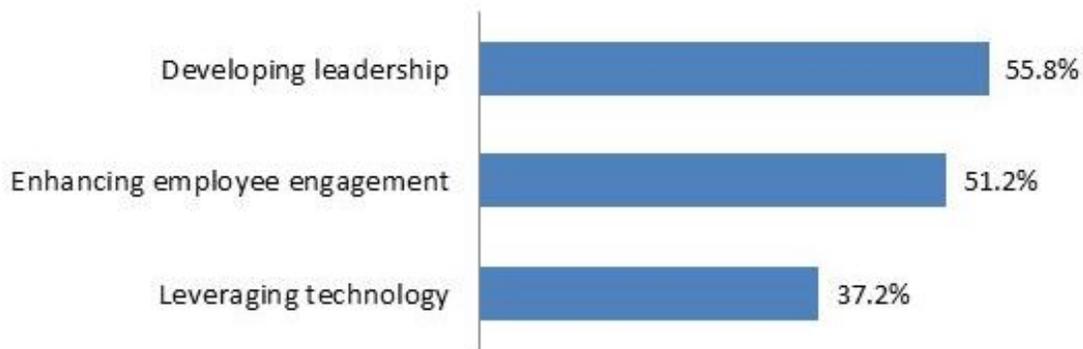




Strategies to Increase Employee Productivity

To better understand the strategies used by companies in Asia to raise productivity, in October 2016 the Workforce Analytics Institute (WAI) surveyed HR executives across the region, with responses from more than 50 practitioners augmented by individual interviews with respondents in China, Hong Kong, Malaysia, the Philippines, Singapore and Thailand. In our conversations, three key themes emerged: the imperative to develop leaders who understand and are able to manage the productivity process, the importance of leveraging technology for productivity, and the need to enhance employee engagement.

The top three strategies for raising employee productivity.



Note: Respondents were asked to select their top three strategies to address productivity challenges from a list of twelve options, including: focusing on targeted recruitment, employing training and development, utilizing recognition and rewards, building accountability, enhancing collaboration, altering workforce structure, implementing flexible work arrangements, providing workplace benefits, and increasing diversity. Source: The Workforce Analytics Institute pulse survey of HR practitioners, October 2016.

The WAI research team notes that:

- **Developing leadership to drive productivity** Investments in productivity programs and interventions are typically longer term processes which may take time to pay off, and will only be successful when championed by the cadre of leaders across the organization and then embraced by the rank and file. HR heads should ensure that leaders at all levels understand the rationale for the change as well as the specific changes that will impact their work environment and their teams.

- **Enhancing employee engagement** Fostering an environment where high levels of engagement are possible is critical to improving productivity, as it is employees who must be willing and able to exert additional discretionary effort. Methods that help promote employee engagement include: 1/ Designing incentive schemes that are aligned with the employee proposition. 2/ Creating physical and virtual workplaces that promote teamwork, collaboration, and engagement. 3/ Ensuring consistent communication among employees about organizational priorities and objectives.
- **Leveraging technology** Technology can help facilitate and free employees from administrative or routine tasks to have the 'bandwidth' to focus on tasks that provide greater organizational value. Areas where technology can be utilized include: 1) Facilitating virtual meetings for rapid information transfer and reducing traveling costs. 2) Upgrading systems and adopting user-friendly tools to minimize the likelihood of human error, and improve the safety and well-being of employees. 3) Establishing customer and employee self-service systems to allow individuals to take charge of the process of resolving concerns. 4) Providing easy access to virtual training or curriculums for employees to learn at their own pace and schedules.

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WAI Insights is a regular newsletter that highlights high-impact research nuggets to help organizations be cognizant about data to drive fact-based business decision-making.

For more information, refer to our research sources:

[Deciphering Labor and Skill Shortages in Asia with Workforce Analytics](#)

[Workforce Analytics: The View from Asia](#)

[Big Data Doesn't Mean Big Brother \(Implications for Asia\)](#)

[How Do I Get Started in Workforce Analytics](#)

[Human Capital Analytics: A Primer](#)

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