

Leadership not limited to managers and supervisors

By Behonce Beh

Leaders in an organisation do not just consist of managers and supervisors as "anybody that can take the organisation forward is a leader."

Speaking to MALAYSIA SME™ after the Hewitt Best Employers in Asia 2011 Info Share, Hewitt's Southeast Asia Leadership Solutions head Hari Abburi said that anyone in an organisation with the basic traits of leadership can be considered a leader in that organisation.

"For example, a customer service executive can be a leader because he or

she is leading the company in serving its customers," he said.

Leadership is important for an organisation as leaders engage their staff to grow alongside with the development of the company.

"The principal of engagement is not based on the size of the company, but is based on two individuals engaging with each other with a common purpose and a sense of meaningfulness."

For SMEs, the concept of an engagement culture has no size or shape limitation, "as long it involves a group of people working together. It also includes the way in which we manage each other".

The engagement culture, said Hari was easier to practice in smaller compa-

nies due to their size and delivery consistency. Hence, he urged SME employers to cultivate an engagement culture within their organisation.

"A lot of SMEs do a fantastic job in engagement as it is more difficult to roll out an engagement programme in big companies."

In other developments, the search for Hewitt's Best Employer in Asia for the year 2011 is now on.

The study is the largest employee research and people practices review in the region, covering Australia/New Zealand, China, Hong Kong, India, Indonesia, Korea, Malaysia, Singapore, and Thailand.

Since its inception in 2001, Hewitt has

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witnessed increasing participation from across the region with more than 900 organisations participating in the 2009 study.

The study seeks to establish the outstanding practices that leading organisations adapt in order to engage employees and drive high performance.

SMEs who are interested in participating must have over 100 full-time equivalent employees and been in the business for more than two years in the local market.

"SMEs who meet the criteria should take this as an opportunity as it provides definite benchmarks and insights into how organisations drive business results through people," said Hari.

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By Chan Ching Thut

The most anticipated SME event of the year (From left) Alliance

Alliance Bank continues to support SMEs