



DIGITAL WORKFORCE COVID IMPACT SURVEY 2020

Digital Talent Development,
June 2020



DIGITAL WORKFORCE COVID IMPACT SURVEY 2020 AT A GLANCE

226

Respondents where
59% are from the
digital industry



85%

Companies have been negatively impacted by COVID-19, close to 2/3 have begun adapting to Working From Home and tech platforms for all work activities.

STAFF RETENTION

44%

Companies with no staff retrenchment

34%

Companies have excess workers to share - directed the companies to leverage on MDEC's #MyDigitalWorkforce initiatives & to register on GLOW

60%

In the longer term (6-12 months), many companies would require assistance in training & recruitment, primarily as part of the company rebuilding post-MCO



Key areas for staff retraining

Digital Marketing

Digital Productivity Tools

(includes remote working skills, etc.)

58%



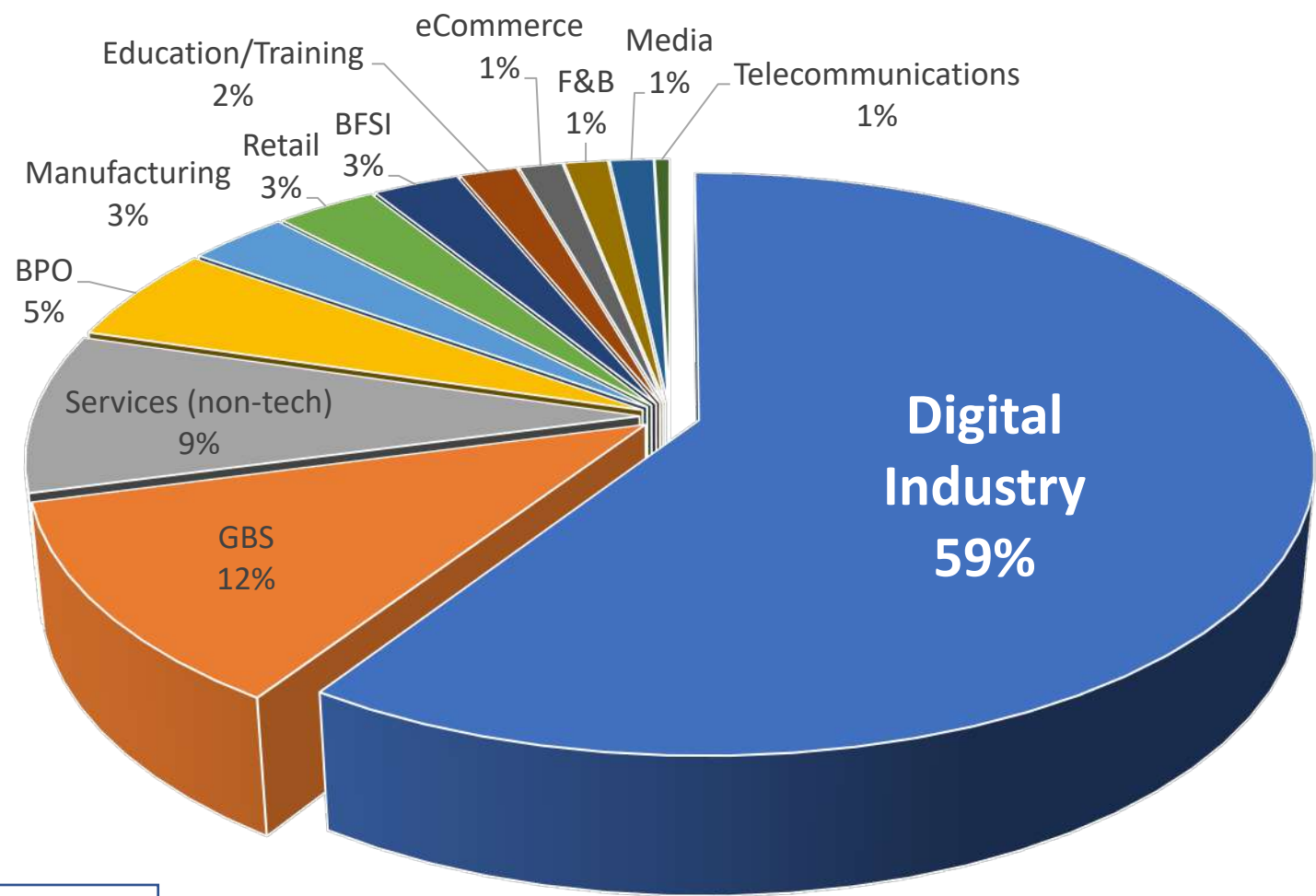
In the short term (3 - 6 months), salary payments /cashflow remains the biggest concern as most companies are still trying to retain their staff

Other noteworthy concerns:

- Wellness & Health
- Hardware & Infrastructure

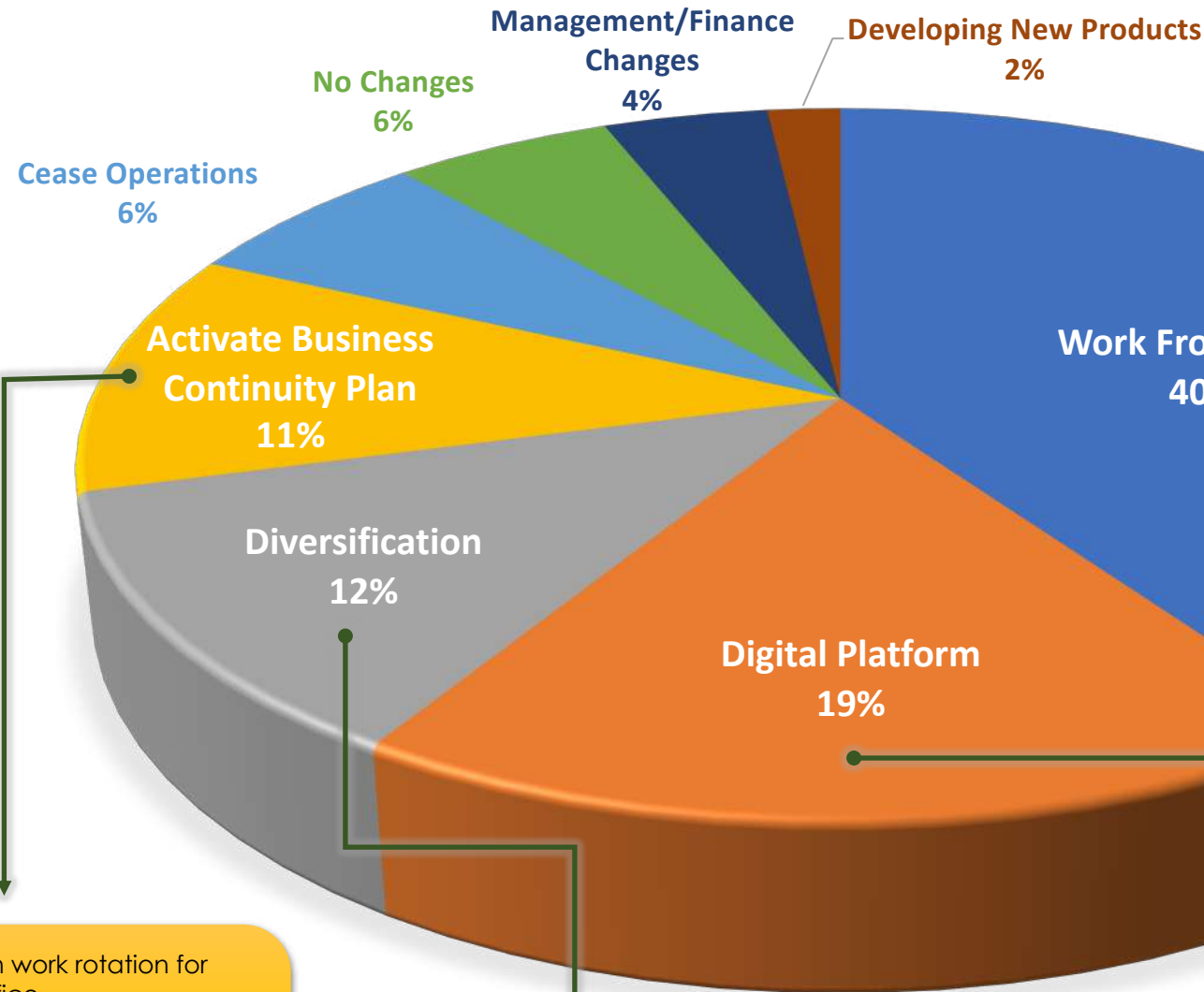
Total
Respondents
226

MSC (145)
Non-MSC (69)
GAIN (12)



Change of Business Activities due to COVID

Almost 60% of companies have begun adapting to WFH through tech and digital platforms



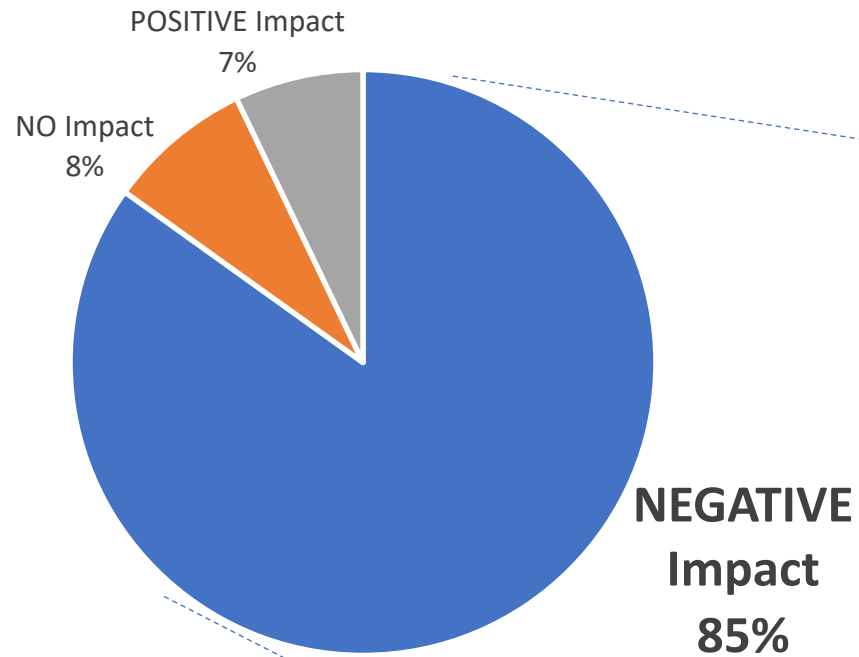
- Partial WFH with work rotation for staff to be in office
- Downsizing & Cost cutting
- Freeze recruitment
- Salary & work reduction
- Work-for-hire
- Enable Staff to Work as Assoc Partner on Project Profit Sharing Basis

- More focus on eCommerce
- Invest in R&D to build new functions
- Pivot resources

- Initiate current/post MCO work arrangement plans via digital platform
- Strengthen & enhance skills of staff to adapt to digital platforms and remote work

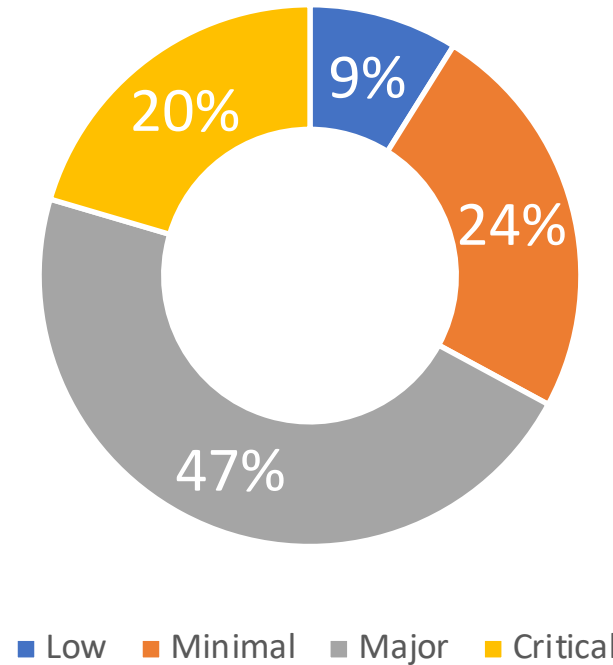
- Adapt business towards remote working
- Optimize technology usage for all work activities

Impact of COVID to Business



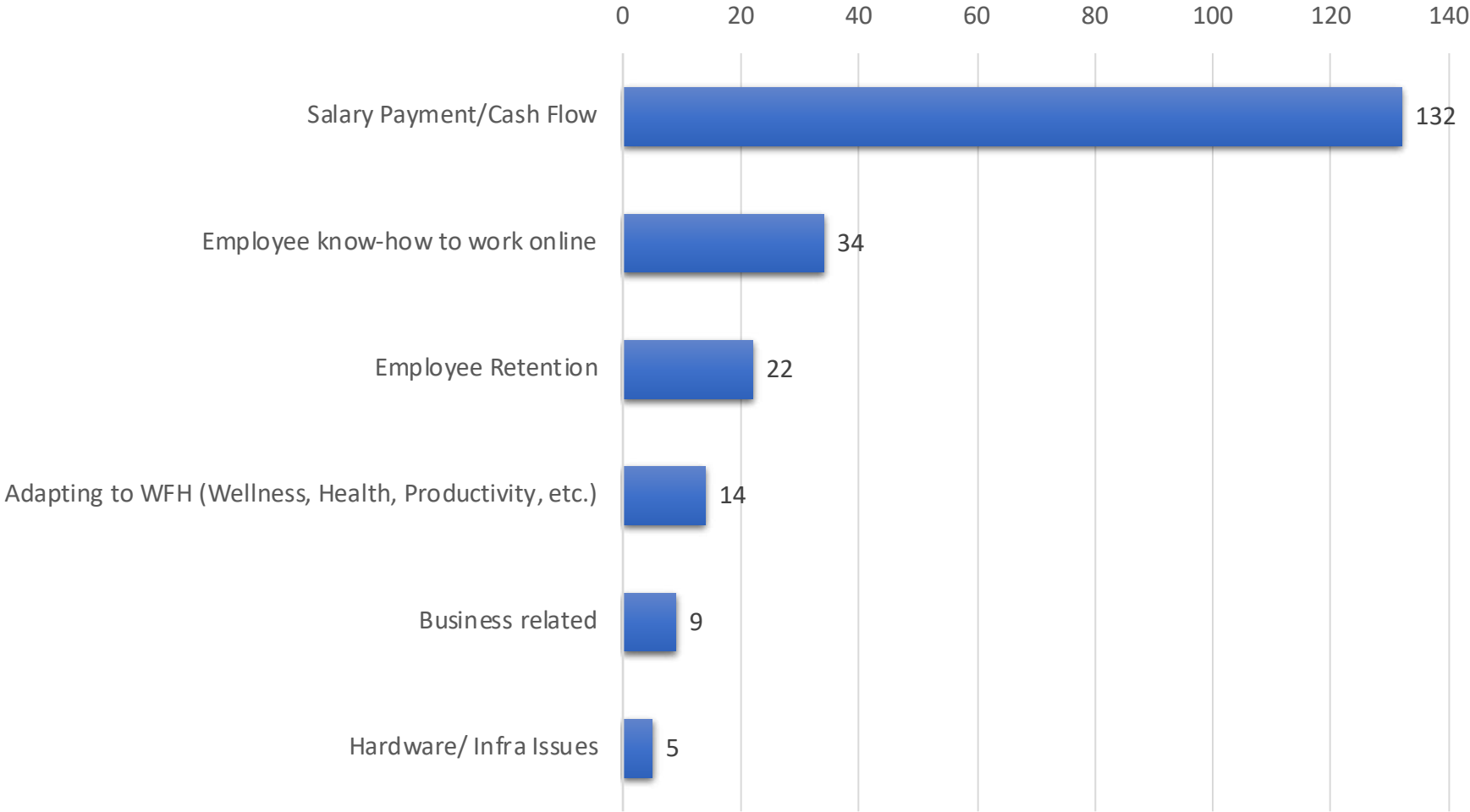
85% of companies surveyed were negatively impacted by COVID; with 67% citing major to critical impact

Extent of Negative Impact



**Salary Payments
and Cash Flow is
the biggest
immediate
concern now;
Need to pay
attention to other
elements of WFH
like wellness,
health, etc. too**

Immediate/Biggest Talent Concern in COVID Situation



Others

- Fewer new sales generation
- No client contract renewal
- Projects paused
- Pipelines pushed
- Maintaining customers
- Employee missing in action

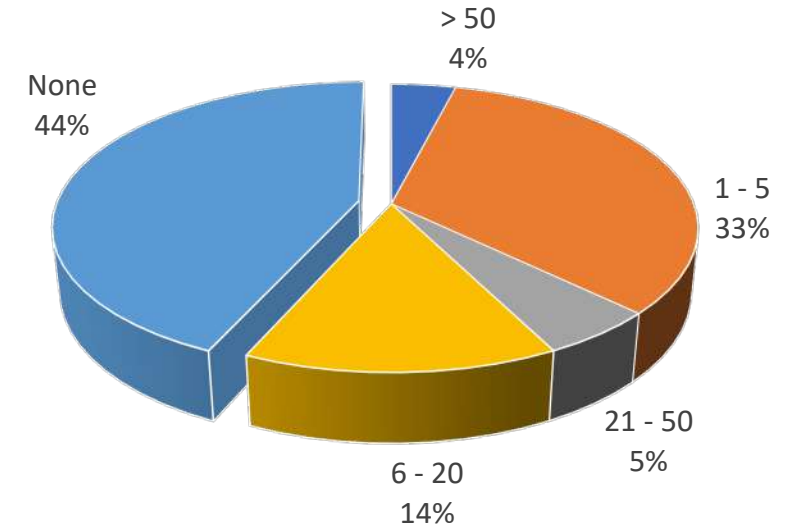
In the short-term, main focus for companies is to retain their staff.

**44% said none of their staff would be retrenched; and
66% with no excess workers to share**

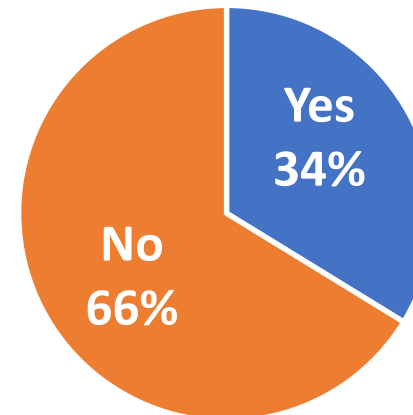
Company Plans (3-6 months)



Number of Staff Impacted (Retrenched, Lay-off, etc.)



Companies with Excess Workers to Share for 3-6 Months

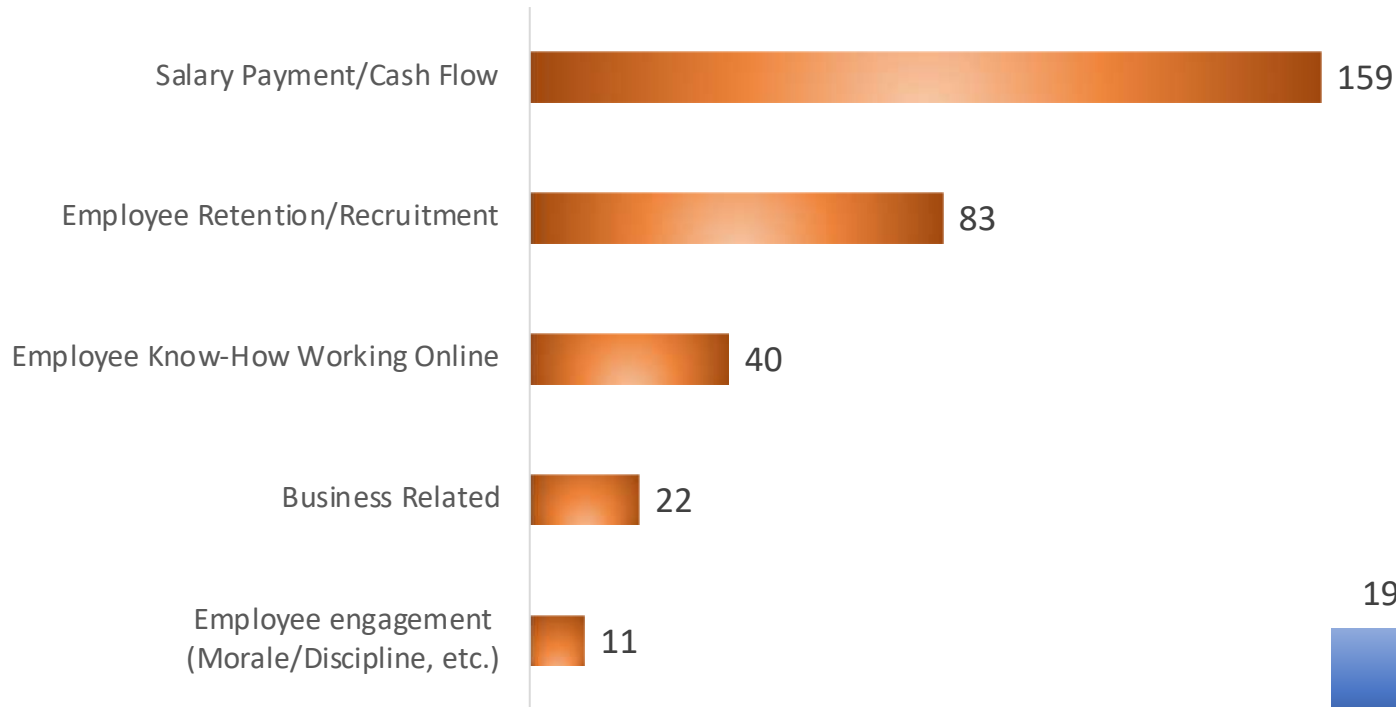


companies (excess employees)

37 (< 5)
8 (6 – 10)
7 (11 – 49)
1 (> 50)

Whilst cash flow is the most anticipated issue in the coming year, many companies are also looking at retraining staff

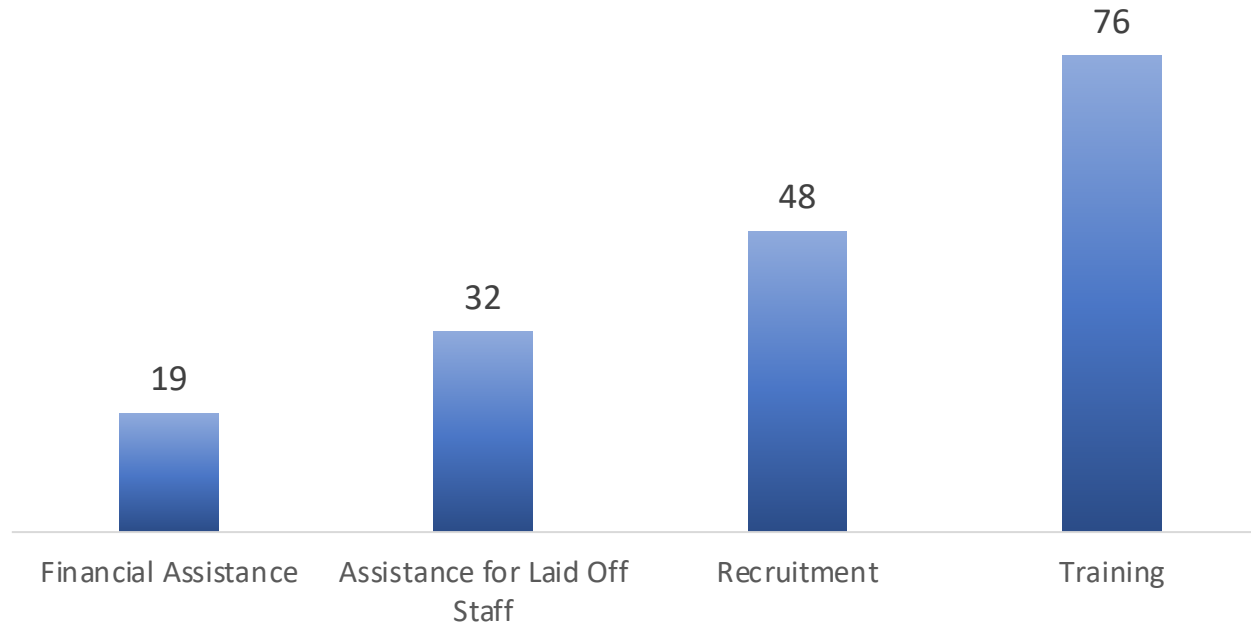
Workforce Issues Anticipated Next 6-12 Months



OTHERS

- Adapting to new normal
- Projected more trainings
- Problems hiring expats
- Staff engagement & motivation
- Sustaining business
- Uncertainties of sales, payments, customers, etc

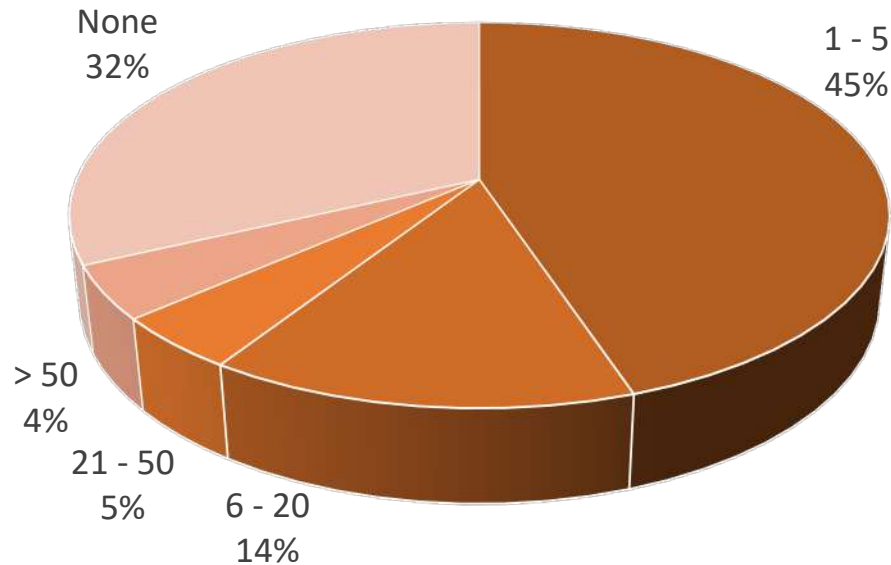
Assistance Required



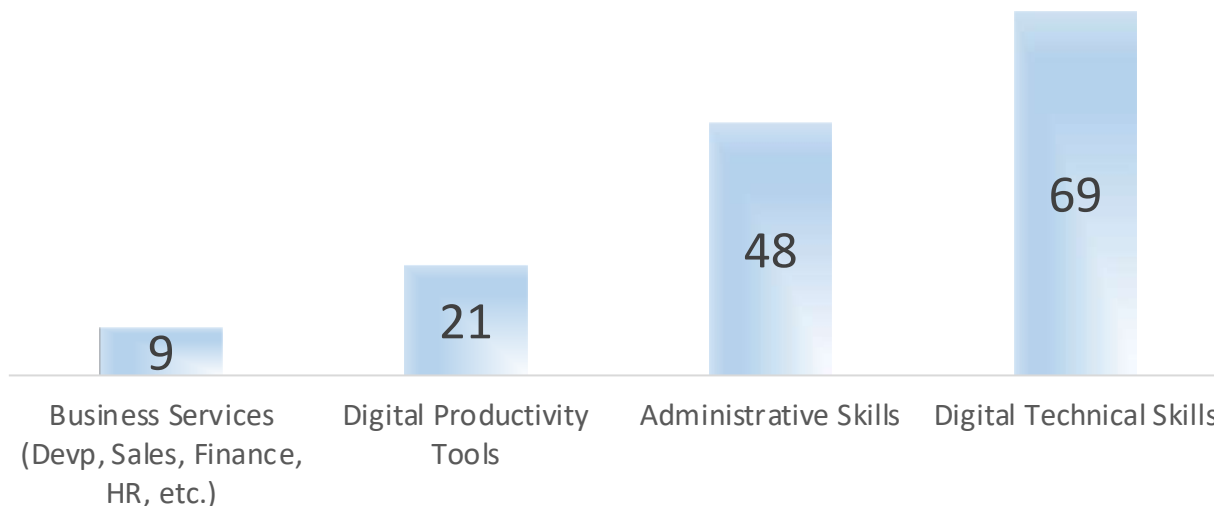
OTHERS

- Access to markets
- Better internet connections

Number of Staff to be Retrained

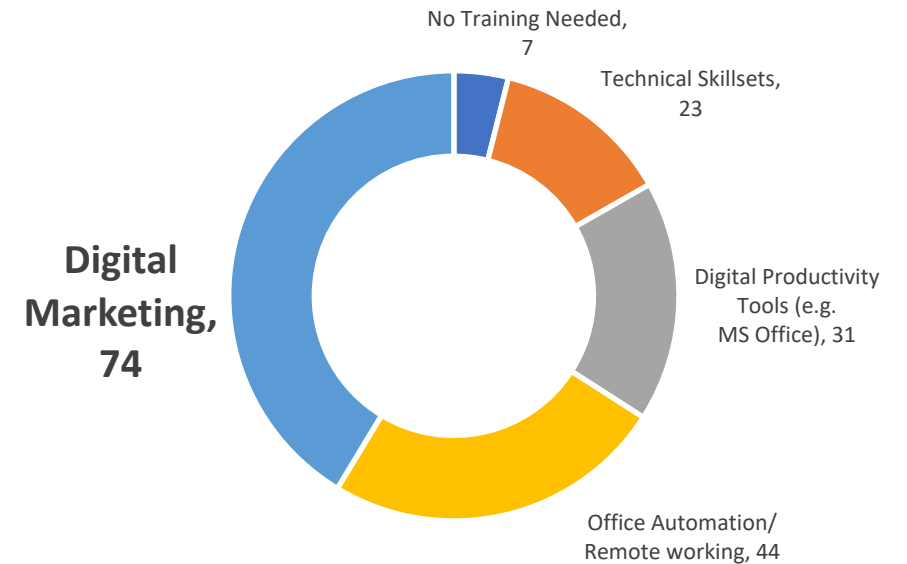


Current Employee Skillsets



Almost 60% of companies have retraining needs for small numbers (< 20 staff)

Training Required



Technical Skillsets

- Fullstack Development
- Data Science
- App Development
- SaaS
- PHP
- React Native
- Software Development
- PDMS

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THANK YOU