

# Employee Engagement and Stakeholder Survey, Org. Review, Increase and Diversification of Income

Country:	Hong Kong, China
Region:	Asia
Customer:	Kadoorie Farm & Botanical Garden (KFBG)
Partner:	Kadoorie Farm & Botanical Garden (KFBG)
Duration:	April 2022 – March 2023



## Starting point

KFBG has launched a full institutional strengthening and capacity building project with the aim to manage the organisation more effectively and efficiently.

## Scope

The project contains 3 components: employee engagement and stakeholder survey; organisational review; increase and diversification of income.

## Activities

### Component 1 – Employee Engagement and Stakeholder Survey

- Delivery of Employee Survey in English and Chinese including reports and action planning workshops
- Stakeholder interviews with senior leaders, board members and chairman

### Component 2 – Organisational Development

- Review of organizational structure and organizational mapping of target organization
- Redesign of job descriptions
- Enhancement of employee database
- Analyse or establish workforce report
- Development of onboarding program
- Review objectives for KFBG including mission and vision approach
- Design of target organisation

### Component 3 – Strategy development and increase and Diversification of Income

- Development of KFBG Roadmap
- Review of income generation strategy
- Ideation sessions regarding educational programmes, shop, and restaurant
- Workshop with marketing team and development of potential actions on income generation
- Development of ideas to increase visitor experience

## Achievements

- Design and implementation of a bilingual (English/Chinese) online and offline employee engagement survey for 200 employees, incl. feedback sessions
- Improving interdepartmental collaboration through workshops and strategic development teams
- Implementation of an onboarding program, lunch & learn sessions and management team collaboration
- Development of a three-year strategy for KFBG including a roadmap