

## INTRODUCTION

HR seeks to provide a supportive and learning environment through **staff engagement activities** which **create opportunities** for staff to **provide feedback or insights** on their **work environment**, so as to **boost morale and productivity**.



## METHODOLOGY

- Staff engagement activities were organised for selected departments based on their previous Employee Engagement Survey results
- The engagement activities were organised by means of **open forum discussion sessions** involving both HR and employees
- Discussions were **informally conducted** so as to **encourage staff to openly share** their views and experiences at work
- **Multiple sessions** were arranged to cater for departments with large number of staff and working rotating shifts



## RESULTS

- Staff were **forthcoming** in voicing their views, feedback or suggestions openly
- **Feedback received were more constructive and detailed** compared to the biennial Employee Engagement Surveys
- **Improved communication** and **created rapport** between HR and staff
- Transparency balanced with positive reinforcement **creates an environment of trust and mutual accountability**
- Offered **valuable insights and feedback** to management on staff work environment, work process, hospital policies, staff welfare, etc.
- These feedback were shared with the respective Division Heads and action taken to address the feedback.



## BENEFITS

- Provide opportunities for staff to **clarify issues** on HR Policies and Procedures as well as staff benefits with their HR Partners besides their work challenges
- Avenue for staff to **raise their concerns** for management's review
- Encourage line managers to take **ownership of staff issues**
- **Boost work productivity** when employees felt recognised and engaged

## CONCLUSION

In order to **retain staff** for the long term, it is **critical to keep staff happy and engaged**. The staff engagement activities **encourage two-way communication between staff and management**, as well as allow them to **better understand the operational challenges** from the others' perspective.

