



OFFICE OF THE SERVICES COMMISSIONS

DRIVING EMPLOYEE EXPERIENCES



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HR Quarterly Newsletter

For Human Resource Practitioners & Staff in the Government Service



CHARTING THE ONBOARDING PROCESS

"Onboarding" refers to the processes in which new employees are integrated into the organisation. Onboarding acclimates employees to their role, the organisation's philosophies, its structure, culture, vision, mission and core values. However, onboarding is not the same as orientation. Orientation refers to a process of introducing new employees to the organisation and assimilating them with the policies, benefits, as well as routine tasks in addition to the completion of critical paperwork. Onboarding, on the other hand, is a comprehensive process where new employees are immersed into the organisational culture, with the goal being to create employees who are fully engaged and committed to the organisation's success, by making them feel like a member of the team. The onboarding process begins from the moment an offer is sent to the prospective employee until the he/she becomes a productive working member of the organisation.

Employee onboarding is a crucial part of Human Resource (HR). Here are **FOUR (4) REASONS TO CHART THE ONBOARDING PROCESS:**

1. ONBOARDING CAN REDUCE TURNOVER

Strategic Human Resource Management (SHRM) estimates that the cost associated with replacing an employee can range from anywhere between 100–300% of the individual's salary. Organisations that invest in effective onboarding procedures save money by retaining 50% of new hires than they would otherwise.

2. ONBOARDING CAN INCREASE PRODUCTIVITY LEVELS

Fewer vacant posts within the organisation translates into higher rates of productivity. When HR is not always busy trying to fill vacant posts, they can focus on other important matters, resulting in happier and more engaged employees. This positively impacts how current and prospective employees view the organisation.

3. ONBOARDING PROVIDES NEW EMPLOYEES WITH CRITICAL INFORMATION

Onboarding provides the organisation with an opportunity to provide critical information to new employees. This will allow them to access the tools and technology needed to perform their roles and responsibilities effectively and efficiently and to frame the relationship between them and the organisation.

4. ONBOARDING MAINTAINS THE CULTURE OF THE ORGANISATION

Organisational culture reflects how employees experience the organisation and its brand. Onboarding presents the perfect opportunity for the organisation to demonstrate its mission, vision, and unique characteristics as well as to encourage new employees to interact with and positively influence the existing culture.

HR Specialists recommend that organisations keep their onboarding simple and aligned to the organisation's goals.

Sources:

<https://www.occupop.com/blog/why-is-onboarding-so-important#:~:text=Summary%20Points-,Employee%20onboarding%20is%20the%20first%20step%20in%20employee%20engagement%20and,Employee%20productivity>
<https://www.forbes.com/sites/forbeshumanresourcescouncil/2020/12/02/why-effective-onboarding-is-more-important-than-ever/?sh=52e75cea3f66>

UTILISING DATA ANALYTICS



Human Resource Management Departments have been looking to Data Analytics to inform their key people decisions. With evolving artificial intelligence, HR professionals can use Data Analytics to identify trends and patterns in processes associated with employee benefits, training and compensation, which aids in making decisions. Here are **FOUR (4)** ways HR can **UTILIZE DATA ANALYTICS** to cultivate employee development and create high-performance organisations:

01 STREAMLINING RECRUITMENT AND ONBOARDING PROCESSES

Discovering the best methods of sourcing, evaluating and selecting new hires can be derived from using HR Data Analytics. HR can now track applicant data to find out which sources yield the best candidates, how long the hiring process takes, and what it costs.

03 MEASURING THE SUCCESS OF TRAINING AND DEVELOPMENT

Predictive analytics can be employed to customize training content to an individual's learning style, therefore making training more successful and assist in directing organisations to improve content in the right places. Focus can also be shifted from the successful completion of a training programme to the actual comprehension thereof.

02 MEASURING PERFORMANCE

Standard Operating Procedures (SOPs) can be put in place for performance benchmarks to be established; allowing for existing employees to be coached and new employees to be informed of these qualities to be upheld. Data may be gathered from top performing teams or an individual in an organisation to understand effective processes.

04 UNDERSTANDING ATTRITION AND INCREASING RETENTION

Organisations can obtain data on their rate of turnover to understand trends and address spikes in attrition. This information can be obtained by comparing the number of persons leaving positions through resignation, retirement and promotion against the number of persons currently on the job.

Sources:

<https://www.hrmagazine.co.uk/content/comment/people-analytics-what-decisions-should-hr-be-making>
<https://www.hrmagazine.co.uk/content/features/the-possibilities-for-prescriptive-analytics-in-hr>



PROMOTING ORGANISATIONAL VALUES

Organisations' are grounded in their core values which are the essential principles that guide and shape the culture, vision and strategic objectives, all deemed as critical components to achieving success. Discovering and implementing strategies that promote organisational values will bring about the desired results. Values are more impactful when they are woven into the fabric of the organisation's identity and mandate and are helpful heuristics for decision making. Here are **THREE (3)** tips that will assist HR Practitioners in **PROMOTING ORGANISATIONAL VALUES**:

01	<p>Create a Clear Understanding of the Organisations Values</p> <p>It is prudent that values are understood by all employees as it fuels team synergy towards achieving goals. For values to be more than a set of words that are strategically hung in the lobby, every opportunity must be taken to effectively communicate them to the staff. HR and the Leadership team, should lead the charge by constantly demonstrating the organisation's values and may use tools such as team meetings, emails and newsletters to foster organisational values.</p>
02	<p>Reward and Recognize Employees</p> <p>HR should design strategies that will celebrate or recognize employees who bring the organisations' values to life. A Rewards and Recognition programme will be instrumental in transforming organisational values into tangible behaviours actionable by employees. An initiative that rewards and recognizes employees who demonstrate organisational values in executing their duties will certainly bring about a significant increase in productivity and engagement.</p>
03	<p>Empower Employees</p> <p>Values are not just about achieving goals and objectives; they guide organisational culture and are a compass for employees' performance. As such, employee empowerment is a key factor in embracing organisational values. HR may assign employees as 'Values Champions' and task them with keeping the principles alive by influencing their team members to embrace the organisation's values.</p>

Success is not only measured by achieving strategic goals and objectives. An organisations' success is measured by the principles that shape its culture and identity. Values that are deliberately designed, developed and promoted will result in creating an atmosphere for success.

Sources:
<https://nectarhr.com/blog/promote-core-values-at-work#toc-0>
<https://www.americanexpress.com/en-us/business/trends-and-insights/articles/why-values-are-good-for-business/#:~:text=Communicate%20the%20core%20company%20values%20often.&text=Take%20every%20opportunity%20to%20promote,everyone%20of%20your%20company%20values.>



EMPLOYEE

EXPERIENCES

“A successfully managed
Employee Experience
increases engagement, which has
a direct impact on attraction
and retention as well as work
productivity.”

Volker Jacobs
CEO & Founder @TI People

JAMAICA 61: PROUD & STRONG

JAMAICA INDEPENDENCE DAY

The Jamaica 61 celebrations for 2023 dubbed “Jamaica 61, Proud and Strong” proved to be quite an experience for all who participated in the various activities. The Independence Village, hosted the various contest finals culminating with the Grand Gala at the National Stadium. Here are some highlights of the celebrations:



Miss Aundrene Cameron was crowned Miss Jamaica Festival Queen 2023, (seated), at the coronation held at the Independence Village in Kingston on Tuesday, (August 1).



Students from Camperdown High School in Kingston performing a dance entitled ‘Flokarama’, during the Mello-Go-Roun’ showcase at the National Arena in Kingston on Thursday, (August 3).



Slashe (Donald Anderson) performing his 2023 winning Festival Song – “Best in the World” at the National Arena on Saturday (August 5).



Minister Olivia Grange posing with Chief Justice Brian Sykes and his wife as they arrive at the Grand Gala on Sunday (August 6).

Source: <https://jis.gov.jm/>

MARCUS GARVEY PUBLIC SECTOR SCHOLARSHIP AWARDS CEREMONY



The third instalment of the **MARCUS GARVEY PUBLIC SECTOR SCHOLARSHIP** Programme Awards Ceremony was held at Kings House on August 17, 2023, on the 136th anniversary of the birth of Marcus Garvey in whose honour the scholarship is named. The Scholarship programme is a key feature in the Government of Jamaica's human capital development strategy.

The 2023 staging saw nineteen Public Sector employees being awarded full Graduate Scholarships to pursue Graduate studies at competitive accredited educational institutions in Jamaica, North America and Europe. This year's recipients will pursue studies in areas relating to National Security, Public Health, Construction Management, Computer-Based Management, Information Systems, Family Medicine, Law, Applied Data Science, Forensic Science and Renewable Energy Technology.

In his message to the 2023 Scholarship Awards recipients, His Excellency the Most Honourable Sir Patrick Allen ON GCMG CD KSTJ, shared that it has been an immense privilege to witness first hand the dedication and potential of each candidate. He further stated that the Award of Graduate Scholarships is a step in the right direction that will be a boon to our national development, and he looks forward to an increased uptake over the next two years.

Source: <https://jis.gov.jm/>



See you in December!

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Save the Date!

1. Access to Information-Right to Know Week
September 25-29, 2023, International Day for
Universal Access to Information,
September 28, 2023
2. Service Excellence Month October 2023
"Team Service: Engaging, Empowering, &
Serving our Public with Excellence."
3. Human Resource Week : October 8-13, 2023
Human Resource Day: October 8, 2023
4. Civil Servant of the Year Awards 2023
Nominations open until September 29, 2023
For more information visit the following websites:
www.fhccu.com or www.mof.gov.jm
5. Civil Service Week
November 19 to 25, 2023