

SPEECH BY THE CHIEF MINISTER, MR. LIM YEW HOCK,
AT THE OPENING OF THE T.W.I. JOB RELATIONS
INSTITUTE SEMINAR AT THE HOLLYWOOD ROOM, ODEON,
AT 10 A.M. ON MONDAY, FEBRUARY 24,
1958.

In recent years there has been increasing emphasis placed by underdeveloped countries on various types of training and supervisory training, otherwise known as Training within Industry, is one of them.

In many countries, industrial managements, trade unions and governments themselves have co-operated in setting up Supervisory Training schemes designed to help the supervisor in whatever field he may be to:

- ** IMPROVE his skill in passing on information to those under his control:
- ** AID him develop the techniques required for successful leadership on the job: and
- ** MAKE him conscious of the need for improving methods of production, using available materials, equipment and manpower.

Experience has shown that the supervisor's knowledge of the technical work involved alone is insufficient, unless he also has the ability or the knack to handle his staff or those who work under his supervision with tact, and in such a way that he can instil into them a sense of loyalty, confidence and co-operation and produce in them the will to work so that they will give of their very best.

I am glad to say that we in Singapore are not far behind those countries which have adopted Supervisory Training schemes. Although we have yet to attain perfection, what is important is that we have made a start - a good start - thanks to the co-operation of industrial employers and employees.

At this stage in the history of Singapore where rapid changes are taking place, it is most important that people in position and control should be educated in the techniques of fostering good, human relations, as the proper method of handling people and their problems are of paramount concern to us all. These are not so simple by any means, and dealing with human beings is an art that can be developed by experience and practice and only if one has the basic underlying attitude of sympathetic understanding towards, and interest in, one's fellow men.

It is for this reason that we meet at discussions of this nature where my officials try to illustrate to you certain principles of good job relations which, I hope, will help your supervisors and your workers to get along, as far as possible, without friction so that they can maintain production, increase efficiency and improve good relations to the mutual advantage of employer and employee and, ultimately, of Singapore.

The value of this neutral "middle ground" type of training that TWI provides in its job relations courses for supervisors can

be of great value to both Labour and Management, not so much in preventing outright the causes of friction as in giving both parties the facts and logical conclusions to be drawn from them, and providing grounds for clearing up misunderstandings at the points where they occur.

There is no doubt that the TWI principles, properly used and sincerely applied, are invaluable assets to present-day industrial relations.

I am glad to welcome you all to this Institute which I understand is for 14 days, by the end of which time I hope you will all qualify as full-fledged trainers in Job Relations. You will, I am sure, return to your respective organisations and instil these principles in the minds of your Supervisory personnel.

I extend a most hearty welcome to our Federation colleagues from across the Causeway who have come to sit in with us and discuss problems which are common to both our territories.

I hope all of you will derive much benefit out of this Institute. Thank you.

FEBRUARY 24, 1958.

(Time issued 1000 hours)