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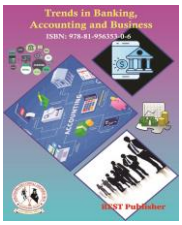

A Study on New Employee Onboarding with Reference to TVS Motor Company at Hosur

***M. Dhanasekaran, Keerthana J**
Adhiyamaan college of Engineering (Autonomous), Hosur, Tamil Nadu, India.
*Corresponding Author Email Id: dhanasekaran.mba@adhiyamaan.in

Abstract: *The new employee onboarding process is a critical part of any organization as it helps new hires adjust to the company culture and expectations. This study explores the onboarding process. The purpose of the study is to understand how organization onboards new hires, identify strengths and weakness of the current onboarding process, and provide recommendations for improvement and to develop NPS (Net Promoter Score), and the data collection instruments is primary data collected through questionnaires. It typically starts with orientation, where they learn about the company's mission, values, and policies. This phase is crucial for setting expectations and familiarizing them with the organization. Next comes training, which equips them with the necessary skills and knowledge to perform their job tasks. This could include technical training, soft skills development, and job-specific training tailored to their role. During onboarding, it's essential to provide ongoing support and feedback to new employees, ensuring they feel supported and encouraged as they settle into their new environment. This can include mentorship programs, regular check-ins, and opportunities for them to ask questions and seek guidance. A successful onboarding process not only accelerates the new hire's integration into the company but also boosts their engagement, productivity, and retention. By investing time and effort into onboarding, organizations can set their new employees up for long-term success and foster a positive work environment.*

Keywords: *Personalized plans, clear communication, mentorship programs, development*.

1. INTRODUCTION

The new employee onboarding process is a crucial step in welcoming and integrating a new team member into the company. It typically involves several steps to ensure a smooth transition and set the employee up for success. First, the employee is provided with an overview of the company's mission, values, and culture. This helps them understand the company's goals and how their role fits into the bigger picture. They may also receive an introduction to the company's organizational structure, key departments, and key personnel. Next, the employee is given an overview of their specific role and responsibilities. This includes a detailed explanation of their job duties, performance expectations, and any specific goals or targets they should strive to achieve. They may also receive training on any tools, software, or systems they will be using in their role. During the onboarding process, the employee is introduced to their colleagues and key stakeholders. This helps them build relationships, understand team dynamics, and feel more comfortable in their new work environment. They may also be assigned a mentor or buddy who can provide guidance and support during their initial days. The onboarding process also covers administrative tasks such as setting up the employee's workspace, providing access to necessary systems and resources, and completing any required paperwork like tax forms or benefits enrolment. Additionally, the employee may receive training on company policies, procedures, and compliance requirements. This ensures that they are aware of important guidelines related to topics like workplace safety, data security, and ethical conduct. Throughout the onboarding process, there should be open communication channels for the employee to ask questions, seek clarification, and provide feedback. Regular check-ins with their manager or HR representative can help address and concerns and ensure a positive onboarding experience.

2. OBJECTIVES OF STUDY

To study about the new employee onboarding process.
To understand the existing onboarding program.
To identify the challenges facing during the new employee onboarding process.
To gain insights into what customers expects and require during the new employee onboarding process.
To identify any challenges or difficulties employees may face during new employee onboarding.

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To study to develop the NPS (Net Promoter Score) of onboarding.
To study who are all involved in the onboarding session.

3. SCOPE OF THE STUDY

The scope of the new employee onboarding process includes an orientation program that introduces new employees to the company's culture, values, policies, and procedures. Onboarding often involves providing job-specific training to new employees, ensuring they have the necessary skills and knowledge to perform their roles effectively. The onboarding process focuses on integration new employees into their teams and fostering positive relationship programs and opportunities for collaboration. Onboarding aims to provide new employees with the necessary support and resources to succeed in their roles. This may include access to tools, systems, and ongoing guidance from managers and mentors. The onboarding process sets clear performance expectations for new employees and establish channels for regular feedback and performance evaluations. Onboarding is not a one-time event but rather an ongoing process. It may include opportunities for further development such as additional training, workshops, or mentoring programs. This study covers the onboarding process.

4. LITERATURE REVIEW

"Frear (2007)" Explained, onboarding is a "holistic approach combining people, process, and technology to optimize the impact a new hire has on the organization with an emphasis on both effectiveness and efficiency". "Chane ski (2015)" For the onboarding process to run smoothly and efficiently, organizations need to consider matrixes to control their onboarding process. At the same time, "organizations that have begun to evaluate their onboarding processes have found numerous opportunities for improvement". "Davila and Pina-Ramirez (2018)" The process of onboarding is critical to the success of any organization and can be divided into four major steps: pre-onboarding, orientation, training, and feedback. Pre-onboarding involves activities such as the completion of paperwork and administering background checks prior to the employee's first day of work. Orientation is the process of introducing the new employees to the organization, its values, and culture, and its role and responsibilities. "Korn Ferry" The word "onboarding" is a relatively new term. Organizational researchers have been investigating "new employee orientation programs" and "socialization techniques" for decades. Onboarding appears to be a process more focused on the integration of new senior-level managers or executives into the company. The goal of onboarding is to prepare managers to succeed in their job as quickly as possible. "Talya Bauer (2013)" Onboarding new employees: Maximizing success, "Bauer emphasizes the importance of a comprehensive onboarding process that includes both socialization and training. She argues that effective onboarding can lead to better job performance, increased job satisfaction and reduced turnover. "V.S.P. RAO" Onboarding is the task of introducing the new employees to the organization and its policies, procedures, and rules. A typically formal onboarding program may last a day or less in most organization. During this time, the new employee is provided with information about the company, its history, its current position, the benefits for which he is eligible, leave rules, rest periods etc. Also covered are the more routine things a newcomer must learn, such as the location rest rooms, break rooms, parking space, cafeteria etc.

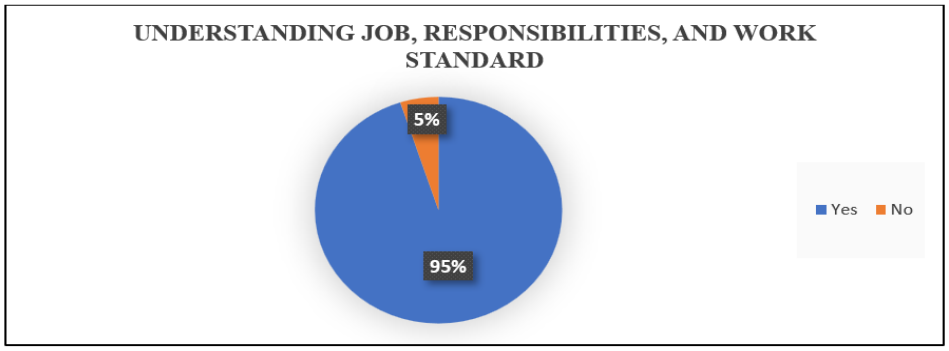
5. RESEARCH METHODOLOGY

Research methodology is a way of explaining how a researcher intends to carry out their research. It's a logical, systematic plan to resolve a research problem. A methodology details a researcher's approach to the research to ensure reliable, valid results that address their aims and objectives. A literature review or narrative review is a type of review article. A literature review is a scholarly paper. Which includes the current knowledge including substantive findings, as well as theoretical and methodological contributions to a particular topic. Literature reviews are secondary sources and do not report new or original experimental work. Most often associated with academic- orientation literature, such reviews are found in academic journals, and are not to be confused with book reviews that may also appear in the same publication. Literature reviews are a basis for research in nearly every academic field.

6. DATA ANALYSIS

Percentage analysis: as the onboarding programme helped the respondents to understand the job, responsibilities, and work standard.

RESPONSE	RESPONDENTS	PERCENTAGE
Yes	76	95%
No	4	5%
TOTAL	**80**	**100%**



Chi-square test:
Difference between Introduction to manager and colleagues, Understanding job, responsibilities, and work standard., Information regarding policies, rules and regulations of the organization., Information regarding pay, benefits, holiday and leave., Information about training opportunities., Information about safety needs.

	OUTCOME	O	E	O - E	$(O - E)^2$	$\frac{(O-E)^2}{E}$
Introduction to manager and colleagues	Yes No	77 3	77.5 2.5	-0.5 0.5	0.25 0.25	0.00 0.1
Understanding job, responsibilities, and work standard	Yes No	76 4	77.5 2.5	-1.5 1.5	2.25 2.25	0.02 0.9
Information regarding policies, rules and regulations of the organization	Yes No	80 0	77.5 2.5	2.5 -2.5	6.25 6.25	0.08 2.5
Information regarding pay, benefits, holiday and leave	Yes No	80 0	77.5 2.5	2.5 -2.5	6.25 6.25	0.08 2.5
Information about training opportunities	Yes No	74 6	77.5 2.5	-3.5 3.5	12.25 12.25	0.15 4.9
Information about safety needs	Yes No	78 2	77.5 2.5	0.5 -0.5	0.25 0.25	0.00 0.1

Chi- square test statistics $X^2 = 11.33$.

TABLE 3. Chi- Square Tests

	VALUE	DF	ASYMPTOTIC SIGNIFICANCE (2-SIDED)	EXACT SIG. (2-SIDED)	EXACT SIG. (1-SIDED)
Pearson Chi- Square	258.854	1	.000		
N of Valid Cases	80				

If the values are entered into the formula for the chi- square tests statistic, the value obtained is 258.854. This value high enough to reject the null hypothesis.

7. FINDINGS

1. Majority of 58% of employees are male.
2. It is found majority of employees are 20-30 age.

3. 55% of the respondents are post graduate in their organization.
4. 72% of the respondents are highly satisfied of initial welcome to the organization.
5. 95% of the respondents understood the job, responsibility, and work standard.
6. 100% of the respondents understood the information regarding policies, rules, and regulations of the organization.
7. 100% of the respondents understood the information regarding pay, benefits, holidays, and leave.
8. 92% of the respondents are clear with the information about training opportunities.
9. 97% of the respondents understood the information about safety needs.

8. SUGGESTIONS

By implementing personalized onboarding plans, engaging training materials, mentorship programs, and feedback mechanisms, the organization can create a more welcoming and effective onboarding experience for new hires. These suggestions aim to support new employees in transitioning smoothly into their roles, fostering engagement, productivity, and long-term success within the company.

9. CONCLUTION

The new employee onboarding process involves several key elements. Firstly, it's essential to conduct a thorough evaluation of the onboarding program to assess its effectiveness. This evaluation can include feedback from new hires, managers, and stakeholders to identify strengths and areas for improvement. Secondly, celebrating milestones and achievements during the onboarding process can help new employees feel valued and appreciated. Recognizing their progress and contributions can boost morale and motivation as they transition into their roles. Additionally, providing ongoing support and resources beyond the initial onboarding period is crucial. This could involve continued training opportunities, mentorship programs, and access to tools that facilitate their professional growth and development within the organization. Lastly, maintaining open lines of communication with new employees to gather feedback on their onboarding experience and address any remaining concerns or questions can further solidify their integration into the company. By carefully considering these aspects in the conclusion of the new employee onboarding process, organizations can ensure that new hires feel welcomed, valued, and equipped for success in their new roles.

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