

where my *niche* is

To transform Singapore into a City in a Garden, we invest in our staff to bring out the best in them. At NParks, every individual has a unique role to play in shaping the greenery of Singapore. Our garden represents an arena where they can maximise their potential and add value to the quality of life of Singapore residents. That is where their niches are.



NParks is a nurturing organisation that continually strives to develop staff members' ability to help achieve our mission to make Singapore our garden. In ensuring job fulfillment for our staff, as well as to help them achieve their potential, NParks has put in place various organisational development programmes. These range from continuous learning to organisational excellence initiatives, and community service, which allows another avenue for our staff to contribute to society.

Nurturing Our Talent

Continuous learning, training and skills upgrading remained a focus for NParks in FY 2004. As a certified "People Developer", NParks ensures a holistic and systematic approach to staff development. For the year under review, we achieved 100% of our learning targets under the People Developer System with average learning hours per staff being clocked at 96 hours.

To help staff embrace a performance-focused culture, NParks implemented an organisation-wide staff training programme aimed at helping managerial and supervisory staff align performance measurement to NParks' corporate goals and priorities. This will in turn help staff to define their work-related key performance indicators as well as monitor their own progress.

In addition, NParks also sponsors talented staff on a wide variety of local and overseas courses including undergraduate and postgraduate degrees in areas that will add value to NParks' strategic imperatives. Currently, one staff is pursuing a postgraduate degree in environmental studies while another 12 were sponsored for the International Graduate Certificate in Environmental Management jointly conducted by Ngee Ann Kongsi and the University of Adelaide. NParks also awarded three scholarships in botany, landscape architecture and recreation and tourism.

Serving Our Community

NParks remains committed to caring for our community. During the year, NParks staff pooled their talent and resources by organising three blood donation drives, contributing to the tsunami relief effort, participating in the Children's Cancer Foundation's Family Day as well as raising funds for the Singapore Cancer Society.

During the year, NParks received the SHARE Platinum Award 2004. This is in recognition of our support for the Community Chest's Social Help and Assistance Raised by Employees (SHARE) programme which saw an 85% participation rate.

Staff also drew on their horticultural expertise to fulfill New Horizon Centre's wish of having two sensory gardens for

its day residents. Staff volunteers created both an indoor and an outdoor garden featuring some 30 herbs and spices. The gardens will be incorporated as part of therapy for the Center's elderly with dementia.

Journeying Towards Excellence

FY 2004 saw a Board Member and a former Board Member receiving the National Day Awards together with 52 NParks officers. This is in recognition of their contributions to the Nation.

Mr Francis Phun, Board Member, and Mr Charles Ho, Chairman, Garden City Fund and Immediate Past Board Member, received the Public Service Medal. Mr Ng Cheow Kheng, Assistant Director, Streetscape (Projects), received the Public Administration Medal (Bronze). At the MND Investiture Ceremony held on 29 November 2004, Ms Ong Chui Leng, Assistant Director, Research, and Ms Ho Peng, Head, Parks and Trees Regulatory Section, were awarded the Commendation Medal. NParks Accounts Executive, Mdm Soon Swee Tuan, and Arborist Mr Vairavelu Ramasamy, received Efficiency Medals for their sterling work performance. In addition, 47 NParks staff were awarded their Long Service Medals for more than 25 years of dedicated service.

As part of our journey towards excellence, NParks organised FaCT Week to help staff discover

their entrepreneurial self as well as to encourage creativity. An acronym for Fun and Creative Team, the event also provided a platform for staff to share innovative projects and ideas.

The year also saw NParks winning the Public Service (PS) Award for Organisational Excellence in 2004. This award, which was established in 2000 by Prime Minister Lee Hsien Loong³, recognises public service organisations that have attained key organisational excellence standards. This award is testimony to the commitment and dedication of our staff as professionals, and provides a strong boost in our journey towards business excellence.

Leveraging on Information Technology To increase staff efficiency, NParks continues to enhance its IT systems as part of efforts to reduce costs and raise the efficiency of our network connections. In the last year, NParks completed the upgrading of its SAP operating system from Windows NT 4 to the latest MS Windows 2003 server.

In May 2004, NParks e-services were also accredited with the TrustSg Mark, a nation-wide trust mark issued by the National Trust Council. NParks also participated in the Culture, Recreation and Sports (CRS) Town development and the government-wide Taxonomy and Metadata project.

Top Residents at the New Horizon Centre are benefiting from the two sensory gardens created by NParks staff.

Middle Accorded recognition for our commitment to workplace health promotion – Dr Leong Chee Chiew, COO, NParks, receiving the award from Health Minister Mr Khaw Boon Wan.

Bottom Deputy Director (Parks Management, North) Phua Kin Keng represented NParks at the Sporting Singapore Inspiration Award Ceremony graced by Dr Vivian Balakrishnan⁴, Minister for Community Development, Youth and Sports & Second Minister for Trade and Industry.

Ensuring Employee Wellness

NParks paid tribute to 94 employees for their commitment and dedication at its annual Long Service Award Ceremony on 30 March 2005. Among the recipients was Mr Mohamed Eusof bin Mohd Yacob who has been with NParks for 41 years.

As part of efforts to promote a healthy lifestyle, NParks initiated the Sports Interest Groups (SIG) to offer staff a wide range of options with which to keep fit. From bowling to inline skating, these SIGs also provide an opportunity for staff to socialise and pursue similar interests.

NParks also organised other health activities such as fruit distribution days, comprehensive health screening and the annual ACTIVE Day which was held at Bishan Park.

For its commitment to workplace health promotion, NParks received a gold award for the Singapore HEALTH (Helping Employees Achieve Life-Time Health) Award given out by the Health Promotion Board. NParks also received a special award at the Sporting Singapore Inspiration Award Ceremony organised by the Singapore Sports Council.



³ Then Deputy Prime Minister.

⁴ Then Acting Minister for Community Development, Youth and Sports & Senior Minister of State for Trade and Industry.