

“Go-Green” with Electronic Letters to Enhance Employee Experience



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BACKGROUND

Traditionally, employees check their payslips for their annual performance bonus and salary increment to view the payment that they would receive. A short personalised message with the payment details would be displayed in the payslip. Apart from these payments, Human Resource (HR) also prepares a variety of hard copy printed employment related letters containing personal and confidential content and issue these to individual employees. These processes are labour intensive and result in high paper consumption.



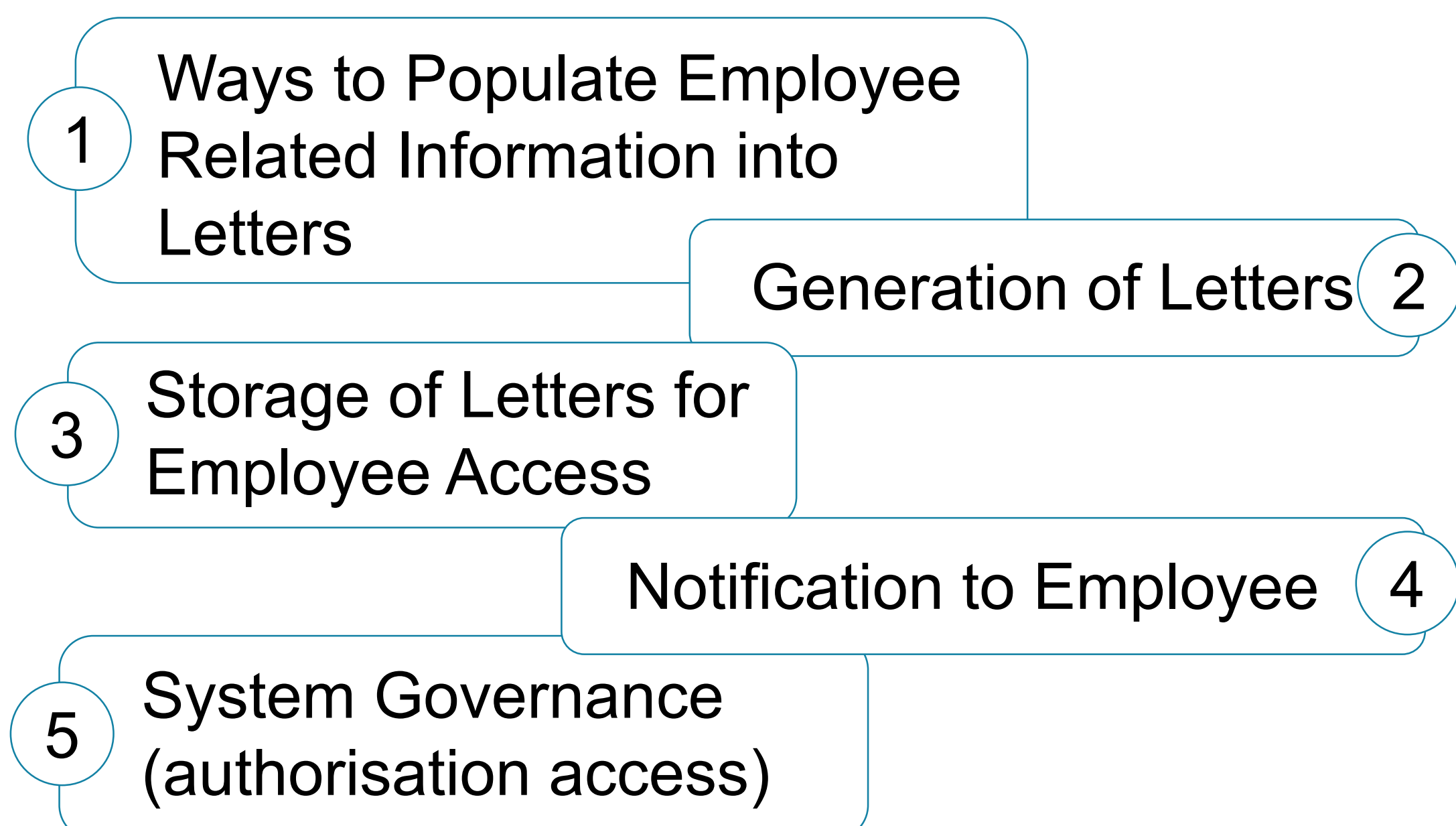
OBJECTIVE

- 1. Digitise and automate** by introducing a secured electronic letter platform in SingHealth Human Resource Information System (HRIS) for employees to access and view their personalised confidential employment related letters anytime.
- 2. ‘Go-Green’** and reduce environmental footprint.
- 3. Reduce errors, save time and effort** on HR’s processes.
- 4. Improve employee experience.**

METHODOLOGY

For the implementation of electronic letters function in SingHealth HRIS, the team gathered and reviewed the types of HR letters that were generated across all the 13 SingHealth institutions. Letters that could be sent electronically were prioritised for implementation.

Based on the applicable and potential letter templates, a series of workshops were conducted via online platform to establish the harmonised system requirements in the following areas:



RESULTS

Enhanced Communication & Engagement

- ★ Personalised electronic letters delivered directly to the individual via a secured portal and could be accessed on the same day as announced by the management.
- ★ Employee able to retrieve electronic letters conveniently online, reducing the risk of hardcopy letters being misplaced.

Reduced Error

- ★ Reduced human transcription errors during generation of letters compared to the traditional way of preparing hardcopy letters manually as the contents of the letters were extracted from the HRIS.

Cost and Productivity Savings

- ★ Eliminated the costs incurred from paper, envelopes and printing, as well as manpower cost associated with the preparation, sorting and dissemination of letters to employees.

SINCE IMPLEMENTATION IN MID 2020



CONCLUSION

Since the implementation of electronic letters, SingHealth HR as a cluster had generated over 60,000 private and confidential letters. The electronic letter platform opened up opportunities to digitalise many other HR letters and the resources saved could be channelled into other strategic operations. This is in keeping with technological trends towards a digital economy and aligned with our goals to ‘Go-Green’ and reduce our environmental footprint.

In 2020, the onset of the COVID-19 pandemic disrupted many old ways of work, forcing employees to work remotely where possible, thereby reducing face time and making it challenging for any form of prompt dissemination of hardcopy letters. The electronic letter platform, which was timed to be deployed in the middle of 2020, has played a key role in allowing HR to overcome communication barriers and promptly engage our staff in areas where physical transactions are now not possible and ineffective.

WORK FROM HOME