



Singapore Healthcare
Management 2022

New Hires Onboarding:

High-touch versus tech-touch?

Michelle Tia
Chen Si Fan



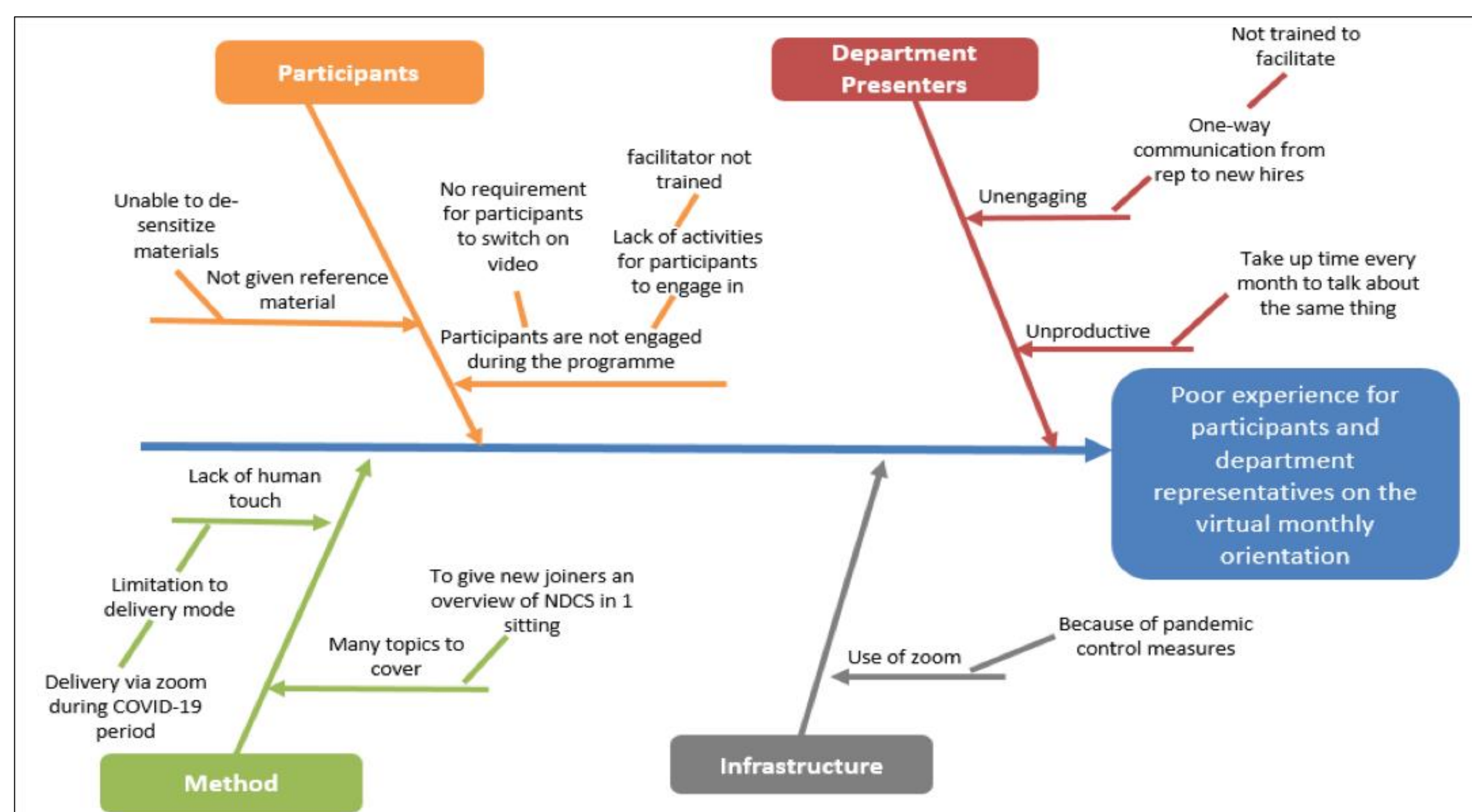
National Dental
Centre Singapore
SingHealth

BACKGROUND

The feedback by new hires indicated a lack of interactivity between participants and presenters during the virtual orientation. It was unproductive for the department representatives to deliver the repetitive mandatory programmes.

METHODOLOGY

A root cause analysis was done to identify the issues to heighten interactivity for the new hires during onboarding.

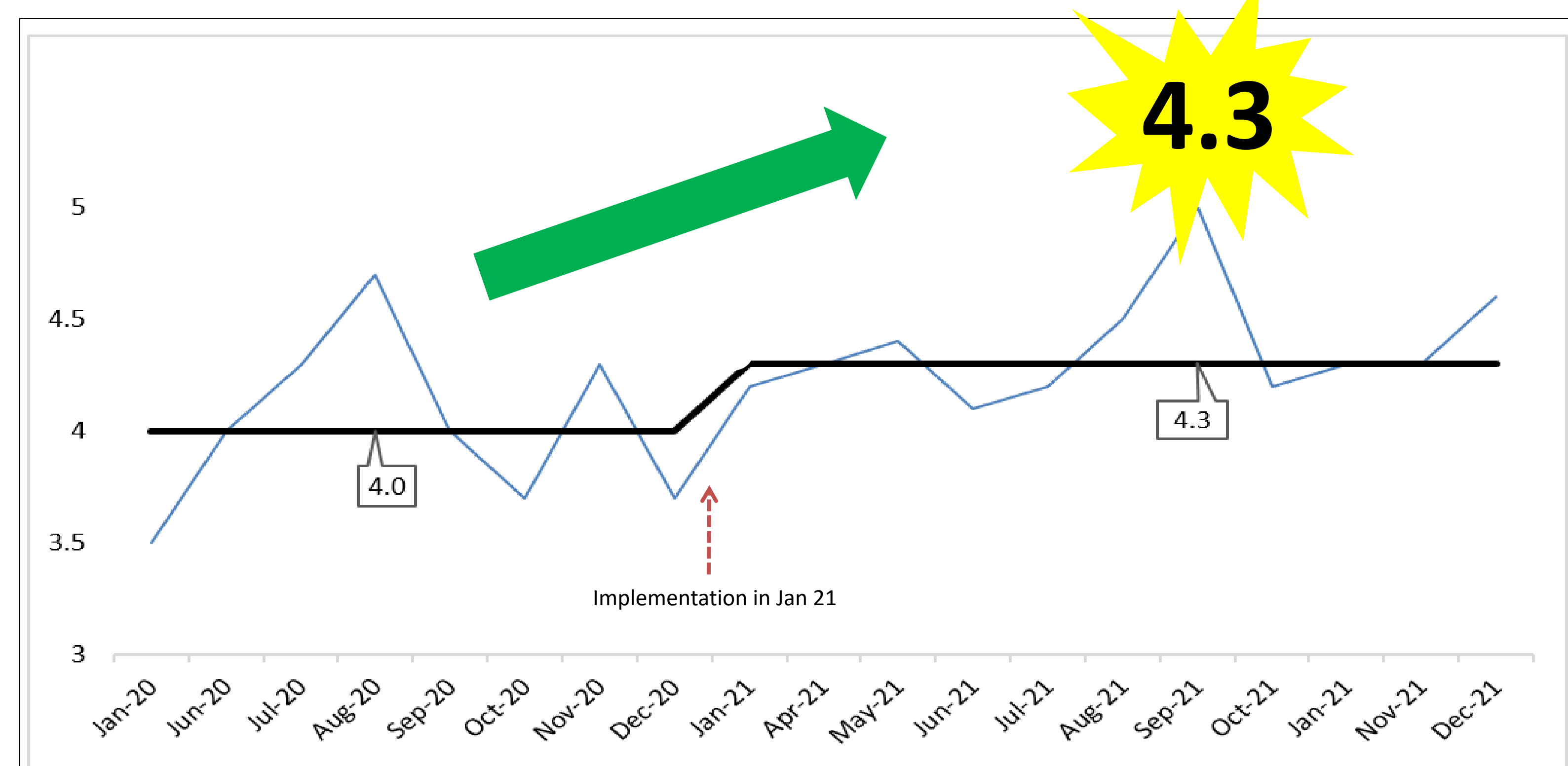


OBJECTIVE

To enhance the onboarding experience for new hires by increasing the level of engagement and improve efficiency by balancing high-touch and tech-touch.

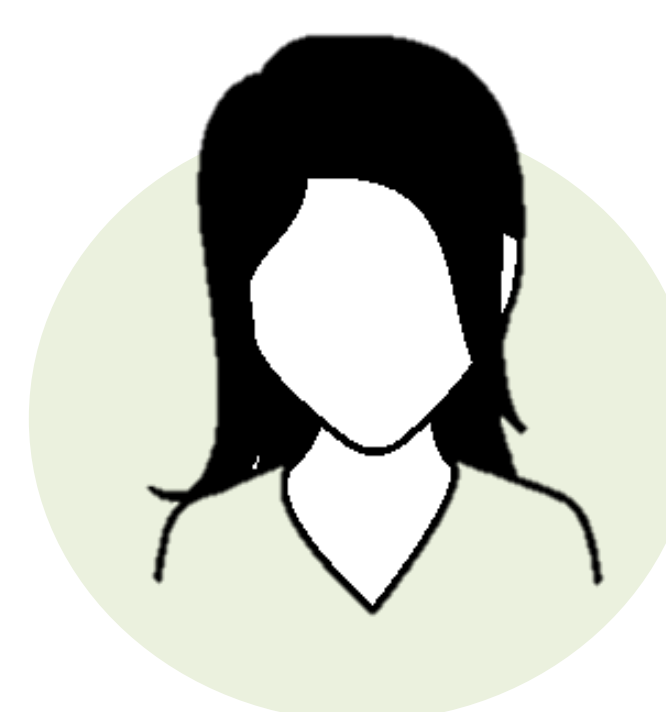
RESULTS

Orientation Programme Satisfaction Rate



Total Man-hours Saved

21
Man-hour saved
per year



"I really enjoyed the quiz session. It was not a boring quiz, it was entertaining and motivated me to answer the questions properly and correctly".

"Great job for preparing this wonderful orientation! Keep up and thank you for your hard work!"



"Great package with complete information in brief. Thank you."

CONCLUSION

The enhancements made to the onboarding process has proven to improve the new staff experience through the improved evaluation ratings.