

Manpower Survey Online (MSOL)

Establishment Surveys User Guide



The Manpower Survey Online System (MSOL) enables survey respondents to submit their information securely via the Internet for national surveys conducted by the Manpower Research and Statistics Department, Ministry of Manpower.

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System Requirements

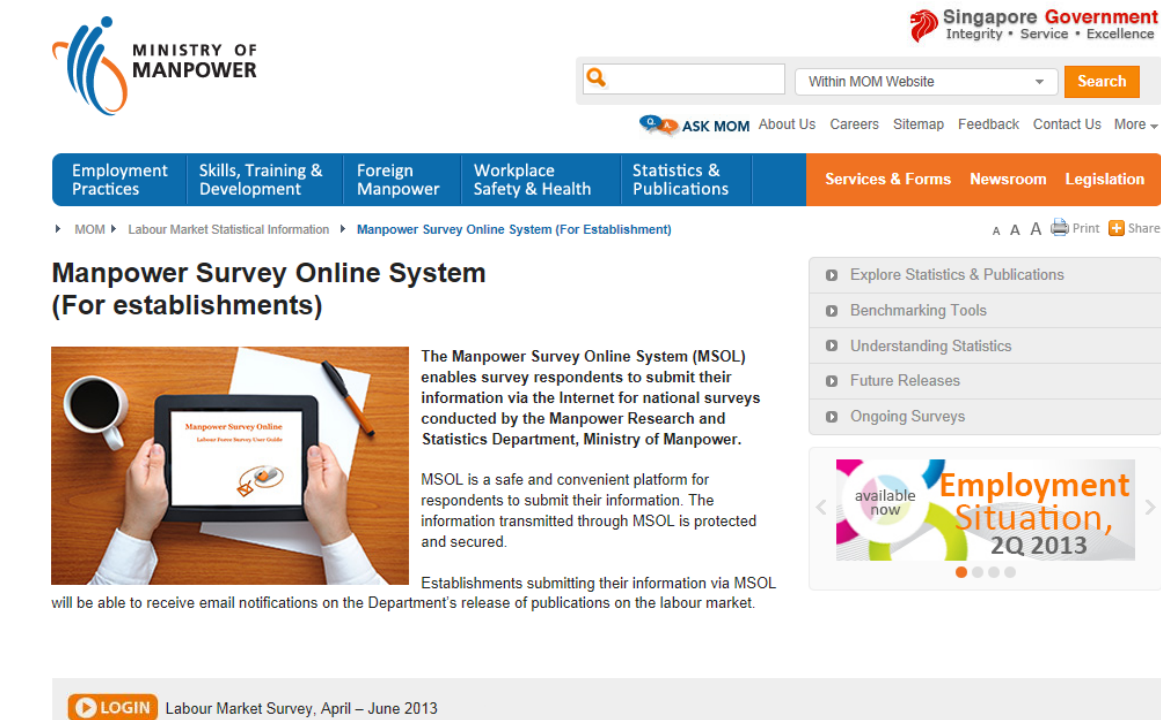
Hardware	Minimally Pentium 5 with Broadband Access
Screen Resolution	Best viewed with 800 x 600 display resolution or higher
Browser Requirements¹	Support Microsoft Internet Explorer (IE) Version 8 / Version 9 Enable JavaScript and Turn Off Pop-up Blocker

¹ Our application works best with the above-mentioned browsers and settings. Otherwise, the application may not function properly resulting in difficulty in logging in, password reset problems and failure in getting warning messages such as concerning session expiry, etc.

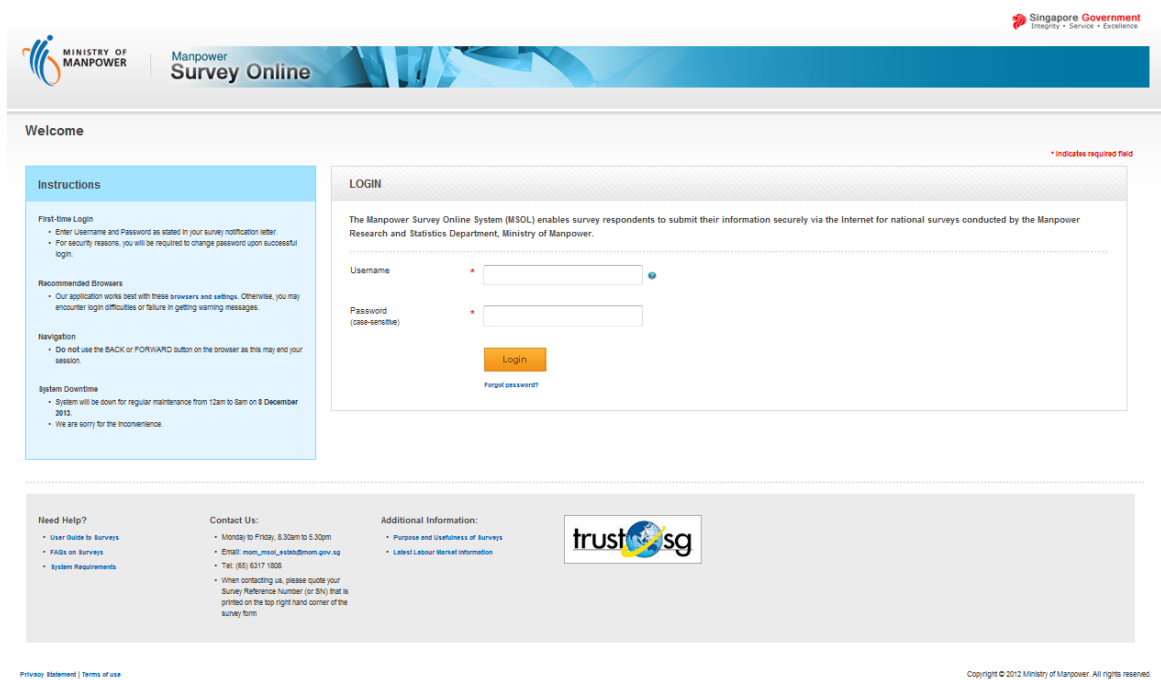
Should you encounter any problem, please contact us at Tel: (65) 6317 1808 from Monday to Friday between 8.30am and 5.30pm. Alternatively, you may email us at mom_msol_estab@mom.gov.sg.

Logging In to MSOL

Log in to MSOL at <http://www.mom.gov.sg/estab> with the Username and Password indicated in your notification letter.



The screenshot shows the Ministry of Manpower website. At the top right is the Singapore Government logo with the tagline 'Integrity • Service • Excellence'. Below it is a search bar and a dropdown menu set to 'Within MOM Website'. A navigation menu includes 'ASK MOM', 'About Us', 'Careers', 'Sitemap', 'Feedback', 'Contact Us', and 'More'. A secondary menu lists 'Employment Practices', 'Skills, Training & Development', 'Foreign Manpower', 'Workplace Safety & Health', 'Statistics & Publications', 'Services & Forms', 'Newsroom', and 'Legislation'. The main content area features the 'Manpower Survey Online System (For establishments)' section, which includes an image of hands holding a tablet displaying the MSOL login page. Text explains that MSOL is a safe platform for submitting survey information, which is protected and secured. A 'LOGIN' button is visible for the 'Labour Market Survey, April – June 2013'. On the right, there are links to 'Explore Statistics & Publications', 'Benchmarking Tools', 'Understanding Statistics', 'Future Releases', and 'Ongoing Surveys'. A banner for 'Employment Situation, 2Q 2013' is also present.



The screenshot shows the MSOL login page. At the top right is the Singapore Government logo. The page title is 'Manpower Survey Online'. Below the title is a 'Welcome' message. On the left, there is an 'Instructions' box with sections for 'First-time Login', 'Recommended Browsers', 'Navigation', and 'System Downtime'. The main area is the 'LOGIN' form, which includes a heading, a brief description of the system, and input fields for 'Username' and 'Password (case-sensitive)'. A 'Login' button and a 'Forgot password?' link are provided. At the bottom, there is a 'Need Help?' section with links to 'User Guide to Surveys', 'FAQs on Surveys', and 'System Requirements'. A 'Contact Us' section lists the operating hours (Monday to Friday, 9:30am to 5:30pm), email (mom_mso_estab@mom.gov.sg), and telephone number (65) 6317 1800. An 'Additional Information' section lists 'Purpose and Usefulness of Surveys' and 'Latest Labour Market Information'. The 'trust.sg' logo is also visible. At the bottom left, there are links for 'Privacy Statement' and 'Terms of Use'. At the bottom right, the copyright notice reads 'Copyright © 2012 Ministry of Manpower. All rights reserved.'

For security reasons, you will be required to change the password upon successful login.

Password requirements:

- At least 8 characters
- At least one alphabet and one numeric
- Is case-sensitive
- Do not begin or end password with a space
- Do not use special characters such as:
!@#\$\$%^&()-~`-=_+[]\{}|:~';',./<>?



* Indicates required field

Password Requirements

- At least 8 characters
- At least one alphabet and one numeric
- Do not begin or end password with a space
- Do not use special characters such as:
!@#\$\$%^&()-~`-=_+[]\{}|:~';',./<>?

CHANGE PASSWORD

Username 345216-A

New Password (case-sensitive) *

Confirm New Password (case-sensitive) *

Continue

Upon login, you will be presented with the **Welcome Page**. Click **Begin Survey** to proceed.



Manpower Survey Online

Labour Market, 3rd Quarter 2013

Password has been changed successfully. Please remember your new password for subsequent logins.

Quick Facts



Time to Complete

Around 20-30 minutes for each of the respective surveys if you have the information ready.

Thank you for taking the time and effort to complete this survey.

The Ministry of Manpower's Research and Statistics Department conducts surveys to collect national statistics on the labour market. The statistics help the Government in shaping manpower policies and programmes and facilitate employers, workers and job seekers in making informed decisions on human resource and career matters.

Our Surveys are conducted under the Statistics Act which safeguards the confidentiality of information furnished by respondents.

If you require any clarification or assistance, please contact Rodz at Tel: 64996075 or email: rodzianah_masrashid@mom.gov.sg.

Special notification on AutoBenchmark

Since 1987, the Manpower Research and Statistics Department (MRSD) has been collecting data on various aspects of an establishment's manpower related performance. Our success is due in large part to the support of establishments such as yours. To thank you for your participation in our surveys, we would like to provide you with a unique opportunity to compare your establishment against national or industry norms in the areas of wages, employment conditions and staff turnover through interactive charts pre-populated with your survey responses.

Click [here](#) to find out more about AutoBenchmark and how easy it is to start benchmarking. This is a free service offered to establishments who are our survey respondents.

To begin AutoBenchmarking,

1. Register with us at <https://secure.stats.mom.gov.sg/RegisterUsers.aspx> and mail us your agreement to our Terms and Conditions.
2. Receive a reply from us within 7 working days.
3. Once you are subscribed, log into AutoBenchmark (<http://stats.mom.gov.sg/bt>) via Singpass to benchmark against national or industry norm.

[Begin Survey](#)

Recommended Browsers

- Our application works best with these [browsers and settings](#). Otherwise, you may encounter login difficulties, password reset problems or failure in getting warning messages.

Navigation

- Do not use the BACK or FORWARD button on the browser as this may end your session.

Need Help?

- [Survey Confidentiality](#)
- [User Guide to Surveys](#)
- [FAQs on Surveys](#)
- [System Requirements](#)


Contact Us:

- Monday to Friday, 8.30am to 5.30pm
- Email: mom_msol_estab@mom.gov.sg
- Tel: (65) 6317 1808
- When contacting us, please quote your Survey Reference Number (or SN) that is printed on the top right hand corner of the survey form


Additional Information:

- [Purpose and Usefulness of Surveys](#)
- [Latest Labour Market Information](#)

A list of surveys that your establishment is required to complete will be shown. Select a particular survey and click **Start Survey**.



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Manpower
Survey Online

[System Requirements](#) | [FAQs](#) | [User Guide](#) | [Contact Us](#) | [Logout](#)

Labour Market, 3rd Quarter 2013

Instructions

During the survey:

- Use **Continue** and **Back** to navigate through the survey.
- Survey responses are automatically saved when you click **Continue**.
- Do not use the **BACK** or **FORWARD** buttons on the browser as this may end your session.
- Use the **Tab** key to navigate between survey question fields. **Do not** use the **Enter** key.
- Some pages may take more time to load.

At end of the survey:

- Click **Back to Survey List** to continue with the survey modules (if any) that you have not yet submitted.

ESTABLISHMENT SURVEY LIST

Establishment Name	ABC PTE LTD
Survey Reference Number (SN)	A01-00001
Unique Entity Number (UEN)	123456789N
Singapore Standard Industrial Classification (SSIC)	23112
Union Status	Non-Unionised
Address	4 HOLLAND ROAD 123456
Attention To	MR JOHN LING

Survey Modules	Status	Start Date	Submit By	
Labour Market, 3rd Quarter 2013	No Response	1/8/2013	27/8/2013	Start Survey
Job Vacancy, 3rd Quarter 2013	No Response	1/8/2013	27/8/2013	Start Survey
Supplementary Survey on Particulars of Redundant Workers, 3rd Quarter 2013	No Response	1/8/2013	27/8/2013	Start Survey

[Back](#) [View & Print All Surveys](#)

[Privacy Statement](#) | [Terms of use](#)

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Each survey will have an associated status to remind you of the action required.
You are likely to see the following statuses for your surveys:

Status	Status Description
No Response	The survey is pending your response. Please submit the survey before the Submit By date.
Draft	The survey is partially completed and pending completion.
Ready for Submission	You have reached the confirmation page but have not submitted the survey.
Submitted	You have completed and submitted the survey.
MOM Take Over	You have submitted your survey offline and your case is being handled the officer-in-charge.

Filling In Survey Questionnaire










Explanatory Notes

Explanatory notes are included to assist you in filling in the survey questionnaire. To view the respective notes, move your mouse over the highlighted text.

	Professionals, managers, executives and technicians		Clerical, sales and service workers <i>(Note 3)</i>	Production & transport operators, tradesmen, cleaners and labourers <i>(Note 4)</i>	Total
	Managers and professionals <i>(Note 1)</i>	Associate professionals and technicians <i>(Note 2)</i>			
(a) Total number of paid employees as at 31/12/2017 (Singapore Citizens, Permanent Residents and Foreigners should be based on their status)	<i>Note 1</i> Managers These are persons holding managerial and/or senior official positions. They are required to plan, direct, coordinate and evaluate the overall activities of enterprises or organisational units within them. Senior managerial appointments (e.g. Chief Executive Officers, General Managers) generally require at least a bachelor's degree. There are no standard educational requirements for lower managerial appointments. In some industries, experience and other skill sets such as customer service and industry knowledge may be more important. The following are examples of different types of managers: • Chief Executive Officers, Chief Operating Officers, Managing Directors, General Managers & equivalent • Finance, Administration, Procurement & Human Resource Managers • Policy & Planning Managers • Sales, Marketing, Advertising & Promotion Managers				
Singapore Citizens			0	0	0
Permanent Residents (PRs)			0	0	0
Foreigners			0	0	0
Total			0	0	0

Page Navigation in Survey Questionnaire

These are the common navigation and action buttons within the survey:

Button	Button Description
	Go to the next page of the survey questionnaire. Survey responses are automatically saved upon clicking this button.
	Go to the previous page of the survey questionnaire. Survey responses are not saved upon clicking this button.
	Return to the Establishment Survey List page where you can see a list of surveys that your establishment is required to complete.
	Save your current page responses if you are unable to complete the survey and wish to continue at a later time.
	Submit your survey after you have verified your responses.
	Display your default printer options for you to print your survey responses.
	If your submission is successful, you will see an acknowledgement page. You may print this page for your reference.
	View and print your survey responses in printer friendly format. Please check that your pop-up blocker is disabled.
	View and print the survey modules that you have responded.

Error Navigation in Survey Questionnaire

MSOL is equipped with validation checks to guide you when filling in the survey questionnaire. Error or Alert messages will be shown upon clicking **Continue**, if MSOL detects any irregularities.



These are the different types of messages that you might encounter:

Error Messages

MSOL will prompt an Error message in **RED** when a compulsory field is left blank or the value entered is incorrect. You have to correct your responses, before you can navigate to the next page.



Job Vacancy, 3rd Quarter 2013

20% Complete

SN:	A07-00073	Establishment Name:	ABC PTE.LTD.
UEN:	123456789N	Union Status:	Non-Unionised
EMI:	123456	Mode of Submission:	Online
SSIC:	23112	Date of Submission:	-

5 Error(s) found. You need to correct the error(s) indicated in red before you continue to the next page.

Please provide information on the **job vacancies** in your establishment as at **30 September 2013**.



- Please provide the details in the table below.
- You can navigate between pages by clicking the respective arrows.
- Please remember to save your entries on each page.

[Error] Row 1: 'Reasons why vacancies are hard to fill by locals?' is answered but option 'No' is selected for 'Are these vacancies hard to fill by locals?'.

[Error] Row 1: Information provided for this row is not complete.

[Error] Row 3: 'Reason 4' is ticked, please specify the specialised skills required.

[Error] Row 3: Reason '13' is ticked, please specify 'other' reason(s) why vacancies are hard to fill by locals.

[Error] Row 4: 'Reasons why vacancies are hard to fill by locals?' is answered but option 'No' is selected for 'Are these vacancies hard to fill by locals?'.

Page 1 2

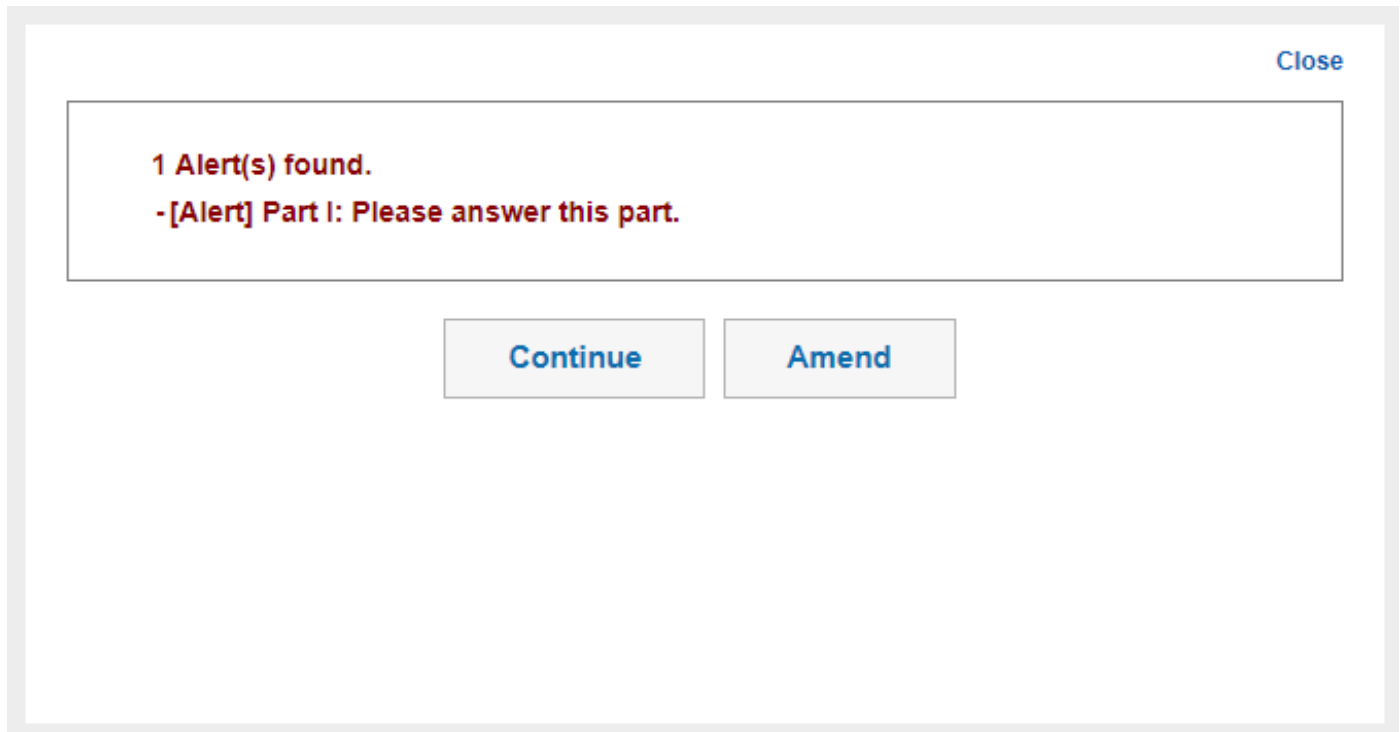
Job title <small>(Please click on "search" button to obtain job title)</small>	Description of job title	No. of vacancies as at 30 September 2013	Minimum qualific
1 <input type="text"/>	<input type="text" value="asdf"/>	<input type="text" value="0"/>	<input type="text" value="Select:"/>

Alert Messages

MSOL will prompt an Alert message in **MAROON** when an answered field requires verification.

Click **Amend** to change your responses.

Click **Continue** if you have verified and wish to retain your existing responses.



Close

1 Alert(s) found.
- [Alert] Part I: Please answer this part.

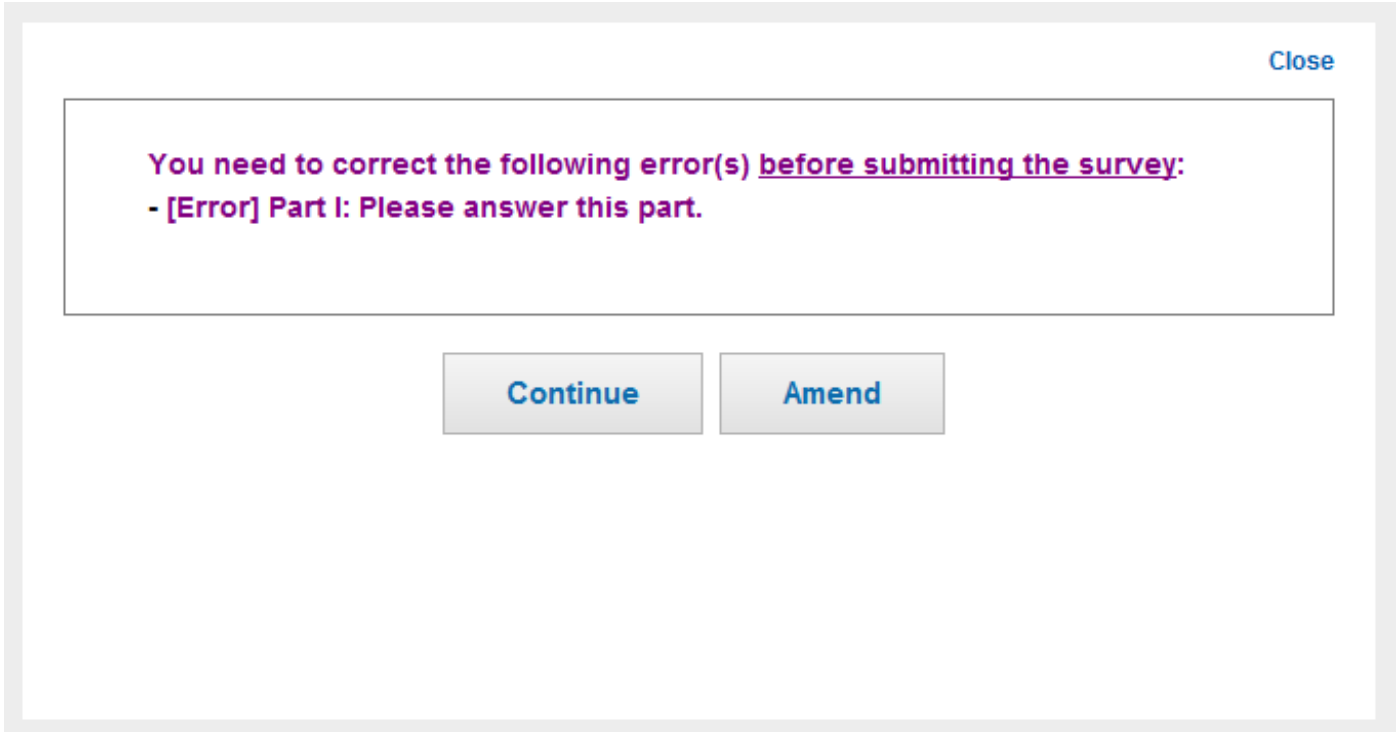
Continue Amend

Mandatory Upon Submission Messages

MSOL will prompt a Mandatory Upon Submission message in **PURPLE** when a compulsory field is left blank or the value entered is incorrect.

You can change your responses by clicking **Amend** or change later by clicking **Continue**.

If you click **Continue**, you will need to correct this Error before you can submit your survey.



The screenshot shows a modal dialog box with a light gray border. In the top right corner, there is a blue "Close" link. The main content area contains a purple message: "You need to correct the following error(s) before submitting the survey:" followed by a list item "- [Error] Part I: Please answer this part." Below the message, there are two buttons: "Continue" on the left and "Amend" on the right, both with blue text on a light gray background.

You might encounter multiple Error and Alert messages:



Manpower Survey Online

[System Requirements](#) | [FAQs](#) | [User Guide](#) | [Contact Us](#) | [Logout](#)

Labour Market, 3rd Quarter 2013

 20% Complete

SN:	A07-00073	Establishment Name:	ABC PTE.LTD.
UEN:	123456789N	Union Status:	Non-Unionised
EMI:	123456	Mode of Submission:	Online
SSIC:	23112	Date of Submission:	-

1 Error(s) found. You need to correct the error(s) indicated in red before you continue to the next page.

PART II: HOURS WORKED

[Error] Part II(a): The sum of 'Full-time' and 'Part-time' employees does not equal Part I(d) overall total.

[Alert] Part II(d): Please provide the paid overtime hours worked for 'Full-time Employees' as Part II(c) is answered.

[Alert] Part II(d): Please provide the paid overtime hours worked for 'Part-time Employees' as Part II(c) is answered.

	Full-time Employees	Part-time Employees (Note 9) 
(a) Total number of paid employees as at <u>30.09.13</u> <i>[The total here should tally with Part I Question (d)]</i>	<input type="text" value="1"/>	<input type="text" value="1"/>
(b) Total weekly standard hours of work for a normal week in <u>September 2013</u> (Note 10) 	<input type="text" value="1"/>	<input type="text" value="1"/>
(c) Total number of employees who were paid for overtime worked in <u>September 2013</u>	<input type="text" value="1"/>	<input type="text" value="1"/>
(d) Total paid overtime hours worked in <u>September 2013</u> (Note 11) 	<input type="text" value="0"/>	<input type="text" value="0"/>

Continue

Back

Attention:

Error:

- There are error(s) on this page, please correct the errors indicated in red above.

Mandatory upon submission:

- [Alert] Part I: Please answer this part.

Alert:

- [Alert] Part II(d): Please provide the paid overtime hours worked for 'Full-time Employees' as Part II(c) is answered.


- [Alert] Part II(d): Please provide the paid overtime hours worked for 'Part-time Employees' as Part II(c) is answered.

Declaration Page

Fill in your particulars once you confirm that the information given is complete and correct.

DECLARATION

I confirm that the information given in this survey is complete and correct.

 • Person responsible should typically be a management staff with human resource functions.

Person responsible

Salutation:

Name:

Designation:

Tel:

E-mail address:

Person to contact

Salutation:

Name:

Designation:

Tel:

E-mail address:

Establishment's main tel:

Fax:

Acknowledgement Page

If your submission is successful, you will see an acknowledgment page.

You may print your survey responses for your reference.

ACKNOWLEDGEMENT

Reminder: Yet to complete other survey modules? Click [Back to Survey List](#) below.

You have submitted this survey module successfully.
Thank you for your participation. We may contact you for clarifications, if necessary.

[Back to Survey List](#) [View & Print Survey](#) [Print Acknowledgement](#)

[Rate this e-Service to help us improve our online surveys](#)

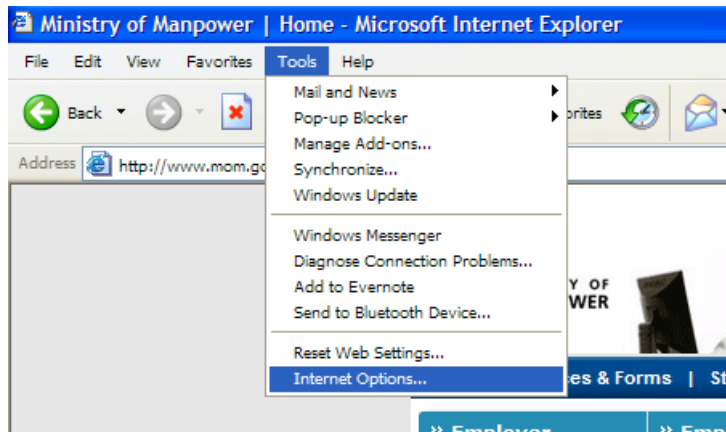
Browser Requirements

1. Internet Explorer Setup

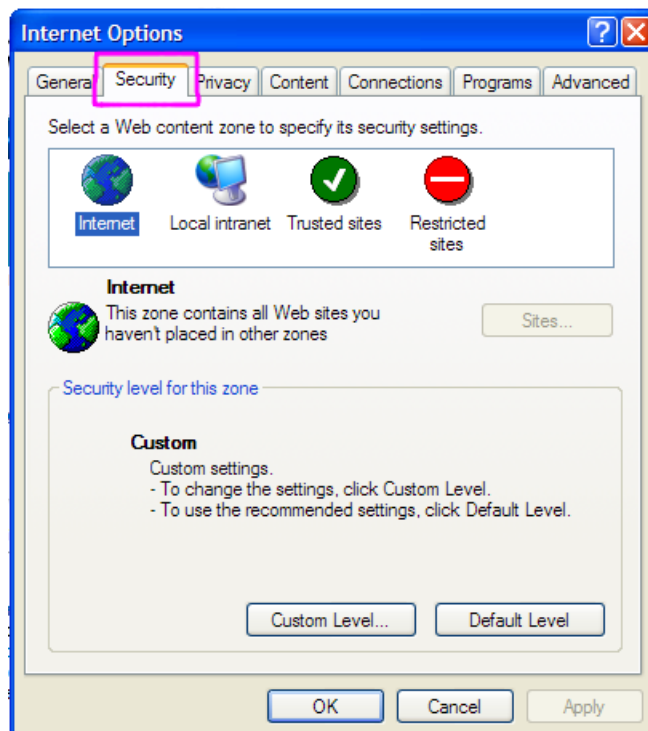
a) Steps to Enable JavaScript for Windows Internet Explorer

(All versions except Pocket PC Internet Explorer)

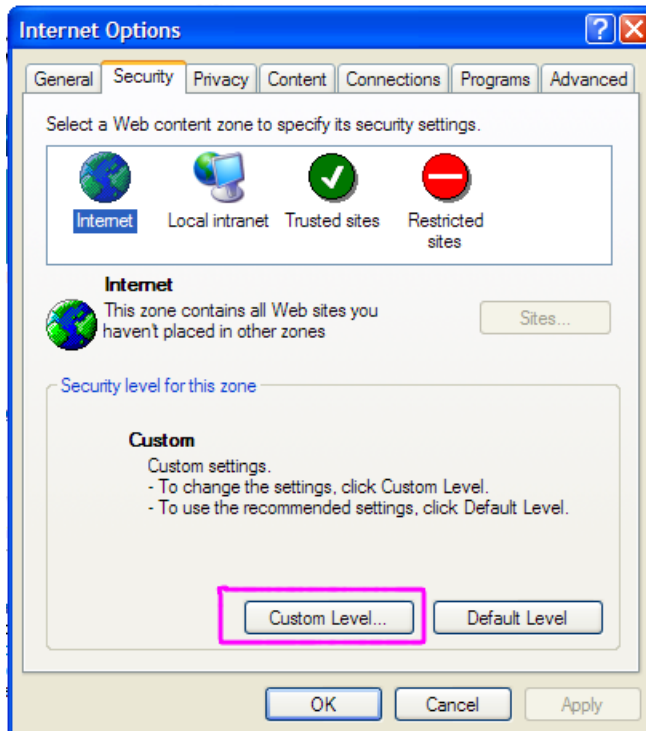
1. Open **Internet Explorer**, click on **Internet Options** from **Tools** menu.



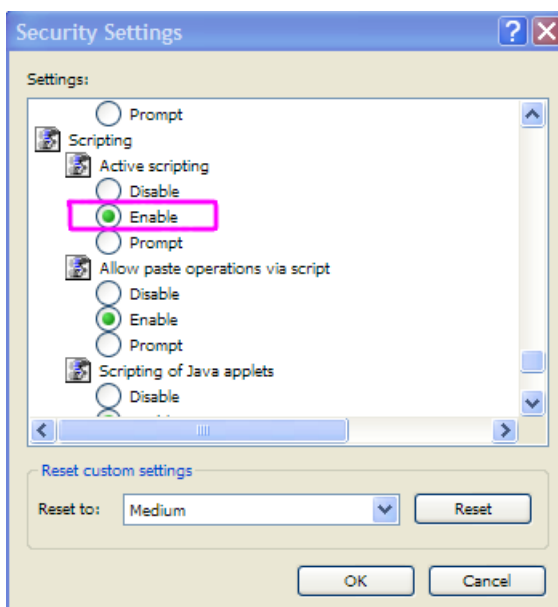
2. Internet Options window will appear on screen, Internet icon is selected by default.



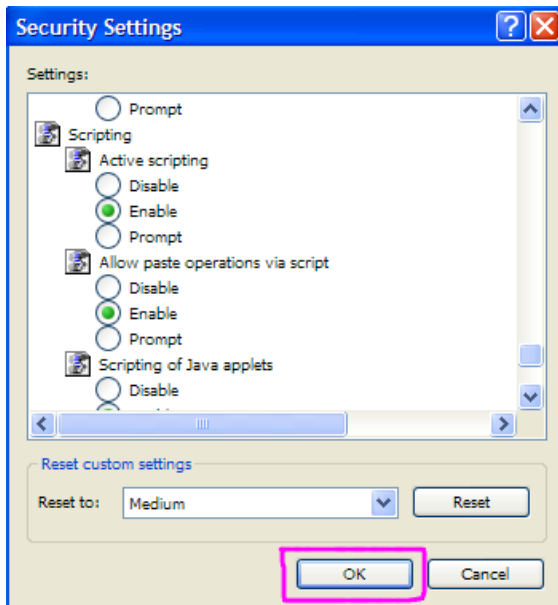
3. Click on **Custom Level**.



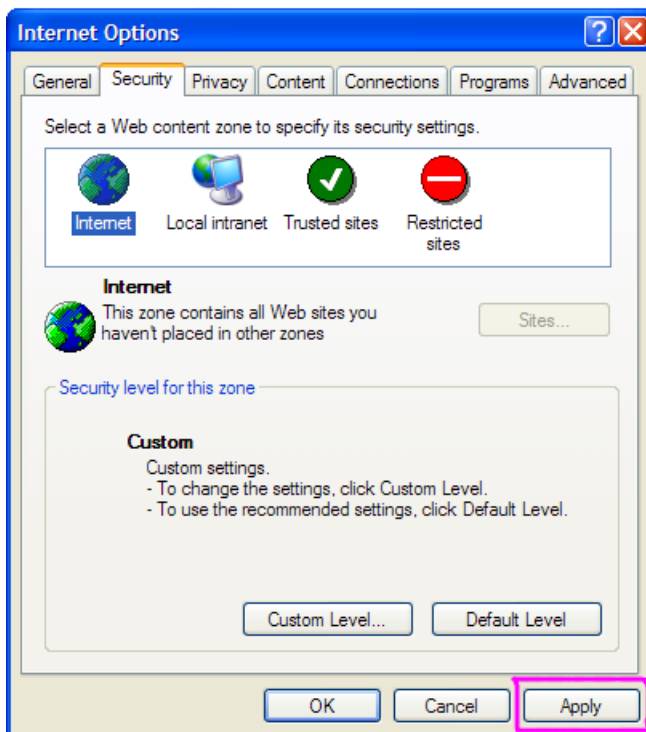
4. In security setting windows scroll down to **Active scripting** option, click on the **Enable** option.



5. Click **OK**



6. Click **Apply** and then **OK**.



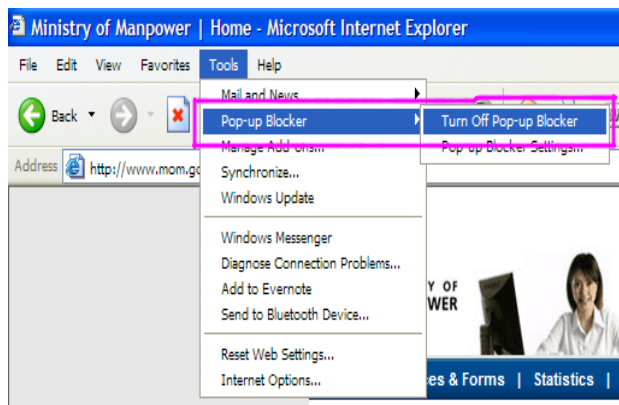
2. Pop-up Blocker Settings in Internet Explorer

In order to successfully perform transactions in MSOL, the pop-up web browser must be enabled. Please adopt one of the two options below to configure the pop-up blocker settings.

Option A) Turn Off Pop-up Blocker

This option will disable pop-up web browsers for ALL websites.

1. Select the **Tools** menu in Internet Explorer, choose the **Pop-up Blocker** and click **Turn Off Pop-up Blocker**.



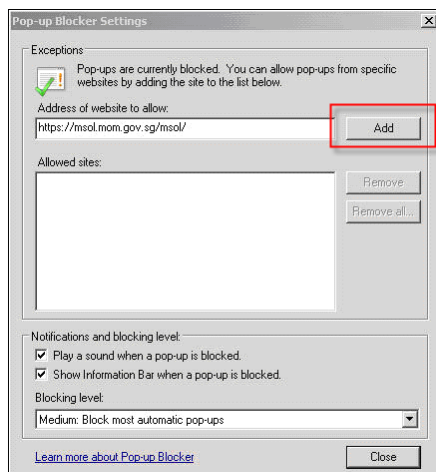
Option B: Allow Pop-ups for a List of Allowed Sites

Internet Explorer 6.0

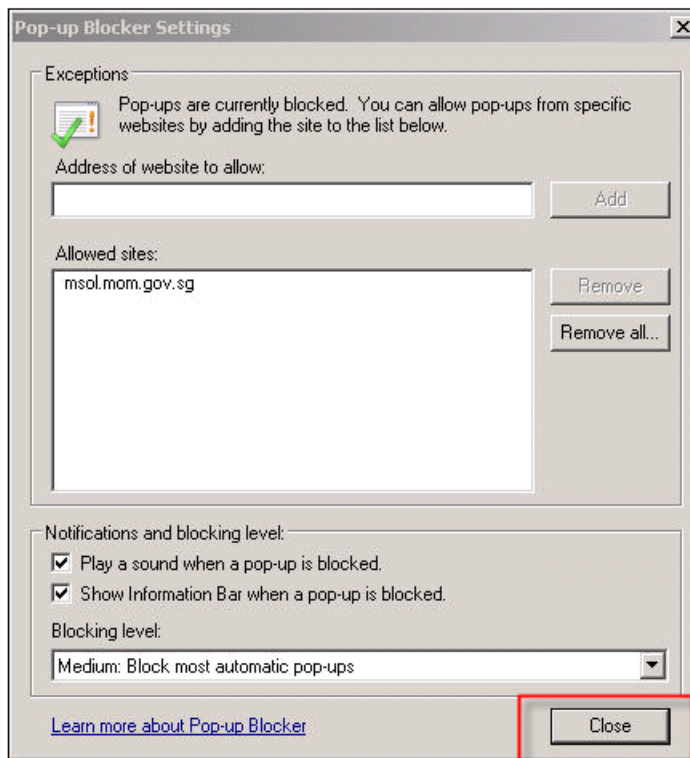
1. This option will enable pop-up web browsers for MSOL website ONLY.
2. Click the **Tools**, click **Pop-up Blocker**, and then click **Pop-up Blocker Settings**.



3. In the **Address of website to allow** box, type the address (or URL) of the website you want to see pop-ups from, and then click **Add**.



4. Click **Close**.

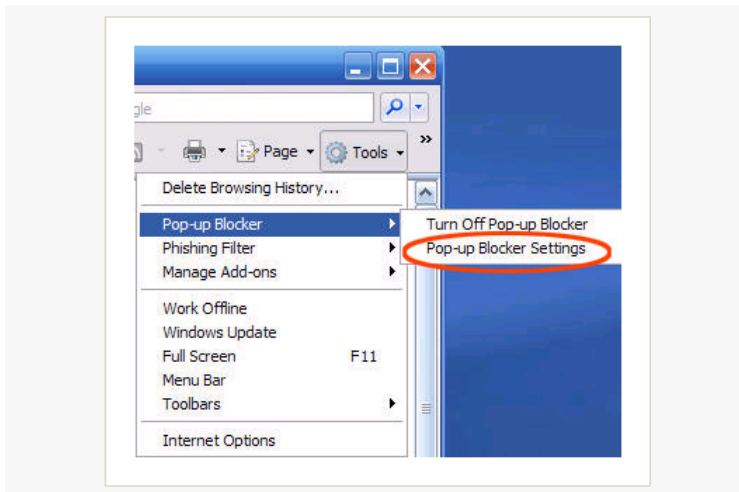


Internet Explorer 7.0 & 8.0 (Windows XP SP3/Windows Vista SP1/SP2)

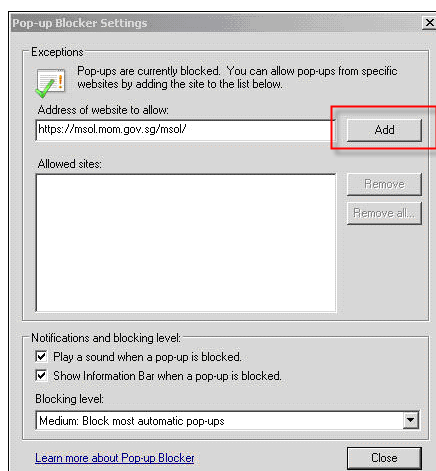
When a website attempts to launch a new pop-up window, you may see dialog boxes alerting you of pop-up windows that have been blocked. Follow the instructions below to allow pop-up windows on a per-website basis.

a) Internet Explorer 7.0

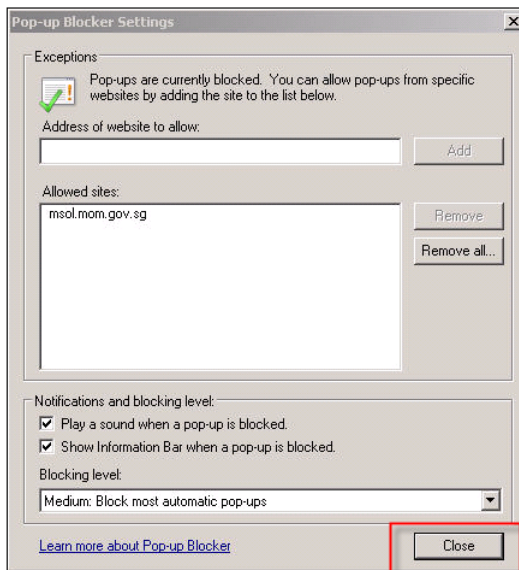
1. Click on the **Tools** menu, located at the far right hand side of your browser's **Tab Bar**. When the drop-down menu appears, select the **Pop-up Blocker** option. A sub-menu will now appear to the right. Click on the option labeled **Pop-up Blocker Settings**.



2. The **Pop-up Blocker Settings** window should now be visible, overlaying your browser window. The first section in this window, labeled **Exceptions**, allows you to specify certain sites on which you wish to allow pop-ups to appear. At the top of this section is an entry field labeled **Address** of website to allow:.. Enter the **URL** of the site on which you would like to allow pop-ups here. In the example below, <https://msol.mom.gov.sg/msol/> was entered. Next, click on **Add** located to the right of this field. After clicking **Add**, you will notice that the site you entered is now displayed in the **Allowed Sites** list.

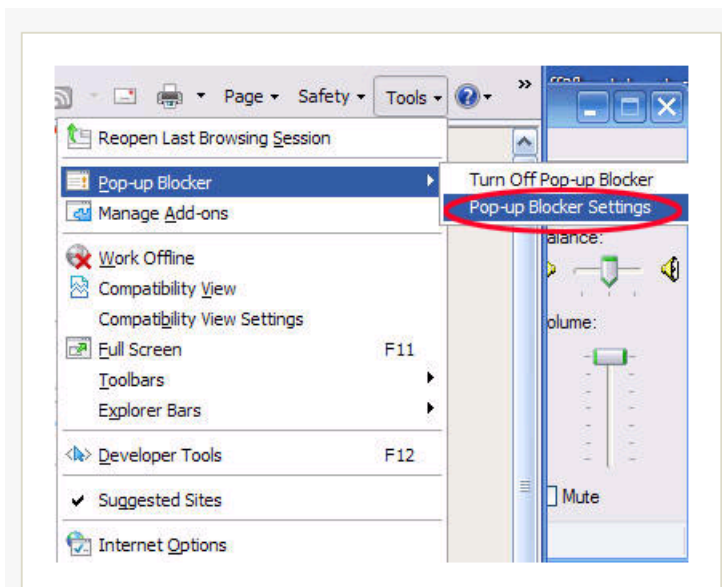


3. Click **Close**.

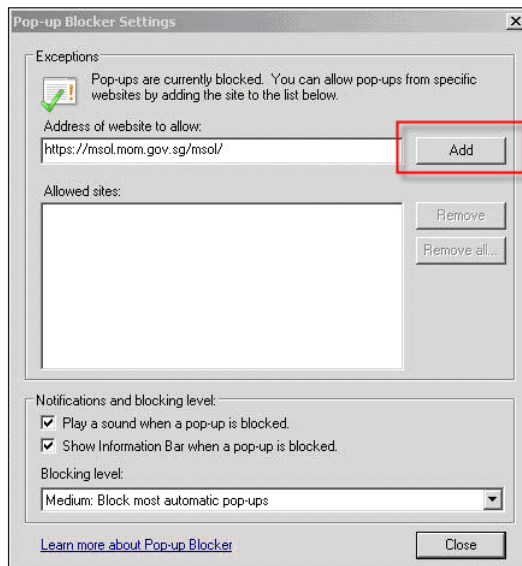


b) Internet Explorer 8.0

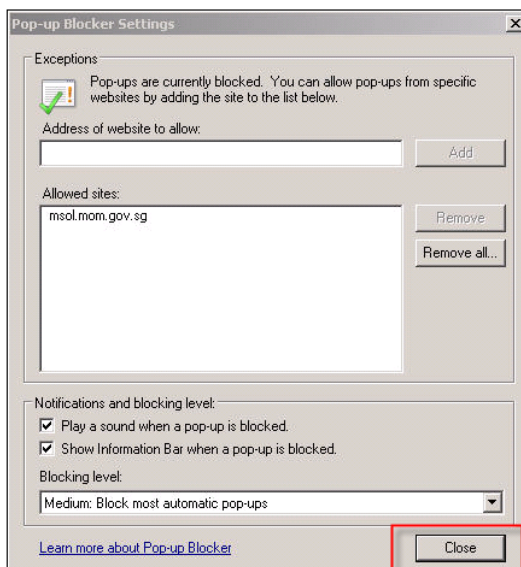
1. Click on the **Tools** menu, located at the far right hand side of your browser's Tab Bar. When the drop-down menu appears, select the **Pop-up Blocker** option. A sub-menu will now appear. Click on the option labelled **Pop-up Blocker Settings**.



- The **Pop-up Blocker Settings** window should now be visible, overlaying your browser window. The first section in this window, labeled **Exceptions**, allows you to specify certain sites on which you wish to allow pop-ups to appear. At the top of this section is an entry field labeled **Address of website to allow:**. Enter the **URL** of the site on which you would like to allow pop-ups here. In the example above, <https://msol.mom.gov.sg/msol/> was entered. Next, click on **Add** located to the right of this field. After clicking **Add**, you will notice that the site you entered is now displayed in the **Allowed Sites** list.

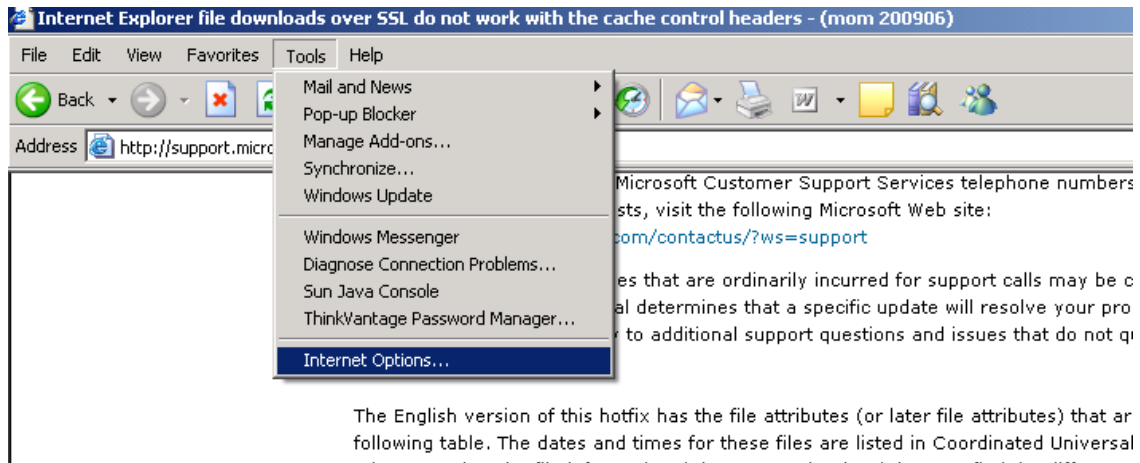


- Click **Close**.

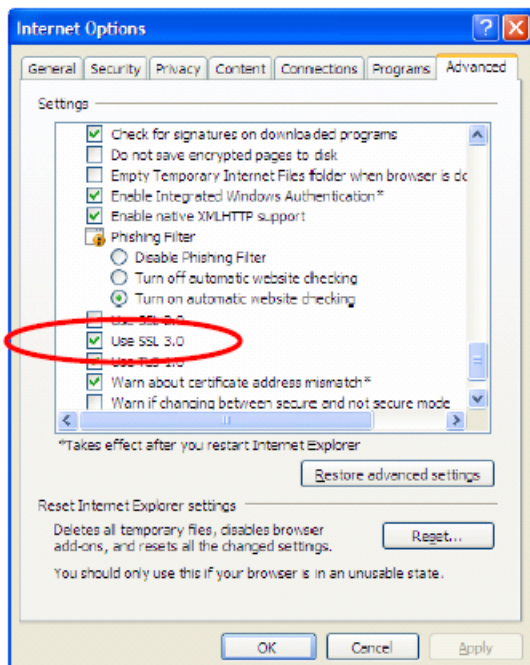


3. SSL Setup (Original Settings by IE)

1. Select the **Tools** menu in Internet Explorer, click on **Internet Options**.

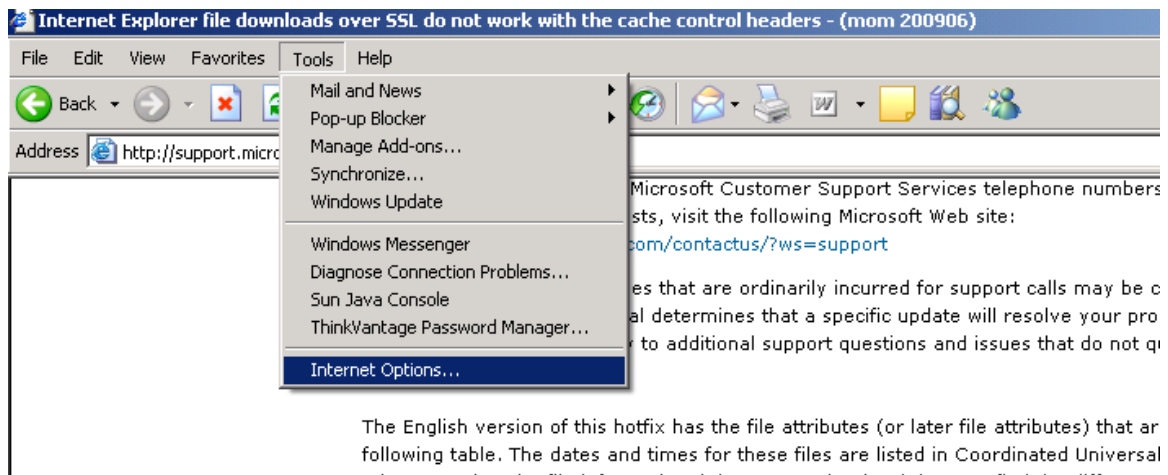


2. Select **Advanced** tab, scroll down to the **Security** section. Ensure that **'Use SSL 3.0'** is selected.



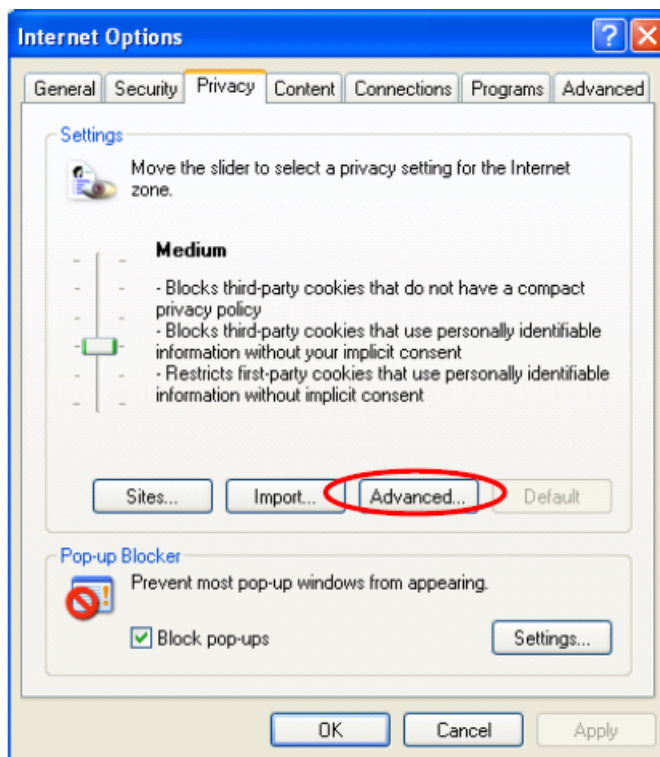
4. Cookie Setup (Original Settings by IE)

1. Select the **Tools** menu in Internet Explorer, click on **Internet Options**.



The English version of this hotfix has the file attributes (or later file attributes) that are listed in the following table. The dates and times for these files are listed in Coordinated Universal Time (UTC). To convert to local time, please refer to the appropriate time zone information.

2. Select the **Privacy** tab and click on **Advanced**.



3. Check that **First-party Cookies** and **Third-party Cookies** have **Accept** selected.

