

Factsheet on HR Shared Services Initiative

Background

A 2014 HR Manpower study by KPMG showed that SMEs often lack HR knowledge and trained personnel to support their HR operations. It was also noted that majority of the SMEs utilised almost half of their time on operational matters such as payroll processing, claims administration, recruitment and training administration.

What is HR Shared Services

To help SMEs improve and optimise HR operational efficiency, SPRING Singapore has appointed a common pool of 11 HR service providers to offer SMEs shared access to HR systems and services, including advisory services. This will enable SMEs to outsource some of their HR operational activities and leverage on IT to enhance their HR systems and processes.

Under this initiative, SPRING will provide SMEs with funding support of up to 70% of qualifying costs (which includes a one-time set-up cost and up to 12 months of subscription cost).

Potential Benefits for SMEs

SMEs can strengthen their HR capabilities, and look forward to savings in costs and resources required to support HR operations. By outsourcing operational HR activities such as payroll processing and employee data administration through this HR shared services initiative, SMEs will also be able to focus on core business functions and more strategic HR activities such as talent management and succession planning.

Supportable Areas

- 1) Outsourcing of day-to-day HR operations including HR administrative activities such as payroll and claims processing, employee data administration etc.
- 2) Engaging a HR advisor for guidance and advice to improve existing HR policies and processes, organisation structure and staffing requirements, and provide advice on employee related matters
- 3) Adopting an HR information system which includes HR modules such as payroll and claims processing, leave and timesheet management to complement existing HR processes

How to Apply?

The project application period is from 1 May 2015 till 30 April 2016. Starting from 1 May 2015, interested SMEs can approach the HR service providers listed on www.spring.gov.sg/hcd for more details.