

CHI Learning & Development System (CHILD)

Project Title

New Employee Orientation – Anytime, Anywhere

Project Lead and Members

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- Amy Yen, Snr. Executive
- Roy Lua, Executive

Organisation(s) Involved

ALPS Pte Ltd

Healthcare Family Group(s) Involved in this Project

Human Resource

Aims

This project aims to effectively and seamlessly introduce the organization and leadership to new employees, no matter where they are sited through a redesigned orientation programme.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below



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Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Human Resource Category)

Project Category

Training & Education, Education Platform, Virtual Learning Platform, Organisational Leadership, Human Resource

Keywords

e-Orientation, Onboarding, Programme Redesign

Name and Email of Project Contact Person(s)

Name: Winnie Chew

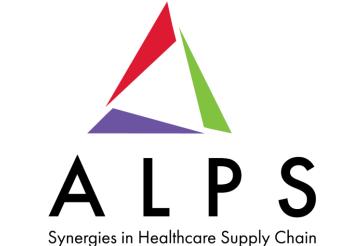
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New Employee Orientation – Anytime, Anywhere

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Introduction

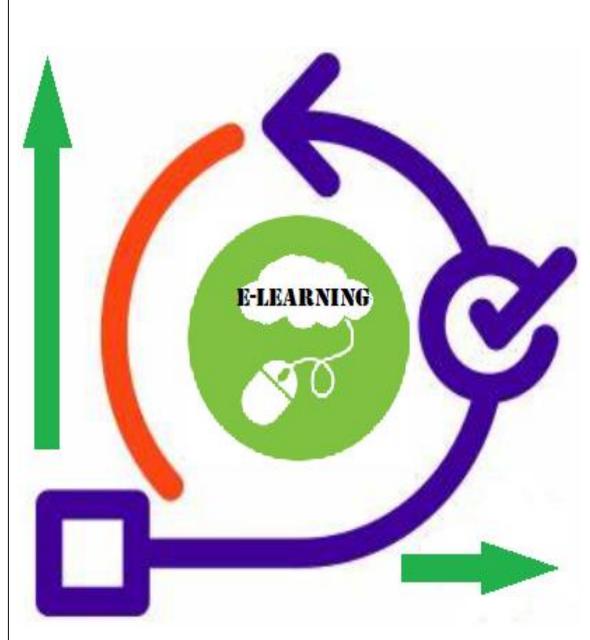
It is important to welcome new employees and guide them through the organisation's vision, mission and core values, and their roles as part of the team. Our employees are deployed across the Public Healthcare Institutions at 55 sites. As such, we redesigned the orientation programme in order to effectively and seamlessly introduce the organisation and leadership to new employees no matter where they are sited.

We believe in giving new employees a positive onboarding experience, engaging

and supporting them, as they integrate into the organisation; fuel their enthusiasm and build their sense of identity within the organisation.



Methodology



From February 2020, New Staff Orientation are done virtually. Now, new staff participates in e-Orientation as soon as 1st day on The e-Orientation Programme is designed to be interactive with videos and quiz; and comprehensively covers the organisation overview, leadership and key focus; as well as information useful to new employees. The content is constantly reviewed and updated to ensure it remains current, relevant and interesting.

Results

The e-Orientation has helped employees assimilate and know the organisation better, the organisation's and their roles within the healthcare value chain.

175 new employees completed the e-Orientation in FY20. 73% completed the programme within 2 weeks; out of which 37% completed it within 1 day.

The feedback received has been positive with the average evaluation rating of 8 out of 10-pt scale.

Evaluation Verbatim



Conclusion

The positive feedback from new employees affirmed we have achieved the objectives. As elearning becomes a common mode of training delivery; we are mindful we need to keep up with the rising demand and changes; and provide support to employees to overcome any e-learning challenges.