

Gen Y's Preferences for Learning in Malaysia

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ABSTRACT

Gen Y born between 1980 until 2000, currently the most important generation in Malaysia's workforce. They stand out from the crowd that they value open communication, look for a positive work environment, and give work-life balance a higher priority. They probably operate well in teams and in groups. Thus, some learning preferences will improve Gen Y's productivity at the workplace. Gen Y employees will continuously deliver excellent work if they are able to develop personally via their work experiences. There is an efficacy level to some learning preferences that may be measured. This study will objectively assess a few helpful learning preferences in order to assist everyone in the workplace in understanding the phenomenon of Gen Y and their learning preferences in Malaysia. The purpose of this article is to help Gen Y employees apply their newfound knowledge to enhance their performance at work. There are three learning preferences such as informal learning, flexible learning, and mentoring that will enhance Generation Y's performance are presented in this study. Since the learning preferences will be the financial investment that drives Gen Y to become extremely effective employees in Malaysia, they are vital for any organization.

Keywords: Gen Y, Learning Preferences, Workplace, Informal Learning, Flexible Learning and Mentoring.

INTRODUCTION

Currently, if the organization meets the demands of Gen Y employees, they will perform better because they will be able to live in a decent, supportive, dynamic, flexible, and supportive environment that will enable them to realize their full potential. Gen Y, sometimes referred to as the Internet Generation or those born between 1980 and 2000, is the most valuable resource for acknowledging the existence of a developed country. Furthermore, regarded as conformist and optimistic, this generation places a high value on achieving a better life. In 2022, the labor force segment that spans the age range of 25 and 29 made up the largest age group in Malaysia's labor force, followed by those between the ages of 30 and 34 [4]. Gen Y make up a sizable portion of the workforce in Malaysia, roughly 40%, and are among those who reach the golden age of professional development. A 2020 study found that 26 percent of Malaysians are members of Gen Y [4]. Gen Y is now the largest generational cohort in Malaysia thus they are

the ones who provide a significant portion of the global workforce. Since Gen Y comprises a substantial fraction of the world's population, it is imperative to focus on them. Gen Y will also contribute a substantial amount of effort today. Gen Y has more educational attainment than Baby Boomers and Gen-X. It is most likely the case that employment is higher. Gen Y is sometimes regarded as the highest maintenance cohort to ever enter the workforce. Underestimating this difference will lead to higher job turnover and more intense conflicts at work. Thus, in order to guarantee workplace well-being and sustain business continuity, employers must comprehend the traits of Gen Y employees. Consequently, employers can broaden the range of work that presents challenges for millennial employees in order to capitalize on their abilities. This enhances their capacity to carry out diverse responsibilities upon joining the workforce. The upper-level management can better serve Gen Y employees by looking at their personal traits and preferences of learning within the organization. This study highlights some necessity of adjusting learning preferences to Gen Y interests and styles. It is important to consider the learning preferences of all generations by utilizing appropriate training techniques, approaches, and activities. Adult learning theories and strategies consider the unique principles that have been used to be successful in assisting Gen Y in achieving their goals, growing in their knowledge, improving their problem-solving abilities, and discovering meaningful learning in their respective societies.

INFORMAL LEARNING

Unstructured, experiential learning without institutional movement toward learning is known as informal learning [1]. Another idea holds that informal learning can happen accidentally and become ingrained in daily activities; routines can also be purposeful and even partially structured [1]. To clarify one of learning preferences, informal learning is defined as learning that occurs outside of a traditional classroom environment [2]. The informal learning is applicable in all workplace settings. Thus, when Gen Y employees carry out their regular responsibilities, they are receiving informal learning. The Gen Y employees will pick up all new and practical knowledge through informal learning, which is difficult to separate from work because of the exposure to vital working demonstrations. For example, they learn from mistakes or through experimenting, trial and error in the workplace helps them learn and perform better.

Moreover, Gen Y informal learning occurs in the job through regular social communications related to helping with tasks, managing challenging assignments, collaborating with coworkers, and serving clients from various associations. Besides, participating in group activities that foster connection and knowledge acquisition, such as forum groups, organizational clubs, workplace chat rooms, and other innovative media [2]. When individuals begin exchanging ideas and information, informal learning may take place. The quality of interpersonal relationships in the workplace greatly influences the success of informal learning [3]. Gen Y prefers that way in other to add the knowledge from time to time.

Furthermore, rather than doing fundamental routine work that appears to have less progress, Gen Y is developing their potential to gain new knowledge and abilities through experience from informal learning. Gen Y employees can use a variety of learning resources made possible by technological advancements [5]. In addition to learning preferences discoveries, the workplace may provide Gen Y with opportunities to learn the simplest ways to work for the organization. Thus, several scholars contended that numerous standard changes in educational

procedures are necessary in order to tailor informal learning to individual requirements rather than delivering uniform learning [6].

As mentioned, most learning in the workplace occurs informally, yet few workplaces see the opportunity to enhance informal learning as the learning preferences. The majority of worthwhile learning, according to many scholars, occurs informally [6]. To enhance comprehension, informal learning methods in the workplace include performance reviews, peer mentoring, social associations, and group discussions [7]. The findings demonstrate how informal learning impacts Gen Y daily work lives and greatly improves their effectiveness at workplace.

FLEXIBLE LEARNING

Furthermore, flexible learning is one of a learning preference for igniting Gen Y's passion to work and learn more effectively and efficiently. Gen Y is more likely to seek a balance between employment, education, and family because of flexible learning [8]. For the Gen Y employees, flexible learning and a work-life balance are essential for advancing their careers and quality of life. Most Gen Y respondents believe that flexible learning is a very significant component of their education. It should be emphasized that Gen Y employees are more likely to value flexible learning and working hours than financial compensation because these things contribute to a healthy routine and way of life [8]. If available, Gen Y employees seek benefit packages that include work-routine flexibility and flexible learning for their lifestyle and preferences.

When embracing the flexibility of learning and work arrangements, such as allowing Gen Y employees to take short breaks and using strategic scheduling to help them create an enticing workplace, the dynamic workplace has set up a culture of work-life balance and flexible learning for Gen Y and has seen degrees of retention increment as a result [9]. By providing Gen Y with learning preferences, Gen Y can stay focused and motivated to complete the tasks at hand and further their learning activity. Gen Y employees must value hard effort, and creating a fun work environment thus it is essential to understanding this generation. Putting right resources into employee's bliss in term of learning preferences is specifically identified with Gen Y performance [9]. For some cases, empower Gen Y in exposing to the outside environment, instead of concern on the quantity of hours worked and be permitted to choose when and where to do their work and learning as their preference for better sake.

The Gen Y employees strongly desires flexible employment and flexible learning hours due to their busy schedules as their preferences. Currently Gen Y face challenges, particularly related to the issue of the day-to-day work events in their lives, along with the weights and time constraints of work at the workplace. As a result, a portion of the Gen Y employees selects learning preferences that promote flexibility and center on selecting a crucial path for their professional development in order to better lifestyles. For example, it is simple to address the issues and needs of the Gen Y employees through a blended learning version supported by the workplace as a good channel [9]. Along these lines, flexible learning helps Gen Y employees learn and maintain a work-life balance. Moreover, Gen Y can manage flexible learning as the learning preferences around a hectic schedule. Gen Y requires clear guidance and support from their employers, thus learn how to finish tasks in their own unique ways and at their own speed. Gen Y employees must have access to enough tools and resources at work, as well as the autonomy to handle projects entirely on their own. For a limited time, managers can use

contemporary advances like computers and the Internet to offer flexible learning and work-life balance towards Gen Y [10]. Because of this, the Gen Y workforce will also perform well in tasks if they are given a supportive, exciting, and challenging work environment that includes open work areas, cutting edge innovation, and high levels of flexibility [10]. The Gen Y seeks for flexible work schedules that ultimately fit their comfort level and desired goals in a given organization. In order to support Gen Y's excellent learning preferences and high performance, the workplace needs to be aware of their interests. Thus, it is the best outcome of the flexible learning strategy's incorporation into the organization's that will high return on investment.

MENTORING

Gen Y is focused on self-improvement development and their managers can be as a mentor and tutor to meet that expectation of the organization. In this manner, the mentoring approach is one of the learning preferences that can be embraced in the workplace. It is emphasized on the mentoring among manager and employees through sharing learning. Mentoring as learning preferences is the most established types of human advancement in long years. The word mentor in workplace came to refer to a person who serves as guide, teacher, adviser and helper to Gen Y workforce [11].

The learning preferences such as mentoring is an extraordinary formative, mindful and sharing relationship where one individual contributes their chance, know-how and exertion in improving someone else' development in understanding, point of view, and expertise and reacts to other basic needs in the life of that individual to set them up for more prominent productivity, comprehension or accomplishment in the future [5]. The mentor is any individual who has an important role, profoundly significant in organization, advantageous life-upgrading impact on someone else, by and large because of individual one-on-one intentional help that is useful to them in a relationship which goes past obligation.

The managers adopt an instructive approach that emphasizes conversations over speeches and act as mentors or guides. For Gen Y to advance and perform better inside the company, managers must establish a coaching relationship with them. Managers must also make sure the work is completed efficiently, watch out for their progress and guide them along, but also take use of the opportunity to help and appropriately instruct [5]. The managers should provide the appropriate resources and unambiguous learning goals. As a result, Gen Y learns best when they are aware that they will need the necessary abilities and information to achieve. Every age group, including Baby Boomers and Gen Y, has skills and attributes that can be used to support improved performance in the workplace. Every age group possesses unique qualities that can benefit colleagues from other generations. For example, Baby Boomers can be an excellent mentor to Gen Y by imparting knowledge and sharing personal experiences [7].

Managers can use cross-generational mentor-ship with the ultimate goal of combining ages to achieve productive projects by utilizing each generation's skill set. Baby Boomers value their role as Gen Y's mentors [12]. Amazingly, the most recent study found that 65% of Boomers say that Gen Y asks them for advice because Gen Y confides in Baby Boomer age groups [5]. These days, there are initiatives for inter generational mentor-ship, such as Legacy Leaders Networks for older Baby Boomer officials who mentor the new hires [12]. The implementation of a mentor program can enable more seasoned pioneers to mentor the younger Gen Y workforce.

As a result, the goal of encouraging Gen Y productivity can be successfully achieved since Baby Boomers really cared for and mentored Gen Y in the workforce.

CONCLUSION

The Learning Preferences for Gen Y employees to enhance their performance through learning. The learning preferences in this paper are informal learning, flexible learning and mentoring that will boost Gen Y performance. Gen Y is now the largest generational cohort. Gen Y conquers a significant portion of the global workforce today. Moreover, the workforce's fastest-growing segment is Gen Y, according to Robert Walters Malaysia [4]. However, the world that this generation lives in is unquestionably very different from that of previous generations, influenced as it is by both local and global transformation. The subjects are very important to examine in every workplace as it will be the wealth investment to boost talent in Malaysia.

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