

**CAT 4 RESOURCE  
DEVELOPMENT**

**GROUP 4-087  
UNSEEN HEROES**

**a.k.a**

**PROJECT GRATITUDE**

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# **ABSTRACT**

Project Gratitude a.k.a Unseen Heroes is a project designed to help students better appreciate the non-teaching staff in HCI. We also want to promote the awareness of gratitude in society. The website we created mainly contains information of the interviews with the non-teaching staff. There are also articles for viewers to read up more about gratitude. The Instagram page created by us also contains tips on and benefits of showing gratitude. Even though we faced limitations and challenges during the course of the project, we hope that through this project we also give the staff a voice and encourage Hwa Chongians to better appreciate and gain a better insight into the work they do, as well as the challenges they face everyday. We hope that our project will influence HCI students to make the staff feel happier working here.

## **1 INTRODUCTION**

### **1.1 Rationale**

On a typical school day, there are many non-teaching staff (e.g. cleaners) working in the school even before school starts. However, most of us take their presence for granted and do not do anything to value their hard work in the school compound. We feel that this is a problem in our school and it is important to and enhance our community's appreciation of our non-teaching staff.

### **1.2 Objectives**

Our main target is to allow Hwa Chong Institution students to understand the importance of our non-teaching staff and their work, so that we can appreciate and

encourage them. We hope that students can also take the initiative to appreciate them. This will not only happen during Appreciation Week, but also throughout their time here so they have a positive work environment and enjoy working here. We want them to feel valued and let them feel that they have contributed to the school. As a ripple-like effect, we believe that in doing this, we will promote the importance of gratitude and appreciation in society too.

### **1.3 Target Audience**

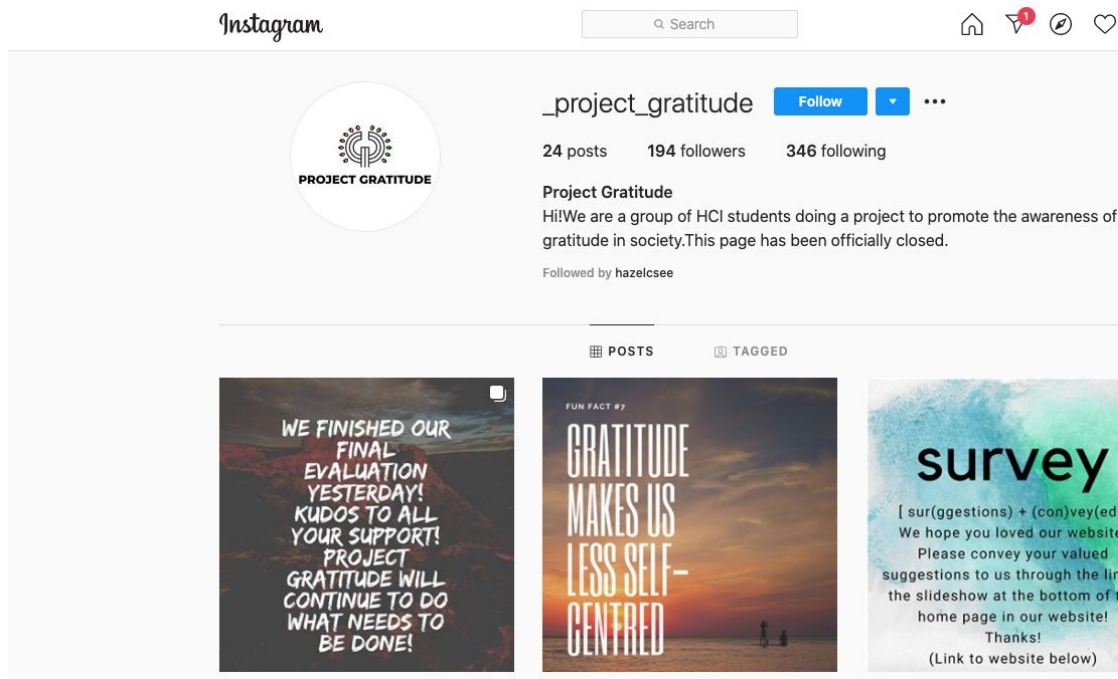
The target audience is HCI students, specifically the Sec 1s. We also target the non-teaching staff in our school.

### **1.4 Resources**

Our resources created is a website dedicated to the non-teaching staff. There are 4 sections namely,

- “Home” where we tell viewers about our project and us
- “Did you know” where we tell viewers about our results from our needs analysis and some insights into what to expect on our website
- “Featured Staff” where we showcase the contents of the interviews with the non-teaching staff  
and
- “Recommended Articles” to allow viewers to read up more about gratitude.

We also have an Instagram page to show the benefits and tips on how to show gratitude.



## 2 REVIEW

Out there, there are many articles about showing gratitude and tips about gratitude. However, the articles are not targeted towards a specific group of people and definitely

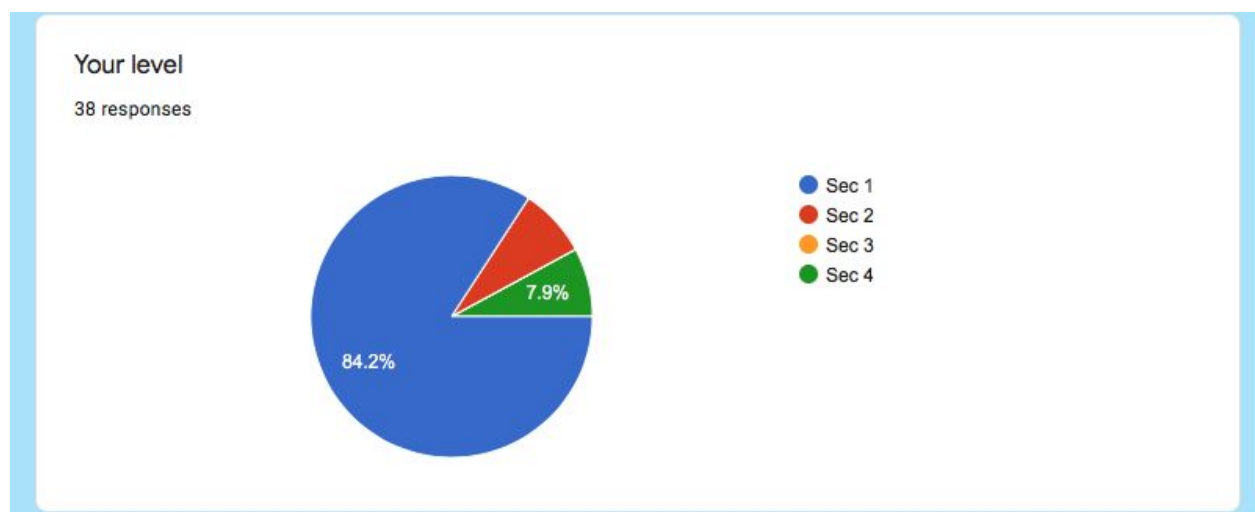
not towards a group of people *in a school*. We feel that it is much better to have a resource tailor-made for some people we really want to focus on. We also find that there is not much information about our non-teaching staff beyond their job titles and names in our school as of now.

## 3 METHODOLOGY

### 3.1 Needs Analysis

A needs analysis was conducted to assess the relevance of such a project. A questionnaire was conducted in March to see how well the students in HCI knew about the non-teaching staff. Indeed, the 38 respondents who were mostly Sec 1s indicated that they are in the dark of what they do and who they even are. This online survey confirmed that a project like ours will definitely help them know the non-teaching staff better.

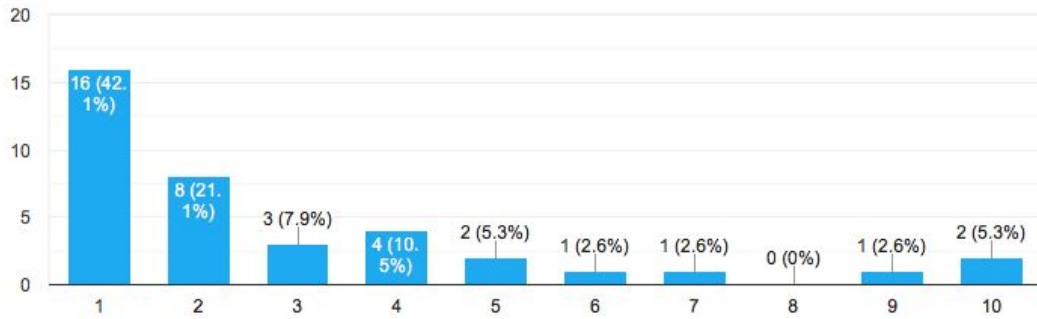
### 3.2 Survey Results



1) On a scale of 1-10, how well do you know the non-teaching staff?

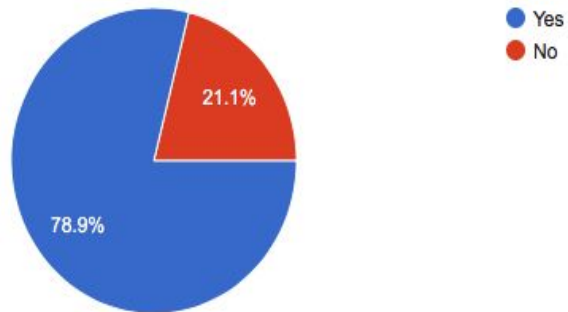


38 responses



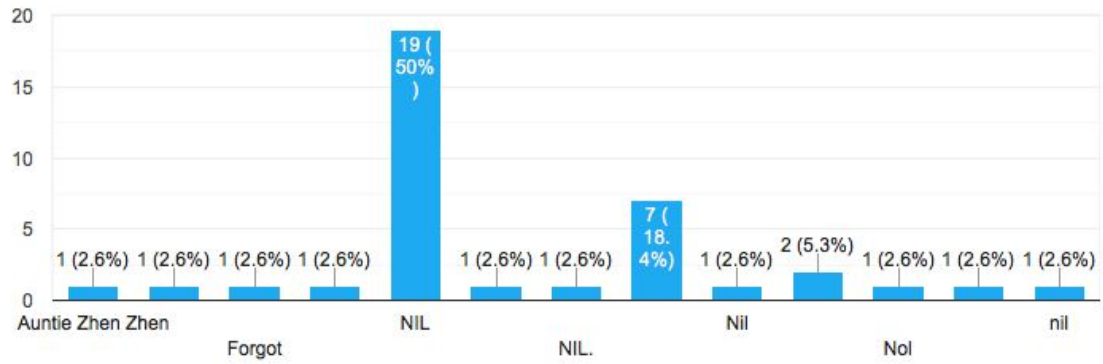
2) Do you know some of the jobs they take on?

38 responses



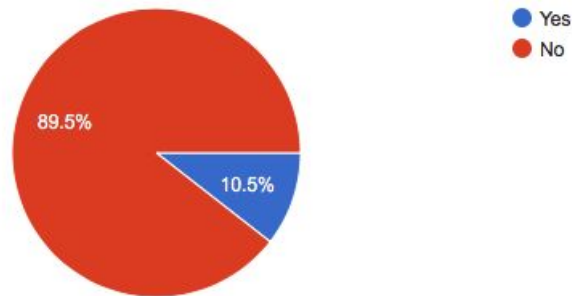
3) Do you know what is the name of the lady working in the printing room? (If Yes, please write it down. If no, type NIL)

38 responses



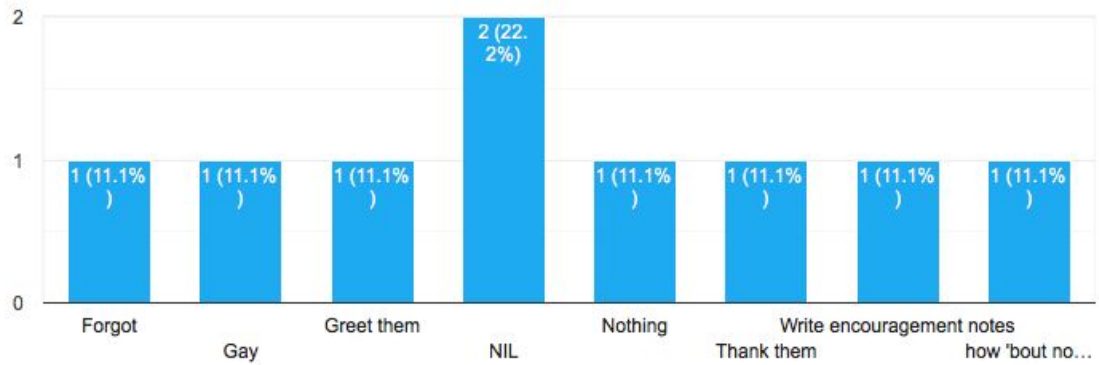
4) Have you ever done anything to appreciate their hard work?

38 responses



If you say Yes to the previous question, what did you do?

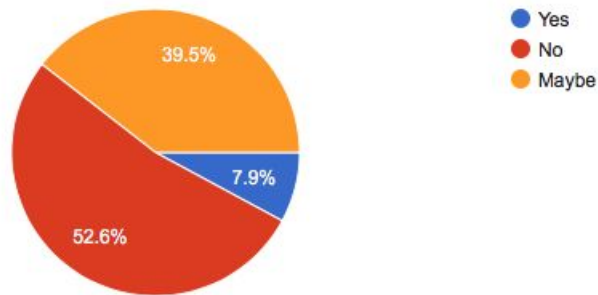
9 responses



5) Do you think they receive enough recognition of their work?



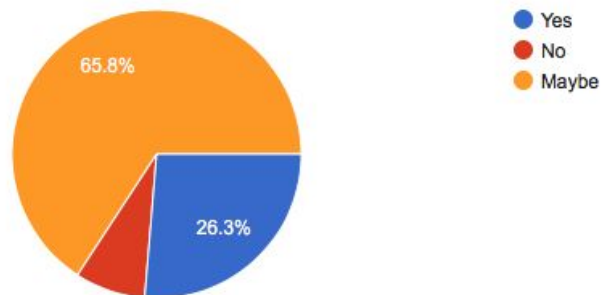
38 responses



6) Do you think they enjoy their work here?



38 responses



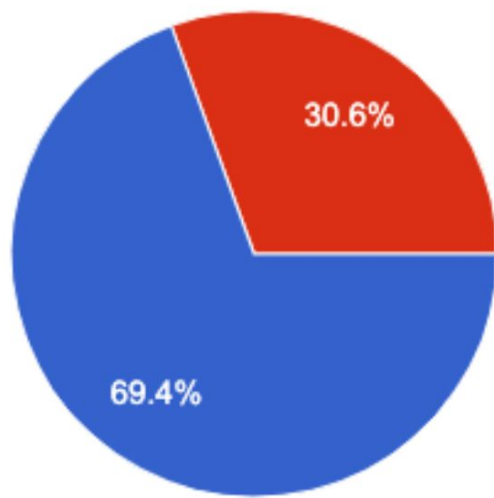


### **3.3 Development of Resources**

We interviewed 7 non-teaching staff from different departments about their experiences in HCI and how they feel about our fellow students. We then consolidated the information onto a website that we created in order to spread awareness about their work. We researched tips to express gratitude and the benefits of doing and receiving it. We then uploaded the data onto an Instagram page.

### **3.4 Pilot Test**

We started by spreading the awareness of the Instagram page. From there, the viewers could see the content and the link to the website. After viewing the website, a pilot test was administered to 36 students. We sent the link of the pilot test to them through the website, Instagram and through email. We asked for their views and their opinions on our resources. Generally, the feedback was positive and most of them said that it helped them understand the non-teaching staff of HCI better. This was especially crucial since they have missed out on understanding the school culture and the school compound. We were also pleased to see that they have sensed the importance of gratitude.



● Yes  
● No

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**Do you think the articles recommended to you helped you in any way?**



**If yes, tell us how the sources benefitted you.**

They have shown me that gratitude not only benefits the person who is appreciated, but also the person who appreciates that person. I also learnt more ways to be grateful.

I learnt how the non teaching staff helped us without us knowing

Now that I understand the importance of our non-teaching staff, I can learn to cherish their work and thus give back to them like helping the janitor pick up litter

It teaches gratitude and how we can incorporate it in our daily lives.

Be more grateful towards people.

It helps us to understand the importance and benefits of showing gratitude towards others and would strive to show gratitude towards others.

I have become more aware to appreciate the work of the non teaching staff.

The sources in the website helped me learn more about the non-teaching staff in the school, such as their lifestyle and names, which i think most of us would not ask in our normal school life although we may meet them or even hold conversations with them.

The website allowed me to know more about the non-teaching staff.

They told me that the no teaching staff have actually put in more effort than i thought and that we should appreciate them.

The sources helped me to understand how gratitude impacts others, and how to be grateful to others.

## **4 OUTCOME & DISCUSSION**

With the positive feedback obtained when pilot testing our resources, we made the assumption that our project helped students understand and thus appreciate the non-teaching staff better. They also would have understood the importance of gratitude in our society. During this project, we wanted to put up a notice board in school to feature the non-teaching staff. However, due to COVID-19 and physical restrictions, we were unable to do so and we could only do so on various online platforms. We know that more can be done for our non-teaching staff as we do not have physical evidence that HCI students have started taking the initiative to appreciate the staff. We were also considering if we should write to the HSC to dedicate a board to the non-teaching staff.

## **5 CONCLUSION**

Project Gratitude has been a challenging project to undertake as it required many hours of rigorous work to design the platform, capture the photos, collate the information and conduct the interviews. The whole project journey had enabled the group to acquire certain skills like: showing empathy, being more confident, thinking more positively and exercise critical thinking and problem solving skills. Persuasive skills were required to request the various non-teaching staff to accept our interviews. Perseverance and patience were also very important as some of our group members were also uncooperative and we had several arguments. However, we eventually managed to sort out our differences and completed a project through many trials and difficulties.

## **6 REFERENCES**

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Various other websites were used too.