



An Unforeseen Opportunity: Leveraging on Technology in HR during COVID-19



AIM



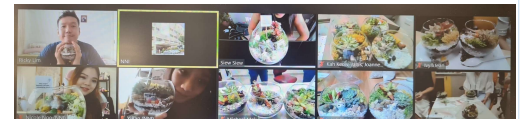
When social distancing measures were introduced due to the COVID-19 pandemic, there were uncertainties and anxieties to deal with the new social distancing norms. While the social distancing measures provided inconvenience in the daily work, it also presented an opportunity for HR to leverage on technology to come up with new innovative ways to reach out to the employees and to challenge our traditional ways of working.

METHODOLOGY



Virtual Celebrations and Workshops

- Despite the social distancing measures, it does not stop NNI from hosting celebratory events such as NNI Staff Appreciation and Kindness, AHP & PSA Day, Nurses' Day as well as conducting workshops virtually via zoom. Materials for the workshops were delivered to the employees' doorstep.
- There were a series of virtual activities such as E-terrarium workshops, talk on 'High Quality Connections to build Trust', heartfelt messages on department Gratitude Boards & a video montage to thank all our employees – NNI's healthcare heroes.



(Right-Top) 54 NNI employees participated in a virtual workshop made their own terrariums as part of Staff Appreciation 2020.

(Right-Bottom Left) NNI Senior Management celebrates AHP & PSA Day 2020 with employees via zoom.

(Right-Bottom Right) Celebration of Nurses' Day 2020 with employees to honour the nurses via zoom.

HR e-Communication

- A sound employee communications strategy plays an integral role in supporting our employees. Therefore, we digitalised with Electronic Letters (eLetters) in HRIS where employees are able to access to eLetters anytime while working from home.
- Introduction of a monthly HR e-newsletter (HR Voices) where important information is disseminated to all employees instantly.
 - Special feature of casual interview with employees which serves to unite diverse teams and departments
 - Policy-related fun quiz with prizes to encourage employees to be familiarised with current policies.



HR e-Orientation and e-Engagement

- Organised Medical Officer (MO) orientation virtually from Jul 2020 onwards and new employee orientation virtually from Sep 2020 onwards for all new MOHH doctors and employees to have a better understanding of NNI and the various departments.



(Left) NNI conducted MO e-orientation for MOHH doctors to have better understanding of NNI and its various departments.

- As part of NNI Initiative of Caring for Employees (NICE) Peer Support Outreach to employees, a total of 20 emails on well-being tips, self-care and mental wellness were sent to all NNI employees between Apr 2020 to Oct 2020.



RESULT



- Instead of halting the physical events, we have reached out to a broader audience across all campuses or employees working from home and allowed for more inclusivity.
- Where face-to-face communication was not possible, employee's experience and engagement was not compromised. Important information was communicated effectively and faster through the new virtual initiatives.
- 25 MOs and 29 new employees who participated in the MO orientation and new employee orientation respectively. Feedback for both sessions are generally positive, with comments as follows: "Very comprehensive and useful." | "A very concise and informative session." | "Very informative and helpful."

Conclusion



The COVID-19 pandemic has inadvertently led to drastic changes to conventional working norms which caused unexpected work stress for many employees. The drive for digitisation excellence and various virtual initiatives ensure the gaps are bridged between the employees and the organization.

Opportunities naturally arise during a crisis and the pandemic has reiterated the importance of technology. NNI HR had the opportunity to re-examine our processes and has unexpectedly accelerated the digitization by 1 to 2 years. We have innovated, challenged the 'norm' and reached out to our employees seamlessly to strike meaningful interactions during a time of isolation.