

Shoichi Hachino

Vice President, UA ZENSEN

We appreciate this new Syndex report, which gives us valuable advice on the future of the commerce sector.

While the demography of each country is different, Japan is faced by the structural challenge of a sharp drop in the working-age population and building the social resilience necessary to overcome the Covid-19 crisis. In this situation, the creation of sustainable industries, a corporate environment and a sustainable society is fundamental. An increase in human-centered productivity is urgently needed in the service sector. It is important to improve the total amount of added value by creating people-driven innovations.

In the new normal, the service sector needs to respond to drastic environmental changes and to promote DX smoothly through “understanding actual situation of the field”, “understanding of the field”, and “participation from the field”. There are human resources who create new value and those who support their basis. Human resource development and education are necessary for both forms of human resources.

In order to further strengthen partnerships and industrial relations, which is the basis of UNI APRO’s organization, we must seek a safety net for workers who might be replaced by digitalization. We must also seek fair distribution of the wealth produced, aiming to at enhance labour mobility, ongoing education and human resource development to shape digitalization as well as wages, working hour and health and safety.

The supply chain in the commerce sector (especially warehouse business) should be our primary organizing target. It is important to share advanced experiences like SDA’s activities.