

## **Project Title**

Hi, I'm New! – Enhancing & Improving The New Employee Induction Experience

## **Project Lead and Members**

Chiew Geok Fen, Daphne Lee Sze Hwee

**With the support of:** Ms Koh Li Hoon Ms Sheryl Choo

## **Organisation(s) Involved**

SingHealth

## **Healthcare Family Group(s) Involved in this Project**

Healthcare administration

## **Applicable Specialty or Discipline**

Human Resource

## **Aim(s)**

- To enhance and improve a new employee's onboarding experience during their first day induction
- To streamline the resources allocated for conducting new employee induction and to digitalise information shared for ease of reference.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

## **Results**

See poster appended/ below

## **Conclusion**

See poster appended/ below

## **Project Category**

Organisational Leadership

Human Resource, Staff Engagement

## **Keywords**

Employee Induction, Onboarding Experience

## **Name and Email of Project Contact Person(s)**

Name: Chiew Geok Fen

Email: [singaporehealthcaremanagement@singhealth.com.sg](mailto:singaporehealthcaremanagement@singhealth.com.sg)



**Singapore Healthcare Management 2022**

# Hi, I'm New!

– Enhancing & Improving the New Employee Induction Experience



Defining Tomorrow's Medicine

Chiew Geok Fen  
Daphne Lee Sze Hwee

With the support of:  
Ms Koh Li Hoon  
Ms Sheryl Choo

Corporate Human Resource

## Introduction

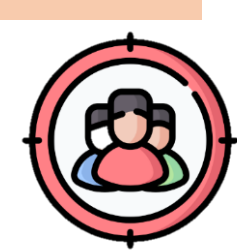
For every new employee, their first day at a new environment could be nerve-wrecking. To alleviate their anxieties, it is important to induct them right on their first day of work. A successful employee induction will make the new employees feel welcomed and engaged, as well as equip them with knowledge on SingHealth HQ's practices, policies and available resources for better integration into the organisation.



## AIMS



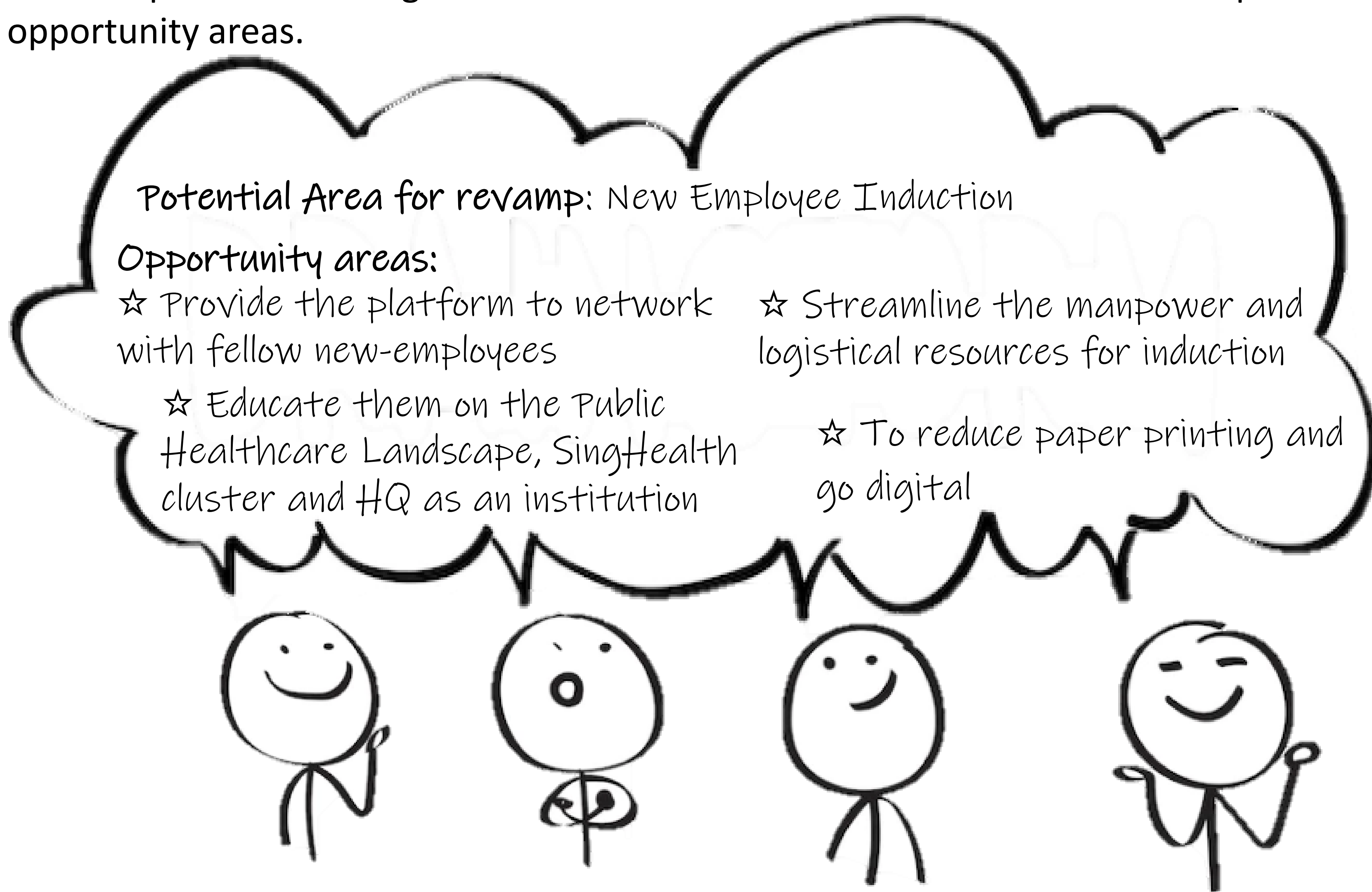
To enhance and improve a new employee's onboarding experience during their first day induction



To streamline the resources allocated for conducting new employee induction and to digitalise information shared for ease of reference

## Method & Solution

As part of the Strategic HR's initiatives to go digital and improve (both new and existing) employees' experiences, Corporate HR-Staffing has reviewed the existing internal processes and gathered feedbacks from the team members on potential opportunity areas.



- Pre-recorded Video Induction
- Self-service Online Induction
- In-person Induction

Options were considered and the team eventually decided to retain in-person induction as it engages a new hire better on his first day. Instead, the induction is streamlined and revamped, namely:

- To conduct a **group in-person induction** session for all new employees joining on the same day
- To educate and brief new employees using a consolidated and consistent deck of slides with **real-life system demo and navigation**
- To **share useful links and resources** for the new employees' references

## Results

### New Employees



- ✓ Ease into their role at HQ with a better understanding of the SingHealth's culture, values and structure
- ✓ Put their roles into perspective
- ✓ Forge new friendships with fellow new joiners
- ✓ Better equipped with the knowledge to navigate the systems and having the relevant resources to kickstart their employee journey with SingHealth

### Corporate HR - Staffing

- ✓ Saved 6.7 man days per year by conducting group induction
- ✓ Reduced the carbon footprint by approximately 6100 pcs of paper per year (equivalent to 12 reams of paper/ 60% of a tree!).



## Conclusion



As we transit into the digital age with some element of remote-working becoming a norm, social interactions remain a quintessential element at workplace. Physical in-person induction provides opportunities for employee engagement and social interactions to take place. An induction done right would also successfully integrate the new employees into the organisation and their roles, making them feel more welcomed and thus improves employee retention.

