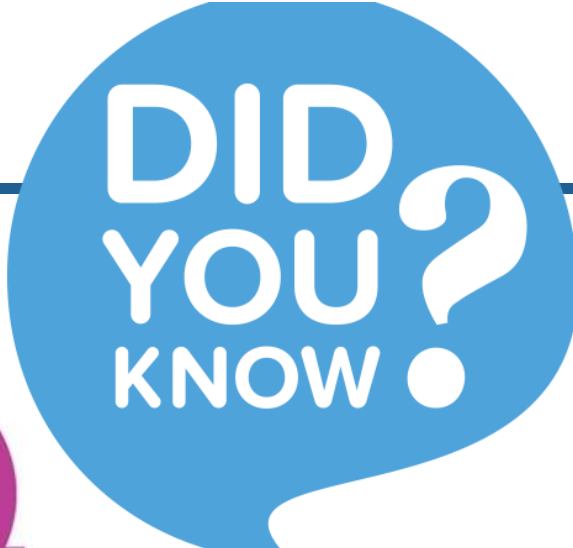


Employee Engagement

Brief Discussion in Managing
Millennials at Work

Background – Generations



SO WHO ARE THE DIFFERENT GENERATIONS?

Here is how they are often grouped:

TRADS
1928 – 1944

TRADITIONALISTS:
Value authority and a top-down management approach; hard working; 'make do or do without'.

BOOMERS
1945 – 1964

BABY BOOMERS:
Expect some degree of deference to their opinions; workaholics

GEN X
1965 – 1979

GENERATION X:
Comfortable with authority; will work as hard as is needed; importance of work life balance.

GEN Y
1980 – 1994

GENERATION Y:
Respect must be earned. Technologically savvy; goal and achievement oriented.

GEN Z
1995+

GENERATION Z:
Many traits still to emerge. Digital natives, fast decision makers, highly connected.



Background – Millennials

1

Forget Work Perks. Millennial Employees Value Engagement.

by MacKenzie Kassab

*The future is here: **millennials** have taken over the workforce. They are tech savvy, adaptable, and creative. But they also have a unique set of expectations and demands. And so far, few corporations are living up to them.*

(source : <https://www.extension.harvard.edu/professional-development/blog/forget-work-perks-millennial-employees-value-engagement>)

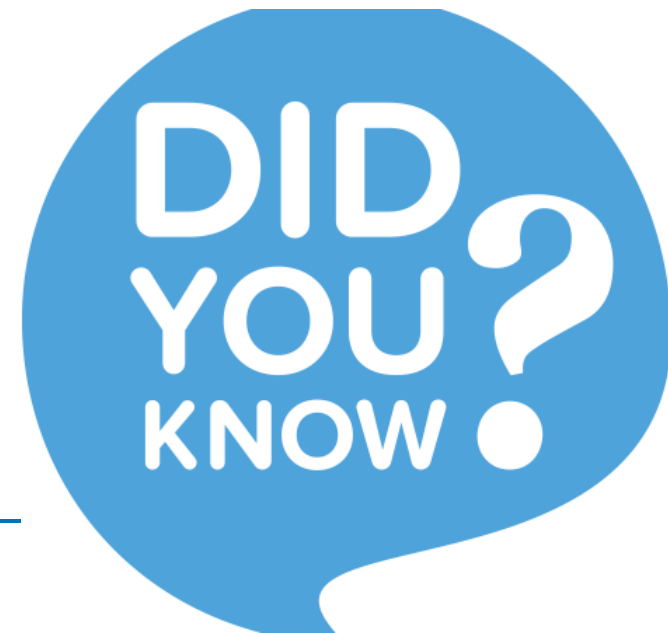
2

Millennials are impatient about becoming recognized as valuable contributors (**Gursoy et al. 2008; Pew Research Center 2007**). They view time as a valuable resource that should not be wasted (**Deloitte 2009**).

3

A recent Gallup report confirms that claim. In businesses with highly engaged teams, profitability increased by 21 percent, sales productivity by 20 percent, and output quality by 40 percent. And with absenteeism down by 41 percent, it would seem that those employees actually liked going to work.

(source : <https://www.extension.harvard.edu/professional-development/blog/forget-work-perks-millennial-employees-value-engagement>)



Background – Millennials

4

77% of Millennials say that flexible work hours would make the workplace more productive for people their age (Bentley University study), and 82% of Millennials said they are more loyal to their employer, if they have flexible working options (Flexjobs).

6

According to Gallup “State of the American Workplace,” (2017) report, 43% of American employees spend at least some time working remotely, in the UK 25% of workforce are currently working part time (30h or less a week) and 12% work occasionally from home.

5

PwC Millennial survey (2015) revealed that British female Millennials are the most confident and ambitious of any female generation. 49% of them starting their careers believe they can reach the very top levels with their current employer.

7

Another 2006 Harvard Institute of Politics survey found that 74% of 18-to-25-year-olds said that their number one reason for volunteering was to help other people, and 11% said it was to address a social or political problem.



Background – Millennials

MILLENNIALS ARE THE LEAST ENGAGED GENERATION AT WORK

Engaged

| MILLENNIALS | GEN XERS | BABY BOOMERS | TRADITIONALISTS |
|-------------|----------|--------------|-----------------|
| 29% | 32% | 33% | 45% |

Not Engaged

| MILLENNIALS | GEN XERS | BABY BOOMERS | TRADITIONALISTS |
|-------------|----------|--------------|-----------------|
| 55% | 50% | 48% | 41% |

Actively Disengaged

| MILLENNIALS | GEN XERS | BABY BOOMERS | TRADITIONALISTS |
|-------------|----------|--------------|-----------------|
| 16% | 18% | 19% | 14% |

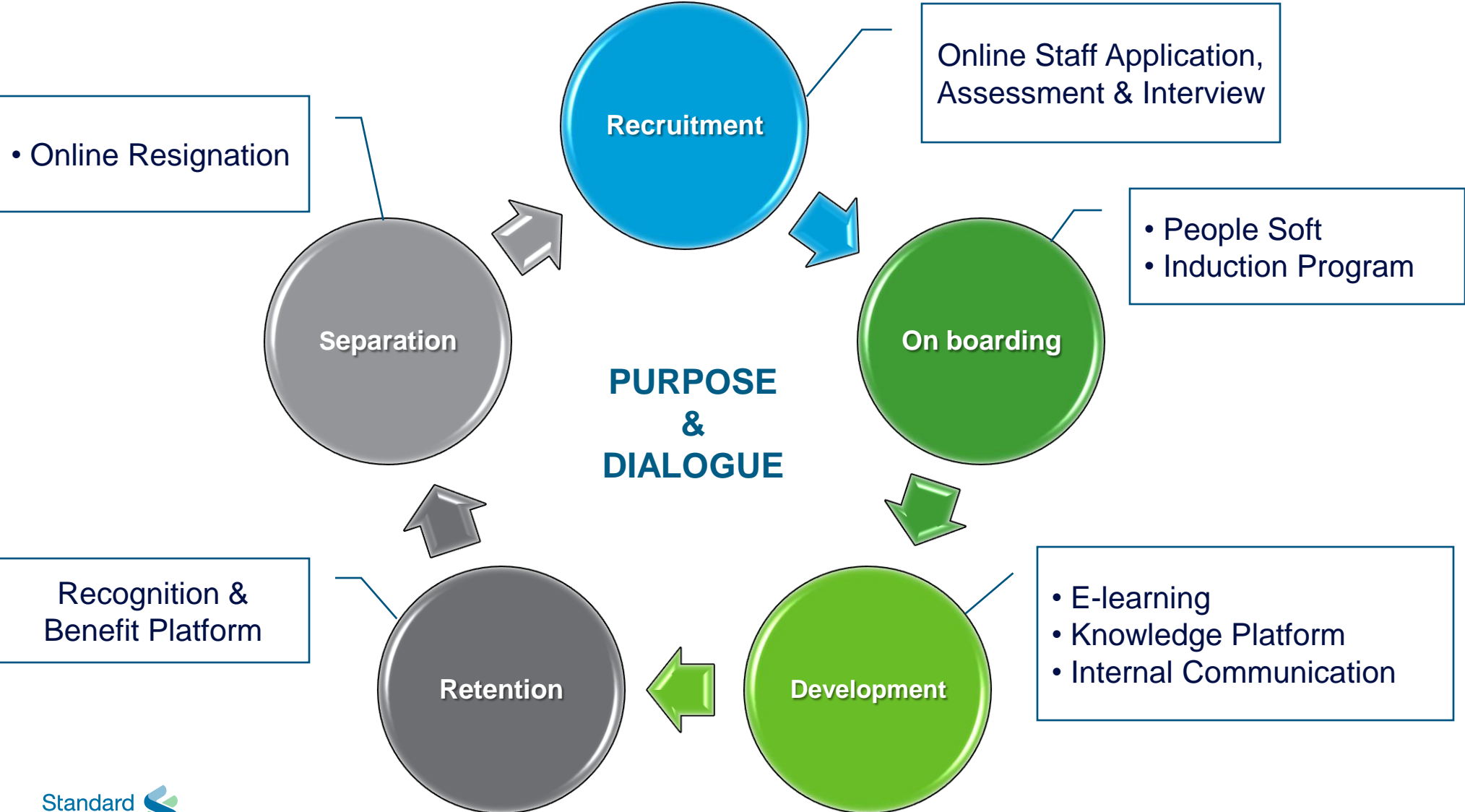
GALLUP

Manage Millennials ...

Adaptive to changes;

- Clear & transparent target/visions/strategies/directions
- Managers understand how to engage and partnering with them
- Flexible way of working
- Cool working environment
- Digital working environment
- Wide opportunities to learn and exposed
- Creative & Pioneering new ways of working

Employee Life Cycle ...



Program Examples ...

- ❑ Balance Life – Wellness & Birthday Leave/5 paid months Maternity & 10 paid days Paternity Leave
- ❑ Flexible Working – Work from Home/Flexi Time/Part-Time
- ❑ Indonesia Accelerator Program – Exposures/Tea Time with Management/
- ❑ Diversity & Inclusion Program – Equal Treatment/Employees with Disabilities/Day-Care/Events
- ❑ CSR – Mandatory/3 days annually/CSR Leave
- ❑ Overseas Exposures – Assignment/Short & Long Term Assignment
- ❑ Sport Activities – Sport Club Membership//Indonesia & ASEAN Sport Competition



Innovation Examples ...

SC Ventures

New business unit created to promote the bank's digital innovation across the Group and invest in Financial Technology and explore alternative business Models

Scope of SC Venture



Thank You ...

Generasi Tua Berjuang Untuk Melahirkan Kesatuan Indonesia, Generasi Millennial Harus Mengantar Bangsa Ini Menjadi Pemenang ...

Pahami Prilaku dan Aspirasi Talenta-Talenta Millennial, Ajak Mereka Menjadi Bagian Dari Majunya Organisasi dan Bangsa ...

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