

## MODEL WORKER

### Siti Maryam Shakeera Seman

Executive, Home Protection and Education Department  
Central Provident Fund Board

*Nominated by the Amalgamated Union of Public Employees*

Siti Maryam Shakeera Seman has been working in the Central Provident Fund (CPF) Board's Data Processing Section since 1992, where she was responsible for processing hardcopy CPF submissions from employers. With the direction to have all employers submit CPF contributions electronically by December 2022, the function of having to process the hardcopy submissions was phased out by Q1 2023, upon clearances of all outstanding cases.

To facilitate the transition, CPF Board's Human Resource (HR) Department partnered officers in this section to explore other job opportunities within the Board. The Board also partnered the Amalgamated Union of Public Employees (AUPE) to have regular check-ins with officers and curated upskilling programmes and work trials at suitable vacancies within the Board.

At first, Sister Siti was filled with worry and hesitation about exploring the deployment opportunities. The thought of going through internal interviews and the need to unlearn and relearn new work scopes caused her fear and anxiety. However, with the unwavering support and encouragement from her family, HR and AUPE, she eventually found the courage to take the leap and give it a try in the Home Protection and Education Department, under a work trial arrangement. Her role requires her to process refunds from institutions.

To perform this job well, she needed to familiarise herself with information on the new scheme. She actively shadowed her new colleagues, learning on the job with their invaluable guidance. Remarkably, within a span of three months, she gained the competency to independently handle one to two with minimal supervision. She was also able to answer general enquiries from members with her knowledge of the scheme. Her supervisor and colleagues also checked on her regularly to ensure that she is able to cope with the new duties comfortably. She was able to strengthen her communication and writing skills through this job scope.

After the work trial, the department found her suitable, and she was successfully posted to the department in August 2022, ahead of the timeline for the section to be phased out. She had adapted well and is able to perform up to expectations. Sister Siti also persevered and overcame the difficulties with the support of her supervisors and colleagues. She displayed resilience when faced with the reality that the job that she had been doing would become obsolete due to technology. She adapted and enhanced her employability by trying out a new area and learning new skills. Her perseverance and positive thinking mindset enabled her to make a successful transition to a new role and expanded her growth prospects.