

# Employee Engagement for Social Services (EESS)

# [NEW] Employee Engagement Survey for Social Services (EESS) to Diagnose Organisation's Health and Strengthen Capabilities

## 1. Discover

- Establish state of employee engagement and organisation's health through employee's sentiments

## 2. Uplift

- Implement interventions based on insights generated and areas of improvements identified to strengthen employee engagement and organisation's capabilities
- Supported via **Transformation Sustainability Scheme (TSS)**

## 3. Transform





- Improve organisation's ability to **attract, nurture** and **retain** employee
- Improve overall sector retention

The **project period** for the EESS package is 2 years

## Why Should SSAs come onboard the Employee Engagement Survey for Social Services (EESS)

1. Less administrative hassle, no procurement needed
2. Support by appointed vendor
3. Benchmarks
  - Sector-level norms
  - National level norms
4. 2 rounds of EES to track improvements
5. Complimentary

# Transformation Sustainability Scheme

 <b>Support</b>	 <b>Funding Quantum</b>		<b>Key Capability Areas</b>	
			 <b>People Practice</b>	 <b>Volunteer Management</b>
<b>Consultancy Grant</b>	<b>Up to \$200,000 in total</b>	<b>80% co-funding</b> <u>People Practice</u> up to \$36,000 <u>Volunteer Management</u> up to \$24,000	Projects in the areas of Compensations and Benefits, Performance Management, and Talent Attraction and Retention	Projects that improve Volunteer Management practices
<b>Project Implementation Cost</b>		<b>80% co-funding</b> up to \$140,000	To support implementation of interventions that will improve key capability areas, identified through the Organisational Health Diagnostic Scheme (OHDS)	
<b>Additional funding for Tech Support</b>		<b>80% co-funding</b> up to \$30,000 per solution	e.g. HR Management System	e.g. Volunteer Management System
<b>Useful Resources</b>	<b>N/A</b>		<input type="checkbox"/> Sector Salary Guidelines <input type="checkbox"/> Online Wellness Resource Hub <input type="checkbox"/> HR Guidebook <input type="checkbox"/> <i>Employee Engagement Survey (Coming Soon)</i>	<input type="checkbox"/> VM Toolkit 2.0 <input type="checkbox"/> VM Maturity Matrix <input type="checkbox"/> VM System Selection and Implementation Roadmap <input type="checkbox"/> Other resources in the Volunteer Resource Hub

## TSS: People Practice (80% funding, capped at \$36k)

**a**

### **Consultancy Project**

**b**

### **Implementation** *[At least 6 months]*

**c**

### **Completion of Project** *[within 1.5 years from start of project]*

#### **i. Project scope:**

- Compensation and benefits\*
- Performance management\*
- Talent attraction and retention

#### **ii. Deliverables over 1.5 years:**

- Project implementation plan
- Established framework by end of consultancy project
- Implemented framework

#### **iii. Proposals must include:**

- Intended outcomes (including % improvement in retention rate for the next 2-3 years)
- Reference and consideration of sectoral frameworks (i.e. Skills Framework for Social Services, Sector Salary Guidelines)
- Detailed activities and timeframe
- Cost per activity/item

*\*Recommended if a salary review has not been conducted in the past 2 years, or if your agency does not have a competency framework for staff.*

01

# Funding approach and conditions

**Who is this for?**

**NCSS member SSAs are eligible to participate in  
EESS**

## Funding Conditions

*EESS is open to agencies with at least 10 full-time employed staff*

### 1. Deploy at least 2 EES within the project period

- 1<sup>st</sup> EES and 2<sup>nd</sup> EES to be implemented within 2 years
- SSAs may opt for a Pulse Survey to be conducted at least 6 months after the conduct of the 1<sup>st</sup> EES

### 2. Data Sharing

- SSAs shall agree that data and reports collected from EES under EESS shall be shared with MSF/ NCSS



## For CCOs: AIC SEED vs. NCSS EESS

- General rule of thumb: SSAs that have participated in SEED need not do EESS
  - SSAs to provide consent to AIC to cross share SEED reports with NCSS
- Data sharing occurs between AIC & NCSS
- For more details, please contact NCSS at [people\\_strategy@ncss.gov.sg](mailto:people_strategy@ncss.gov.sg)

02

# Employee Engagement (EE): Why it matters

# Employee Engagement

**An engaged employee is:**

- (1) fully absorbed in and enthusiastic about their work,**
- (2) with a high level of commitment to the company and its goals**



EE drives  
tangible,  
desirable  
outcomes

43% lower in turnover

81% lower in absenteeism

66% higher in wellbeing

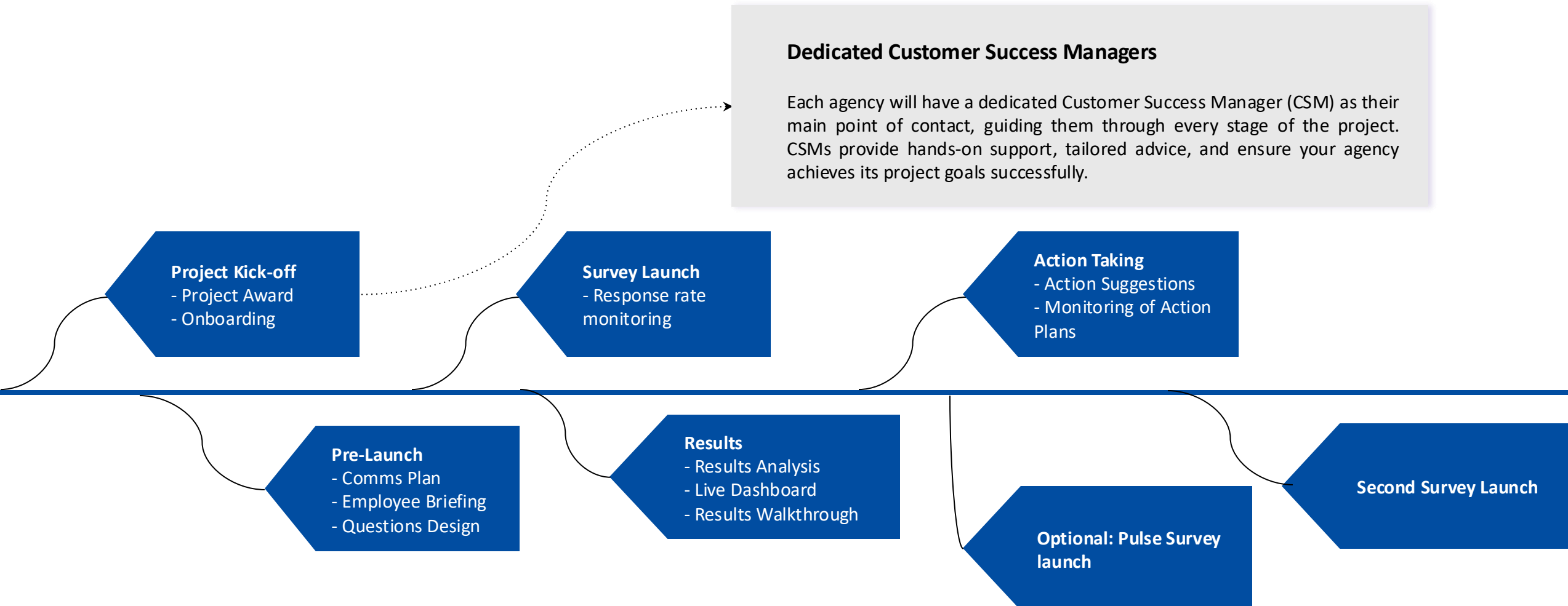
10% higher in customer loyalty

23% higher in profitability

41% higher in quality

# EESS package components

## More than a platform



# Roles and responsibilities



- Oversee project progress to **ensure alignment with desired outcomes**
- Attend **crucial meetings (kick-off, results presentations)** to understand decisions made and key findings
- Offer **guidance** to project teams based on **knowledge of the sector**
- **Communicate** to SSAs on progress, share success stories, encourage **participation**, and collect feedback to guide **future adjustments**

## SSA

- Agree and adhere to **timelines** by sharing **deliverables** on time
- Provide project teams with necessary **employee list details**
- Review **survey materials** (i.e., questionnaires, communications and reports) in a timely manner
- Encourage employee **participation** through **internal communications**, reminders, and endorsements from leadership.
- Reassure employees of **survey confidentiality**
- Maintain an ongoing **feedback loop** with NCSS and EESS vendor

## EES Vendor

- Act as **main POC** between SSA and NCSS, engaging each party as needed during critical phases of the project
- Develop detailed **project plan**
- Participate in **project meetings**, providing updates and raising any issues
- Keep **records of tasks completed** and decisions made
- Conduct **quality reviews** to ensure deliverables meet required standards
- Offer **in-depth knowledge** and expertise
- Communicate **technical concepts** in clear and understandable manner
- Contribute to **problem-solving** efforts, offer guidance in **decision-making** and share **best practices**
- Consult on any **potential risks**

## Commonly Asked Questions

**Q: What's the minimum employee size to onboard the EESS?**

A: At least 10 full-time employees.

**Q: What languages are available for EESS?**

A: English, Simplified Chinese, Bahasa Melayu, Burmese, and Tamil.

**Q: What level of analysis is available for multi-cause SSAs?**

A: Analysis by professions, job grade, tenure, departments/divisions, location, questions, dimensions, assuming more than 5 responses

**Q: Can we benchmark with previous year's EES data?**

A: Benchmarking depends on question compatibility. Please contact NCSS ([people\\_strategy@ncss.gov.sg](mailto:people_strategy@ncss.gov.sg)) for details.

**Q: Can agencies with fewer than 10 staff apply for TSS or join EES?**

A: Yes, agencies can apply for TSS funding, and NCSS will evaluate proposals per set criteria. However, the 10-employee minimum applies only for EES implementation.

**Q: Can we modify the questions based on our agency's needs?**

A: The EESS includes 50+ fixed questions developed for SSAs. These standard questions cannot be modified to maintain benchmarking capability. A legend will be provided to explain terms and definitions. Each agency can add up to 10 custom questions in collaboration with EESS vendor.



**Thank you**

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