

PEOPLE

The future of work is in PEOPLE.

Streamline employee experience and empower HR from tip of your finger.

White Paper



Introduction

Today's Human Resources (HR) function has evolved significantly beyond its traditional role of handling administrative tasks associated with labour regulations and employee records. It is now assuming a more crucial, intricate, and advanced role, actively contributing to overall company management.

The change has especially been apparent in recent years. Businesses today are actively seeking to optimise their HR operations, cut administrative expenses, ensure adherence to regulations, enhance data accessibility for both employees and managers, and offer real-time metrics for decision-makers to identify trends, make informed choices, and more efficiently oversee their workforce.

And it is safe to say, HR departments that have evolved and digitised their procedures hold a significant edge over those dealing with paper records and manual data management. As McKinsey stated in a 2021 report; "Organisational agility improves both company performance and employee satisfaction. HR can be instrumental in shifting an organisation from a traditional hierarchy to a marketplace that provides talent and resources to a collection of empowered small teams, helping them to achieve their missions and acting as a common guiding star."

In short, to propel such transformation, it has to come from HR—a department that should be ahead of the curve in an organisation. Take a contemporary business landscape like Telekom Malaysia Berhad (TM). Employee Experience and Lifecycle in the organisation extend well beyond the conventional HR duties and are evolving into a crucial and standalone business function.

That has led to a push for TM R&D to develop a contemporary solution known as 'PEOPLE' that places emphasis on all employees in the organisation. PEOPLE, a five-year old platform adopted by TM is meant to simplify employee experience while empowering the HR department, from the tip of their finger.

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- McKinsey 2021 report

Transforming Employee Experience

While the name PEOPLE is a rebrand for external use, the platform, born out of the need to innovate in 2018, is still known as ERA to TM employees. It was not until last year that TM R&D started opening up the platform to external clients, with a shared main goal: to offer a unified Employee Experience platform.

The idea behind the platform is to shape the future of work at all touchpoints throughout the employee lifecycle while empowering HR experts to collect valuable insights from significant employee experience interactions.

For the public, PEOPLE stands as an all-in-one HR mobile app to assist the working needs of employees.

Like ERA, the PEOPLE app is also tailored to streamline administrative HR tasks starting with eliminating redundant tasks by unifying HR systems and effectively improving employee productivity. PEOPLE also provides human capital analytics.

Data of HR and employees are then used to drive productivity through prescriptive analytics, which then enables for more improved decision-making and drives high-performance culture in the workplace.

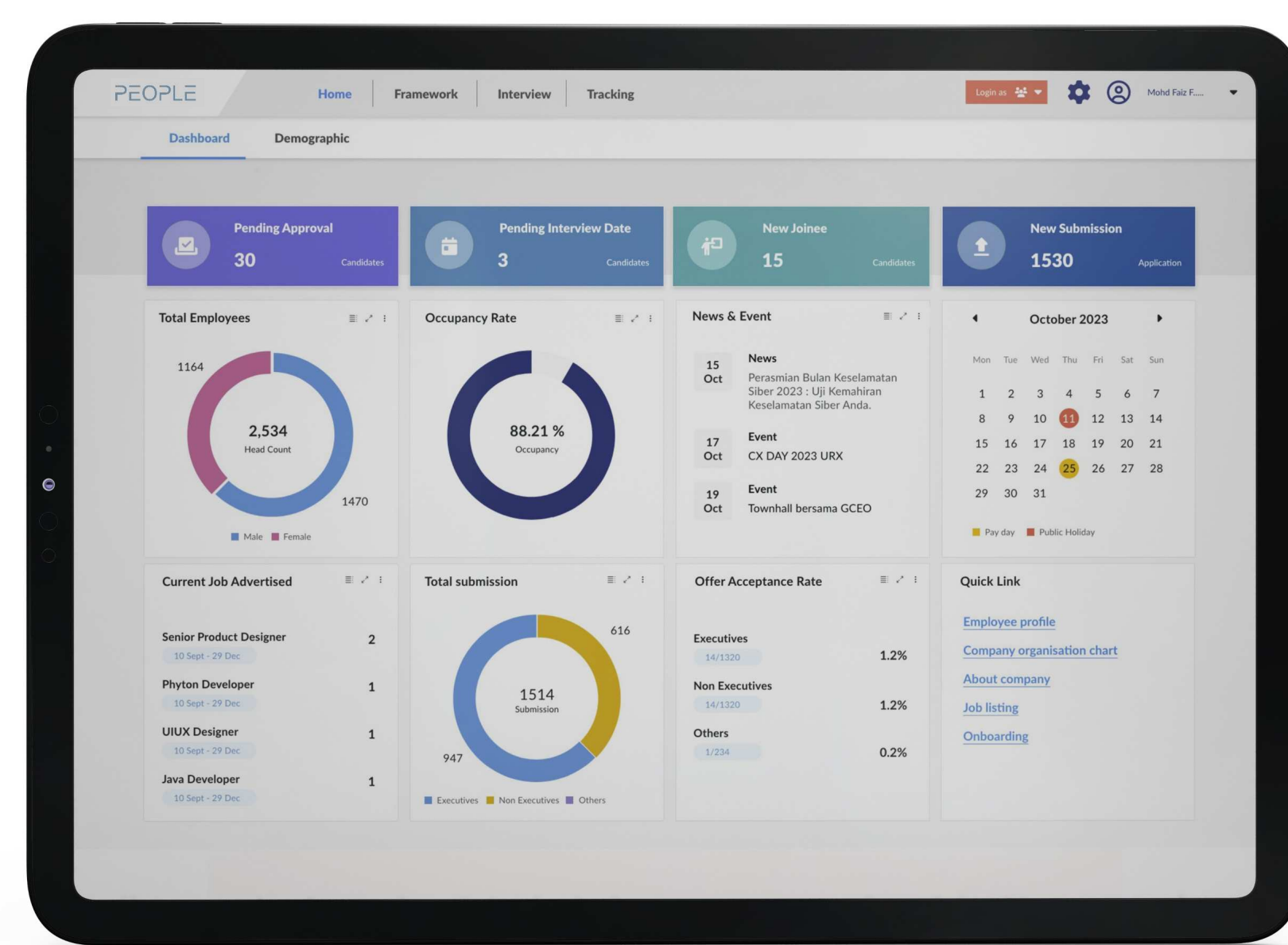
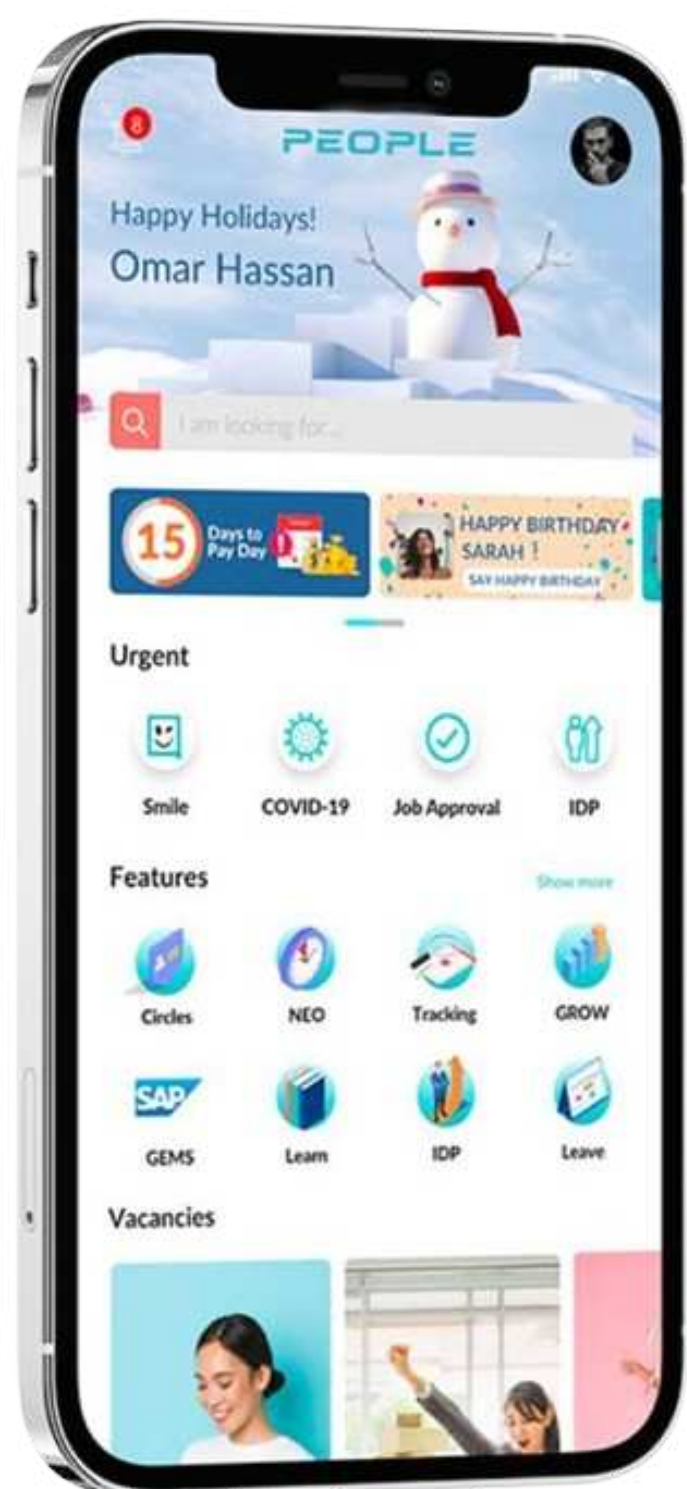


PEOPLE

- ◆ Simplify & enhance **Employee Experience** by digitalising HR processes.
- ◆ **Create a memorable experience**
All-in-one HR mobile app to assist employee working needs.
- ◆ **Streamline administrative HR tasks**
Eliminate redundant tasks by unifying HR systems & effectively improve employee productivity.
- ◆ **Human Capital Analytics**
Utilise HR & employee data to drive productivity through prescriptive analytics.
- ◆ **Improve decision-making & drive high-performance culture** in your workplace.

Revolutionising work experience with innovative features

With the automated integration function, PEOPLE allows user to personalise their profile by sharing previous achievements and skill sets. The information can then be shared and endorsed by other users.



Mobile



Desktop

The PEOPLE app is also accessible at any time of the day; whether to explore new opportunities or simply to enjoy the many functionalities that come with it, such as an all-around-the-clock availability in support.

Among the most interesting features of PEOPLE is related to job applications.



PEOPLE

How does the 'Job applications' feature work?

With two separate job boards for both internal and external hires, employees have the ability to check on job application status via the app. For internal hires, employees can search the ERA app, view, like, and comment on all job opportunities within the organisation. External hires have a slightly different procedure.

Interested candidates may apply through a career microsite designed for the same purpose. All applicants' information will be synced to a common platform for internal recruiters to assess. Users will receive instant updates on job application status with PEOPLE. The platform also provides real-time notification on new job postings for users to easily apply whenever.

The 'social network' of PEOPLE

There is also a part of the app that acts like the "social network" of the organisations. The module, called 'Circle', allows employees with similar interests to connect with each other within the same organisation. The closed loop allows organisations to maintain control over their employee information while ensuring privacy and security of personal data.

The Circle module is however no longer available on the ERA App but in PEOPLE it still exists due to external demand.

'Single Employee View' for HR

One of the key features of the PEOPLE platform is the ability for managers and employees to have a single, complete view of their HR ecosystem including everything from recruitment, onboarding, absence, training and performance, to payroll and expenses. The platform allows for the ability to obtain a holistic view of people analytics across complex data sets, which enables HR and Payroll to deliver and analyse both financial and non-financial KPIs easily.

Employee Experience' for the employee

The workplace experience is increasingly critical for an organisation's success. Employees now seek a work environment that aligns with the personalised, user-friendly, and digital experiences they encounter as customers and in their personal lives. Just as customers' perceptions of a company can be influenced by their experience, the same holds true for employees.

Delivering an exceptional Employee Experience, however, goes beyond mere rhetoric; it demands a profound shift away from the traditional top-down approach. This transformation empowers a company to prioritise its employees by understanding and addressing their perspectives on their individual employee journeys.

By offering customised interventions that target crucial moments, companies can optimise satisfaction, performance, and productivity. In the process, organisations can evolve into more inspiring, collaborative entities that revolve around crafting a meaningful and enjoyable experience.

In PEOPLE, TM R&D saw the need to create touchpoints throughout the employee lifecycle, covering the entire relationship between an employee and the organisation. In other words, it describes the different stages an employee goes through from the moment they are hired to when they leave.

TM R&D also added a new feature into PEOPLE for HRs that allows for AI insights into employee experience. This has enabled the ability to analyse large amounts of historical data, including employee interactions and feedback. This in turn has granted management the chance to identify patterns and trends, pain points, or areas that need improvement.

The Future of PEOPLE

Technology, when employed effectively, can positively influence the HR practices and employee experience of any organisation. This can be achieved by constantly enhancing the systematic, organised, and efficient functioning of the HR platforms.

Just like how the function of HRs has undergone significant changes and growth over the past few years, it is equally critical for HR platforms to evolve as well.



Even with PEOPLE, upgrades are always on the horizon and never dismissed. In fact, we are now restructuring and rebuilding the full journey in PEOPLE with the changes in the pipeline to include enabling data capturing from each employee interactions and touchpoints.

“At least 40% of all businesses will die in the next ten years... if they don’t figure out how to change their entire company to accommodate new technologies. .”

- John Thomas Chambers
CEO of CISCO Systems 1990-2015
CISCO Board Chairman 2006-2017

Creator of Smarter Ecosystem for a better Malaysia

Established in 2000, TM R&D is the innovation arm for TM Group focusing on creating smarter ecosystems to make business and life easier for a better Malaysia. TM R&D's solutions are clustered around four (4) pillars namely Intelligent Platforms, Data Brokerage, Connectivity/Tools and IR4.0/Digital Solutions.

Growing from strength to strength since 2016, TM R&D has won multiple global awards and generated more than 2,800 Intellectual Property Rights (IPRs) and 1,400 digital assets to-date.

TM R&D's innovations are all developed in-house and cut across multiple verticals such as Utilities, Retail, Agriculture, Healthcare and Education with safety and productivity as the top priority.

As TM R&D continues to expand beyond connectivity and into smarter digital ecosystems, its role in TM has become more prominent and exciting.

We are looking for remarkable people to join us. People who are courageous enough to push boundaries, curious enough to experiment with new technologies, and who have the determination to drive new ideas forward. A new opportunity awaits you here in TM R&D.

Be a part of our family at <https://www.tmrnd.com.my/jobs/> or email recruit@tmrnd.com.my

For more information about TM R&D and its products and services, kindly visit to:

www.tmrnd.com.my

