

"In the past, relying heavily on spreadsheet calculations, we took much time and resources to verify even a simple piece of information, and might even lead to errors. After adopting the NGO-friendly IPL HRIS, we have increased efficiency, complied with work-based government subsidy evaluation processes, improved organizational auditing, accountability and transparency, thus fulfilling community expectations nowadays."

Kenneth Lee Kwan-leung
Senior Manager (Human Resources)
SAHK (formerly "The Spastics Association of Hong Kong")



Association Profile

SAHK (formerly "The Spastics Association of Hong Kong") serves persons suffering from disabilities caused by neurological impairments, including physical disabilities, spastics, mentally challenged, autism, learning difficulties, special learning needs, stroke and Parkinson's disease, even infants and the elderly, helping them to recover in different life phases.

Situation Overview

Kenneth Lee, Senior Manager (Human Resources) of SAHK indicates that the major difference between a non-governmental organisation and any other business enterprises is that the latter aims for profit, while non-governmental and welfare organisations have to provide services in response to community needs.

In the past, SAHK handled wage remuneration by spreadsheet calculations. With the changes in the HKSAR government's subsidy policies, the Board has realised that they have to evolve and meet changes in social developments, improving governance, transparency and accountability.

Noting the popularity of the IPL HRIS NGO (Non-Governmental Organisation) version among welfare organisations, and the experiences of these organisations, SAHK has decided to adopt it.

Experience Sharing

Kenneth reveals that currently, SAHK has around 1,300 staff in Hong Kong, with 1,000 staff working outside schools. The employees are hired on different contractual agreements given the diversity of its services.

For example, the working hours of dormitory workers may differ, given that they work in shifts. The delivery of some therapeutic and counseling services requires staff with relevant professional qualifications, and professionals concerned would need to undergo exams or acquire credits for learning updated techniques, otherwise

it might jeopardize SAHK's services. On the other hand, SAHK encourages further studies among its workers, in order to raise their expertise and service standards. As a social welfare organisation, SAHK has to comply with government standards, thus need to handle every detail of the human resource process professionally, as compared with other business enterprises.

With the IPL HRIS NGO version, payroll calculation is shortened to 3-4 days in a two-level verification. The whole process is done accurately that help promote human resource efficiency.

Forward-looking System

IPL HRIS promotes transparency of the HR management and information tremendously. For example, the HR Department had to spend considerable resources in the past retrieving target information from records of thousands of employees, to determine who would need to renew the licences. Nowadays, with the given settings, the system can offer timely alerts to staff to facilitate application processes and record their service hours to attain professional qualifications or further studies.

With the help of IPL HRIS, SAHK can now set out more logical and long term arrangements to meet the needs of the diverse workforce, to offer new services, achieve better synchronisation with human resources, and to create more sophisticated strategies. "In the past, it takes much effort to retrieve historical records for all-round strategic planning. With the launch of IPL HRIS, forecast or analysis have become much more efficient and accurate," Kenneth said.

Facing Challenges in Social Welfare Development

Over the past ten years, the HKSAR's subsidy model has changed from reimbursement to lump-sum grants, giving more freedom as well as responsibility to non-governmental organisations. In other words, institutions have to assert more control over the management process. IPL HRIS can help SAHK increase efficiency and enhance governance, addressing the policy changes.