

*A multifaceted platform for consulting services*

T-J. LAI, H-H. WU, C-Y. HUANG. **A multifaceted platform for complementary consulting services for retired senior executives.** *Gerontechnology 2014;13(2):229*; doi:10.4017/gt.2014.13.02.336.00 **Purpose** In 2015, Taiwan will migrate into a super-aged economy. The sixty five-year and older demographic will reach 20% of the total population. The particular challenge that Taiwan will face is a mere 8.1% labour participation rate of people aged sixty-five years and older, compared to 30% in Korea, 22% in Singapore, and 20% in Japan. The speedily aging population, and low participation rate of aging workers, indicates a foreseeable labor force shortage that has the ability to dampen the economy and social stability. In the past decade, many companies have been eager to learn how to entice older employees to stay on and how to contribute to older employee’s productivity through job design and flexible working hours; retired professionals have sought qualified and reliable service intermediaries to bring them back and connect them to the professional community. On this basis, a new service model is needed that will enable firms to manage the aging workforce as well as assist aging or retired professionals to be able to locate an appropriate job. The current study was inspired by this need; multi-sided network theory proposes a multifaceted service platform which can stimulate positive cross-network effects and offer job matching functions among various user groups, including the aging workforce, small-and-medium firms, consulting companies, sponsors, and educational systems. **Method** In order to describe the qualifications of the elderly personnel, a historical timeline talent bank is first designed to identify senior consultants or executives from different industries. It records time and specifics of an individual’s social networks, acquired job related skills or techniques, and consultant tools that each individual has. Second, a multi-sided platform matches the needs of two user groups: small-and-medium companies who have consultant demand but cannot afford to pay professional consulting fees; and retired executives or professionals who still want to contribute expertise (*Figure 1*). **Results & Discussion** Through a new business model, this platform provides problem analysis processes, helping business to identify their needs. Then it identifies aging professionals who have been coached and trained by the platform to solve problems. Finally, the academic support team will dedicate itself to developing a knowledge base and skills training system. To continually extend social networking; the service integrated a physical social network, as well as a virtual Facebook community into the overall platform. Through this new service model, job matching, and effective human resource management system can be implemented; industry technology and knowledge faults can be prevented. By proving the elderly person is better suited to a job and through the promotion of senior experts, the aging workforce can provide valuable and productive social assets, and Taiwan can become a new paradigm of a harmonious aging economy.

**References**

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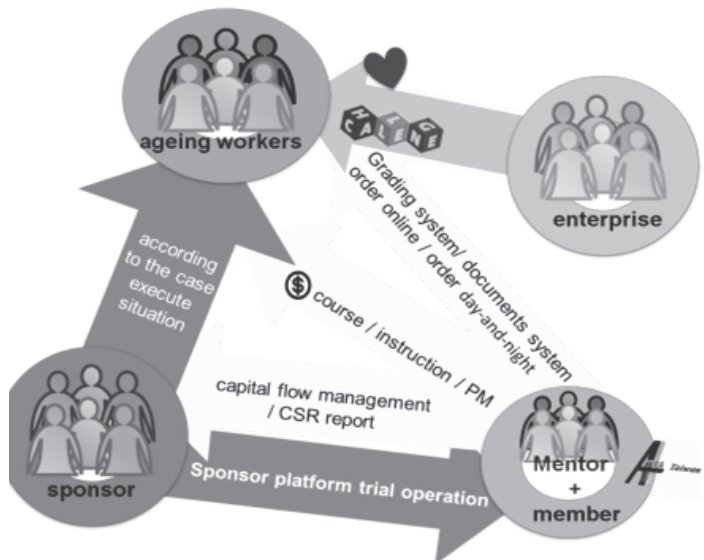


Figure 1. Multi-dimension network to link all the services