



Service Priorities and Programmes Electronic Presentations

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Happy Staff in Facility Management Department, Princess Margaret Hospital

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(1) Facility Management Department (FMD), Princess Margaret Hospital (PMH)

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Happy Staff

We Care We Share

PMH

Committed Staff

Staff Empowerment

Management

Introduction

Staff is the key factor in the delivery of HA services. In order to motivate the committed staff in our department and ensure they feel happy, FMD management staff decided in 2013 to regularly provide work-related training / sharing and organize staff gathering activities to help them to tackle the challenges they could face at work, maintain a good work-life balance, and promulgate the PMH “We Care We Share” spirit. Past events included training on email writing skills, sharing on workplace safety, sharing on building services systems design, Winter Solstice lunch, Happy Friday evening gathering, Christmas lunch, and more.

Objectives

(1) To promulgate the PMH “We Care We Share” spirit in FMD/PMH; (2) To promote “Happy Staff”, one of the “Value, Mission, Values” (VMV) of Hospital Authority in FMD/PMH; (3) To have a platform for all colleagues getting to know each other more during non-office hour.

Methodology

(1) Provide training to staff on respective work-related subjects in FMD (2) Organize regular events with colleagues in FMD (3) Collect feedback from FMD colleagues on the trainings and events (4) Encourage staff to express their feeling on both working and non-working related issues (5) Regularly review the types of trainings and events to be organized

Result

According to the result of a survey on our previous training and events conducted in January 2016, 100% of FMD staff supported these activities would help to promulgate the PMH “We Care We Share” spirit, where over 86% of the participated staff strongly agreed or agreed these activities would help to achieve “Happy Staff” (the rest stated neutral). A comparison also made between the happiness level of FMD staff before and after having these activities, 60% and 87% of the staff stated they were “happy” or

“very happy” before and after having these events respectively, where the increment on highest level of happiness (very happy) was significant, with 150% more staff chose they were “very happy” after having these events. It was concluded our staff was “happier” and it was believed the objectives were achieved.