

## **Project Title**

New Hires Onboarding: High Touch Versus Tech Touch?

## **Project Lead and Members**

- Michelle Tia
- Chen Si Fan

## **Organisation(s) Involved**

National Dental Centre Singapore

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

Healthcare Administration

## **Applicable Specialty or Discipline**

Human Resource

## **Aims**

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

## **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**

Orientation, Onboarding, New Hires

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# New Hires Onboarding:

## High-touch versus tech-touch?

Michelle Tia  
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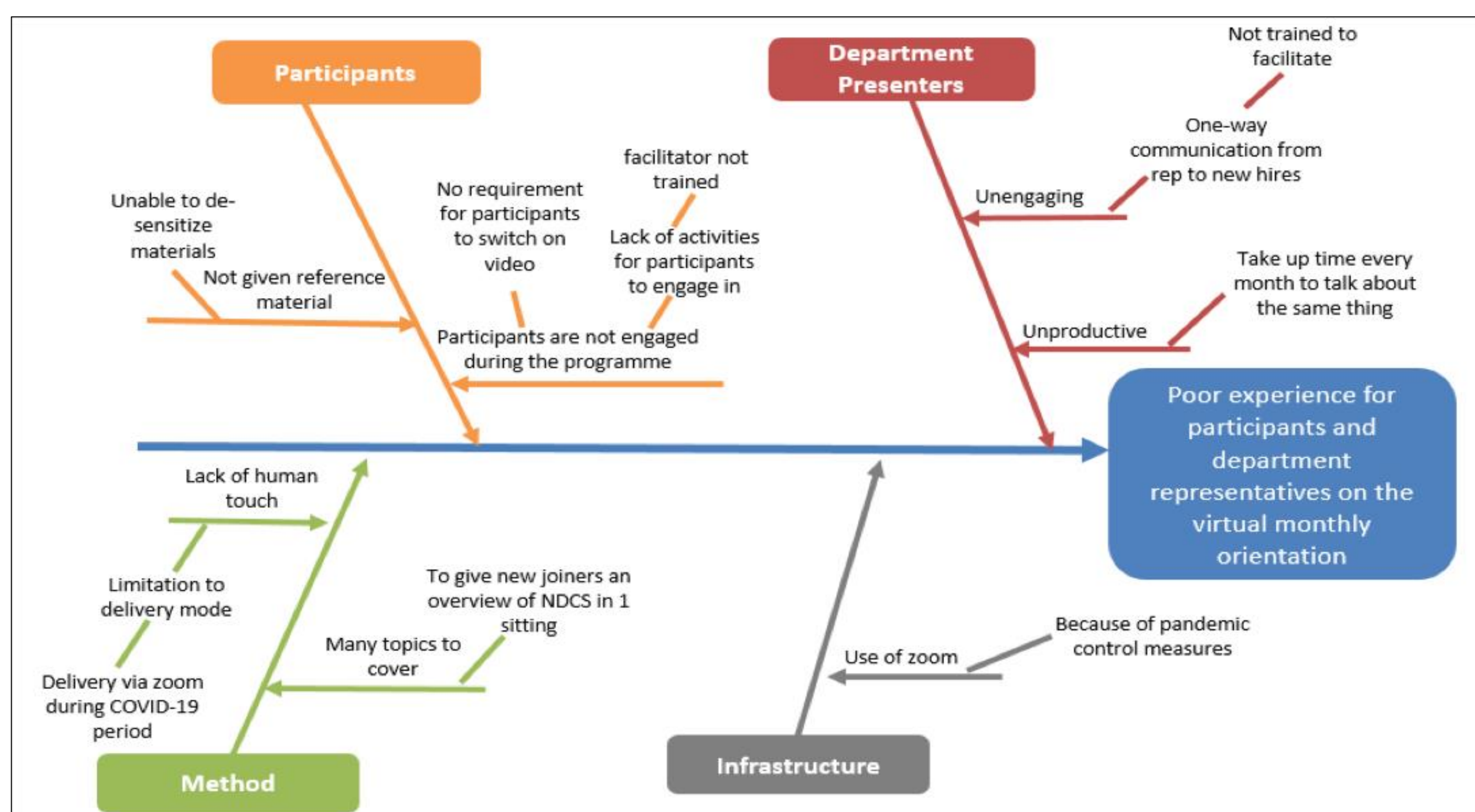
National Dental Centre Singapore  
SingHealth

### 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.

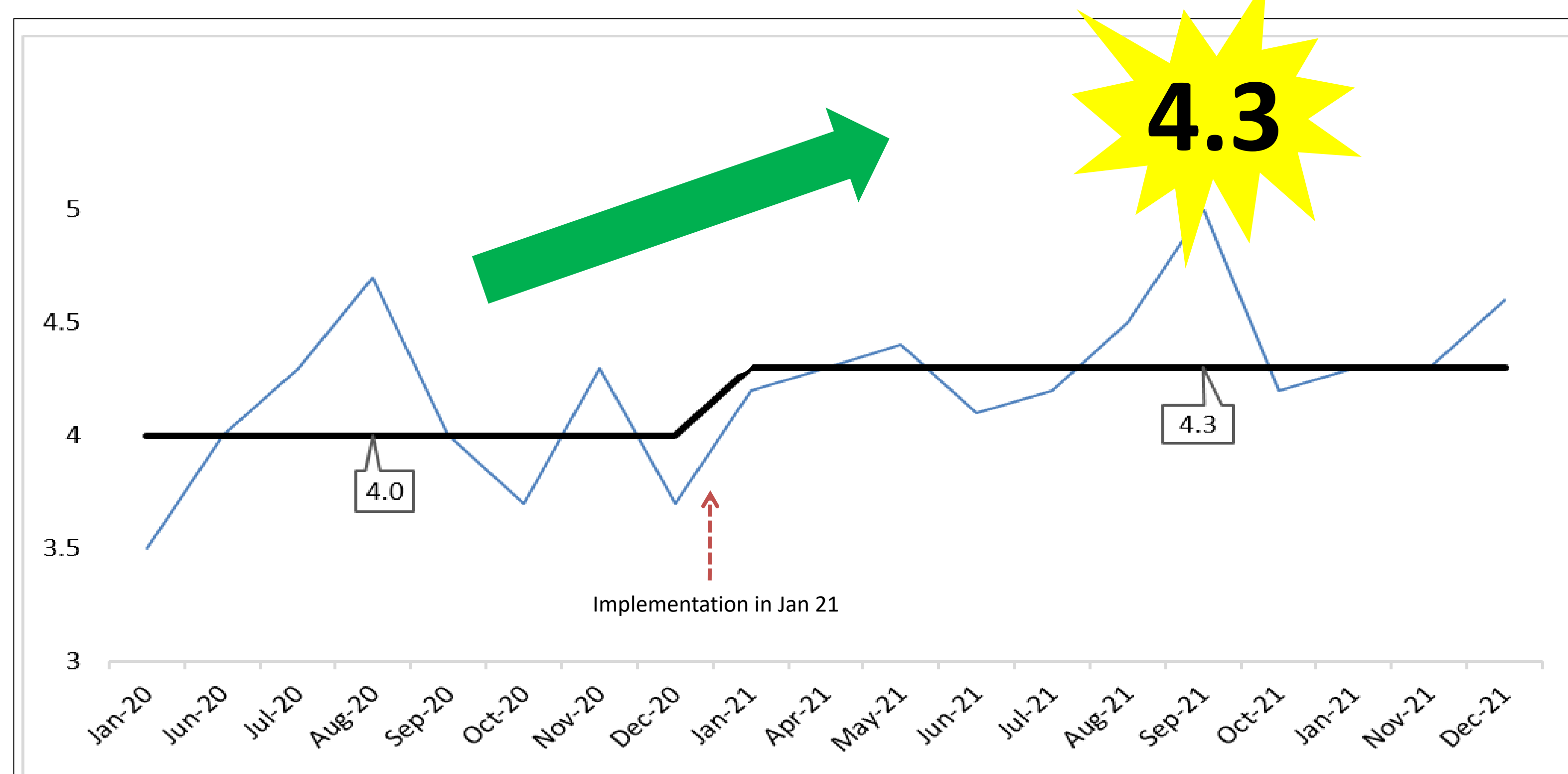


### OBJECTIVE

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

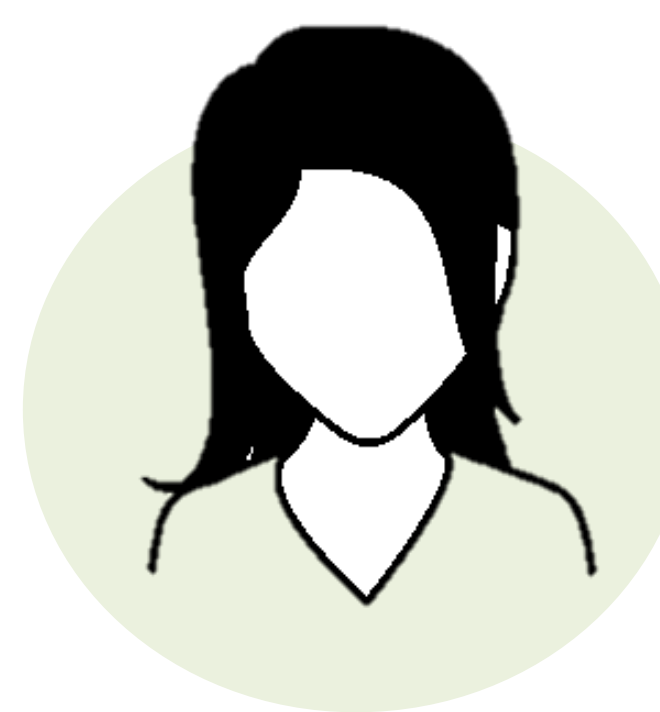
### RESULTS

#### Orientation Programme Satisfaction Rate



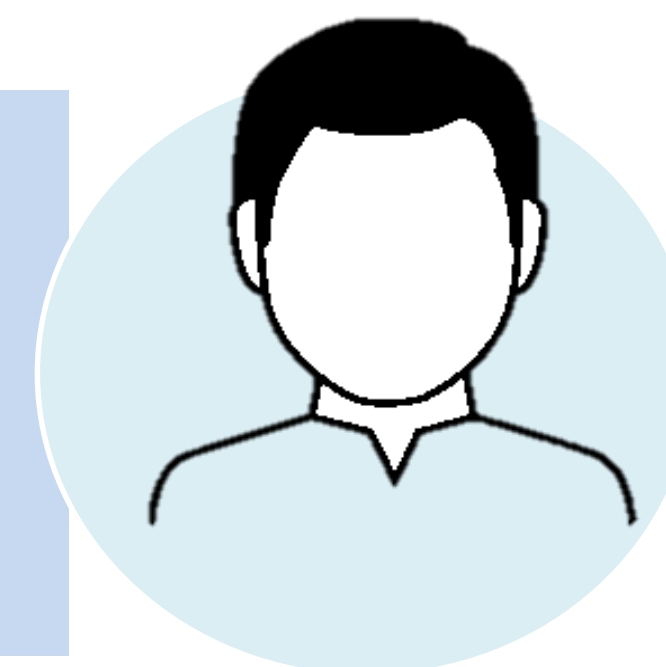
#### Total Man-hours Saved

**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."*



1 Introduced Ice breakers, online quizzes and breakout room discussions

For better Interaction in virtual setting

2 Development of Facilitator's Guides

To allow consistency in delivering the orientation programme

3 Dedicated infopedia page for new hires



To provide HR information and commonly asked question and answers.

4 Personalized New Hire Welcome Kit



To enables new hires to assimilate into the work environment.

5 Converting mandatory briefing to eLearning and videos

Increased productivity. The information sharing continued without the need for department presenters to present physically.

### CONCLUSION

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

