

HR Shared Services – Supportable HR Services

Outsource HR Operations

Outsourcing of the following HR activities to the service provider:

- **HR Administrative Support** such as maintaining employee data, processing payroll (in compliance to the [tripartite guidelines](#) on issuance of itemised payslips) and expense claims, managing attendance and leave
- **Recruitment Administration*** such as drafting of job description, arranging for candidates interview, preparation of employment contract, creation of personal file, managing new hire onboarding, probation and confirmation
- **Training & Development Administration** such as identifying training courses and registration for courses
- **Performance Evaluation** such as helping in setting of annual individual performance indicators and goals, managing the performance appraisal system, managing the promotion exercise, and sharing techniques to motivate poor performers
- **Employee Relations** such as managing employment disputes, handling disciplinary and personal grievance cases and union matters

* excludes search of candidates, advertising of job openings

HR Advisory Services

Service providers providing HR advisory in areas such as:

- **Employment Act and Regulations** such as updating and providing advice on implications
- **Employee Communications** such as providing guidance and advice on effective handling of staff issues and complaints
- **HR Policies and Processes** such as providing guidance and advice to improve existing HR policies, employment contracts, alternative compensation/reward systems such as stock options
- **Organisation Structure and Processes** such as providing advice to improve organisation structure and staffing requirements, sharing of industry best practices to improve processes

HR Information System

Subscription to a cloud or web-based system with HR modules such as the following:

- Employee data management
- Processing of payroll (in compliance to the [tripartite guidelines](#) on issuance of itemised payslips)
- Claims & benefits management
- Leave administration
- Attendance management
- Training & development management
- E-appraisal

* Please note that this list is not exhaustive