



KENNY YAP/THE EDGE

## SKYWORLD PRACTISES BOTTOM-UP DECISION-MAKING

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**S**kyWorld Development Sdn Bhd believes in empowering its employees and does so by letting them make important decisions. According to founder and managing director Datuk Ng Thien Phing, the company has a bottom-up decision-making policy, where 80% of the internal decisions are made by the employees rather than management. This enables its employees to voice out their opinions, decide on actions to take and lead initiatives.

Ng says this is practised to uphold the company's core values and employee value proposition, which is to provide an exceptional workplace experience at all times. The efforts have paid off as the company saw its first win at the Aon Best Employers — Malaysia 2018 awards.

"When we received the special recognition for commitment to Gen Y last year, it was a big surprise as we never thought we would win it. That award motivated us to work harder and aim higher," says Ng.

"Winning the Best Employer award this year is a true acknowledgement of our continuous efforts and responsibility towards our employees. We are extremely happy and proud! This award goes to all our staff, who have always upheld our core values and supported our initiatives."

The property developer, which is responsible for projects such as SkyArea @ Setapak and SkyAwani, was established in 2008. Before it was rebranded as SkyWorld in 2013, the company was known as NTP World Development Sdn Bhd, a subsidiary of Ng's NTP World Group. It was a training provider before Ng diversified into training and

education, IT rental and solutions and property investment.

SkyWorld believes that its strength lies in its employees and that they are the company's most valuable asset. Through its Staff Engagement Programme, it provides a positive working environment that fosters good teamwork, builds long-term relationships, encourages creative yet effective ideas, drives empowerment and, most importantly, allows employees to excel in their careers.

Employee engagement is one of SkyWorld's most important human resources initiatives. Ng says the employee engagement efforts include an annual town hall meeting, biannual top-down meeting, annual teambuilding and quarterly workshop with the management and senior management team.

The company also holds monthly coffee chats, which allow executives to engage with top management over breakfast or lunch. "This is a good platform for our executive-level employees to interact with management directly, share opinions and voice any dissatisfactions," says Ng.

To understand its people and how they view the company, SkyWorld conducts an online survey annually. The survey covers four aspects — employee engagement, leadership, employer brand and high-performance culture. It has conducted this survey for three consecutive years and found that it is able to maintain a high score of 85% to 95%.

Ng believes that happy employees are more efficient and productive. To be happy, they need to be healthy. So, SkyWorld encourages its employees to lead a healthy lifestyle by providing fitness classes such as yoga, Pilates and Zumba at its SkyLounge. The company also organises fitness challenge programmes, where employees are encouraged to go on healthy diets and detoxification programmes. **E**