

Study on Effectiveness of Induction and Orientation Process on Employee Performance at Podaran Foods India Pvt Ltd., Vellakovil

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Abstract: Induction programme is an initial interaction with the newly joined employees. The initial interaction and relationship the organisation develops with the new employees decides on the future accomplishment and responsibility. The induction programme should be planned systematically, methodically and meticulously to make the new recruits to fit in the organisation. The importance of well-planned induction programme helps in moulding the new entrants to the policies of the organisation. The induction programme is an ideal occasion for the manager to influence the candidates positively and to get maximum productivity. This paper scrutinizes the effectiveness of induction programme in the selected hospital. A checklist was framed and data was collected from the induction feedback forms of that hospital in order to study the effectiveness on the induction programme. The expected outcome of this paper is the improvement in already existing programme and framing new techniques to increase the effectiveness. The findings are also expected to pave the way for future research work.

Keyword: Induction programme, new employees, Hospital, Orientation, Interaction.

INTRODUCTION

Management is basically concerned with the performance of planning, organizing, directing, co-ordinations and controlling, which, in fact, are its main functions. Management is also regarded as the art of getting things done through others. It is not possible for any individual to do all the work himself. The work is always shared with others. In a household, for example, the head or the house-the father earns for the family maintenance. The lady of the house manages the kitchen and so on. Similarly, in a bank there are different individuals to look after cash, savings bank account, fixed deposit, current account, and recurring deposit account and so on. The overall control lies with the Bank Manager. Thus, it becomes clear that the work is assigned to many in any work place and responsibilities are fixed on them. The person assigning the work, i.e., the manager, knows how to get thing done through others, i.e., subordinates. A manager who is unable to make his subordinates work cannot be successful manager.

REVIEW OF LITERATURE

Ndayisaba (2017)., The induction program for fresher has a significant role in influencing productivity, employee retention, managing employee turnover and employee commitment. However, the fact is that many organizations find it tough to schedule orientations, and the new comers may struggle for several days or weeks before their official introduction to the institution. It is good to create time for an induction as and when desired and at the same time the new staff member actually starts working. The study also states that employees' participation positively influence organization's success when they undergo an effective induction program based on the industry standards.

Sisay Siraj Ayana (2018)., Induction ensures a new employee is provided with information and assistance when commencing employment with an organization. Clearly outlining what the organization stands for and requires, reducing the risk of regulatory breaches and enabling employees to respond effectively to new responsibilities. Induction as the process of receiving employees when they begin work, introducing them to the organization and their colleagues, and informing them of the activities, customs and traditions of the organization.

Induction has benefits for all involved in the process. Employees who settle quickly into their new job will become productive and efficient at an early stage and in turn will experience feelings of worth and satisfaction.

Brown (2019), According to CIPD, induction programs have many benefits and drawbacks, wherein the advantages identified includes improving motivation amongst the new employees, improve overall job satisfaction in the work environment and decrease in the rate of employee absenteeism saves time for managers and supervisors. A well planned employee onboarding process takes energy, time and engagement. However, it pays-off for an individual fresher, department and institution.

Daisy Raj (2017), In her research said when a new entrant joins an organisation, he/she is an utter stranger to the co-workers, workplace and work environment. As such, he/she may feel insecure, shy and nervous. The first few days may be all anxious and disturbing ones for the new entrant. Particularly when a new entrant comes from rural area, he/she finds himself/herself completely at sea in an industrial town and city. Then, induction helps reduce such anxieties and dispels doubts and nervousness from the mind of the new entrant. The induction and orientation program may differ from organisation to organisation, but their whole-sole aim is just to facilitate smooth rehabilitation of the employee into the new organisation. The program helps to build up trust, confidence, morale and a sense of belongingness in employees towards the organisation.

Alsughayir (2016), Said that new employees' performance is directly related to the way they interact and work together as a team. Further noted that orienting new employees sharply after they join the organization provides them with an opportunity to memorize on the organization's values and beliefs, mission and vision which are the driving tools for employee performance.

Mugo and Guyo (2018), point out that organizations should develop a fully packaged formal training program for all new employees regardless of whether they are new to the organization or are taking up new positions and that a training policy should be in place with well-defined procedure for employee training which is obligatory and pursued by every section of the organization.

PERFORMANCE APPRAISAL

Meaning:

The names 'human resource management' and 'personnel management' are being used interchangeably by many. When used in a broader sense, the term human resource management refers to the task of handling people who belong to the different strata of the society, i.e., students, employees, employers, the self-employed, sportsmen, housewives etc., Human Resource Management's (HRM) effectiveness has been considered as a determinant of organizational performance. Which is influenced by deliberate strategy in implementing and monitoring activities related to human resource management(1).among different HR practices; induction and orientation is the major ones that should be given for newly assigned employee to different position or works. Orientation is a process of integration of new employees into an organization. It helps new employees adapt to the work environment and their jobs. Orientation is a training opportunity to promote organizational effectiveness from the start of a person's employment. Employee orientation should set the tone for a long-lasting relationship between the employee and the organization. All too often, the practice is in such a hurry to put the new employee to work that key elements of the orientation are either ignored or delayed, creating a gap in the employee's knowledge of the practice and contributing to a limited assimilation into the new culture

Importance of Human Resource Management (HRM)

- It helps the organization to identify correctly its manpower needs.
- It ensures that the organization does not suffer from either surplus or shortage of manpower.
- It facilitates the selection of the right man for the right job.
- It focuses attention on the development of the skill of every individual in order to make him up-to-date.
- It recognizes the need for the appraisal of the employees 'Performing'.
- It considers the need to provide incentives to the employees performing well.
- It gives utmost importance to securing a favorable employee attitude.
- It emphasizes the need for good human relations in every workplace.
- It provides scope for collective bargaining

INDUCTION AND ORIENTATION

Definition of Induction

Welcoming new hire to the company is induction. It is a well planned program to socialise the new joinee with the co-workers and the workplace. The term induction is derived from a Latin term 'inducere' which refers 'to bring or introduce'. In this process, a person is formally admitted to the company as an employee, to take charge of a particular post. In short, it is a process of introducing an employee that takes place on the day when he joins the organisation and provided with basic information needed to adjust as soon as possible in the new organisation to gain maximum efficiency in the minimum time. The process helps in making a positive result impression on the new recruits that they belong to the company. Under this process, the employee is made aware of the organisational hierarchy and a review is given in the firm's history. The overview is related to the company's mission, vision, values, policies, norms, history of the employer, clients and partners, dress code and so on.

Definition of Orientation

Orientation is a process of helping the new entrant, to gel up in the organisation, easily and quickly. In this process, a practical overview of the organisation is given, in which the new joiner is introduced to different people working in the organisation, to make him feel 'at home' in the new environment. Companies spend a few weeks or even months on the orientation of the new recruits. The objective of the program is to remove the anxiety and fear from the minds of the new hires. It is quite a known fact that employees feel anxious when they first join an organisation, they worry about how they will be able to perform the new job. Many employees feel inadequate because they compare themselves with more experienced employees. The orientation program aims at reducing the anxiety of new employees by giving them the necessary information regarding job environment, by introducing them to other employees. Some common topics included in the employee orientation program are: Organizational Issues: Probationary period, Disciplinary regulation, Layout of physical facilities, Company policies and rules, etc. Employee Benefits: Pay scale and pay days, Retirement program, Counseling, Vacations and holidays, etc.

LIMITATIONS OF THE STUDY

- The research study is limited to day shift employees only.
- Due to time constraints, data collection is restricted to 90 respondents only.
- The study was conducted only on newly joined employees.
- The study is based on the opinion of the induction and orientation process.

OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES

To study on effectiveness of Induction and orientation process on employee performance at podaran foods India private limited kangayam.

SECONDARY OBJECTIVES

- To study the induction and orientation procedure.
- To analyse the effect of induction in enhancing employee working skills.
- To determine the effect of podaran foods induction and orientation on employee performance.

RESEARCH METHODOLOGY

Descriptive research has been used in the study. Descriptive research includes survey and fact-finding by consulting the respondents through questionnaire direct interview. The major purpose of descriptive research is description of the state affairs as it exists at presents.

Descriptive Research

Descriptive research is used to describe characteristics and/or behavior of a sample population being studied. Descriptive studies are used to describe various aspects of the phenomenon. In this study, the descriptive research was to describe the customer satisfaction and satisfaction in various aspects like, service provided and quality of the products. Research Instrument The structured questionnaire is used as the research instrument for the study.

Questionnaire Design

The questionnaire framed for the research study is a structured questionnaire in which all the questions are predetermined before conducting the survey. The form of question is of closed type. The scales used to evaluate questions are Like point scale (Completely Disagree, Largely Disagree, Partially Disagree, Partially Agree, Largely Agree, Completely Agree) and Category scale (Multiple items). The questionnaire for the research was framed in a clear manner such that it enables the respondents to understand and answer the question easily. The questionnaire was designed in such a way that the questions are Short and simple and is arranged in a logical manner

CH-SQUARE TEST

$$\text{Chi-square test } (\chi^2) = \sum \frac{(O_i - E_i)^2}{E_i}$$

Degrees of freedom = (R-1) (C-1)

Where as, O= observed frequency,

E= expected frequency,

R=number of rows,

C=number of columns

Null Hypothesis (H₀)

There is no significance relationship between work experience and promotion process.

Alternative Hypothesis(H₁)

There is significance relationship between work experience and promotion process

PERCENTAGE METHOD

The Percentage method was extensively used for finding various details. It is used for making comparison between two or more series of data.

$$\text{Percentage Respondents} = \frac{\text{No. of respondents}}{\text{Total no. of respondents}} \times 100$$

CORRELATIONS

Null hypothesis H0: There is no relation between employees feeling and Re-Orientation programmes

Alternative hypothesis H1: There is an relation between employees feeling and Re-Orientation programmes.

DATA ANALYSIS AND INTERPRETATION

ANALYSIS OF DATA EMPLOYEES AGE:

Opinion	No of Respondents	Percentage
20-29	18	20%
30-39	46	51%
40-49	23	26%
50-59	3	3%
Total	90	100%

INTERPRETATION:

The above table shows that 20% of the respondents were of the age group 20-29 years, 51% of the respondents were of the age group 30-39 years, 26% of the respondents were of the age group 40-49 years, and 3% of the respondents were of the age group above 50-59.

CHART-I

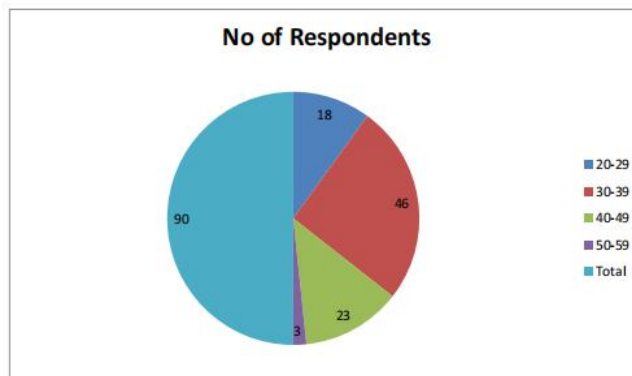


TABLE -2: EMPLOYEES GENDER

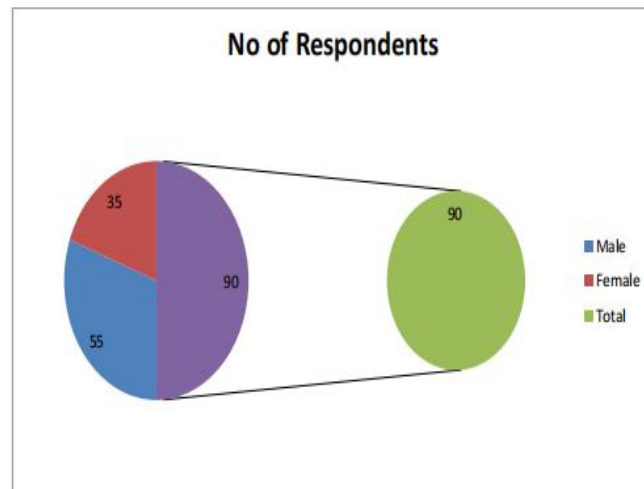
Classification of respondents on the basis of gender

Opinion	No of Respondents	Percentage
Male	55	61%
Female	35	39%
Total	90	100%

INTERPRETATION

It was found that the 61% respondents were male, and 39% of the respondents were female. table clearly shows that majority 45.83 percentages of the respondent have below 5 years of working experience.

CHART-2



FINDING

FINDINGS OF THE STUDY

- 51% of the respondents are under the age of 30-39.
- 61% of the respondents are male category.
- 34% of the employees are having Diploma holders.
- 43% of the respondents were middle management of the job level.
- 28% of the respondents they were Happy at work.
- 32% of the respondents were benefited with cell phone as a part of package
- 50% of the respondents average with the effective induction/orientation programme for new employees.
- 28% of the respondents good with the improve employee relationships at the work place
- 29% of the respondents excellent with there-orientation programmes on new developments and procedure.
- 43% of the respondents Partially Disagreed with the amount of information shared was enough to help me get oriented with best in podaran foods indiapvt.ltd
- 30% of the respondents partially disagreed with the amount of information shared was enough to help me understand the quality standards in podaran foods indiapvt.ltd
- 27% of the respondents agreed with the content in the presentation was easy & has helped me understand my job, responsibilities and expected performance standards.
- 34% of the respondents partially agreed with the amount of information shared was enough to help me understand the safety standards in podaran foods indiapvt.ltd.
- 33% of the respondents partially disagreed with the understand the podaran foods indiapvt.ltd vision, mission & values very well.
- 23% of the respondents partially disagreed with the entire induction program was well

SUGGESTIONS

The company try to improve the quality.

- The company should try to improve the safety measures by given extra care for medical services and safety measure and so on.
- The company should increase the overall induction and orientation process in the company.
- Better career development opportunities should be given to the employees for their improvement.
- They should improve the sharing information about work nature its help employees understand
- how their work fits into a broader organizational structure and how their roles relate to the company's strategic vision.

CONCLUSION

Induction and orientation process is an important part of the organization. Without this we can't achieve the goals of the organization. If it's a manufacturing company means it has to produce quality products to satisfy the customer needs. To achieve quality, safety must be effective and they should know all the details about quality. Podran foods India Pvt Ltd, Kangayam Finding out the needs of the employees and satisfying them if the very essential task of induction and orientation process. The study on employee induction and orientation process revealed that works were partially disagreeing on majority of the factors. The analysis thus light on various factors. Suitable suggestions were provided to further improve the induction and orientation process of the company.

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