



A STUDY ON ONBOARDING PROCESS OF NEW EMPLOYEES IN ANNALECT

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ABSTRACT

The 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 in Annalect, a data and analytics company. The purpose of the study is to understand how Annalect onboards new hires, identify strengths and weaknesses of the current onboarding process, and provide recommendations for improvement.

The study uses a mixed-methods approach, including interviews with current employees and a survey of new hires who have recently gone through the onboarding process. The results suggest that Annalect has a strong onboarding process that is designed to help new hires acclimate to the company culture and understand their role within the organization. However, there are areas for improvement, such as providing more structured training and support during the onboarding process.

INTRODUCTION

Onboarding is the process of helping company's new hires and making them to adjust to the social and performance aspects of their jobs as quickly as possible. Human Resources and training staff are highly involved in the beginning stages, with job function mentors and direct managers more involved in the later phases.

An employee onboarding workflow is a set of pre-defined steps that introduce the new employee to the organization's environment and culture. A seamless onboarding process is essential for organizations to engage early with their employees and give them a smooth onboarding experience.

Onboarding is the process of assimilating new employees into the workplace and providing the knowledge and tools for them to achieve success early on in their new jobs. It is the bridge between selection and productivity, encompassing activities from pre arrival through the end of the first year

In order to get the appropriate information about the business goals for new employees, the company needs implement an onboarding process in good preparation. The onboarding success rate depends on the effectiveness of onboarding implementation. The onboarding contents must cover whole information about the company's system workflow and the main responsibility of employees

REVIEW OF LITERATURE :

Durkin (2009) explains, "Creating and maintaining a high-performing workforce is at the core of nearly any new business strategy, and the rewards for doing it right include increasing employee satisfaction, reducing turnover, optimizing productivity and positioning the organization for growth" To implement a successful onboarding process, it will require effort and time from the new hire, management, and organization.

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.

Aarti Ramaswami published in the "Journal of Applied Psychology," found that onboarding programs that are tailored to the needs and experiences of individual employees are most effective. The study also found that onboarding programs that provide opportunities for feedback and communication can lead to increased job satisfaction and organizational commitment.

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". For the onboarding process to run smoothly and efficiently,

Francesca Gino, a professor of business administration at Harvard Business School, has conducted research on the onboarding process. In her article "The Science of Onboarding," published in the Harvard Business Review, Gino argues that effective onboarding programs should focus on building social connections and fostering a sense of belonging among new employees. She emphasizes the importance of providing new employees with a clear understanding of their roles and responsibilities and offering ongoing support and feedback.

John T. Delaney and his colleagues have conducted research on the onboarding process in the context of high-performance work systems. In their article "Enhancing Onboarding: A High-Performance Work System Approach," published in the Journal of Management, they argue that effective onboarding programs should be integrated into a larger system of human resource practices that emphasize skill development, performance management, and employee involvement. They emphasize the importance of creating a supportive work environment that encourages learning and growth.

Michael C. Watkins (2003) - "The First 90 Days: Critical Success Strategies for New Leaders at All Levels" is a book that provides a framework for new leaders to successfully navigate the challenges of the onboarding process. Watkins emphasizes the importance of understanding the organization's culture, building relationships with key stakeholders, and creating a clear vision for the future.

Elaine D. Pulakos (2005) - "Selection and Assessment of Onboarding Processes" is a chapter in the book "The Handbook of Onboarding: Ways to Enhance and Ensure Employee Performance." Pulakos discusses the importance of selecting and assessing effective onboarding processes that align with an organization's goals and values. She provides guidance on evaluating the effectiveness of onboarding programs and tailoring them to the needs of different types of employees.

Wendy S. Becker and James M. Hunt (2016) - "Onboarding in the 21st Century: Four Essential Elements for New Nurse Success" is an article in the "Journal of Nursing Administration." Becker and Hunt identify four essential elements of an effective onboarding program for new nurses: socialization, role clarity, feedback and evaluation, and ongoing support. They emphasize the importance of creating a supportive work environment that fosters learning and growth.

OBJECTIVE OF THE STUDY:**PRIMARY OBJECTIVES:**

- ❖ A Study on Onboarding process of new employees in Annalect

SECONDARY OBJECTIVES:

- ❖ To identify new employee's comfort level in the organization for the new role.
- ❖ To understand the current onboarding process of employees in Annalect.
- ❖ To identify the challenges and barriers to implementing a successful onboarding process and identify strategies to overcome them

METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find the Onboarding process of New Employee's. This time research methodology is framed for the purpose of finding the level of Onboarding Experience of Employee's in Annalect.

RESEARCH DESIGN:**Descriptive Research Design**

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

SOURCE OF DATA:

Data collection is the term used to describe a process of preparing and collecting data

- Primary data – Questionnaire is given to 150 respondents.
- Secondary Data – Websites and online Journals. Published Reports & Review of Literature from published articles

STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about customers and the second part contained the **Onboarding Process of New Employee's in Annalect**

TYPES OF QUESTIONS

- Direct Questions
- Multiple Choice Questions
- Likert Scaling Questions

SAMPLE SIZE

Sample Size : 150

Period of the Study : 3 months

Targeted people of the study : Employees of Annalect.

HYPOTHESIS:**TOOLS FOR ANALYSIS:****Percentage Analysis**

Research questions are always answered with the descriptive statistic, generally either percentage or mean. Percentage is appropriate when it is important to know how many participants gave a particular answer generally percentage is reported when the responses have discrete categories.

HYPOTHESIS ANALYTICAL TOOLS USED:**T-Test**

T-Test is a statistical hypothesis test used to compare the means of two groups of continuous data, which may or may not be normally distributed. The t-test calculates the difference between the means of the two groups and compares it to the variability within the groups to determine whether the difference between the means is statistically significant or simply due to chance.

ANOVA

Anova is a statistical hypothesis test used to compare the means of three or more groups of continuous data. ANOVA tests whether the means of the groups are equal or whether there is a significant difference between at least one of the groups.

PERCENTAGE ANALYSIS

i. Table : Age of the respondents

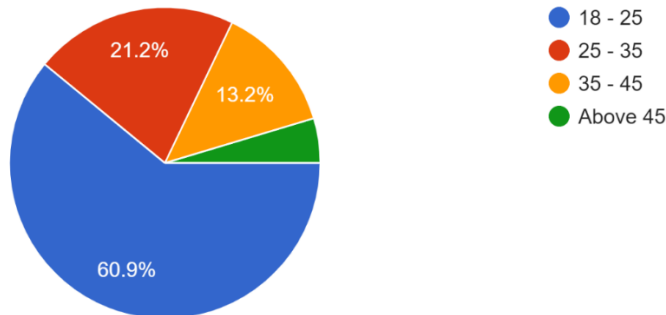
S.NO	AGE	NO OF RESPONDENTS	PERCENTAGE
1.	18 – 25	92	60.90%
2.	25 – 35	32	21.2%
3.	35 – 45	20	13.2%
4.	Above 45	7	4.6%
TOTAL		151	100%

Source : Primary Data

Chart : Age of the respondents

Age

151 responses



Interpretation

From the above table it is interpreted that the number of respondents 18-25 age of respondents are 60.90%, between 25-35 age of respondents 21.2%, between 35 - 45 age of respondents are 13.2%, and above 45 age of respondents are 4.6%

Inference

Majority (60.90%) of the respondents are age between 18 to 25 years.

ii. Table : Gender of the respondents

S NO	Gender	No. of Respondents	Percentage
1.	Male	84	55.6%
2.	Female	65	43%

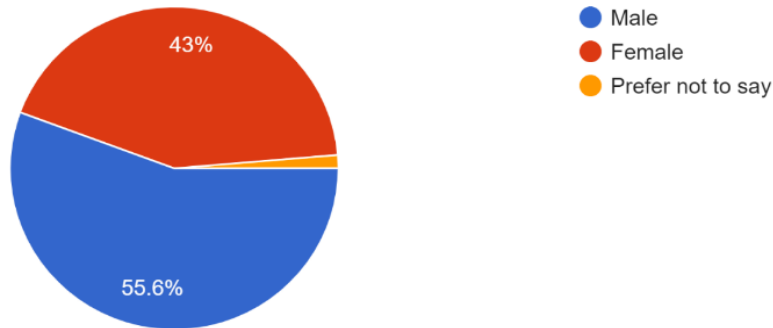
3.	Prefer not to say	2	1.36%
TOTAL		151	1006%

Source: Primary data.

Chart : Gender of the respondents

Gender

151 responses



Interpretation

From the above table it is interpreted that the number of male respondent is 55.6% and female respondent is 43%. Prefer not to say is 1.36%.

Inference

Majority (55.6%) of the respondents are male respondents.

iii. Table : Martial Status

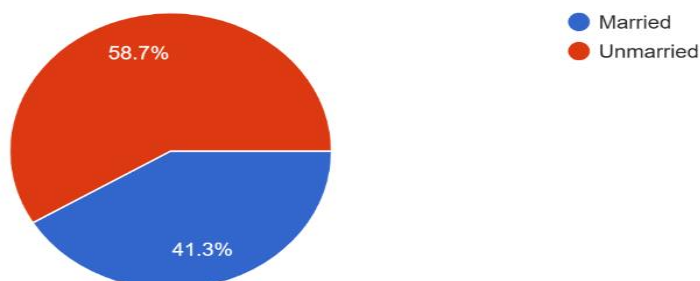
S NO	Particulars	No. of Respondents	Percentage
1.	Married	62	41.3%
2.	Unmarried	88	58.7%
TOTAL		150	100%

Source: Primary data

Chart : Martial Status

Martial Status

150 responses



Interpretation

From the above table it is interpreted that the number of respondents 58.7% is Unmarried & 41.3% is Married.

Inference

Majority (58.7%) of the respondents are Unmarried

iv. TABLE : Job Title

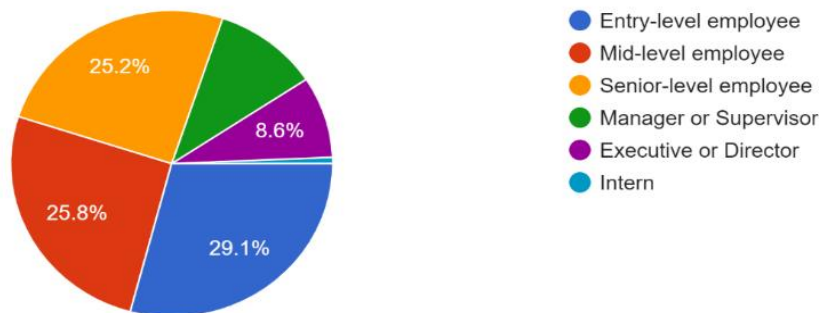
S NO	Particulars	No. of Respondents	Percentage
1.	Entry-Level Employee	44	29.1%
2.	Mid-Level Employee	39	25.8%
3.	Senior-Level Employee	38	25.2%
4.	Manager or Supervisor	16	10.6%
5.	Executive or Director	13	8.6%
6.	Intern	1	0.7%
TOTAL		151	100%

Source : Primary Data

CHART : Job Title

What is your Job Title?

151 responses

**Interpretation :**

From the above table it is interpreted that the number of Entry-Level Employee is 29.1% , Mid-Level Employee is 25.8%, Senior-Level Employee is 25.2%, Manager or Supervisor is 10.6%, Executive or Director is 8.6% & Intern is 0.7%

Inference :

Majority (29.1%) of the respondents are Entry-Level Employee

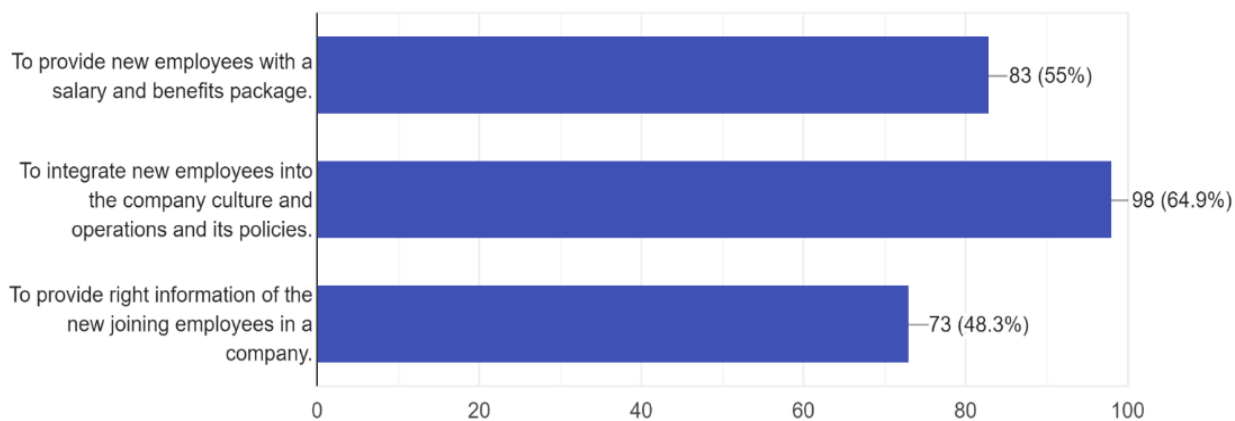
v. TABLE : PURPOSE OF AN ONBOARDING PROCESS

S NO	Particulars	No. of Respondents	Percentage
1.	To provide new employees with a salary and benefits package	83	55%
2.	To integrate new employees into the company culture and operations and its policies	98	64.9%
3.	To provide right information of the new joining employees in a company.	73	48.3
TOTAL		151	100%

CHART : PURPOSE OF AN ONBOARDING PROCESS

What is the purpose of an onboarding process?

151 responses

**Interpretation :**

From the above table it is interpreted that 55% of the respondents choose to provide new employees with the salary and benefits package, 64.9 % of the respondents choose to integrate new employees into the company culture and operations and its policies and 48.3% of the respondents choose to provide right information of the new joining employees in the company

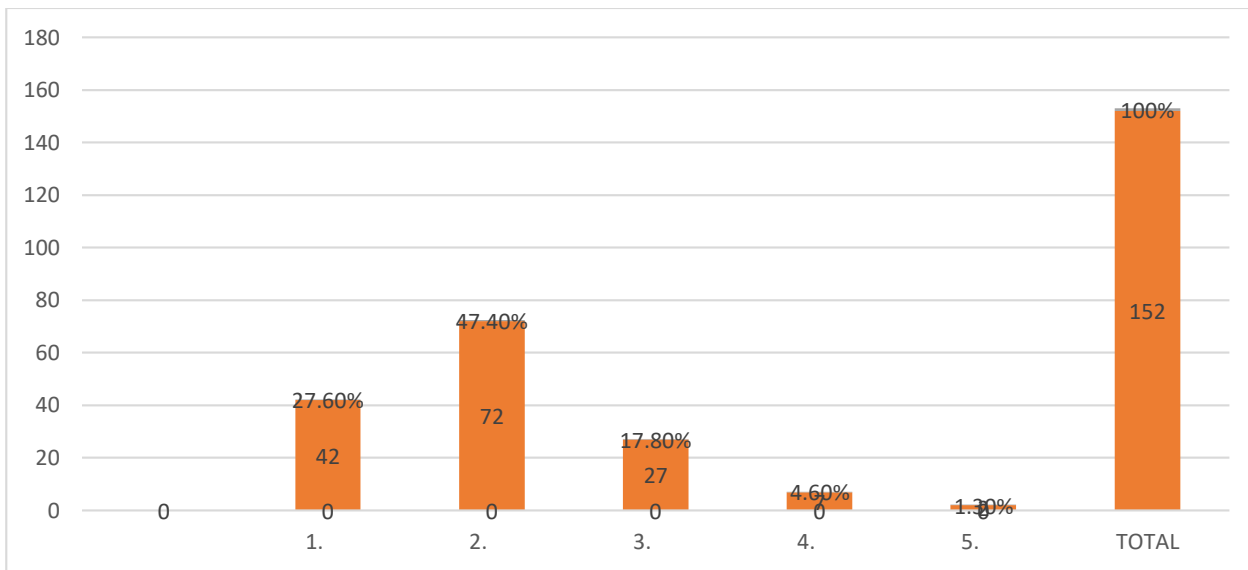
INFERENCE:

Majority (64.9%) of the respondents choose to integrate new employees into the company culture and operations and its policies

vi. TABLE : Satisfied with the support before first day at work

S NO	Particulars	No. of Respondents	Percentage
1.	Very Satisfied	42	27.6%
2.	Satisfied	72	47.4%
3.	Neutral	27	17.8%
4.	Somewhat Satisfied	7	4.6%
5.	Dissatisfied	2	1.3%
TOTAL		152	100%

CHART : Satisfied with the support before first day at work



Interpretation

From the above table it is interpreted that 27.6% of the respondents are very satisfied, 47.4% of the respondents are satisfied, 17.8% of the respondents are Neutral, 4.6 % of the respondents are some what satisfied and 1.3% of the respondents are dissatisfied with the support before first day at work.

Inference

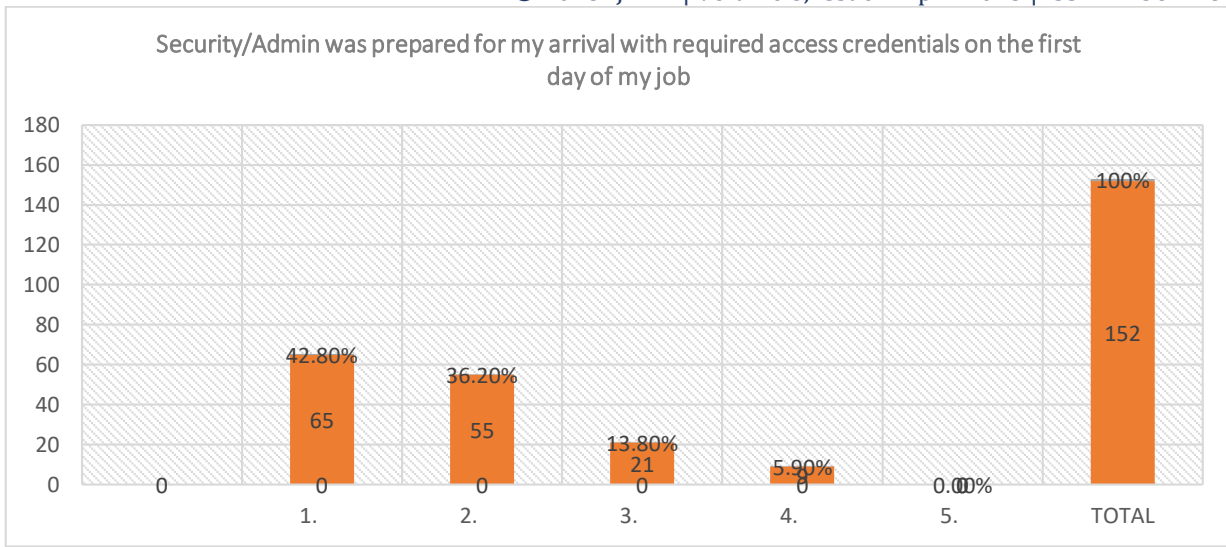
Majority (47.70%) of the respondents are satisfied with the support before first day at work

vii. TABLE : Security/Admin was prepared for my arrival with required access credentials on the first day of my job

S NO	Particulars	No. of Respondents	Percentage
1.	Strongly agree	65	42.80%
2.	agree	55	36.20%
3.	Neutral	21	13.80%
4.	disagree	9	5.90%
5.	Strongly disagree	0	0.00%
TOTAL		152	100%

Chart : Security/Admin was prepared for my arrival with required access credentials on the first day of my job

Research Through Innovation



Interpretation

From the above table it is interpreted that 42.80% of the respondents strongly agree, 36.20% of the respondents agree, 13.80% of the respondents are neutral, 5.90% of the respondents disagree, 0% of the respondents strongly disagree with the security / admin was prepared for their arrival on their first day of job.

Inference

Majority (42.80%) of the respondents strongly agrees that the security / admin was prepared for their arrival on their first day of job.

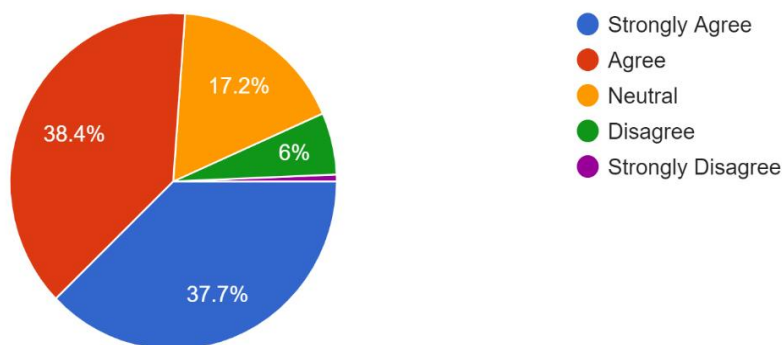
viii. Table : The frequency of interactions with the HR team is adequate

S NO	Particulars	No. of Respondents	Percentage
1.	Strongly agree	57	37.7%
2.	Agree	58	38.4%
3.	Neutral	26	17.2%
4.	Disagree	9	6%
5.	Strongly Disagree	1	0.7%
TOTAL		152	100%

Chart : The frequency of interactions with the HR team is adequate

The frequency of interactions with the HR team is adequate

151 responses



Interpretation

From the above table it is interpreted that 37.7% of the respondents strongly agree, 38.4% of the respondents agree 17.2% of the respondents new or neutral, 6% of the respondents disagree, 0.7% of the respondent strongly disagree for the frequency of interactions with HR team.

Inference

Majority [38.4%] of the respondents agree that the frequency of interactions with their team is adequate

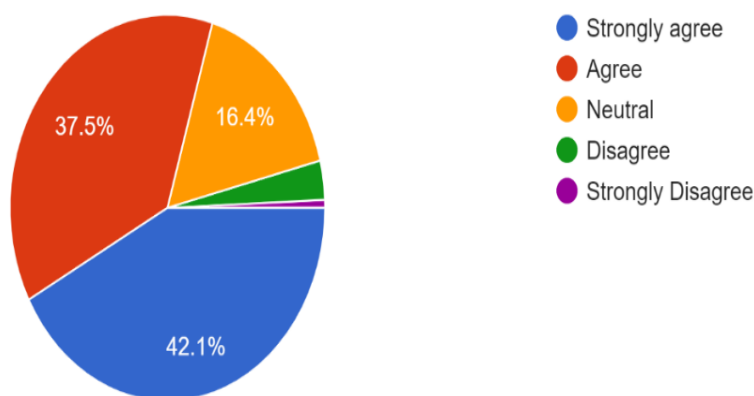
ix. TABLE : The Training resources was helpful provided during the onboarding process

S NO	Particulars	No. of Respondents	Percentage
1.	Strongly agree	64	42.1%
2.	Agree	57	37.5%
3.	Neutral	25	16.4%
4.	Disagree	5	3.3%
5.	Strongly Disagree	1	0.7%
TOTAL		152	100%

CHART : The Training resources was helpful provided during the onboarding process

How helpful were the training and resources provided during the onboarding process?

152 responses



Interpretation

From the above table it is interpreted that 42.1% of the respondent strongly agree 37.5% of the respondents are giving, 6.4% of the respondents are neutral, 3.3% of the respondents disagree 0.7% of the respondents strongly disagree with the statement training and resources helpful provided during onboarding process

Inference

Majority (42.1%) of the respondents strongly agrees that d training and resources provided for them during the onboarding process was helpful.

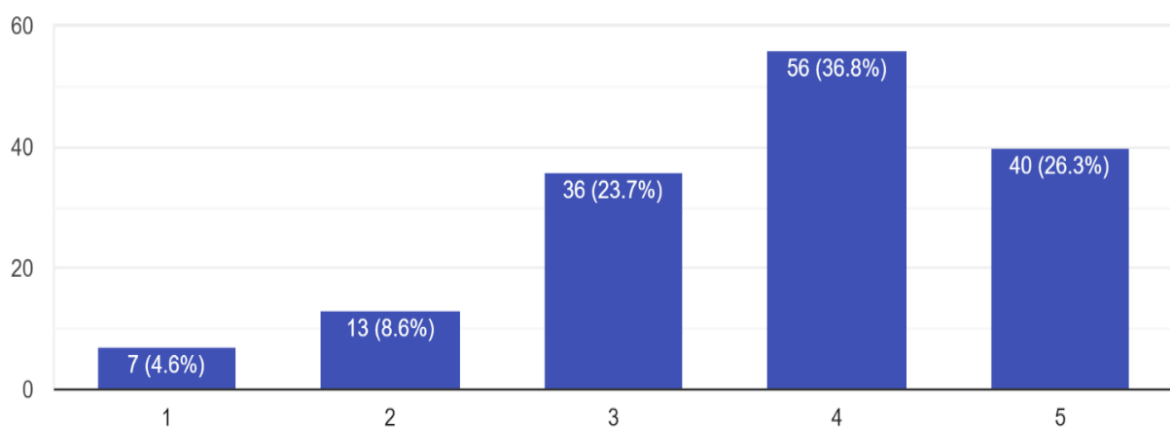
x. **TABLE : On a scale of 1-5, how would you rate the clarity of the onboarding process at Annalect**

S NO	Particulars	No. of Respondents	Percentage
1.	Very unclear	7	4.6%
2.	Somewhat clear	13	8.6%
3.	Neither clear nor unclear	36	23.7%
4.	Clear	56	36.8%
5.	Extremely clear	40	26.3%
TOTAL		152	100%

CHART : On a scale of 1-5, how would you rate the clarity of the onboarding process at Annalect

On a scale of 1-5, how would you rate the clarity of the onboarding process at Annalect?

152 responses

**Interpretation**

From the above table it is interpreted that 4.6% of the respondents are very unclear, 8.6% of the respondents or somewhat clear, 23.7% of the respondents are neither clear nor unclear, 36.8% of the respondents are clear, 26.3% of the respondents are extremely clear that they have a clarity of onboarding process at Annalect.

Inference

Majority [36.8%] of the respondents or clear that they have a clarity of onboarding process at Annalect.

STATISTICAL ANALYSIS**ANNOVA:**

Null Hypothesis (H₀) : There is no significant difference in the level of comfort of new employees in the organization for their new role.

Alternative Hypothesis : There is a significant difference in the level of comfort of new employees in the organization for their new role.

OUTPUT :

ANOVA					
How satisfied are you with the support before your first day at work.					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	11.713	3	3.904	5.631	.001
Within Groups	101.227	146	.693		
Total	112.940	149			

ANOVA Effect Sizes^{a,b}				
		Point Estimate	95% Confidence Interval	
			Lower	Upper
How satisfied are you with the support before your first day at work.	Eta-squared	.104	.019	.189
	Epsilon-squared	.085	-.001	.173
	Omega-squared Fixed-effect	.085	-.001	.172
	Omega-squared Random-effect	.030	.000	.065

a. Eta-squared and Epsilon-squared are estimated based on the fixed-effect model.

b. Negative but less biased estimates are retained, not rounded to zero.

INTERPRETATION:

Since P value is 0.001 is lesser than 0.05 at 5 percentage level of significance we accept the alternative hypothesis and reject the null hypothesis. Hence there is a significant difference in the comfort of new employees in Annalect

T – Test Analysis

Null Hypothesis: There are no significant challenges or barriers to implementing a successful onboarding process.

Alternative Hypothesis: There are significant challenges and barriers to implementing a successful onboarding process, and strategies can be identified to overcome them.

OUTPUT

One-Sample Statistics				
	N	Mean	Std. Deviation	Std. Error Mean
The organization has identified and is actively working to overcome any specific challenges or barriers to implementing a successful onboarding process.	150	3.85	.895	.073
The onboarding process provides new hires with clear expectations for their roles and responsibilities.	150	4.07	.852	.070

One-Sample Test							
Test Value = 0							
	t	df	Significance		Mean Difference	95% Confidence Interval of the Difference	
			One-Sided p	Two-Sided p		Lower	Upper
The organization has identified and is actively working to overcome any specific challenges or barriers to implementing a successful onboarding process.	52.612	149	<.001	<.001	3.847	3.70	3.99
The onboarding process provides new hires with clear expectations for their roles and responsibilities.	58.545	149	<.001	<.001	4.073	3.94	4.21

INTERPRETATION:

Since P value is <0.001 is lesser than 0.05 at 5 percentage level of significance we accept the alternative hypothesis and reject the null hypothesis. Hence there is a significant challenges and barriers faced by the Annalect employee.

FINDINGS

- Majority (60.90%) of the respondents are age between 18 to 25 years
- Majority (55.6%) of the respondents are male respondents.
- Majority (58.7%) of the respondents are Unmarried
- Majority (29.1%) of the respondents are Entry-Level Employee

- Majority [64.9 %] of the respondents choose to integrate new employees into the company culture and operations and its policies.
- Majority (47.70%) of the respondents are satisfied with the support before first day at work
- Majority (42.80%) of the respondents strongly agrees that the security / admin was prepared for their arrival on their first day of job
- Majority [38.4%] of the respondents agree that the frequency of interactions with their team is adequate
- Majority (42.1%) of the respondents strongly agrees that training and resources provided for them during the onboarding process was helpful.
- Majority [36.8%] of the respondents are clear that they have a clarity of onboarding process at Annalect.
- Majority (37.5%) of the respondents Strongly agreed that they had a good experience with their manager and team during the onboarding process
- Majority [53.6%] of the respondents stated yes as they have face any challenges or roadblocks that encounter during their onboarding process
- Majority [40.1%] of the respondents agree that the organisation has to overcome some specific challenges and barriers to be implemented for a successful onboarding process
- Majority (38.2%) of the respondents Agree that The onboarding process provides new hires with clear expectations for their roles and responsibilities
- Majority [36.2%] of the respondents choose that that time constraints is the most significant challenges in implementing and onboarding process
- Majority (35.5%) of the respondents agree that there is a lack of interest from new hires which has been a challenge in implementing an effective onboarding process
- Majority (34.9%) of the respondents are highly satisfied as they had overall onboarding experience at Annalect

SUGGESTIONS & RECOMMENDATIONS

- To ensure that the onboarding process is inclusive and meets the needs of all employees, companies should cater to individuals of different ages, genders, and backgrounds, even if the majority of respondents are young and male.
- To provide adequate support to new hires before their first day, companies should send relevant information and resources, schedule virtual meetings with the team, and address any questions or concerns they may have, even if the majority of respondents were satisfied with the support.
- To ensure new hires receive necessary resources and support, companies should prioritize training and support for managers and teams, given that the majority of respondents had a good experience with their manager and team during the onboarding process.
- To improve the onboarding process continually, companies should address specific challenges and roadblocks reported by some respondents, including time constraints, lack of interest from new hires, and the need to overcome specific barriers to implementing a successful onboarding process, despite the majority of respondents not facing significant challenges.
- To ensure that the onboarding process meets the evolving needs of the organization and its employees, companies should continuously improve the process and gather feedback from new hires regularly, despite the majority of respondents being highly satisfied with their overall onboarding experience at Annalect.

CONCLUSION

Successful Onboarding is a key part of any talent management strategy. With the high cost of recruiting, business leaders must understand that effectively integrating new hires into the organization is an important step to ensure their success. Understanding who owns the Onboarding process as a whole and who controls various steps in the process is vital to Onboarding success and sustainability over time.

Simply writing down a formal plan will not help new employees succeed. The key is to engage important stakeholders and new employees in interactions that help them understand one another and how they interact over time. Used in conjunction with HRM best practices, effective Onboarding will result in a faster learning curve for new hires, improved communication and a more productive and engaged workforce.

In conclusion, while the majority of respondents had a positive onboarding experience at Annalect, the survey identified specific areas where the organization can improve to create a more effective and successful onboarding process. These findings can be used to develop targeted interventions that address the challenges and barriers identified by respondents to improve the overall onboarding experience for new hires at Annalect.

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