

**Impact of leadership transformation in the financial service
industry of 2 Asian organizations in moving towards a
digital environment**

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DECLARATION

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ABSTRACT

The research paper examines the impact of leadership transformation for digitization within the capacity of the Asian region which includes large conglomerates that specializes in the financial service industry. Organizations as we see it are now moving towards digitalizing business operations at a pace to keep up with the exceeding expectations of global competition. The study provides a closer look at leadership at three different levels; organizational, group and individual level of empirical study based on strategic approaches used in practical terms for moving towards a digital environment. The study emphasizes the ability of transformation through organization vision and mission, Decision making, disruptive technology, corporate strategy, change management, evolution, people and culture incorporating with the aforementioned levels of business and examines the impact of leadership transformation through a series of 15 to 20 discussions and interviews within 2 prominent organizations within the Asian financial service industry and emphasizes the practical implications and strategic deliverables leading towards a digital culture.

KEYWORDS

Digital environment, Leadership transformation, financial service industry, digital business operations, Digitization

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TABLE OF CONTENTS

DECLARATION.....	I
COPYRIGHT STATEMENT	II
TABLE OF CONTENTS	V
TABLE OF FIGURES.....	VII
LIST OF ABBREVIATIONS	VIII
LIST OF APPENDICES	IX
1. INTRODUCTION	1
1.1. Background	1
1.1.1. Motivation.....	1
1.1.2. Research Scope	2
1.2. Problem Statement	2
1.2.1. Research Objectives	3
1.2.2. Gap Analysis	3
1.2.3. Mapping Diagram	4
2. LITERATURE REVIEW	5
2.1. Leadership for Digital Transformation.....	5
2.2. Strategic Approaches to Leadership Transformation.....	6
2.3. Evolution of Modern Leadership.....	10
2.4. The revolution of leadership and work process.....	12
3. RESEARCH METHODOLOGY.....	17
3.1. Research Methodology	17
3.2. Data Collection.....	17
3.3. Process of Data Collection	20
4. DATA ANALYSIS.....	22
4.1. Data Preparation for Analysis	22
4.1.1. Network Diagram 1: Organizational Level.....	27
4.1.2. Network Diagram 2: Group Level	28
4.1.3. Network Diagram 2: Individual Level	29
4.2. Case Study 1: LOLC Bank Philippines Inc.....	30
4.3. Case study 2: Dialog Finance & Dialog IT	42
4.4. Findings on research objectives & Analysis	56

5. RECOMMENDATIONS & CONCLUSIONS	59
5.1. Discussion	59
5.2. Conclusion.....	65
6. REFERENCES	66
7. APPENDICES	73
7.1. Appendix A	73
7.2. Appendix B.....	75
7.3. Appendix C.....	76

TABLE OF FIGURES

FIGURE 1: MAPPING DIAGRAM	4
FIGURE 2: BACKGROUND STUDY	19
FIGURE 3: DATA COLLECTION APPROACH	20
FIGURE 4: PROCESS OF DATA COLLECTION	22
FIGURE 5: MEMOS.....	24
FIGURE 6: CODES BASED ON MEMOS	25
FIGURE 7: CODE GROUPS	25
FIGURE 8: DATA ANALYSIS TECHNIQUES.....	26
FIGURE 9: ORGANIZATION LEVEL ANALYSIS	28
FIGURE 10: GROUP LEVEL ANALYSIS.....	29
FIGURE 11: INDIVIDUAL LEVEL ANALYSIS	30
FIGURE 12: THE EVOLUTION OF LOLC BANK PHILIPPINES	31
FIGURE 13: TAO PURPOSES IN FOOD, WELLNESS & LIFESTYLE	32
FIGURE 14: OVERVIEW OF LOLC FOREIGN INVESTMENTS	33
FIGURE 15: TOP-DOWN APPROACH OF LOLC PHILIPPINES	34
FIGURE 16: ORGANIZATION LEVEL PROCESS IMPROVEMENTS.....	36
FIGURE 17: LOLC SYSTEM ARCHITECTURE DIAGRAM	39
FIGURE 18: LOAN REPAYMENT FACILITIES ON SMART WALLETS	41
FIGURE 19: SBU HIERARCHY	44
FIGURE 20: MATRIX STRUCTURE OF DIALOG IT	46
FIGURE 21: DIALOG IT TRANSFORMATION.....	47
FIGURE 22: SPRINT BURN DOWN CHART (ATLASSIAN)	48
FIGURE 23: DIALOG FINANCE TRANSFORMATION	52

LIST OF ABBREVIATIONS

Abbreviation	Description
ETCIO	Economic Times Chief Information Officers
COVID 19	Corona Virus Decease of 2019
SME	Small Medium Enterprises
LOLC	Lanka Orix Leasing Company
ICT	Information & Communication Technology
ATM	Automated Teller Machine
WAF	Web Application Firewall
API	Application Programming Interface
HRIS	Human Resource Information System
DMS	Document Management System
FINTECH	Financial Technology
DTV	Dialog Tele Vision
SBU	Strategic Business Unit
SDLC	Software Development Life Cycle
QA	Quality Assurance
CRM	Customer Relationship Management
KPI	Key Performance Indicator
KYC	Know Your Customer

LIST OF APPENDICES

Appendix	Description	Page
Appendix - A	Interview Transcripts and Questions for Dialog Finance and Dialog Axiata	71
Appendix - B	Interview Transcripts and Questions for LOLC Philippines	73
Appendix - C	Survey results on the Questionnaire	76