

Drive Tangible Outcomes Through Human Resource (HR) Management and Job Redesign (JR)

Discover how we can leverage our human capital and advance in this dynamic landscape.



Business demands are changing fast — and the pressure is real.

Today we are balancing evolving workforce needs, intense talent competition, and accelerated digital transformation, with growing pressure to do more with less – and deliver results. Those who succeed today aren't just keeping up with change – **they're leading change through strategic, high-impact human capital practices.**



The Institute for Human Resource Professionals (IHRP) has identified four key drivers to enhance human capital practices for improved workforce performance and organisational success. Read full report [here](#).



Strengthening leaders' accountability for the people agenda

Integrate people-related KPIs into C-suite and corporate scorecards while redirecting investments toward high-value HR initiatives.



Levelling up for the next bound of HR

Build future-ready HR capabilities to support business needs.



Enabling HR's shift beyond 'Perform' to 'Transform'

Shift towards "diamond model" structure for HR work (20% administrative – 60% core – 20% strategic).



Unlocking workforce fulfilment and productivity

Elevate employee experience and support career development for greater workforce fulfilment and productivity.

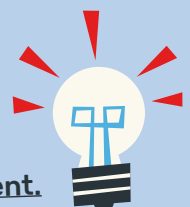
Some of us have acted on these areas by embarking on job redesign initiatives.

What is Job Redesign?

Job Redesign is a strategic move. **It takes top-level support and commitment** to transform roles, while aligning with business needs and capabilities.

Quick Tip

Find out if job redesign fits your organisation's needs through the **JR Opportunity Assessment**.





Teambuild Construction Group

Future-Proofing Roles, Attracting Talent, and Driving Results.

What motivated us to start Job Redesign

- ▶ 4 key drivers – industry transformation, manpower challenges, talent attraction and organisational resilience
- ▶ Position ourselves as a progressive, tech-driven employer, making careers more appealing to future talent

For Site Supervisors & Engineers

- ◆ Introduce robotics and automation to reduce heavy reliance on manual labour, such as painting that is labour-intensive and repetitive
- ◆ First company in Singapore to deploy 360° cameras for virtual site inspections, enabling real-time remote monitoring and faster decision-making

For HR Personnel

- ◆ Shift from reactive “fire-fighting” mode to a strategic, forward-looking approach
- ◆ Build up our HR team’s capabilities to align people strategies with business objectives, support workforce upskilling and enhance employee engagement

What outcomes we saw

For Site Supervisors & Engineers

- ◆ 35% reduction in material wastage and 25-30% man-day savings, leading to shorter project timelines and faster delivery
- ◆ Improved safety and reduced repetitive, physically taxing work

For HR Personnel

Automation and process optimisation enables our team to focus on strategic initiatives that enhance Employee Value Proposition (EVP) resulting in:

- ◆ Employee Net Promoter Score¹ (eNPS) doubled to 53%
- ◆ Overall engagement index² rose from 74% to 87%
- ◆ Staff turnover rate reduced from 1.2% to 0.8%

Ultimately, our efforts not only improved the productivity and employer branding, but also earned us the **Workforce Transformation Award (Built Environment Sector) by Workforce Singapore (WSG)** in 2024, recognising our commitment to building a resilient, tech-enabled, future-ready workforce.

What it took to get there

Success was anchored by strong management support and commitment of department leads, who championed the changes and ensured smooth adoption across the organisation.

For Site Supervisors & Engineers

- ◆ 9-month JR process
- ◆ Acquired new skills in fabrication techniques, robotic driving and sensor systems, Building Information Modelling (BIM), and 360° camera operations

For HR Personnel

- ◆ 5-month JR process
- ◆ Enhanced HR roles to deliver more value-added services in talent attraction, branding and employee engagement
- ◆ Upskilled and achieved IHRP certification, enhancing career prospects and mobility

¹ A metric used to measure employee satisfaction and commitment to the organisation. Employees will be asked to rate on a scale of zero to ten, how likely they are to recommend the organisation as a place to work.

² A scoring system that consists of various metrics that measure employees' perspectives in areas such as work, leadership, and training. The aggregated score serves as a key metric to identify areas of improvement and create strategies to increase employee engagement.

HSC Pipeline Engineering

**Shifting from Admin-Heavy to Strategy-Led,
HSC Redefined the Role of HR.**



What motivated us to start Job Redesign

- ◆ **Strengthen our market position and improve operational efficiency** are our organisation's priorities
- ◆ **Reduce manual, routine tasks** that were weighing down HR processes and limiting our ability to focus on long-term workforce strategy
- ◆ **Transform our HR from a transactional role to a more strategic one** – enabling better planning, development, and capability-building across the organisation

What outcomes we saw

- ◆ Establish a **culture of accountability and excellence** by implementing performance management system with structured appraisal processes, goal setting frameworks, and competency assessments
 - ◆ **Align business needs and skills gaps** through learning and development analysis, along with training effectiveness evaluations
 - ◆ Achieve **fair and competitive remuneration** by conducting systematic review of our compensation and benefits with salary benchmarking exercise
- Eventually, we are **more productive and efficient** with clear roles, optimised workflows, and use of digital tools. Our team could redirect efforts towards strategic, higher value work that supports business goals.

What it took to get there



- ◆ **8-month JR process**
- ◆ **Cross-functional collaboration** between HR and business units
- ◆ **Management support, upskilling opportunities and structured change management** to equip employees with necessary skills and facilitate transition to redesigned roles and processes



KTC Group
**Aligning People,
Processes and
Technology for
Sustainable Growth.**

**Hear directly from us
on our job redesign
experience and
perspectives, which
marked the beginning
of our transformation
roadmap.**



[Watch the video here](#)

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Access practical tools to uplift your HR practices - from diagnostic tool, consultancy to implementation.

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