



Singapore Healthcare Management 2024

Amplifying Candidates' Experience through Hiring Improvement & Recruitment Enhancement

ACE HIRE

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Introduction

Previously, applications through cluster recruitment efforts were sent to multiple SingHealth institutions for interviews and hiring which often led to applicants being interviewed by more than one institution, causing:

- 1 inefficiencies
- 2 duplication of efforts
- 3 longer processing time

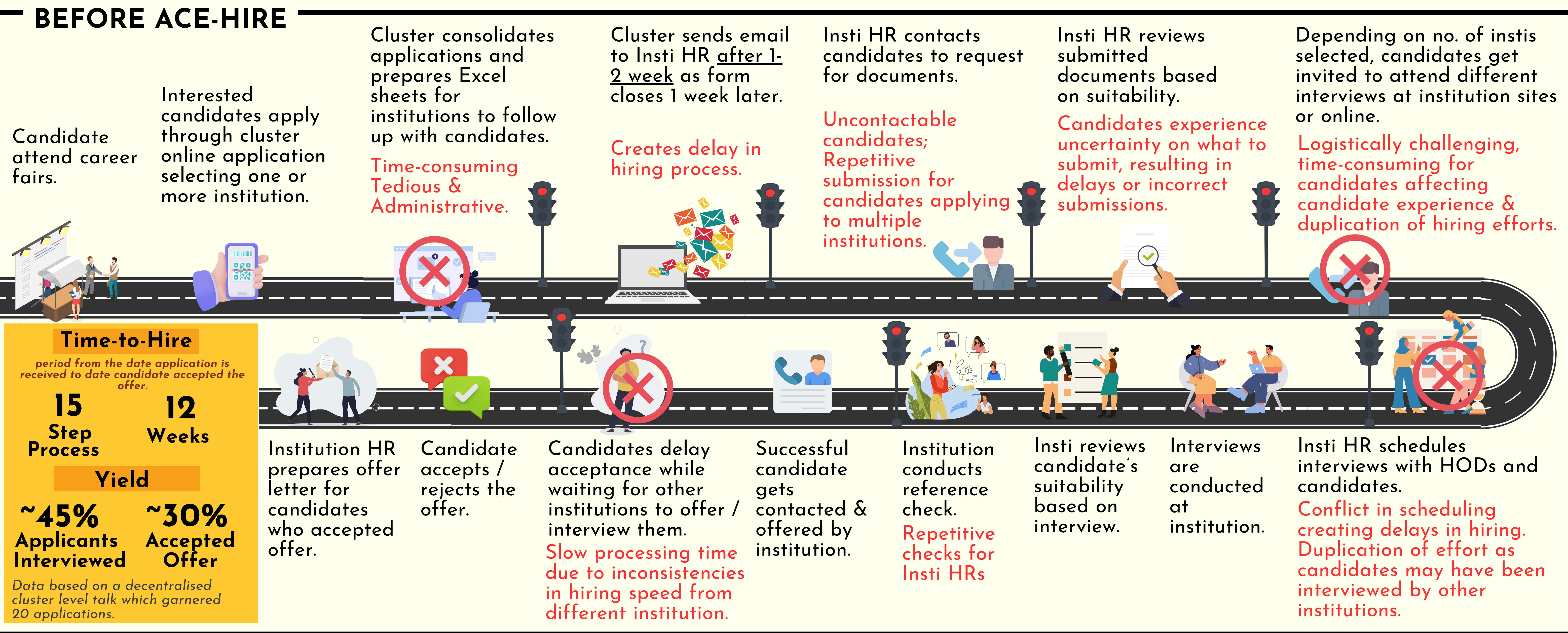
Hence, Ace-Hire was initiated to implement cluster-level on-site interviews at cluster recruitment drives with the following aims:

- ✓ Expedite Hiring
- ✓ Reduced Duplication of Work
- ✓ Enhanced Candidate's Application Experience



Methodology

A customer journey map was developed using insights from past recruitment drives to pinpoint the challenges encountered by recruiters & candidates at each recruitment stage. Areas of improvements were then highlighted before development of solution. The effectiveness of the solution was evaluated by comparing, the yield, time-to-hire, and candidates' satisfaction with a decentralised cluster-level outreach.



Results

Time-to-Hire
11 Step Process, 6 Weeks
Yield: 100% Applicants Interviewed, ~56% Accepted Offer
Data based on first cluster-level outreach with on-site interview that garnered 34 applications

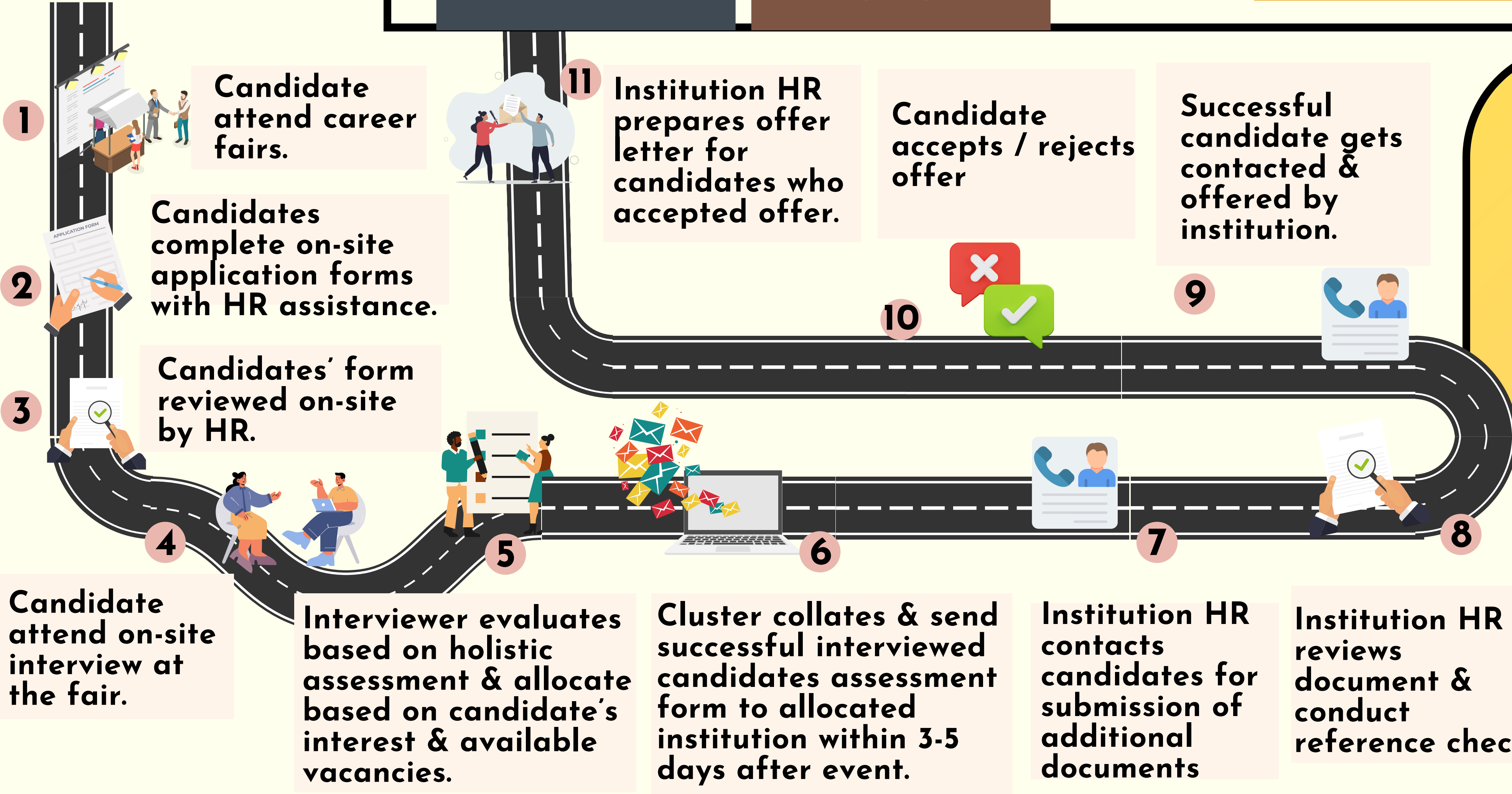
25 candidates and 16 HR reps from 11 institutions were surveyed on the effectiveness & benefits of ACE-HIRE. Findings revealed that ACE-HIRE provided a:

In FY23, ACE-HIRE was successfully conducted at 6 career fairs, 2 career talks & 2 roadshows, achieving:



- One-stop Application**: A single application & selection process where only 1 application needs to be submitted to be considered for multiple institutions resulting in increased convenience & efficient application process.
- Better Time & Resource Management**: Interviews conducted at cluster level on the same day of the event save time and resources for candidates and recruiters, with final decisions made by cluster interviewers.
- Consistent Selection Process**: Facilitates holistic candidate assessments & allocation across SingHealth institutions positively reinforced cluster's employment branding of "One SingHealth, Multiple Opportunities" to candidates.
- Improved Recruitment Outcomes**: Provided higher recruitment yield & success rate in placement through shorter selection process.

WITH ACE-HIRE



Conclusion

Through consistent yield, the project has effectively improved our hiring process, leading to a more efficient application process, improved recruitment outcomes, enhanced candidate experience, and strengthened employer branding. There are also continual enhancements conducted to further reduce inefficiencies in the documentation process, enhancing candidate experience.

Credits

Team Members - Irene Huang, Jeany Leong, DDN Lim Fong Chee, Group Nursing, HR & Nursing partners from:

