



Employee Experience (EX)

People and Change Advisory





Employee Experience (EX) Diagnostic

KPMG's Employee Experience (EX) Diagnostic aims to assist your organization to create a more holistic and employee-centric working environment by understanding how well your organization has crafted its employee experience from an employer's perspective. It focuses on four domains, which are **Physical, Digital, Organizational and Culture**.

Physical



The physical environment, tools and resources that help employees complete their day-to-day tasks and responsibilities, either in the office or remotely, e.g., office equipment, tools etc.

Digital



The digital tools that support employees to stay productive, engaged, collaborative and become growth-oriented, e.g., social collaboration tools, digital learning, performance management etc.

Organizational



The organization's structure, policies, processes, values and more that help employees understand their role and how they bring value to the organization as a whole.

Culture



The workplace culture in the organization that provides a sense of belonging and meaningfulness for employees to work, e.g., leadership, diversity & inclusion etc.

QR CODE

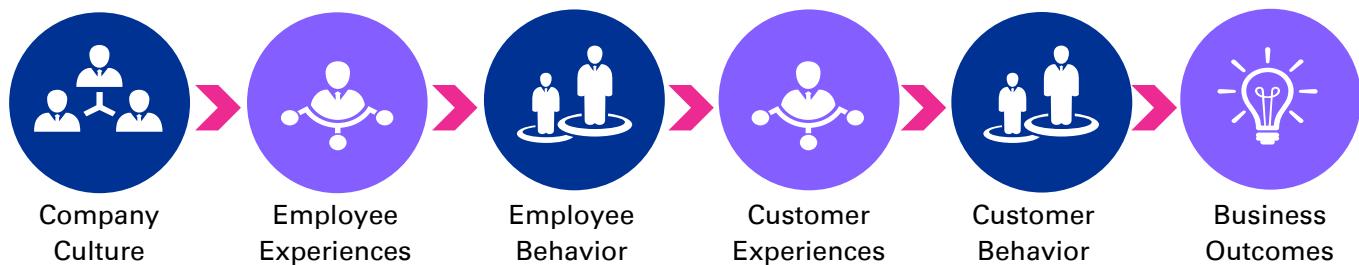
[**Click here**](#) or scan this code to claim a complimentary diagnostic of your organization's EX

Note: KPMG's Employee Experience (EX) Diagnostic will be based purely on information provided by you. All data submitted will be kept private and confidential. Based on the information you provide, KPMG's People & Change Advisory team will produce an indicative gap analysis of your current HR practices compared to KPMG's Employee Experience Framework.

The resultant report will be of a general nature and is not intended to address the circumstances of any particular individual or entity or circumstances. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

Employee Experience (EX) is defined as the employee's holistic perception of their relationship with the organization derived from all the touch points along their employment journey from pre-employment to post-employment. It is a human-centric approach instead of the traditional paternalistic approach to create personalized authentic experiences that will ultimately strengthen business outcomes.

Without a doubt, COVID-19 has shifted the world of work and accelerated digitalization and hybrid working. Along with that shift, it brought about a need to provide a new kind of employee experience, i.e. one that is tailored to each role, whether the employee is working from office, home or even as a hybrid blend.

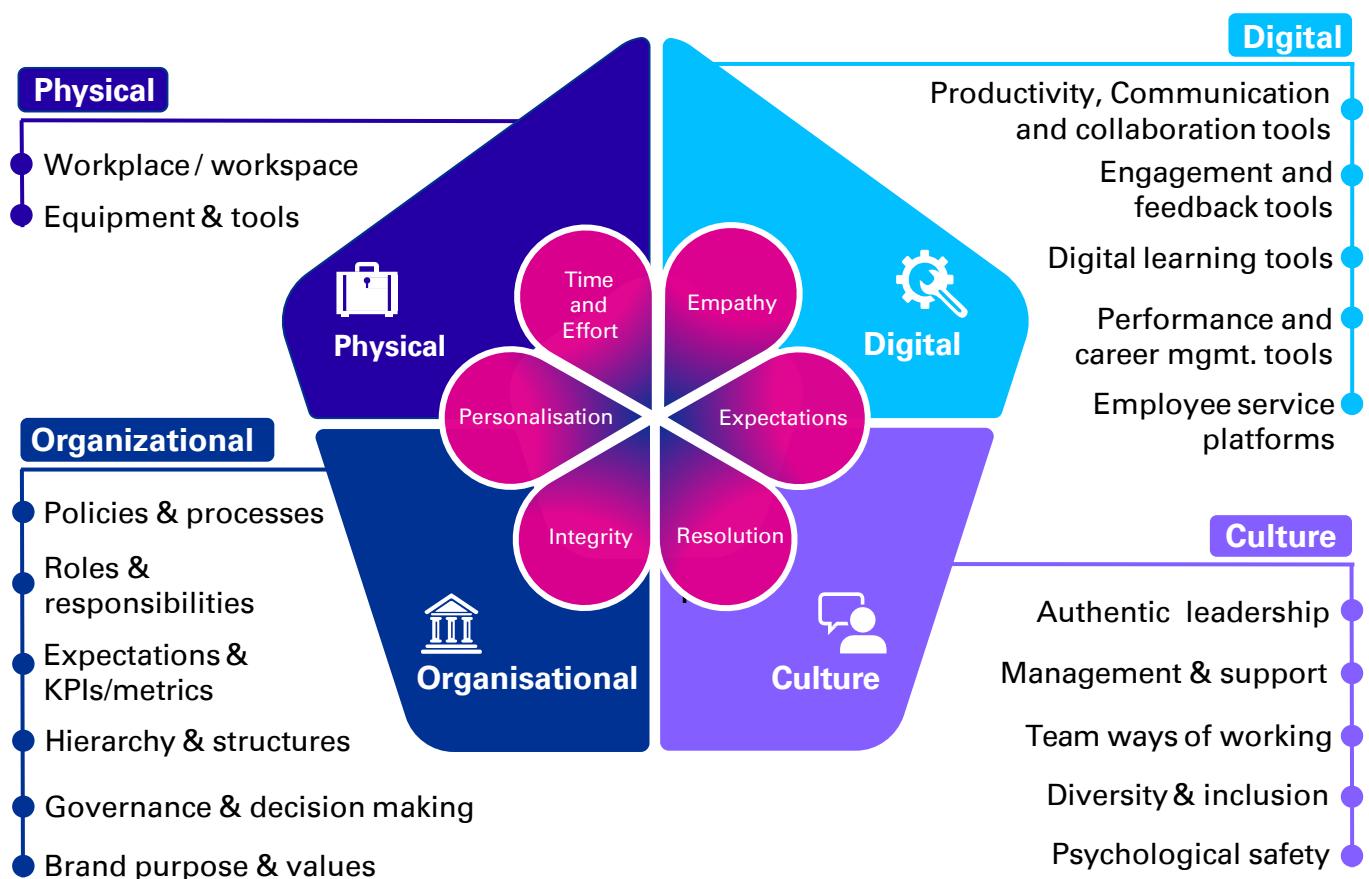


Source: KPMG's Employee Experience Playbook

For leading organizations, there is no distinction between brand values and internal values. The culture is the brand, and the brand is the culture – they are synonymous. These companies treat employees like customers and vice versa, and as such see employee experience as equal halves to customer experience, which will result in the delivering of exceptional customer experience, drive positive customer behaviors and ultimately help the organization achieve its desired business outcomes.



KPMG's Employee Experience (EX) Framework



Connect with us

Alvin Gan

Head of Management Consulting and Technology Consulting,
KPMG in Malaysia

E: alvingan@kpmg.com.my



www.kpmg.com.my/PnC/EmployeeExperience
my-fmpnc@kpmg.com.my

Sharmini Ann Jacob

Executive Director
People and Change Advisory,
KPMG in Malaysia
E: sharminijacob@kpmg.com.my

Mageswaran Appavoo

Associate Director
People and Change Advisory,
KPMG in Malaysia
E: mappavoo@kpmg.com.my

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

© 2022 KPMG Management & Risk Consulting Sdn. Bhd., a company incorporated under Malaysian law and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.