

VALUING EMPLOYEES FROM THE START!

Every year, SingHealth Headquarters (SHHQ) welcomes approximately 260 new employees. All new employees will be scheduled to attend a 2-hour Induction Programme (IP) within the first month of their employment.

Why revamp the IP?

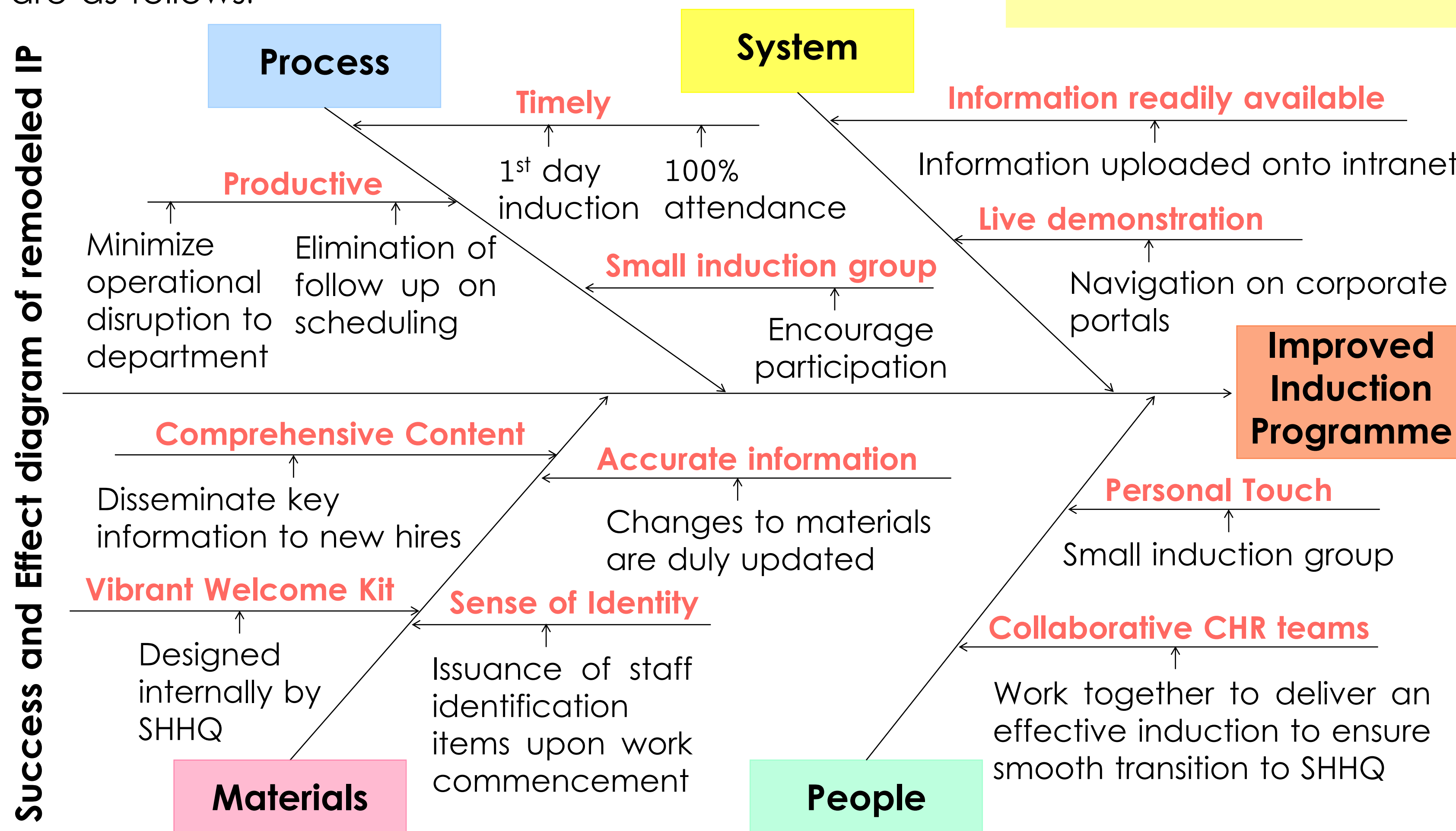
- Only 1 in 5** new employees were inducted on their first day
- Repetitive** content from other core programmes
- Staff identification items (staff card and nametag) were issued **after 3 months**
- Many **failed to turn up** for their scheduled IP

Problem:
 As a result, many new employees encounter difficulties assimilating into the SHHQ family and locating resources within SHHQ.

Objective
 The Staffing team aims to enhance on-boarding experience by reviewing the IP so as to equip new employees with essential information on their first day of work.

Methodology

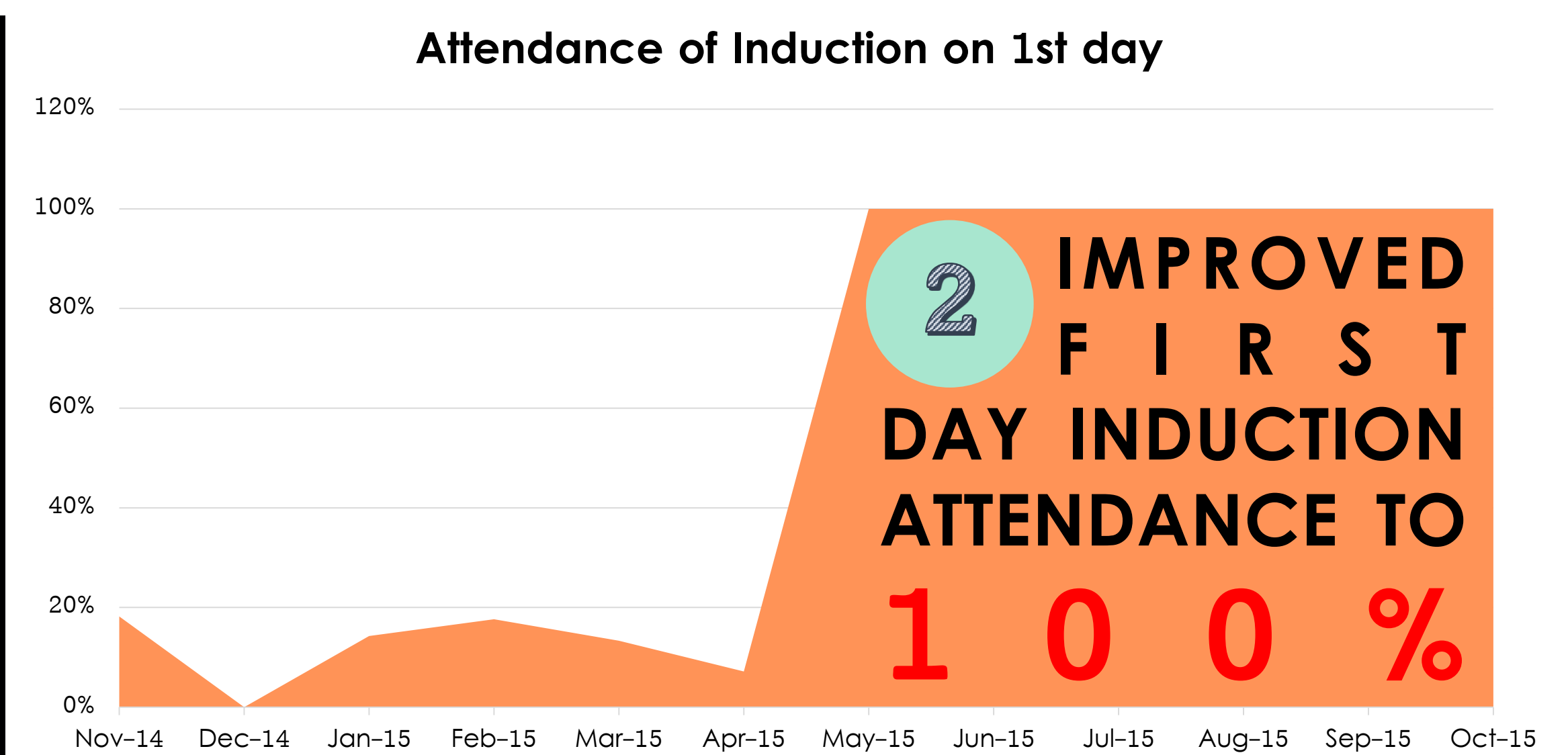
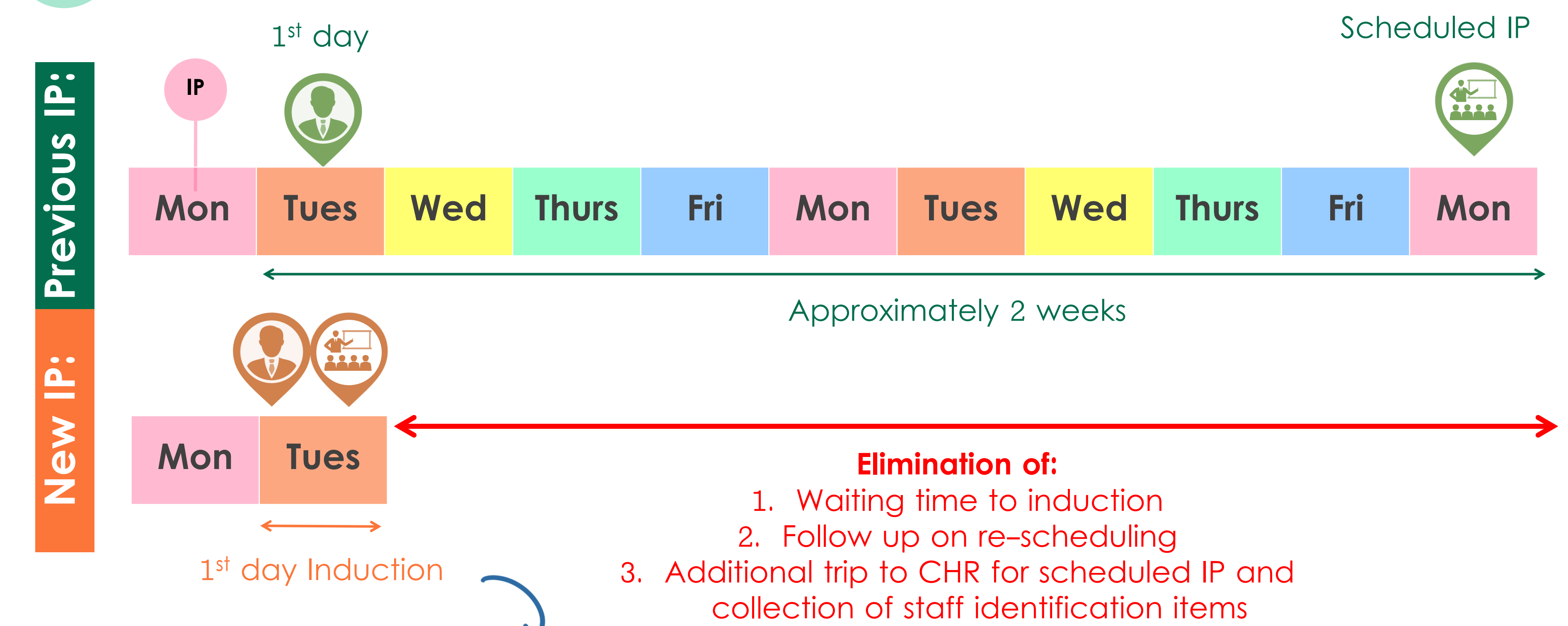
A HR Taskforce was formed to address the problems identified. The improvements to the IP are as follows:



Results

To equip new employees with timely essential information, the IP has been remodeled into a 30-minute first day induction with live navigation through corporate portals.

1 HOLISTIC 1ST DAY INDUCTION



3 Estimated 5-Year Time Savings of **800 hours** & Cost Savings of **\$17,000**

4 Feedback

“ It is good that new staff get their induction on the first day as they need to know about the organization before being able to appreciate the work at the department.
 Ms. Neo Chai Yin, Manager, GPO

The IP is overall good and concise. It covers many important information which are helpful for new hires such as brief introduction on SingHealth leaders & organizational structure, shuttle bus schedules etc. The induction kit is also comprehensive and easy to read.
 Mr. Lim Jie, Executive, Group Communications

“ The induction was well-delivered. Whatever doubts I had were addressed immediately and I was thankful for that.
 Ms. Sharifah Nur Hazirah, Research Officer, STIC

Conclusion
COMPREHENSIVE 1ST DAY INDUCTION WITH IMPROVED PRODUCTIVITY
 With the implementation of the remodeled IP, significant time and cost savings were observed. The IP has garnered positive responses, where respondents found it engaging, informative and useful for them to acclimatize into the SHHQ family. Furthermore, first day issuance of staff identification items and well-designed corporate items elevated new employees' sense of belonging.

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