

# Integrated Manpower Survey System (iMSS)

Making Informed Decisions Through Reliable Survey Results



The mission of the Manpower Research and Statistics Department (MRSD) of the Ministry of Manpower (MOM) is to provide timely and reliable national statistical information on the labour market to facilitate informed decision making within

the government and community at large. MRSD accomplishes its work through:

- Conducting regular and ad-hoc national surveys on individuals, households and establishments, and leveraging on administrative sources to collect, process and analyse a wide range of manpower statistics;
- Undertaking statistical research into manpower and related topics of current interest;
- Disseminating data through publications and reports; and
- Sharing data and expertise with international and regional labour market statistical agencies.

The target groups are survey respondents (i.e. establishments, individuals and households) who respond to the surveys, policy makers who leverage on the data to improve labour policies and the general public who uses the data for research purpose. It is important to provide a survey platform that serves the needs of the target group and at the same time, allow MOM to achieve efficiency in the collection of data.



## CHALLENGES

- Growing demand on MRSD to track rapid changes in the labour market and measure new trends and developments in the dynamic labour market
- Expectations from policy makers on faster turnaround time from data collection to dissemination
- Expectations from the public (survey respondents) on the usability and security of the online survey systems

## SOLUTIONS

An integrated system that streamlines the survey processes and enables the users to accomplish end-to-end business flow in a single entity.

- Survey template creation
- Importing sample frame
- Notification and reminder alerts to companies & households
- Survey response collection, with online validation rules
- Data extraction for processing

## BENEFITS

- Faster turnaround time to deliver survey to the respondents
- Better case management through common platform
- Reduced manpower efforts in data processing
- Real-time KPI dashboard facilitates decision-making

## QUALITY DATA FOR EFFECTIVE DECISION-MAKING

The Integrated Manpower Survey System (iMSS) is an integrated system with the following IT capabilities:

- Survey editor with the flexibility to add, amend and delete questions in survey questionnaire;
- Rule editor to define rules that will be embedded within the survey form;
- Survey management features to track and generate reports on the progress of each individual survey and staff performance
- Send reminder alerts to respondents to complete the survey when the survey period is due;
- Dashboards to monitor survey progress and KPIs;
- Job control module to allocate and manage workload distributed to interviewers and staff;
- Use of mobile devices (e.g. Ultra Mobile PCs) for conduct of household visits;
- High availability servers for internet survey submission; and
- Enhanced security with separate databases for internet and intranet, sensitive data encryption and hard disks encryption for mobile devices

The iMSS allows MRSD the flexibility to respond to frequent changes to survey questionnaires. By collecting real-time data more effectively, the department is able to monitor new trends and developments in the labour market and meet the growing of the Ministry for review of labour policies and programmes.

With the integrated system, the department has managed to reduce its manpower effort to perform repetitive tasks such as:

- performing user acceptance testing (UAT) on various systems;
- collating data collected from different systems;
- performing mail merge manually for printing of addresses on survey forms; and
- generating survey data collection progress reports and key statistics

With its user-friendly and easy-to-navigate interface, users can now experience shorter survey turnaround time. MRSD is now able to conduct more ad-hoc surveys to help policy makers understand the labour market situation. In the long run, the enhanced IT capabilities which come with flexible features of iMSS allow MRSD to reap substantial time and cost savings.

“System has allowed us to achieve a faster turnaround time for survey template creation. We are able to make simple amendments ourselves instead of going through the vendor.”

Tay Bee Sian - Head, Collection (Household)

“The interface is user-friendly. Keep it up!”

From respondent (E-poll, Dec 2010):

