

Culture and Capabilities

KPMG in Malaysia



Culture and capabilities are fundamental in transforming employment journey through shaping a positive employee experience (EX).

62%

of line leaders said that **high employee trust** contributed significantly to the success of transformations.

(Source: KPMG Transforming the enterprise of the future 2024)

71%

of senior leaders say that the **alignment of people and capabilities** are crucial in achieving successful transformations.

(Source: KPMG The New Transformation Agenda 2023)

High-performing organizational cultures and capabilities that prioritize employee experience (EX) lead to increased morale, trust, dedication, productivity, efficiency, longer tenure, and enhanced overall well-being.

KPMG's Culture & Capabilities Framework

The customizable Culture & Capabilities framework evaluates both culture and capabilities which encompasses change management and talent management.

It aims to provide a clear understanding of aligning talent strategies with cultural transformation, through managing change effectively, and building a resilient, future-ready workforce.

Change Management

- A cultural transformation is critical for a holistic Employee Value Proposition (EVP) that attracts, develop and retain talents.
- This is achieved through Change Management that builds the desired organizational culture and needed capabilities to thrive in the ever-changing market environment.

Culture

Determines how the organizational operates and responds to internal and external challenges based on shared mindset, values and behaviors which is shaped by employees and organizational practices.

Capabilities

Determines the knowledge, skills, attitudes and values needed to build a skilled and agile workforce based on employees' current and future capabilities.

Talent Management

- A culture that emphasized on talent, technology and ESG is critical to build a high performing and agile organization.
- This is achieved through Talent Management that aligns the needed capabilities to the organizational culture for an enhanced employee experience.



Employee Morale



Commitment



Productivity



Efficiency



Tenure



Overall Well Being

How KPMG can help?

Industry Challenge	Client's Challenges	Action Plan
Workforce Diversity, Equity & Inclusion	How can we help our people to adapt and embrace a DE&I culture?	<ul style="list-style-type: none"> Implement a comprehensive DE&I strategy. Conduct DE&I trainings and workshops. Establish mentorship program for inclusivity support.
Flexible Culture & Employee Well-Being	How do I foster a flexible culture that prioritizes mental health and support well-being?	<ul style="list-style-type: none"> Conduct mental health focused engagement surveys. Implement holistic employee wellness program. Reinforce supportive and flexible work arrangements.
Workforce Capabilities	How can we bridge the skill gap to meet the business objectives?	<ul style="list-style-type: none"> Establish clear alignment on business objectives and required skills. Conduct skills assessment to identify gaps. Reinforce continuous learning through mentorship.



Provide cyber security awareness training.



Reinforce importance of cyber-conscious behavior and practice.



Identify the right competencies to equip people.

Digitalization (AI & New System)

How can we foster a cyber-conscious culture and empower people for digital transformation?

Connect with us

[Inquire](#) with P&C for further insights!



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