

Introduction

Streamlining volunteer onboarding processes within non-governmental organizations (NGOs) is pivotal in bolstering operational efficiency and amplifying the impact of volunteer-driven initiatives. Healthserve, an NGO dedicated to providing medical and dental services to migrant workers in Singapore, heavily relies on volunteer support to execute its essential services. However, the onboarding procedures for these volunteers often present challenges, ranging from administrative complexities to information dissemination and engagement. In response to these challenges, this literature review scrutinizes the integration of chatbot technology within Healthserve's framework to revolutionize and optimize the onboarding experience for volunteers and staff.

The recruitment and orientation of volunteers represent critical junctures in ensuring the seamless functioning of Healthserve's initiatives. Volunteers are the lifeblood of the organization, yet the process of bringing them on board efficiently, effectively, and comprehensively remains a notable challenge. Chatbots, driven by artificial intelligence, emerge as a potential solution to alleviate the inherent complexities of volunteer onboarding. By serving as an interactive interface, chatbots offer the prospect of guiding potential volunteers through the onboarding process, disseminating crucial information, and answering inquiries in a user-friendly manner. This integration has the potential to significantly reduce administrative burdens, streamline the orientation process, and ensure that volunteers are adequately equipped and informed to contribute effectively to Healthserve's endeavours.

Through a comprehensive analysis, this review seeks to shed light on the transformative potential of chatbots in facilitating a more efficient and engaging onboarding process, ultimately enhancing the operational capacity and impact of volunteer-based initiatives within Healthserve.

Body

I. What areas does the HealthServe onboarding slide cover

The boarding slides cover 3 main segments – Organisational matters, Situational Awareness and Department Specific Content.

The Organisational Matters segment consists of the following segments – About HealthServe, Organisation Structure, Workplace Safety and Corporate Governance. Under “About HealthServe”, we learn that HealthServe was founded in 2006 as a registered charity and seeks to meet the needs of migrant workers in the community. HealthServe’s vision is for every migrant worker to live a life of health, well-being, and dignity. Their mission is to bring hope and healing to migrant workers through the provision of holistic health and social care, advocate for the needs and wellbeing of migrant workers and to bridge communities through meaningful engagement and partnerships. HealthServe consists of 3 departments – Medical and Dental services, Casework & Social Services and Mental Health & Counselling services. “Workplace Safety” covers Harassment prevention, and “Corporate Governance” covers Gifts and Hospitality, Conflict of Interest policy, Personal Data Privacy Policy (discussed below), Confidentiality Clause (discussed below), Whistleblowing Policy and Grievance Policy.

The Situational Awareness Segment, which will be discussed below includes – Dos & Don’ts, Interacting with Clients and Culture Awareness. Lastly, the Department Specific Content covers mental health and counselling services HealthServe provides.

III. How should one interact with a migrant worker appropriately and respectfully

Under the “Dos and Don’s” segment of the Onboarding Slides it teaches us the following:

To serve with a smile and communicate clearly and politely eg. using simpler words or a common language. Stay humble and be prepared to help with tasks, no matter how small they are. Be on time. Be appropriately dressed and be mindful that any photographs or videos taken of and with beneficiaries must be taken with permission of the beneficiary. Further, these images cannot be published on any public channels with the use of beneficiaries’ real name - aliases or abbreviated names can be used.

While interacting with the migrant workers we should be approachable and not just focused on tasks. Introduce yourself to the migrant workers. We should also put ourselves in their shoes and focus on the person and the needs they may have. Similarly, we should find common ground and learn from them and try to understand their circumstances. We should show compassion and remember simple acts of kindness, smile and greet the migrant workers in their own language. We should be patient especially if there is a language barrier. As for cultural awareness, we should treat the migrant workers like people and not projects.

In Singapore we pride ourselves as a harmonious, multi-cultural and open society as such as a nation we should feel that it is important to build a shared sense of community with the migrant workers that helped build our nation. Hence, locals can also do our part by reaching out to them by introducing the migrant workers to our Singapore culture and help them adjust to life in Singapore. We should recognise migrant workers’ contributions to Singapore. Many of them are treated as invisible and disregarded by society and have not been given enough credit for their contributions to Singapore. Further, the Pandemic exposed the vulnerability and the poor living conditions of those who live in dormitories. We should grow greater care towards these migrant workers and not shy away from going out to include them in our society.

III. How should PDPA be handled

According to section 3 of the Personal Data Protection Act 2012, the purpose of the Act is to govern the collection, use and disclosure of personal data by organisations in a manner that recognises both the right of individuals to protect their personal data and the need of organisations to collect, use or disclose personal data for purposes that a reasonable person would consider appropriate in the circumstances.

The following table summarises the main propositions of the PDPA Act:

Section 12	Sets out that organisations must develop and implement policies and practices necessary to meet the obligations of the organisation under this act
Section 13	Individuals consent is required when collecting data
Section 16	Individuals may at anytime withdraw consent given in respect of the collection, use or disclosure by that organisation of personal data about the individual for any purpose
Section 20	Organisation must inform the individual of the purposes for the collection, use or disclosure of the personal data on or before collecting the data

Section 24	An organisation must protect personal data in its possession or under its control by making reasonable security arrangements to prevent unauthorised access and risks
Section 25	An organisation must cease to retain its documents containing personal data as soon as its reasonable to assume that the purpose for which that personal data was collected is no longer being served by retention of the personal data; and retention is no longer necessary for legal or business purposes

From the Onboarding slides, all employees of HealthServe are required to use personal data only for the purpose for which the data was provided for. They are to hold such personal data in in strict confidence in accordance with the Confidentiality clause (discussed below). Employees are to destroy or to return to HealthServe, on demand, any document containing personal data. Regarding the Confidentiality clause, all employees must keep confidential all information acquired by or supplied to the employee during their employment. Employees will not discuss or disclose such confidential information to any third parties.

Further, HealthServe's Personal Data Protection Notice sets out further instructions for their employees. In HealthServe, they do not collect your personal data unless it is provided voluntarily or collect and use personal data without consent or required by the PDPA or other laws. Healthserve only retains personal data for as long as it is necessary to fulfil the purpose for which it was collected, for their business and legal purposes or as required or permitted by applicable laws.

Potential

Challenges:

One potential challenge in implementing chatbot technology for volunteer onboarding at Healthserve revolves around ensuring transparency in information dissemination. Maintaining transparency in the information provided by the chatbot is crucial to establish credibility and trust among volunteers and staff. Transparency regarding the accuracy and sources of information disseminated through the chatbot interface is essential. However, as chatbots rely on programmed algorithms, ensuring complete transparency in the decision-making process of information delivery might be complex. Balancing the provision of detailed, accurate information while maintaining simplicity in explanations could present a challenge. Moreover, the ability to clearly convey the limitations of the chatbot and its responses might pose an additional transparency challenge in managing user expectations.

Addressing privacy concerns and ensuring robust data security is another crucial challenge when implementing chatbot technology for volunteer onboarding at Healthserve. The chatbot system will likely interact with personal data and sensitive information during the onboarding process. Ensuring compliance with data protection laws, maintaining confidentiality, and safeguarding volunteers' personal information are paramount. Providing clear information on data handling, ensuring data encryption, and minimizing the risks of data breaches could present challenges, especially in a system that inherently deals with sensitive user data. Managing and securing the storage and transmission of data within the chatbot system while providing a seamless and user-friendly experience could be a complex task that requires continual vigilance and adherence to stringent privacy standards.

Empathy, a vital component of human communication, could pose a challenge in the context of chatbot interaction. In the onboarding process, conveying empathy through an automated chatbot might be

challenging, especially when addressing individual concerns or complex emotions. Volunteer onboarding often involves addressing queries, anxieties, or unique situations that might require a sensitive and empathetic approach. Ensuring that the chatbot responses are empathetic and understanding, even in the absence of human emotional intelligence, could be a challenging aspect of the system. Striking a balance between the efficiency of the chatbot and the inclusion of empathetic responses might pose a significant challenge in managing user experience and satisfaction.