



# **ERB Manpower Developer Award Scheme 2015 - 16**

## **Benchmarking Report for Manpower Developer – Government Department, Public Body and NGO**

This report extracted and consolidated information submitted by all new Manpower Developers of “Government Department, Public Body and NGO” category (GPN) in 2015-16.

The period of financial year under reporting may vary between organisations.

In case you have any questions or queries regarding the report, please feel free to contact us by email ([md@erb.org](mailto:md@erb.org)).

### Category 1: Leading a Learning Culture

This category examines the commitment of senior management to manpower training and development, and the effectiveness in fostering a learning culture.

		Performance of GPN MDs in 2015-16
<b>A. Management's Commitment to Training and Development (T&amp;D)</b>		
<b>1. Senior management's support in promoting a learning culture in the following areas</b>		<b>Percentage indicating "Yes"</b>
1.1 Provide guidance and advice on the T&D policy and strategy		100%
1.2 Review and endorse T&D strategies and budgets		100%
1.3 Participate in T&D events as speaker or instructor		100%
1.4 Include employee T&D as one of the performance goals for top management		91%

### Category 2: Resources Planning

This category examines the level of importance accorded to manpower training and development by the organisation and the commitment of resources in building a working environment conducive to continuous learning and the outcomes.

		Performance of GPN MDs in 2015-16	
A. Resources Investment in Training and Development (T&D)			
		Average	Median
1.	Average number of internal trainers under training function (which may be a training department, training centre, training academy or institute)	14	3
2.	Average number of internal trainers under line function	21	10
3.	Ratio of internal trainers (both in training function & line function) to full-time employees	1 to 57	1 to 26
4.	Average proportion of the organisation's total direct expenditure on T&D compared with the total payroll	3.57%	1.42%
		Percentage indicating "Yes"	
5.	Use of external training resources	96%	

### Category 3: Training and Development System

This category examines how effective is the training and development system in unleashing the potentials of employees and in meeting business objectives.

		Performance of GPN MDs in 2015-16
<b>A. Training Needs Analysis</b>		
<b>1. Factors considered in designing the training plan</b>		<b>Percentage indicating "Yes"</b>
1.1 Fulfilling corporate vision		100%
1.2 Driving behavioural change to align with corporate culture		100%
1.3 Bridging performance gaps		100%
1.4 Enriching employee skills		100%
1.5 Enhancing employee satisfaction		100%
1.6 Individual development needs		100%
<b>B. Delivery Mode and Training Output</b>		
<b>2. Delivery modes of training activities</b>		<b>Percentage indicating "Yes"</b>
2.1 Classroom training		100%
2.2 Outdoor training		91%
2.3 Traditional self-learning kit (e.g. training note, reference book)		91%
2.4 Electronic self-learning platform (e.g. intranet, internet, mobile apps)		74%
2.5 Social media (e.g. Facebook, Twitter)		9%
2.6 Structured coaching / mentoring programme		100%
2.7 Structured on-the-job training / rotation programme		91%

<Cont>

		Performance of GPN MDs in 2015-16
B. Delivery Mode and Training Output		
<b>3. Average number of training hour offered to a full-time employee for all training programmes in the year</b>		<b>Average*</b>
		25.6

\*Remarks:

- For item 3, average number of training hour offered to a full-time employee is calculated excluding outliers (mean +/- 2 standard deviations). If outliers are included, the average number of training hour to a full-time employee is 31.5 hours.

### Category 4: Performance Management

This category examines the effectiveness of work pertaining to training and development and its linkage with the overall performance of the organisation.

		Performance of GPN MDs in 2015-16
A. Performance Measurement of Training and Development (T&D)		
1. Forms of feedback applied in reviewing the performance of T&D activities or functions	Percentage indicating "Yes"	
1.1 Quantifiable evaluation (e.g. course evaluation form)	100%	
1.2 Participant's narrative feedbacks	100%	
1.3 Employee turnover rate	65%	
1.4 Employee satisfaction level regarding the T&D plan and activities	91%	
1.5 Customer satisfaction level regarding frontline employee performance	78%	
1.6 Change of revenue	39%	