

Phee Ai Ling
Ong Michelle
Karam Joti D/O Baboo Lal
Human Resources Division

INTRODUCTION

In 2010, Human Resources (HR) Division moved from KKH to Alfa Centre. After the move, distance and weather conditions made HR Division less accessible to staff. In addition, not many staff were aware of the new contact details. This lengthened the time required to address staffs' needs and concerns. The situation presented an opportunity for improvement. HR Partners (HRPs) are the faces of the division to staff. To deliver quality HR services, it is imperative that HRPs are accessible to staff, supportive towards their needs, and act to translate their feedback to concrete improvements. Hence the objective of the project was to make HRPs more accessible to staff.

METHODOLOGY

DATA COLLECTION

Pre and post surveys were conducted to determine:

1. If staff knew their respective HRPs
2. If staff knew where to find their HRPs' contact details

(Nursing Division was used as the pilot group for implementation as it has the largest staff strength. This allowed a realistic data analysis.)

CAUSE & EFFECT ANALYSIS

1. **Physical Distance**
Staff refrained from visiting Alfa Centre as it was out of KKH
2. **Lack Of Media To Extract HRPs' Contact Details**
Only e-Tel Directory is available and it is not readily accessible to all staff
3. **Lack Of Awareness**
Staff were unaware of e-Tel Directory and have few occasions to meet HRPs

KEY ISSUES

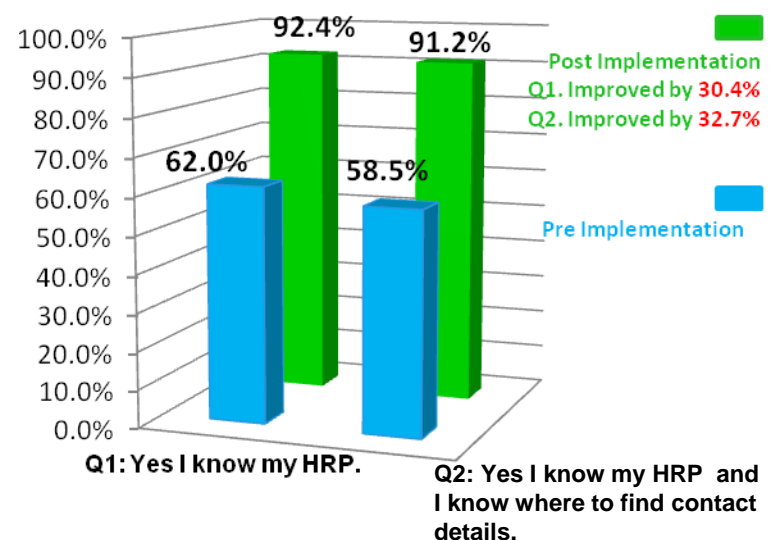
1. Staff were unaware of HRPs
2. Staff did not know where to find HRPs' contact details

Hence this led to difficulty in contacting HRPs

SOLUTIONS

1. Introduce respective HRPs to each department
2. Expand offline media and display contact details prominently in staff areas

RESULTS AND BENEFITS



1. Easier for staff to contact their HRPs to clarify / address their HR concerns in a timely manner
2. Image of HR is improved with HRPs now more visible and proactive
3. HR is now more aware of what needs to be improved in terms of its P&Ps and communication materials
4. Feedback collated has translated into revisions of P&Ps and other follow-up actions
5. Beneficial for staff from other divisions as it will be implemented to their departments moving forward

CONCLUSION

These initiatives have benefited both staff and HR Division. They allow us to deliver quality HR services to our staff, in line with our core values **Deliver the Highest Standard of Work** and **Value People**.

IMPLEMENTATION

CONTACT YOUR HUMAN RESOURCES PARTNER (HRP) FOR YOUR HR ENQUIRIES

HRP for NICU
Karam Joti
Executive HR
2010-2013

Design and Display of Respective HRP's Contact Posters

1. Posters were customized for each department
2. Posters were strategically displayed at common staff areas
3. Posters contained various contact details e.g., DID, mobile, email address, fax number

Conduct HR Clinic Sessions

1. HRPs did self introductions and shared contact details
2. HRPs interacted with staff, shared pertinent HR information, addressed and clarified doubts
3. HRPs obtained feedback on Policies & Procedures (P&Ps)

Staffs' Comments On HR Clinic Sessions:

- "Excellent session. Very informative."
- "Happy with all the answers. Good arrangement to interact with us. Very glad we have this session."
- "Thanks to HR Partner. Very informative."
- "It's a very useful session."
- "Very informative. Thank You."
- "It's beneficial, hope that this will be done yearly."