



FACTS & FINDINGS:

ARE COMPANY UTILISING NEW TECHNOLOGIES AND AUTOMATION?

YES

57%

NO

43%

Sabah is striving towards a digital economy with its transformation plan in place. But are companies in Sabah utilising new technologies and automation? More than (57%) responded that they are ready for the digital economy and are already using technology in their business strategies while (43%) are not embracing the new technologies.

11 BIGGEST CHALLENGES BUSINESSES FACE TODAY

1st 49%

- Increasing cost of business
- Diminishing profitability and returns

2nd 43%

Regulation and compliance

3rd 34%

Unproductive workers

4th 33%

Staff turnover

5th 25%

Maintaining Reputation

6th 20%

- Managing cash flow
- Uncertainty (Customer Trends, Market Trends etc)

7th 17%

Increasing competition

8th 14%

Changes in technology

9th 12%

Recruiting the right talent

10th 9%

Marketing and customer loyalty

11th 1%

Cyber security

FINDINGS & ANALYSIS:

Sabah businesses, large or small, face a range of challenges especially in these rapidly changing times where the survivability of a company depends very much on how challenges are tackled head-on. 49% of Sabahan companies surveyed agreed that the biggest challenge faced today is the increasing cost of business accompanied with diminishing profitability and returns. Sabahan companies are also faced with Recruitment Challenges such as Unproductive workers (34%), Staff turnover (33%) and Recruiting the right talent (12%). These challenges are closely knitted and can impact company revenue. Take for instance, when employees are demotivated, businesses are losing money due to distracted unproductive employees and as the employee resigns, company incurs cost to curb with recruiting the right talent, and staff turnover. With more competition to seize market shares, 17% of Sabahan companies felt the increasing competition while 9% are pressured to keep up with marketing trends and customer loyalty; and 25% to 20% felt compelled to maintain cash flow/reputation. Only 15% of Sabahan companies surveyed faced challenges in new technology changes and cyber security. That said, it can be seen that more Sabahan companies will gear towards automation to curb with labour costs.