Assessing Competency and Sub-Competency for Pharmaceutical 4.0 – a Delphi Study

Aghnia Nadhira Aliya Putri a, N. Nurlaela Arief, b, Aurik Gustomo c

abc School of Business and Management, Institut Teknologi Bandung, West Java – Indonesia

https://doi.org/10.35609/gcbssproceeding.2021.1 (6)

ABSTRACT

In the Era of Industry 4.0, technology has a significant impact on how people live and work. The pharmaceutical sector is likely to face an "innovator dilemma" when dealing with the Fourth Industrial Revolution. Pharmaceutical employees should prepare to adopt technologies such as the Internet of Things (IoT), Artificial Intelligence (AI), Big Data, Robotic, 3-D printing (Baines et al., 2018). Even in the industry based on technology, companies' performance does not rely solely on technological expertise. Technology is not the most significant barrier to adopting the 4.0 Era, but organizational culture and employee readiness are the biggest challenges (Vuong et al., 2019). To survive in Industrial Era 4.0, having sufficient knowledge of technology's changes and speed is essential. Nevertheless, there is no doubt that specific low-skilled jobs will be eliminated (Dirican, 2015). Supposedly, the development of technology does not replace workers but instead increases efficiency in work. Note that the future workforce has a critical role to play in the success of factory innovation. Transformation in era 4.0 requires workforces to have good competence.

Keywords: Competency, Sub-Competencies, Pharma 4.0, Delphi Study