



LABOR SOLUTIONS

FOR EMERGING MARKETS

SOLUTION OVERVIEW

In this case study, Workplace Options' Labor Solutions team addressed employer concerns by implementing technology used in the **WOVO** platform. WOVO is an integrated mobile and web-based system designed to provide wellness coaching and interactive e-learning to workers with ease. Additionally, it provides worker voice and wellbeing tools that foster wellness and productivity, and gives management actionable data.

Deploying WOVO technology to quickly remedy payroll concerns and avoid a potential strike

BACKGROUND

Indonesia law requires that employers provide a 13th month's salary to all employees the month of their religious holiday. This bonus is very important and highly anticipated. It funds employees' trips back to their family home and the presents that they are expected to bear. So a mistake in the timing of this bonus can cause serious issues for a facility.

A shoe factory that uses the WOVO platform in Indonesia noticed that it had received an extraordinary number of complaints about payroll. This facility, a factory of 10,000 employees, typically received no more than 10 questions or complaints a day about payroll, but this day, two days before the long holiday, Eid, management had received 50 messages by lunch. Everyone was complaining about not receiving bonuses before Eid.

Powering Worker Wellbeing Around the Globe

As an established multinational company with over 35 years of experience, Workplace Options recognizes that understanding worker needs leads to increased productivity and reduced risks. That's why our LaborSolutions division offers affordable tools for enhancing worker engagement and reducing turn-over. With ISO 9001 and ISO 27001 certifications, we currently serve more than 58 million employees in over 90,000 organizations.

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PROCESS

That year payroll had been centralized and was being calculated at the headquarters in Korea. Management in the Indonesian facility was able to reach out to the Korean team. They quickly realized that they had made a mistake. They had planned to send out the bonus at the end of the month, but the beginning of Eid was before the end of the month, and so the bonuses should have been included in the previous month's paychecks.

OUTCOME

The factory was able to quickly remedy this mistake by sending **broadcast messages to all employees** letting them know of the mistake and that the company was issuing a **midmonth paycheck with the bonus**. The factory management believes that because it quickly discovered its mistake and was able to immediately communicate with all employees, **they were able to avoid a potential strike**.

ADDITIONAL RECOMMENDATIONS

We know how important it is to fix mistakes and communicate those fixes quickly. To help managers be more involved and know sooner when issues are afoot in their facilities, WPO will soon be launching **Predictive Analytic Alerts**. This allows companies to set customized alerts based on trends in their data. For example, a company averaging 15 messages per day might set an alert so that if the number of messages exceeds 30 in one day, an email will be sent to the General Manager.

Note: The information in this document pertains to technology used in WOVO that was featured in a previous version of the product known as WPOConnect.

WE HELP PEOPLE