of hires.



RECRUITMENT

Boost the efficiency and efficacy of your hiring process

Well-informed judgments in order to improve your recruitment process over time. You'll be able to develop an effective recruitment approach that is adapted to your company's demands over time.



Task management

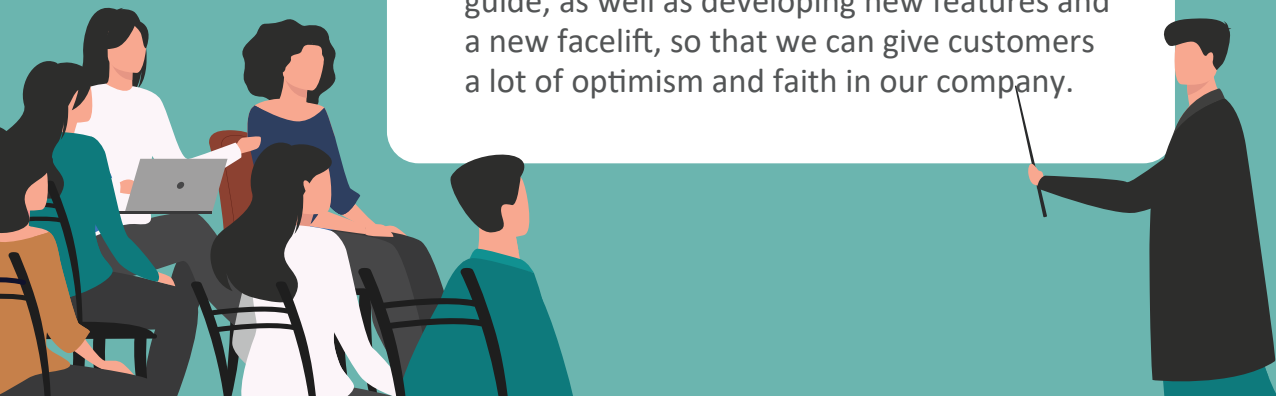
Share tasks on a customized to-do list so that the person in charge can discover everything they need in one location and take action.



ONBOARDING

OUR PLANS FOR THE FUTURE

Long-term planning includes continuing to improve current features such as IVA, HR Analytic, BOSS Connect and system tour guide, as well as developing new features and a new facelift, so that we can give customers a lot of optimism and faith in our company.



BOSS MOBILE ATTENDANCE

Employee attendance and movement can be hard to track, especially for those who are required to visit various sites or offices.

BOSS Mobile Attendance now includes not just GPS location technology, but also Google Map, which displays a location map (for location accuracy) when the user takes a picture. Simply take a picture of the location to check-in; the user's attendance will be recorded in real-time and saved into the system with the time and location, which can be viewed afterward.



Clock in and out via mobile app



QR attendance



Accurate GPS tracking



Instant upload picture for attendance validation

NEW FUNCTION



Google Map is now available!

When the user captures the photograph, the location map will be displayed (for location accuracy).



The White Flag Campaign in Malaysia was triggered by Covid-19 distress

WHITE FLAG CAMPAIGN

**IT IS MORE BLESSED TO
GIVE THAN TO RECEIVE.**

**TOGETHER WE FIGHT AGAINST THE
COVID-19, TOGETHER WE HAVE
A SHARED FUTURE!**



Several businesses have stepped in to help the #BenderaPutih (White Flag) movement, taking to social media to announce their willingness to help those needing food and essentials during the Covid-19 pandemic. BOSS Solutions understand that many people are in need of assistances and that is the reason that we're supporting the #whiteflag / #BenderaPutih campaign to help as many people as possible during this difficult time. Our project start from July 1 to July 14, 2021, by giving away Food Packages within a 20-kilometer radius of our existing site in Puchong, Selangor. Throughout this campaign, we have been helping more than 30 families that in suffer and we are very fortunate that we are still able to help those in need during the epidemic. It is our honor to see the smile on the face of the beneficiary.

Mid of the Year in Malaysia, some residents of low-income families have started waving white flags as part of the so-called "White Flag Campaign", or the #benderaputih (white flag) movement. They are doing this to convey distress about the financial crunch they have had to deal with a mid the lockdowns due to the Covid-19. Malaysia enforced another lockdown on June 1 in order to control another surge of Covid infections.

Families that are facing hunger or need any other kind of assistance are encouraged to wave a white flag or put a piece of white cloth outside their homes to signal that they need help. The idea is that by spotting the white flag, neighbors and good samaritans can reach them.



WORK TRENDS

POST COVID-19

As time goes on, we can anticipate to observe the following workplace trends and adjustments.

1 Increase in remote working

Nearly 85% of respondents surveyed in the middle of 2020 said they wanted to work from home in some capacity after the lockdowns were lifted, with 58% stating they wanted remote work to be their primary mode of operation.

Here are several companies that have adopted a work-from-home policy:

- Since the year 2020, Basecamp and Quora have been operating remotely permanently.
- The majority of Reddit's staff will be able to work from home.

2 Doubling in on digital

Virtual clocking in and out mechanism is used. Emails, phone conversations, and text messages are used for daily communication since they are more convenient. According to KPMG, 77% of CEOs polled want to "expand their usage of the collaboration and communication technologies," with 67% preferring to invest in technology to 33% preferring to spend in employee capabilities.

3 A greater emphasis on employee well-being

Employees will talk about and provide additional health and wellness assistance and benefits. According to a SHRM analysis from the first half of 2020, up to 35% of employees surveyed reported experiencing depression symptoms on a regular basis, while 41% indicated work burnout and 45% stated they felt "emotionally drained from their work."

4 The gig economy is on the rise

Companies are still trading cautiously, and those who haven't hired temporary staff in the past will do so now. According to a recent survey, 92% believe now is a good time to investigate the gig economy.

5 Redefining the Employee Experience

Focusing on the employee experience, similar to how a brand focuses on the consumer experience, can:

- Increase productivity
- Improve satisfaction
- Increase employee loyalty



Which is Better for Your Business in The New Formal:

Remote or Hybrid Work?



Nearly everyone had to work from home during the COVID-19 pandemic. Despite this, research shows that adjustments in working circumstances had little effect on workers' overall productivity or quality of work.

According to a Harvard Business School survey, at least 16% of Americans would likely continue to work from home in the event of a pandemic. Even if the scenario allows, not all businesses can afford to go entirely remote. Even though their employees may work well from home, they prefer to interact with their coworkers in person.

Which is Better: Remote or Hybrid Work?

This question has a simple answer: **it depends.**

Remote working is acceptable if you run a firm where your target consumer is comfortable making purchases online. If your potential clients desire to negotiate and transact business face-to-face, the hybrid workplace model will be your best option.

Another item to think about is your employees' opinion on where they like to work. Hybrid work models are ideal for situations where the number of people who wish to work from home and in the office is roughly equal. Otherwise, following what works for the majority is the greatest way to secure your company's success in the "new normal."



EMPLOYER SUPPORT HAS A SIGNIFICANT POSITIVE IMPACT ON EMPLOYEES

Many staff have been put through the wringer as a result of the pandemic. It's something you've heard directly. Employees who have their employer's support, on the other hand, have come out on top!

According to Mercer's "Health on Demand" survey, it has "a direct impact on the health and resilience of employees,"

The survey also found:

More over half of employees experienced some level of stress during the pandemic.

25% of employees have had mental health concerns. (such as depression or anxiety)

20% are in worse financial shape than they were before the outbreak.



Essential support has a significant influence

The pandemic drew out the best in businesses. They wanted to make sure that whether they worked from home or in the office, their employees were happy and healthy. Employees that are anxious, unwell, or burned out are not productive, as we all know.

But it's not just about productivity. Employers who genuinely care about their workers want them to be happy and healthy for their own sake.

Employers who gave critical support during the pandemic had a significant influence on employees, according to the survey:

They were

less likely than those who did not receive help to describe their pandemic experience as "mostly" or "entirely negative" (25% vs. 49%), and they were less likely to describe their pandemic experience as "largely" or "completely negative."

45% were less likely to leave their job because of their employer's support.



Reskilling / Upskilling

for the post-Covid working world

The extraordinary hit of Covid-19 has unquestionably altered the work market, bringing nearly the whole world economy to a halt. According to Malaysia's Department of Statistics, the country's jobless rate has reached its highest level in a decade, with a predicted increase to 5.5% this year. To increase career opportunities, reskilling and upskilling to match changing skills demands is now more important than ever.

The following are the soft skills you and your workers will need to flourish in a **post-coronavirus world:**

Adaptability and flexibility



Flexibility and the capacity to adapt to change are in great demand in the ever-changing workplace. Employers are increasingly searching for employees that are willing to step outside of their comfort zones and perceive change as a source of growth and creativity.

Innovation and creativity



Pivoting to a new direction with the help of creativity and innovation may be the only way for many businesses to survive. This uniquely human ability to think creatively about how to invest in a pre-and post-coronavirus era will be critical to a business.

Communication and emotional intelligence



Emotional intelligence is defined as the ability to recognize and empathize with the emotions and behaviors of others, which is critical, especially when individuals are feeling uneasy. Solid communication skills come as essential for building trust and maintaining high productivity.

Technologically savvy



One of the most significant effects of Covid-19 on the workforce was its call for enterprises to accelerate their digital transformation. This includes working from home, virtual meetings, and using social media tools to engage professionally with the market. Anyone with experience in digital and social media marketing can help their firm become more robust to future pandemics.

IS IT REQUIRED TO GO THROUGH THE ONBOARDING PROCESS?



Employers train new workers for several months during onboarding to acquaint them with the company and their tasks. Why is an effective onboarding process necessary, even though it takes a long time?

Employees are acclimatized to their role, the company's values, and what the company has to offer throughout the onboarding process. It also engages employees, resulting in employees that are dedicated to the company's success, as well as assisting in the retention of new hires by making them feel like a part of the team.



According to a survey conducted by Careerbuilder and Silkroad Technology, one out of every ten employees has left a business due to a poor onboarding experience, with 37% of employees saying their manager did not play a vital part in their onboarding experience assistance.

Employee turnover and productivity loss rise when proper onboarding procedures are not followed. Every year, companies lose a lot of money due to low employee engagement. Employees that are engaged are 87% less likely to leave their company. In comparison to disengaged employees, they are five times less likely to depart. When a company provides excellent onboarding, 69% of workers will stay for at least three years.



Still worry about the things to do before a new hire's first day?
No more a panic as it all prepared in our Employee Onboarding modules.

CHECK US OUT FOR MORE INFORMATION!

Workplace Wellness

Workplace wellness is defined as a work environment that promotes the health and well-being of all employees and others who work there. A typical employee works for around 50 hours every week. Every year, that's about a third of one's waking hours. To put it another way, most of us consider our office to be a second home. It's only natural that a workplace is a place where employees may feel at ease, cherished, and fostered.

Five Reasons Why Workplace Wellness Is Crucial

1 Chronic Disease Prevention



When implemented appropriately, business wellness programs can help employees and their families avoid the increased health risks associated with chronic diseases such as diabetes, high blood pressure, and heart disease.

2 Cost-cutting in the healthcare system



Healthcare costs are putting a burden on both individual employees and the company's finances. Corporate wellness programs have been shown to reduce healthcare expenses for businesses.

3 Productivity Gains



A corporate wellness program can be an exceptionally cost-effective method to enhance your overall productivity by raising your employees' focus, energy levels, and sense of accomplishment.

4 Absenteeism is lower



Employee absenteeism is a key cause of absenteeism across a variety of businesses. A well-designed business wellness program can significantly reduce absences due to physical and mental illness.

5 Employee Morale & Satisfaction



When you invest time and money into a corporate wellness program, you're effectively telling your employees that you care about them and want to assist them in reaching their goals.

THE HAPPIEST EMPLOYEES

As we've already touched on about workplace wellness, here are the top 10 firms with the happiest employees in 2021, according to new research from Comparably.



To demonstrate the disparity between the happy employees and those from other companies, consider the following graph. Key statistics were pulled similarly, including:

Only

62% site wide felt they had clear corporate goals they were invested in, compared to 93% from the top-rated large companies and 96% of employees from the top-rated SMB.

Only

66% of site visitors stated they were enthusiastic to go to work each day, compared to 88% of top-rated large enterprises and 92% of top-rated SMBs.

The overall

happiness score for large and small businesses was 91% and 94%, respectively, compared to only 69% and 82% for the entire site.

Adobe's No. 1 ranking

dethrones Zoom's two-year run of having the happiest employees in 2019 and 2020, and the video conferencing startup has dropped to ninth position this year. Adobe's chief people officer, Gloria Chen, says the company utilized surveys, all-hands meetings, and focus groups to gauge employee mood during the pandemic to better understand the obstacles of working with Covid and provide ways to suit shifting needs.

In response to employee feedback,

the company has implemented monthly companywide days off, 20 new paid days off per year for employees and flexible work schedules to accommodate caregiving responsibilities. After the pandemic dangers have passed, Chen says, "the default work arrangement for all workers will be flexible, Adobe employees will have the option to work from home when it makes sense." She states that employees "co-created" Adobe's future work plan through a series of global surveys, focus groups, workshops, and work.



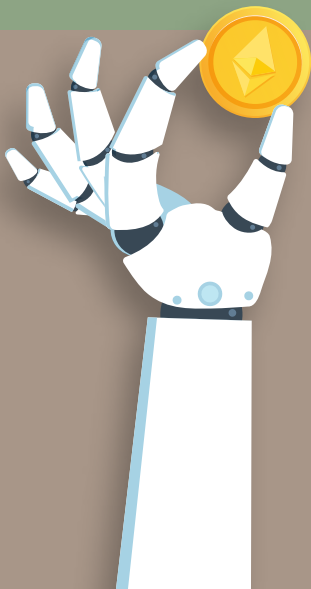
ARTIFICIAL INTELLIGENCE IN HUMAN RESOURCES

According to multiple studies, today's Chief Human Resource Officers understand AI's potential to improve core HR tasks including operations, talent acquisition, training, and development. The real-life concrete benefits of AI platforms for automating transactional activities, boosting staff productivity, and getting useful information about candidates and workers are becoming evident as more firms adopt AI platforms into their daily practices.



AI can help you improve your recruiting, employer branding, hiring, and development by allowing you to target and adapt your prospect outreach more effectively and quickly with the correct tools and technological partnerships. You may also promote your company's culture and principles in authentic, engaging ways if you have a better understanding of your audience.

AI can save time by increasing efficiency in initial résumé screening and can judge an applicant's suitability based on perspective rather than past performance. Employee development and career pathing are the same. Analytics can assess an employee's previous work experience and performance, then recommend the best development possibilities and career trajectories for them.



When AI is used correctly, it can be quite beneficial. How?

- **Availability at all times of day and night**
Chatbots, can now accurately replicate face-to-face dialogue. Chatbots provide the instant reaction time that today's users need and available at any time and on any device.
- **The use of automation**
AI platforms can help your employees by automating transactional and repetitive duties, allowing them to focus on more human-like tasks that provide more value to the business.
- **Data that is updated in real-time**
If a large number of your candidates or workers are asking the same questions or expressing similar worries, you'll know right away and be able to act fast to seize opportunities and resolve issues before they become more serious.

“



PUT AN END TO MICROMANAGEMENT

Micromanagement is a poor management style in which a team leader offers unnecessarily close supervision and orders to their team members. It creates an environment where employees don't feel trusted and are unable to put their skills productively.

Employees that are micromanaged do not feel free to take initiative, and they get alienated from their work. Their incapacity to exert control over their work processes or make crucial decisions on their leads to apathy, low morale, and a lack of active participation.

”

According to a workplace poll cited in the book *My Way or the Highway*,

- ♦ A third of employees left their employment because they were micromanaged.
- ♦ 62% said they had seriously considered changing jobs.
- ♦ 73% stated that micromanagement affected their capacity to accomplish their work.



6 Telltale Signs You're Micromanaging Too Much

1

Do you insist on controlling how things are done, and which methodologies are acceptable?

2

Are you imposing unnecessary or excessive permission requirements on your employees?

3

What about gaining control and dominance over how employees spend their work (and break) time?

4

Do you have a habit of over-monitoring and reporting?

5

Do you ever find yourself doing tasks that should be done by someone else?

6

Do you find it difficult to work in groups and prefer to complete tasks on your own?

If you answered **yes** to **at least one** of these questions, you most likely have some issues with your management style.

TACKLING MICROMANAGEMENT EFFECTIVELY

Delegating

It's critical to assign assignments that take advantage of each employee's talents and ambitions while still allowing them to learn and grow in their current position.

According to Gallup's study, CEOs who are good at delegating produce 33% more revenue. By relinquishing some responsibility, those executives empower employees and boost their morale, all while freeing up their own time to focus on activities that will yield the highest returns for the company.

Establish Clear Goals

Your staff will perform better if you are explicit about the objectives of an assigned project, when it has to be completed, and what benchmarks you will use to gauge its success. Allow your personnel to demonstrate their abilities by clearly stating the objectives of a specific effort and how they relate to the organization's mission.



Forget about being perfect

Accept failure.

Your team will stagnate if you routinely repeat and reward the concept, "It's always been done this way." Encourage innovation and be prepared for any accidents that may occur as a result of allowing your personnel to attempt new things. Consider a project that doesn't go as planned as a learning opportunity and a lesson for the future.

UPCOMING TRAINING CALENDAR

Virtual Training | Face2Face Training | On-Site Training

Dec 2021



Feb 2022

EA & BIK Seminar 2021

Highlights:

Stay tune @Budget2022 updates towards EA Practices & Year 2022 Workflow.

Dec 2021



Jan 2022

Module Fast Track 2021

Highlights:

Core Module Walkthrough with guidance and Q&A session. Suitable for first-timer as well existing HR wish to refresh module session with latest feature.

Dec 2021



June 2022

Payroll / Time Attendance / Leave Management Talent Management Module Training

Highlights:

Latest HR practices on each module walkthrough session.

Dec 2021



June 2022

Claim / Medical / Talent Management Module Training

Highlights:

Latest HR practices on each module walkthrough session.

May 2022



June 2022

Productive Refresher

Highlights:

Target on Payroll walkthrough with guidance and Q&A session. Suitable for first-timer.

Mar 2022



June 2022

Report Design Refresher

Highlights:

Walkthrough system report query and HR's hands-on simple report design using tools provided. Suitable for existing HR wish to explore further to report designing.

For further information about a customized workshop or briefing on company practices, please send an email to training@bosssolutions.com.

 The prayer room is ready to use.

 Cleaning and disinfecting of the training room, washroom, prayer room, and refreshment room regularly.

BOOK your
training class
← **NOW!**

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 MODULES

- Employee Center
- Security Management
- Report Center
- Alert Management
- Service Progression
- Dashboard

WORKFORCE MANAGEMENT

- Payroll
- Leave
- Casual Labor
- Time & Attendance
- Organization Chart
- Timesheet

TALENT MANAGEMENT

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

BENEFIT & COMPENSATION

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

BUSINESS INTELLIGENCE DASHBOARD NATIVE APP

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INTELLIGENT CHANGE IN HR



BOSS®