



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 (EES)

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

			Key Capability Areas	
 Support	 Funding Quantum	 People Practice	 Volunteer Management	
Consultancy Grant	Up to \$200,000	80% co-funding <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
Project Implementation Cost	in total	80% co-funding up to \$140,000	To support implementation of interventions that will improve key capability areas, identified through the Organisational Health Diagnostic Scheme (OHDS)	
Additional funding for Tech Support	80% co-funding up to \$30,000 per solution		e.g. HR Management System	e.g. Volunteer Management System
Useful Resources	N/A		<input type="checkbox"/> Sector Salary Guidelines <input type="checkbox"/> Online Wellness Resource Hub <input type="checkbox"/> HR Guidebook <input type="checkbox"/> Employee Engagement Survey (Coming Soon)	<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

-
- 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

b Implementation [At least 6 months]

c Completion of Project [within 1.5 years from start of project]

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

- 1st EES and 2nd 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 1st 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

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

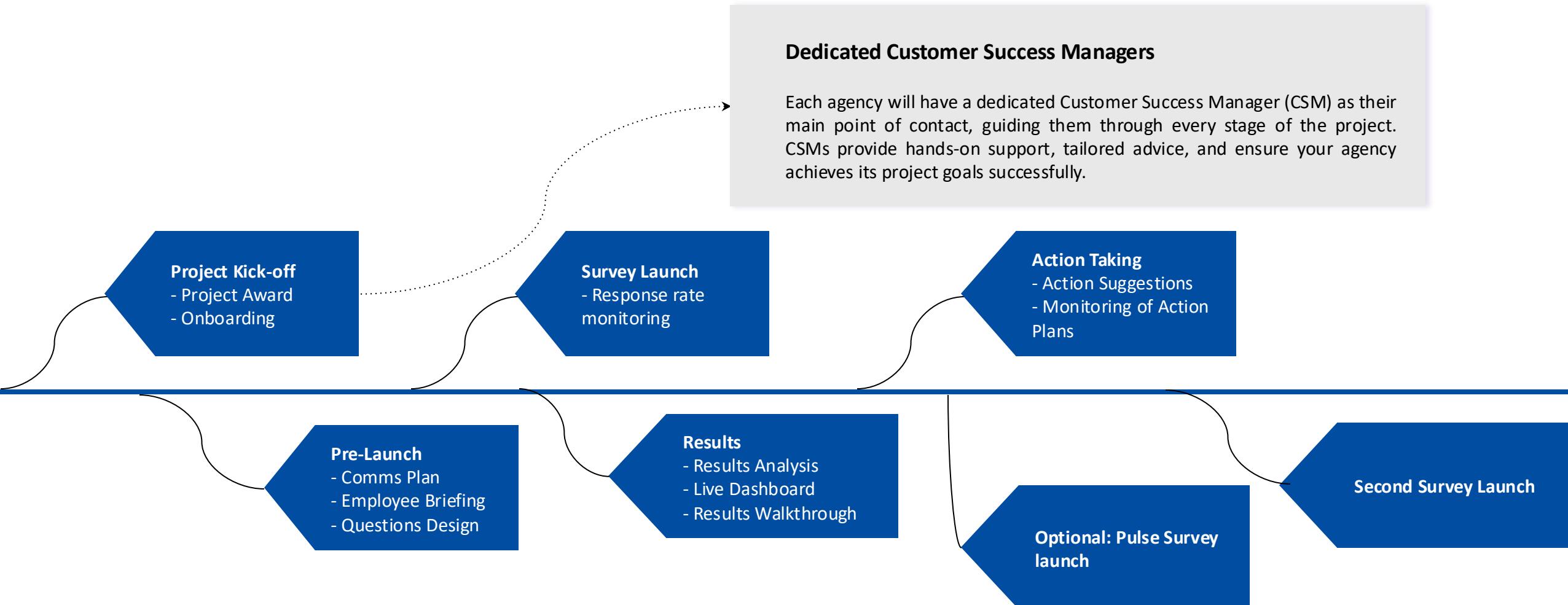
23% higher in profitability

41% higher in quality

03

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) 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