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Functional competencies

A large majority of employees are self-assured of their functional abilities, particularly concerning effectiveness in time and resource management (93%) and being technically-savvy and equipped for their role (94%) (Figure 8).

Managers concurred, with more than four fifths (85%) agreeing that their team holds the professional and technical skills to fulfil their job requirements. This viewpoint is represented across the FSI, with all sectors, especially commercial banking, registering high agreement levels (Figure 9). Pockets of uncertainty however, are felt among managers in the Insurance/Takaful sectors.

Although nearly a quarter of managers (72%) agreed that their teams are able to manage time and resources efficiently, these aspects are also areas of concern (Figure 10). Nearly a fifth (19%)

Figure 8: Functional competencies perceived by employees

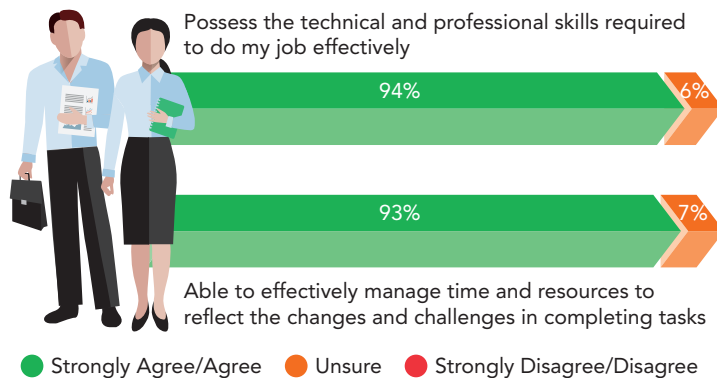


Figure 9: Managerial disposition towards functional skills

My team currently possesses the technical and professional skills required to do their jobs effectively.

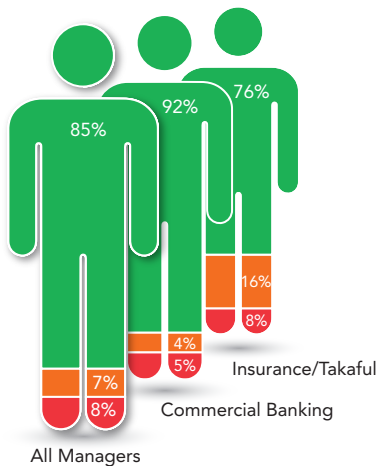
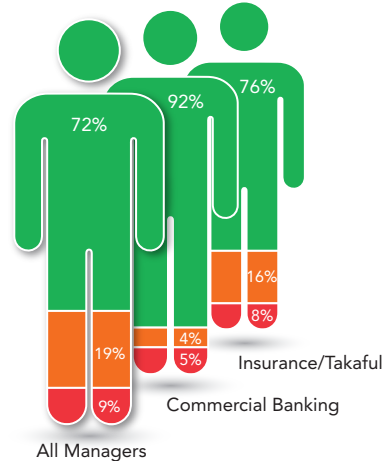


Figure 10: Managerial disposition towards time efficiency

My team is efficient in managing their time and resources in order to overcome the challenges that arise in completing their tasks.



● Strongly Agree/Agree ● Unsure ● Strongly Disagree/Disagree

Note: Figures may not sum up due to rounding.