

# Organizing God's Home

Hope Church Singapore



**Fenny Luwis**

**HR Manager**

Operations Group - Hope Church  
Singapore

*"OrangeHRM is simple to use, affordable and will be helpful for organizations on a budget but wish to automate/systematize their main HR functions"*

[www.orangehrm.com](http://www.orangehrm.com)

Copyright © 2012 **OrangeHRM Inc.**  
All Rights Reserved.

# Background

**Hope Church** is a full gospel ministry set out simply to be a church that is built on Christ. The church was started with five devoted people, though small in number, they had God-sized dream to fulfill the Great Commission by raising Christ-centered disciples to plant vibrant, biblical churches in Singapore and all over the world. Hope Church was then established in 1991 and today, has spread across 35 countries. Hope Church is a member of Hope International Ministries (HIM) which is a disciple making and church planting movement currently in over 120 locations across 6 continents. Hope Church is also listed along with six churches as fast growing churches in Singapore in the book, "Church in Asia Today".

## The Need for an Affordable & Sufficient HR System

Initially, Hope Church's requirements were not well defined and documented when they started to look for a solution. Upon testing and thorough analysis of their current HR processes, they found significant problems faced by their organization and identified the following requirements that need to be met by the solution they selected.

### Issues faced by Hope Church:

- Paper-based Leave Application and Tracking
- Manual Employee Performance Evaluation
- Significant use of staff time
- Duplication of Effort
- Many instances of Human Error

# The Ideal HR Solution

The church needed an affordable, simple, systematic and flexible HR solution that would manage every aspect of its human resources. The ideal HR Solution for Hope Church should offer Personal Information Management for every employee, the ability to track leave applications, leave accruals and provide a customizable Performance Module to handle performance appraisals with ease. Consequently, more of their time and effort could be allocated to more important things: the church movement.

## The Right Choice: OrangeHRM Solution

Hope Church looked into several HRIS solutions, but held back from approaching them since they were expensive and did not specifically address their requirements. OrangeHRM proved to be an effective HRM solution to Hope Church **“OrangeHRM meets our budget and requirements, hence was a clear choice,”** stated Fenny Luwis. Furthermore, OrangeHRM's flexibility to customize, assured a solution that catered to all their requirements.

## The Problem with Leave Management

The church's leave application and approval process were paper-based and the HR Assistant had to keep records of all leave applications, leave carried forward and leave balance of all the employees in the organization. The HR Assistant also had to be contacted for any queries regarding an employee's leave and any miscalculations of an employee's leave balance or loss of an employee's leave record had to be dealt with both by the employee and employer.

## The OrangeHRM Solution...

They found out that the OrangeHRM's Leave Module streamlined the leave process by automating many tasks which previously, had to be manually performed by the HR Assistants. The HR Application is web-based and employees are able to apply for leave anywhere and anytime and the Supervisor/Admin can approve/reject the leave. Leave carried forward and leave balance management are also integrated in the system.

*“Leave application is now paperless and our staff can manage their leave balance/application speedily rather than having to go through the HR Assistant. It has also reduced many possible human errors in leave balance administration.”*

*Fenny Luwis*

## The Problem with Employee Performance Appraisal

Like most organizations, Hope Church has many unique Key Performance Indicator (KPI) Groups which are used for Employee Performance Appraisals. Therefore, it was crucial to be able to define these KPI Groups and to easily produce an employee evaluation based on the ratings given by reviewers.

The employee performance appraisals were also paper-based. A performance evaluation of an employee has to be conducted by several reviewers where the reviewing process was not standardized thus the collection of employee performance evaluation forms has become a tedious task. Also, the evaluation process had to be structured in such a way, where self-reviews, supervisor reviews & HR Admin reviews had to be done in a pre-defined order. This strongly affected the timely completion of employee performance appraisals.

## The OrangeHRM Solution...

With the OrangeHRM Performance Module Hope Church now has an efficient and systematic process for performance evaluations where they now are able to define and enter their set of Key Performance Indicator (KPI) Groups into the system and define their minimum and maximum ratings. With the defined KPI Groups, they are able to perform an employee appraisal evaluation all within the system, paperless and systematic. With the integration of the custom Performance Module, it has allowed Hope Church to structure the order of the employee performance evaluation from Self Review to Supervisor Review and lastly the HR Admin Review. It has also eliminated confusion and delays and the Employee Performance Appraisal Management is now

*“Another helpful function is the Performance Management module which was customized to meet our requirement. The system has allowed our Performance Appraisal to be done in a shorter time and again, paperless”.*

## The Need for Fast Implementation...Why wait ??

When Hope Church decided to go with OrangeHRM, they experienced a fast implementation of the system. OrangeHRM's core values to provide professional support, customization service, short development cycles and the leveraging of collective knowledge and intelligence are just some of the factors encouraging SMEs everywhere to choose OrangeHRM as the solution for managing their most valuable resources- their people.

*“Technical support staff was friendly and were generally prompt in responding to most of my problems with the system. Modification/customization to suit our requirements was completed in a moderately fast duration.”*

**Fenny Luwis**

# The Benefits of OrangeHRM

OrangeHRM provides a complete and customizable HR Solution that enables organization to perform all HR operations with ease. It is a secure, web-based system that allows employees to update their information, apply for leave, track leave applications, view employee performance appraisal and more, anywhere and anytime.

OrangeHRM offers Employee Self-Service that allows each employee to view and update personal information using a secure, web-based tool and an intuitive user interface. This eliminates the need for a HR staff to enter duplicate information, and reduces the risk of introducing human error into the church's database. The Leave module offers comprehensive management of all types of leave time which can be defined for your own organizations leave rules. By handling leave management electronically, an organization can streamline the leave request process, eliminate paperwork and improve direct communication between the employee and employer.

OrangeHRM Solution allows every employee to be involved in all the organizations' policies and decisions. This easy solution minimizes errors and eliminates all manual paper-based tasks, thus saving time and effort.



Hope Conference 2011

[www.orangehrm.com](http://www.orangehrm.com)

Copyright © 2012 OrangeHRM Inc.  
All Rights Reserved.