
Adoption of Technology in HR

Mini-Caselets Implemented during COVID-19

A large, stylized orange graphic at the bottom of the slide, resembling a bar chart or a series of overlapping arches. It starts with a vertical bar on the left, followed by three rounded, arch-like shapes that overlap each other from left to right.

The Covid-19 pandemic took the whole world by surprise, and threw everyone into a scramble trying to figure out how to work around it.

The world and economy slowed down temporarily, but organisations have found ways to continue Business As Usual (BAU), using technology as a key to transforming the way we work.

A sub-team within the Institute for Human Resource Professionals (IHRP) COVID-19 Taskforce, gathered practical examples from various companies and industries in Singapore on how they have used technology in HR to enable people and teams to continue working in a safe yet efficient manner.

Read on to find out what are the various ways that your organisation can apply technology in HR.





Issue

Face-to-face trainings (whether group or individual) may not be practical and safe to carry out. However, this does not mean that learning has to stop. With appropriate technology, training can still be carried out effectively.



Solution

Online Platforms & Tools

[MS Teams](#), [Zoom](#), [Ulearn](#), [Sharepoint](#), [Nearpod](#),
[Google Classroom](#), [Kahoot!](#), [Padlet](#)

Online Events & Activities

Weekly webinars, workshops and other learning sessions from subject matter experts are conducted



Benefits

- Provided the level of flexibility on how and where training can be delivered in an interactive manner for both trainers and trainees.
- Changed perspective that effective training can only be carried out face-to-face or at one location – catalyse The New Normal.
- Reduced travelling and mingling in groups which helps to reduce risk of COVID-19 spread within the community and employees can continue to undergo training with peace of mind.
- Enabled employees to be continuously engaged.



Issue

Remote working is increasingly recognised as “the new normal” and this pushes the need for employees to work in collaborative manner via the use of various cloud-based platforms and tools.



Solution

[Google Cloud](#)

- One-stop platform that provides wide range of information which ranges from essential information to topic of individual’s interest.
- Google Drive facilitate the easy sharing of big files via online

[Canva](#)

A graphic design platform to allow staff to create social media graphics, presentations, posters, documents and other visual contents to create eye-catching emailers

[Mentimeter](#) / [Pigeonhole Live](#)

Online polling platforms that allow audience to participate and see results instantly



Benefits

- Increase in efficiency as information can now be easily and quickly retrieved from a centralized location.
- Increase in productivity and cost saving as travelling to a physical location for meeting is no longer a must now.

Flexible Work Arrangement



Issue

1. Many organizations had been pushed to adopt flexible work arrangements which resulted in unutilized workspaces.
2. Safe Management Measures (SMM) Requirements require documented records of employees working in the offices after post Circuit Breaker re-opening.



Solution

[myWorkplace](#)

- An in-house app - limited number of seats are released daily to limit number of employees entering the office
- Employees can log into the app and use it to book desk seat



Benefits

- Eliminated the need for HR / Facilities departments to manually monitor and track the number of employees entering the office as well as their seating arrangements.
- Increased cost savings for companies operating on rental space.
- Improved in space optimization as more office work spaces can be freed up for other operational use.

HR Operations: Recruitment, Onboarding and Offboarding



Issue

HR day-to-day operations, particularly on recruitment interviews, on-boarding, off-boarding as well as any HR support that requires personnel to physically present are no longer practical and safe to carry out.



Solution

[Zoom](#) / [WhatsApp](#)

Recruitment interviews, onboarding and offboarding activities and any HR support needs are held via Zoom and WhatsApp video calls.

[JIRA](#) / [Zendesk](#)

This is a ticketing system deployed to allow HR to track general support requests and ensure completion.

[ADP Mobile Solutions](#)

This time management system also have additional capabilities/ features of imposing geographical limits which allows employees to check-in and check-out within a certain boundary.

[Adobe Sign](#) / [Taleo](#) / [Prosoft](#)

Offer letters and any documentation are produced through e-copies and digitally distributed.



Benefits

With more HR operational tasks and processes being automated, this has resulted in huge improvements on the HR work being delivered:

- Enhanced work efficiency and improved productivity due to faster work processing and data sharing.
- Reduced the usage of papers, storage and printing costs.
- Saved travelling time for virtual interviews while still achieving satisfactory level of human interaction.

Safe Management Measures : Temperature Record



Issue

Safe management measures and guidelines requires employees to take their temperature twice daily if they are in the office.



Solution

Workplace

There is a workchat function with customised reporting functionality. This feature allows the Company to trigger an email alert if any of the declaration questions are answered with alarming responses (eg. 38 degree in temperature, have flu-like symptoms, and travelled overseas)

In-house online system

For recording temperatures and health declaration (e.g. developed using Microsoft .NET framework)



Benefits

- Provides timely alerts when staff display symptoms of COVID-19 so that the Company can take swift decisions to manage situations, thus safeguarding the safety and health of other staff.
- Allows the Company to extract data for analysis in order to facilitate decision making for necessary actions thereafter.
- Environmental-friendly as it is done electronically and do not require paper submissions
- Cultivate the desired behavior and mindset change through frequent notifications triggered to the staff reminding them to do their twice daily submissions.

Initiatives adopted by: Fullerton Healthcare (Healthcare), SMRT (Transportation)

HR Professionals have had to undertake a wider job scope in addition to their usual HR role during this period, from ensuring the safety of employees, to keeping engagement levels up, to keeping up with the local regulations to ensure that the company is compliant.

We hope that the above ways of applying technology in HR would be helpful to our fellow professionals in the HR community. Let's get through this together!



Links to technology/software mentioned



[Adobe Sign](#)
[ADP Mobile Solutions](#)
[Canva](#)
[Google Cloud](#)
[JIRA](#)
[Mentimeter](#)
[MS Teams](#)
[myWorkplace](#)

[Pigeonhole live](#)
[Prosoft](#)
[Taleo](#)
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