

ASEAN Technological Competencies Skills

### **Our Research Findings**

Due to technology advancement, Small and Medium Practitioners (SMPs) are required to evolve and offer a broader range of services to their clients who are mainly Small and Medium Enterprises (SMEs). This report will describe the definition, framework, current level of competency, and challenges faced by ASEAN SMPs in improving their technological competency skills in five respective countries namely Cambodia, Indonesia, Malaysia, Singapore and Thailand. Desktop research, literature review, surveys and interviews were conducted to collect data for this research.

# A Common Definition

After a thorough investigation, it is proposed that the definition of ASEAN SMPs to be referred based on employment-based criteria as it was found that all selected ASEAN countries use these similar criteria to define their SMPs (other features include assets-based and revenue-based definitions).

### Adoption Landscape

Majority of the SMPs do not have the resources to adopt the latest technology and do not provide advanced IT services (including integration system services or IT advisory services) to their clients. SMPs view technology development and implementation as a significant challenge (high investment costs and insufficient knowledge).

## **Summary of SMPs**



Revenue-Based:

Number of SMPs: 450 Employment-Based:

Small: 5 to 19 Medium: 20 to 99 Small: IDR500 million (USD34,106) Asset-Based: Medium: IDR10 billion (USD682,083) Small: IDR2.5 billion (USD170,532 Revenue-Based: Medium: IDR50 billion (USD3,410,651) Number of SMPs: 53 **Small: <50** Employment-Based: Medium: <100 Small: USD50,000 to USD0.25 million Medium: USD0.25 million to USD0.5 million Employment-Based: Number of SMPs: 1,473 Small: 5 to 29 Employment-Based: Medium: 30 to 75 Small: RM0.3 million (USD72,184) to less Revenue-Based: than RM3 million (USD721,841) Medium: RM3 million (USD721,841) to RM20 million (USD4,812,544) 708 Number of SMPs: Employment-Based: Not exceeding 200 employees

Number of SMPs: 4,756

Employment-Based: Small: <30, Medium: 30 to 100

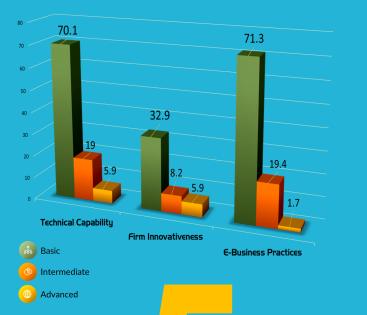
Asset-Based:

Local shareholdings with at least 30%: not

more than SGD100 million (USD73,761,820)

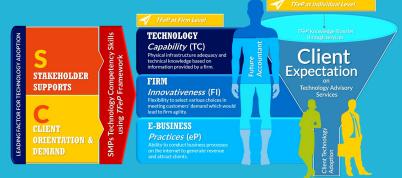
Small: <THB50 million (USD1,600,254) Medium: THB50 million (USD1,600,254) to THB300 million (USD9,601,529)

#### **Current Level** of Technological Competency Skills



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# TFeP Framework for ASEAN SMPS



The framework illustrates how Stakeholder Supports (S) and Client Orientation and Demand (C) as the leading factors for technology adoption can influence the Innovativeness (FI) and E-Business Practices (eP). The implementation of TFeP at firm level will indirectly influence future technological competency skills at competency level for them to provide the necessary training programs to improve their workers' technology competencies in order to cater for current and future clients' expectations.

# Key Findings from this Research

Similar level of competencies possessed by the SMPs across different countries.

SMPs in the ASEAN region possess only basic level of technological competency skills.

SMPs utilise various free IT tools and platforms to facilitate their daily operations.

SMPs view technology development and implementation as a significant challenge.

ASEAN SMPs are ready to change their ways of doing business to suit the latest trends.

Ways Drive SMPs to the Future

#### ENHANCE ROLE OF STAKEHOLDERS

**CONSIDER TFeP FRAMEWORK** 

IMPROVE SMPs PERSONNEL's SKILLS

ON-GOING TRAINING FOR ADVISORY SERVICES

**GOVERNMENT'S ROLE FOR MORE ADOPTION** 

CONDUCT MORE AWARENESS PROGRAMMES

SMPs SHOULD PREPARE AND READY FOR IR 4.0

Joint Research Collaboration with:







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