



## PROJECT NOTIFICATION

Reference No.: 406

|                                     |                                                 |
|-------------------------------------|-------------------------------------------------|
| <b>Date of Issue</b>                | 7 June 2024                                     |
| <b>Project Code</b>                 | 24-CL-27-GE-WSP-A                               |
| <b>Title</b>                        | Workshop on Job Redesign for the Service Sector |
| <b>Timing</b>                       | 1 October 2024–4 October 2024                   |
| <b>Hosting Country(ies)</b>         | Singapore                                       |
| <b>Venue City(ies)</b>              | Singapore                                       |
| <b>Modality</b>                     | Face-to-face                                    |
| <b>Implementing Organization(s)</b> | Singapore Productivity Centre                   |
| <b>Participating Country(ies)</b>   | All Member Countries                            |
| <b>Overseas Participants</b>        | 19                                              |
| <b>Local Participants</b>           | 6                                               |
| <b>Closing Date</b>                 | 11 August 2024                                  |
| <b>Remarks</b>                      | Not Applicable                                  |

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| <b>Objectives</b>     | Identify trends in the service sector and evolving workforce demands; discuss policies and strategies for job redesign and workforce upskilling, especially those addressing service providers; and share good practices of job redesign in businesses.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Rationale</b>      | The APO Vision 2025 highlights the importance of smart transformation, quality, and inclusive engagement of the workforce. Anticipating the changes brought about by digital technologies and their implications for the workforce, this workshop aims to contribute to APO members' support for workers by facilitating exchanges of strategies and practices of work redesign and reformation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Background</b>     | <p>Job redesign refers to the reformation of work tasks and responsibilities to optimize processes and employee allocation for enhanced quality and productivity. While digital technologies support the workforce, and diversity, equity, and inclusion are crucial elements for innovation and profitability, as a 2023 WEF report indicated, it is necessary to rethink and restructure how work is defined and performed to attract and retain experienced talent while improving productivity.</p> <p>Among APO members, Singapore has been a pioneer in job redesign, especially in the service sector, to optimize company resources and expand employee competence. The ROC and Japan emphasize workforce inclusiveness and improving employment conditions and environments. This workshop will provide references for job redesign strategies and practices, especially in the service sector which absorbs the most workers, to assist APO members in unleashing the potential of their abundant workforces and talent.</p> |
| <b>Topics</b>         | Evolving workforce in the digital economy; Workforce reskilling and job redesign; Ecosystem for job redesign and talent development and retention; and Good practices of service-sector job redesign.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Outcome</b>        | Productivity in the service sector is enhanced, target areas for workforce reskilling and upskilling are identified, and policy formulation for job redesign in the service sector is facilitated.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Qualifications</b> | Government officials/policy researchers, human resource professionals, and senior representatives of industrial associations/employers' federations, trade unions, and service enterprises involved in workforce development and productivity improvement for the SME and service sectors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

Please refer to the implementation procedures circulated with this document for further details.



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