

# People and Change Advisory



## Top three priorities

2019

49%

Enabling a culture that is aligned to wider business strategy

41%

Designing a better employee experience

38%

Identifying new ways to create value in the organization

2020

47%

Taking steps to safeguard the experience and well-being of employees

38%

Helping leaders to develop new management and leadership skills to support remote working

34%

Redefining/ further enhancing the culture to emphasize digital mindset, virtual working, agility, etc.

The global pandemic caused the economic downturn and a complete shift in ways of working. As shown in the KPMG 2020 HR New Reality Pulse Survey, the three biggest shifts in HR priorities have been: taking steps to safeguard the experience and well-being of employees, helping leaders develop new management and leadership skills to support remote working, and redefining/further enhancing the culture to emphasize digital mindset, virtual working and agility. HR has become a preeminent value driver and plays a significant role in these changes.

Source: KPMG 2020 HR New Reality Pulse Survey

**"In a challenging world, driving a highly competent and adaptive workforce is a significant factor of the new reality."** **Tidarat Chimluang**, People and Change Advisory Lead, KPMG in Thailand

Regulation	Disruptive Technology	Globalization	Changing Customer Requirements	Environment	Demographic/s/ Workforce	Global Pandemic
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## How does this impact the people agenda?

							
Digital- enabled employee engagement	Agile organization and workforce	Skills & Capabilities	Shaping the future of the workforce	People change and leadership capability	Value driving efficient and cost effective HR powered by technology	Predictive insightful people analytics	Virtual Workplace and Mental Health

As all of these scenarios are emerging and turning into the new reality, it is important not to look at them in isolation, but together in a big picture as well as those changes to the workforce itself. All of this amount to a heightened pressure for HR to deliver a competitive advantage. As a result, chief executive officers look to HR to take on a considerably broader and deeper set of strategic responsibilities than ever before. Amid the disruption, one thing is certain: HR as we know today will not have the shape and size of HR organization of the new reality.

Source: Future HR 2019 Survey

# How KPMG can help

In People and Change Advisory, we focus on the human experience in business transformation according to this challenging situation. We support the development of strategies for the attraction, development, motivation, retention and management of the right people with the right skill sets and right experiences to deliver the goals of the organization. We work with our clients to develop HR strategies, programs and plans that enable the HR function and line management – working together – to ensure that people are capable and motivated to deliver on the business strategy. We believe that HR transformation should align with organization and business strategy to put the appropriate structure, capabilities and systems in place to enable the HR function to deliver value to the business. Our People and Change professionals help companies in the following ways:

## HR TRANSFORMATION



Creating fit-for-purpose people functions by aligning HR and business strategy and putting the appropriate structure, capabilities and systems in place that enable HR to deliver real value to the business including HR strategy, HR service delivery model development, HR process redesign and HR team effectiveness.

## HUMAN RESOURCE MANAGEMENT



A combination of 2 key services:  
(1) Talent Management – an organization's ability to manage talent and develop the right talent strategy for the organization.  
(2) Workforce Intelligence – focusing on providing cost of employment and performance management advice to the Chief HR Officer.

## DIGITAL HR SOLUTION



Powered Enterprise HR (Powered HR) combines our future HR point of view, deep industry knowledge, global delivery capabilities and cloud-based HR technology.

## ORGANIZATION DESIGN FOR PERFORMANCE



Creating an organization where the structure, processes and procedures, supporting infrastructure, systems and values, and behavior are aligned to achieve the strategic objectives including organization design, performance management, culture, and reward and recognition.

## HUMAN RESOURCE DEVELOPMENT



The delivery of our business strategy and committed to the development of people to enable them to realize their potential and contribute to the success of the organization as a whole.

## BEHAVIORAL CHANGE MANAGEMENT



Enabling the behavioral change required to deliver business benefits, including vision and case for change, engaging stakeholders, involvement strategies, organizational alignment, sustainable change and measuring benefit.

To learn more about how HR can drive the future of your business, please visit <https://home.kpmg/th>

## Contact us

For further information on how KPMG professionals can help your business, please contact us.



### Tidarat Chimluang

Partner, People & Change Advisory Lead  
Management Consulting,  
KPMG in Thailand

**T:** +668 2005 7336

**E:** [tidarat@kpmg.co.th](mailto:tidarat@kpmg.co.th)



### Nawat Laokiatkul

Associate Director  
Management Consulting,  
KPMG in Thailand

**T:** +668 5909 4636

**E:** [nawatl@kpmg.co.th](mailto:nawatl@kpmg.co.th)

## KPMG Phoomchai Business Advisory Ltd.

Empire Tower, 48<sup>th</sup> Floor  
1 South Sathorn Road, Yannawa  
Sathorn, Bangkok, 10120, Thailand



Twitter: @KPMG\_TH  
LinkedIn: [linkedin.com/company/kpmg-thailand](https://linkedin.com/company/kpmg-thailand)  
Facebook: [facebook.com/KPMGinThailand](https://facebook.com/KPMGinThailand)  
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