



ERB Manpower Developer Award Scheme

2015 - 16

Benchmarking Report for Manpower Developer - SME

This report extracted and consolidated information submitted by all new Manpower Developers of SME category 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).

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 SME MDs in 2015-16
A. Management's Commitment to Training and Development (T&D)		
1. Senior management's support in promoting a learning culture in the following areas		Percentage indicating "Yes"
1.1 Provide direction on T&D in alignment with the business development needs		100%
1.2 Review and endorse T&D plans and budgets		100%
1.3 Participate in T&D events (e.g. acted as speaker)		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
SME MDs
in 2015-16

A. Resources Investment in Training and Development (T&D)

	Percentage indicating "Yes"
1. Existence of an employee (either of a designated or concurrent nature) responsible for handling training matters	96%
2. Maintenance of training plan and budget	89%
3. Provision of training sponsorship to employees	89%

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 SME MDs in 2015-16
A. Training Needs Analysis		
1. Sources of information in drawing up the training plan		Percentage indicating "Yes"
1.1 Job requirements		100%
1.2 Views of employees		98%
1.3 Views of senior management		100%
1.4 Performance appraisal results		87%
B. Delivery Mode and Training Output		
2. Delivery modes of training activities		Percentage indicating "Yes"
2.1 Classroom training		96%
2.2 Outdoor training		60%
2.3 Traditional self-learning kit (e.g. training note, reference book)		93%
2.4 Electronic self-learning platform (e.g. intranet, internet, mobile apps)		80%
2.5 Structured coaching / mentoring programme		67%
2.6 Structured on-the-job training / rotation programme		84%

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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 SME 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)	69%	
1.2 Participant's narrative feedbacks	100%	
1.3 Employee turnover rate	73%	
1.4 Employee satisfaction level regarding the T&D plan and activities	82%	
1.5 Customer satisfaction level regarding frontline employee performance	82%	
1.6 Change of revenue	78%	