



BOSS[®] **INSIGHT**

Vol. 47

bossolutions.com.my

TABLE OF CONTENT

SOFTWARE UPDATE

2

- Leave Management System

3

- Time and Attendance Management System (AI Smart Pairing)

4

- I.V.A (Intelligent Virtual Assistance)

5

ARTICLE 1

Employees are becoming more interested in non-medical benefits

6

ARTICLE 2

The 5 Most Common Warning Signs of Workplace Burnout

7

ARTICLE 3

Work Culture

8

ARTICLE 4

10 Unexpected Employee Retention Statistics

9

ARTICLE 5

Successful Employee Onboarding Tips

10

ARTICLE 6

AI's Potential for Enhancing Human Resource Management (HRM)

11

ARTICLE 7

Why are most businesses opting for a hybrid work environment?

12

UPCOMING TRAINING CALENDAR

13



SOFTWARE UPDATE



WE ARE BOSS SOLUTIONS.

The leading provider of HR solution in Malaysia establish since 1990 helping satisfied clients all over the industry by more than 50,000 users and 5000 companies including manufacturing, retail, hospitality, financial services & insurance, construction & developers, oil & gas, logistic, and even pharmaceutical to optimize their business by providing our solutions. Our focus is to enhance the HR team's productivity and effectiveness by streamlining and simplifying the process.

We strive to improve the experience of any employer or HR team who uses our software by constantly improving our system to make it more intelligent and user-friendly while maintaining the greatest interface design. As a result, we're pleased to present some of the modules that have been greatly enhanced:



Leave Management System



Time and Attendance Management System (AI Smart Pairing)



I.V.A (Intelligent Virtual Assistance)

LEAVE MANAGEMENT SYSTEM

The procedures and rules in place to manage employee requests for time off are referred to as an employee Leave Management System.

The goal of the Leave Management System is to fairly and accurately manage employee leave requests, ensuring that the business runs smoothly and that employees receive the benefits to which they are entitled.



You can do the following with the enhancement:



CROSS ENTITLEMENT

Employees' entitlements can be brought forward with similar entitlements (the company changes its policy or if an employee goes to another company under the parent company that has a different policy).



ADVANCE LEAVE NOTED IN THE SYSTEM

Even if the employee has earned the leave back, the advance leave will be noted on the leave details/calendar for employees who seek advance leave for a given day, so that admin, HR, or the HOD can check the amount of advance leave the employee has taken.



GLOBAL SETTING APPROVAL

Enhance the user creation field in the leave module of each plant's manpower control settings.



LEAVE APPLICATION ON BEHALF

In certain situations, employers can require the specific individual to apply leaves on behalf of the employees (by a clerk, admin, or operator) and will still need for approval.



ADDING A LAYER FOR APPROVAL OR A DIFFERENT APPROVAL FORM

Employers may choose to add a layer for approval or a different approval form if employees apply to leave more than a certain number of the day even if it is within the entitlement.







PLAN LEAVE

Users can now plan the brought forward leave into the coming year with the condition that the brought forward leave is usable for the entire year.

AI SMART PAIRING

Does your Time and Attendance Management System have issues like?

-  Duty roster allocated incorrectly or not being updated
-  Problems with incomplete clock sources
-  Gate Pass or Import Clock Source cause data entry errors
-  Taking too long for the download, pairing, and splitting?



Check out our BOSS Time and Attendance Management System (TAMS) on AI Smart Pairing to solve all of the issues mentioned above. We have now implemented AI Smart Pairing in BOSS INET HRMS to enhance the user experience and make HR's job easier.

The Intelligent Auto-Shift detection will support AI Smart Pairing by displaying a difference between the assigned duty roster and the system-detected shift. Also, it will list all of the odd pairings and offer one clock source for each odd pairing for the user to consider and accept. HR no longer has to look up each record one by one.

By evaluating data from an employee over a workweek, AI smart matching makes exact decisions based on prior working patterns. And rather than causing an incomplete clock source for the day due to a delay in manual Gate Pass data entry, our New Gate Pass Application comes with approval flow. Which the superior may quickly view the application on any device. With Schedules based on back-end services, we are also able to increase our performance in downloading, pairing, and splitting process data in just a few minutes.

I.V.A (INTELLIGENT VIRTUAL ASSISTANT)

AI is prepared to revolutionize the HR industry, as we all know.

HR teams are prepared to serve as crucial and strategic experts in a business with AI. AI paves the path for time and productivity savings for HR managers, as well as an "improved employee experience". However, to leverage automation-powered efficiencies and data-driven decisions, HR managers must do more than simply embrace technology. It requires them to come up with new AI applications.



To help your business in taking its operations to a whole new level by using our HRIS software, we implemented I.V.A, the intelligent virtual assistant. It is capable of assisting us in the following areas:



CONDUCT SMART CHECKS

I.V.A. performs daily smart checks at the end of the day to track incomplete and incorrect issues in each module, decreasing the risk of human error and enhancing HR team efficiency.



REMINDER

Inform HR or HOD of the unfinished task.

For example, notify HR or the person in charge of the item that the recruit for onboarding is due next Monday and that the preparation is still incomplete.



TO-DO-LIST DISPLAY

Remedy the error or be reminded that the I.V.A has been checked via a display list on the dashboard. HR will be able to promptly identify, investigate, and fix the issue without searching the problem one by one.

ARTICLE 1

EMPLOYEES ARE BECOMING MORE INTERESTED IN NON-MEDICAL BENEFITS

Employees have endured financial challenges as well as a decline in mental health as a result of the pandemic. In this case, they've expanded their focus to cover financial, emotional, and physical well-being.

Employees are increasingly appreciating and requiring non-medical benefits such as:



Paid Family
Medical Leave



Life
Insurance



Disability
Insurance



Wellness
Programs

According to a new study by LIMRA and EY, the researchers project that "non-medical workplace benefits will climb 20% by 2026" as a result of increased demand and severe competition for personnel.

The study identified several trends that will affect the benefits market during the next five years.



BENEFITS DIVERSIFICATION AND EXPANSION

Your diversified workforce necessitates a diverse set of benefits, particularly non-medical benefits. Don't stop doing this, even if you started doing it during the pandemic. To fulfill the ever-increasing and aging requirements and needs of your staff, you must continue to expand. Two-thirds of mid-sized and big businesses intend to enhance their benefits packages to meet the needs of multi-generational employees.



EMPLOYEES ARE MORE GRATEFUL

Evidence shows that since COVID-19, one-third of all employees — including nearly half of Millennials — believe their insurance benefits are more valuable to them. Employees are particularly interested in the following benefits that their companies provide:

48%

Paid Medical
Leave

44%

Life
Insurance

36%

long-term
Disability Insurance



THE NEED FOR DIGITAL EVOLUTION

Many people have become aware of the advantages of working remotely as a result of the pandemic. They now appreciate having a better work-life balance. Over the next five years, **one-third** of the number of contract and freelance workers will rise.



TAKE ADVANTAGE OF TECHNOLOGY

Two-thirds of companies stated they will choose their benefits providers based on seamless systems. They understand that their advantages will be a major attraction for attracting and keeping great people. As a result, employers want a system that works flawlessly, even if it costs more because they understand that the system will eventually pay for itself.

ARTICLE 2

THE 5 MOST COMMON WARNING SIGNS OF WORKPLACE BURNOUT

You're not alone if you feel like you're banging your head against a brick wall at work.

The pandemic has brought a new level of exhaustion to today's workforce. According to a survey of 2,800 workers, approximately 70% of those who switched to remote work stated they worked weekends last year due to the COVID-19 outbreak, with 45% working more during the week than they did previously.

People may quit their jobs or leave work for long periods if their burnout gets bad enough, or they may require pharmaceutical or cognitive therapy.

So, how can you know when you've reached a breaking point due to long-term stress?



YOU'RE DISSATISFIED WITH YOUR CAREER AND OTHER INTERESTS

That emotional detachment from your job could be misinterpreted as a lack of productivity, but it's a sign of stress. You can also feel lonely or lose interest in things that aren't work-related.



YOU HALTED YOUR DAILY ROUTINES

People don't always know how to quit working as the lines between home and work blur. For some, work-related thoughts and worries begin to disrupt their sleep as well. Preventing burnout requires sticking to a healthy routine.



YOU'VE BECOME MORE CYNICAL AND PESSIMISTIC

You can be preoccupied with what's wrong with your job, whether it's your coworkers, boss, workload, or the way work is being done. Meanwhile, you might feel irritated and impatient with coworkers, friends, or family members.



YOU'RE SUFFERING FROM A CASE OF BRAIN FOG

You may be making mistakes, losing words, missing appointments, or taking longer to respond to coworkers or clients. It can feel like a huge task to make simple decisions.



YOU'RE EXHAUSTED BOTH PHYSICALLY AND EMOTIONALLY

Some people reach a breaking point when they are physically and emotionally drained and unable to continue. It's a red sign if you're physically exhausted at the end of the day two to three times a week or more.

ARTICLE 3

WORK CULTURE

Employees have endured financial challenges as well as a decline in mental health as a result of the pandemic. In this case, they've expanded their focus to cover financial, emotional, and physical well-being.

Employees are increasingly appreciating and requiring non-medical benefits such as:

HOW TO BUILD A POSITIVE WORK CULTURE?



ESTABLISH CLEAR DEPARTMENTAL GOALS

Outline each team's goals so that employees have something to work on. Ensure there's enough flexibility for input so that quotas and KPIs can be adjusted as needed.



PRIORITIZE RESPECT

Regardless of their position within the company, every employee should feel respected and heard. You never know where the next big idea will come from, so give every employee a seat at the table and encourage them to speak out.



BE FLEXIBLE

88% of people would consider a lower-paying job over a higher-paying job if it offered flexible hours.

Employees should not be worried about facing repercussions if they take time away from work to deal with other situations. Instead of earning a reputation for being inflexible and unapproachable, you'll acquire the respect of your staff.

ARTICLE 4

10 UNEXPECTED EMPLOYEE RETENTION STATISTICS

One of the most crucial HR statistics is employee turnover.

When your employees quit, you must replace them, which necessitates a lengthy and costly full-cycle recruiting procedure.

Employee turnover can have a larger negative impact on your company's bottom line due to lost productivity and low morale. It could negatively affect your client relationships.

Hence, We've compiled some of the most insightful and valuable employee retention facts and statistics to assist you in successfully managing and preventing employee turnover.

Employees that go through a great onboarding process are more likely to stay on the job for 82 %.

Companies that allow employees to work remotely have a 25% lower turnover rate.

79% would turn down a job offer for inaction against unethical behavior.

77 % of companies put a premium on employee experience boosting retention.

Employees who receive a constant acknowledgment from their managers can cut turnover by up to 31%.

If they don't get a raise, 35% of workers say they'll resign.

The average employee exit costs 16% to 213% of their annual salary.

Human Resource leaders admit employee burnout is sabotaging workforce retention and is responsible for 50% of the turnover.

After one terrible day, 8 in 10 employees would look for a new job.

70% would leave a company for better development opportunities.

Overall, these figures point to the changes that are occurring in the workplace and what future companies will need to do to retain great personnel.

ARTICLE 5

SUCCESSFUL EMPLOYEE ONBOARDING TIPS

The hiring process in most companies is lengthy, but improving the onboarding process helps you to provide your new workers with the incentive and motivation they need to thrive – and successful, happy employees are more likely to stay. Giving your employees the tools they need to integrate into your unique corporate culture gives them a reason to stick around for the long term.

LEARN HOW TO PROVIDE A BETTER EMPLOYEE EXPERIENCE THROUGHOUT THE ONBOARDING PROCESS BY READING THE IDEAS BELOW



CROSS-FUNCTIONAL COOPERATION

Ensure that nothing slips between the cracks by coordinating with other teams. Arrange meetings with other teams that can provide relevant information to the new teammate to assist decrease the concern of the recruit being unfamiliar with the people and processes.



MAKE A TEMPLATE FOR ONBOARDING

Make a checklist of the tasks, meetings, and reading your new coworker will need to complete during the onboarding process.

Create the required template with **BOSS Onboarding Management**. Your new employee will be able to find all of this information in one spot and will know what is expected of them during their first few days on the job. After you've developed the onboarding template, you may use it to onboard new employees.



BE GLAD TO ACCEPT FEEDBACK

Employee onboarding surveys are essential for improving your company's onboarding process, retention rate, as well as productivity, and satisfaction of your new employees. You can choose the frequency of the survey; it will help you figure out where the bottlenecks are in your company's onboarding process.

WANT TO KNOW WHAT YOUR NEW HIRES THINK ABOUT YOUR ONBOARDING PROCESS?

Our unique solutions provide you with valuable information to help you enhance your employee onboarding process.

Call us right now at
03-8061 6836
 to set up a free
 demo appointment.

AI'S POTENTIAL FOR ENHANCING HUMAN RESOURCE MANAGEMENT (HRM)

Companies can apply solutions that improve their HRM operations with the help of A.I. providers.



ELIMINATE BIAS

AI relies on data analysis to reach a conclusion, which makes it more unbiased than human labor. In the best-case scenario, A.I. can assess each candidate's strengths and limitations and submit them to human resources specialists who will make the final selection.



ENHANCE THE USER EXPERIENCE OF ONLINE LISTINGS (UX)

Employers can also utilize AI to identify places where their user experience could be improved. Complicated forms and a lack of input organization, for example, can dissuade good candidates from applying to your positions. Artificial intelligence (AI) providers sell software that analyses your website and highlights inefficiencies.



EMPLOYEE MANAGEMENT

A.I. Tools can also determine when staff are on the verge of quitting after they've been properly taught. Furthermore, such solutions can identify the causes that led to this result.

Artificial intelligence (A.I.) measures employee performance. HRM can benefit from technologies that provide useful data. They can, for example, assist you in defining the relationship between salary, motivation, and performance among your staff.



ARTICLE 7

WHY ARE MOST BUSINESSES OPTING FOR A HYBRID WORK ENVIRONMENT?

Employee preferences about how they wish to work have changed as the world reopens after two big waves of COVID-19 and vaccination rollouts.

83%

of employees prefer a hybrid work arrangement, according to Accenture's Future of Work Study 2021.

77%

of workers who work outside of a typical office regularly feel considerably more productive, according to Omnes research.

52%

of employees want their company to implement more flexible hybrid work models and work hours, as McKinsey Research.

THE FOLLOWING ARE THE BENEFITS OF THE HYBRID WORK MODEL:



IMPROVED EMPLOYEE RETENTION AND SATISFACTION

Employees who worked remotely were more satisfied with their employment than those who went to the office every day, according to a Survey Monkey survey. Many hybrid employees report major psychological benefits, including more control over their schedules and more free time.



INCREASED PRODUCTIVITY

A hybrid model can provide flexibility while also empowering people to work to their strengths, increasing productivity. Teams can achieve a solid balance of creativity and cooperation by encouraging a culture that considers remote work as a beneficial option for completing deep-focus tasks in the office.



REDUCED REAL-ESTATE COSTS

Companies that do not need to provide a desk for each of their employees will be able to save a significant amount of money by shrinking their office footprints. Employers can also use hybrid working to reuse existing workspaces to boost creativity and improve corporate culture.



INCREASED EMPLOYEE MENTAL HEALTH

According to Microsoft data, **one in every five** global survey respondents believes their boss is unconcerned about their work-life balance.

People who have used hybrid working believe it gives them greater flexibility and autonomy over where and how they work, as well as the ability to spend less time commuting. These adjustments, taken together, have improved the work-life balance of many hybrid workers and made them happier overall.

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

HEAD OFFICE

Wisma Alphamatic, No. 22-18, Jalan Puteri 4/2,
Bandar Puteri, 47100 Puchong, Selangor, Malaysia.

Tel : 03-8060 3836 Fax : 03-8060 1839

PENANG OFFICE

2829 A & B, Jalan Baru, Bandar Prai Jaya,
13600 Prai, Penang, Malaysia.

Tel : 04-397 6882 Fax : 04-397 6878

PERAK OFFICE

35A & B, Jalan Bendehara, 31650 Ipoh,
Perak, Malaysia.

Tel : 05-255 7033 Fax : 05-254 4842



Enquiry: enquiry@bosssolutions.com.my
Customer Care: wecare4u@bosssolutions.com.my

JOHOR OFFICE

48-01, Jalan Molek 2/3, Taman Molek, 81100
Johor Bahru, Johor, Malaysia.

Tel : 07-352 3778 Fax : 07-351 6092





BOSS[®]

INTELLIGENT CHANGE IN HR