



Business Consulting Opportunities with UOB-SMU AEI

Project 483/FY17 – Organisation Climate Analysis

Brief Company Profile

The company is a private educational institution specialising in part-time enrichment programs for niche Malay-Muslim market.

Objective of the consulting project

The company has a good mix of employees with varying educational qualifications, work experiences, competencies and attitudes. Continuous and structured efforts are made to recruit better qualified employees, retain good performers and provide continuous trainings for employees. There is also a robust performance management system in place to ensure high standards are achieved and good performers rewarded. In 2016 however, 11 out of 43 employees left the organization for multitude of reasons and factors. This rather high staff turnover within a year is unprecedented and has affected work efficiency and quality as well as resulted in some level of discomfort involving the board of directors, management and employees. Thus, it would be imperative to understand well the circumstances and mitigating factors for the rather high staff turnover. By doing so, suitable policies and procedures put in place to reduce or prevent the recurrence of the phenomena.

Project Scope

- Conduct a work climate survey and analysis to understand and address the concerns and problems of high staff turnover objectively. To address the following issues (including but not limited to) via interview sessions with selected employees:
 - Employee motivation: What makes them tick? Are the employees happy with the management and their respective leaders?
 - Training and Development: What kind of training each level of employees is looking for?
 - Loyalty: How do employees feel about the company (brand) and how they perceive the company, whether it's a small company or a company which they are proud to be associated with?
 - Career Progression/Growth with the company
 - Others: Employees' feedback on how the company can improve
- To identify and recommend the best practices in the similar industry in order to improve the work culture and climate.

Student Requirements

- **3-member** team with at least one Year 3 / 4 student

The team will be mentored by a [project advisor](#).

More Information

Start Date: ASAP

Duration of project: 14-16 weeks

Stipend: \$3000 per team (excluding incidental expenses incurred during the course of the project)

Working hours: Flexible working hours

Internship filing: Up to 10 weeks