

A STUDY ON EMPLOYEE EXPERIENCE TOWARDS ONBOARDING PROCESS IN ROYAL SUNDARAM GENERAL INSURANCE CO. LTD

Submitted in partial fulfilment of the requirements for the award of
MASTER OF BUSINESS ADMINISTRATION

By

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Register No.41410128



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

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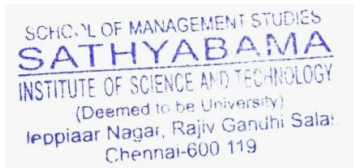
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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **ISAAC NEWTON S 41410128** who carried out the project entitled "**A Study on Employee experience towards onboarding process in Royal Sundaram co. ltd.**" under my supervision from January 2023 to April 2023.

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Submitted for Viva voce Examination held on 05/05/2023

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DECLARATION

I **ISAAC NEWTON S (41410128)** hereby declare that the Project Report entitled “**A Study on Employee experience towards onboarding process in Royal Sundaram co. Ltd.**” done by me under the guidance of **DR.T.R. KALAI LAKSHMI, M.A., MBA., M.Phil., Ph.D.** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:05/05/2023

PLACE:Chennai

A handwritten signature in blue ink, appearing to read 'ISAAC NEWTON S', with a small circular mark above the first letter 'I'.

ISAAC NEWTON S

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ISAAC NEWTON S

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ABSTRACT

Onboarding refers to the process of integrating new employees into an organization and helping them to become productive members of the team. The ultimate goal of onboarding is to help new employees feel welcomed, supported, and connected to the organization. This not only enhances their job satisfaction and performance but also promotes employee retention. Effective onboarding practices can improve new employees' job embeddedness, organizational commitment, and job performance, and reduce turnover rates. the onboarding process is critical for establishing a positive employee experience, as it shapes the first impressions and expectations of new employees.

This Research was conducted at Chennai, karapakkam in Royal Sundaram general insurance co. ltd. the sample size is 110. In this study, descriptive design was used, and convenience sampling clarified with random sampling was also used in this research. The data is taken from the employees. The objective of the study is to study the employee's experience towards onboarding process and employee's perception towards preboarding, induction, new hire training, and assimilation. The findings of the study is overall the onboarding process was good and effective in the company. But still, they can consider implementing a post-training evaluation to gather feedback from new employees on the quality and relevance of the training. This would help to identify areas for improvement and ensure that new employees are equipped with the skills and knowledge necessary to perform their jobs effectively.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION:

Employee experience is a critical factor in the success of any organization. It encompasses every aspect of an employee's journey with a company, from recruitment and onboarding to daily work activities and offboarding. The onboarding process is a crucial component of employee experience, as it sets the tone for an employee's entire tenure with a company. Effective onboarding ensures that new employees feel welcomed, supported, and equipped to perform their job duties.

The onboarding process involves a series of activities that occur after a new employee has been hired. These activities include orientation, training, and assimilation into the company culture. A well-designed onboarding program can help new employees feel confident and motivated, leading to increased job satisfaction and productivity. In recent years, the importance of employee experience in onboarding has become increasingly recognized, with more companies investing time and resources into creating a positive onboarding experience.

This paper will explore the concept of employee experience in onboarding in detail, discussing the various components of onboarding and their impact on employee experience. The paper will also examine the benefits of investing in employee experience in onboarding, including increased retention and engagement rates. Finally, the paper will offer practical tips and strategies for creating a positive onboarding experience for new employees.

The Importance of Employee Experience in Onboarding:

Onboarding is a crucial stage in the employee lifecycle, and its impact extends far beyond the first few weeks of employment. A positive onboarding experience sets the stage for a long and successful tenure with a company, while a negative experience can lead to dissatisfaction, disengagement, and ultimately, turnover.

Research has shown that employees who have a positive onboarding experience are more likely to stay with a company long-term. 69 percent of employees are more likely to stay with a company for at least three years if they have a positive work environment, according to research by the organization for human resources management if they experience great onboarding. On the other hand, employees who experience poor onboarding are more likely to leave a company within the first year of employment.

The benefits of investing in employee experience in onboarding go beyond retention rates. A positive onboarding experience can also lead to increased engagement, productivity, and job satisfaction. New employees who feel welcomed and supported are more likely to be motivated and productive, leading to better overall performance.

Components of Employee Experience in Onboarding:

Creating a positive onboarding experience requires a holistic approach that encompasses various components of the onboarding process. The following are some of the essential elements of employee experience in onboarding:

Pre-boarding:

Preboarding can include sending a welcome package, it is the process that aims to create a positive first impression and reduce any pre-start jitters that new hires may have. Employers typically provide new hires with preboarding documents electronically or physically before their first day on the job. The new hire is expected to complete and submit the required documents before their start date to ensure a smooth onboarding experience. It is essential to complete preboarding document filling accurately and promptly as it can impact the employee's eligibility for benefits, payroll, and other employment-related matters. It is also crucial for the employer to communicate any deadlines and provide support or assistance to new hires if necessary.

Induction:

Orientation is typically conducted on the first day of employment. The orientation process should provide new employees with an overview of the company's history,

mission, values, and culture. It should also cover essential policies and procedures, such as benefits, payroll, and safety guidelines. orientation is an opportunity to make a positive first impression on new employees and set the tone for their entire tenure with the company. It should be well-organized and engaging, with opportunities for new employees to ask questions and connect with their colleagues.

New Hire Training:

Training is a critical component of onboarding, as it ensures that new employees have the skills and knowledge, they need to perform their job duties effectively. Training should be tailored to each employee's role and should include both on-the-job training and formal training sessions. Training should be ongoing, with opportunities for new employees to learn and grow throughout their tenure with the company. It should also be interactive and engaging, with opportunities for new employees to practice their skills and receive feedback.

Assimilation:

Assimilation is the process of integrating new employees into the company culture and ensuring that they feel like a part of the team. This process should start on the first day of employment and should continue throughout the onboarding process.

Conclusion:

creating a positive employee experience in onboarding is essential for the success of any organization. The onboarding process sets the tone for an employee's entire tenure with a company and can have a significant impact on retention, engagement, and productivity. Effective onboarding requires a holistic approach that encompasses various components, including orientation, training, and assimilation. By investing time and resources into creating a positive onboarding experience, organizations can foster a welcoming and supportive workplace culture that promotes growth, collaboration, and success.

In today's competitive job market, creating a positive employee experience in onboarding is more critical than ever. By prioritizing employee experience in onboarding, companies can attract and retain top talent, leading to a more successful and thriving organization.

The Onboarding process:



1.2 INDUSTRY PROFILE

The history of insurance plans traces the improvement of the present-day commercial enterprise of insurance plans towards risks, in particular concerning cargo, property, death, car accidents, and scientific treatment. The insurance plan enterprise helps to do away with dangers (as when fire-insurance vendors demand the implementation of secure practices and the setup of hydrants), spreads dangers from men and women to the large community, and gives a necessary supply of long-term finance for each the public and non-public sectors.

HISTORY OF INSURANCE IN INDIA

Even earlier than the British invasion of India, few of the Indian scriptures and writings such as Manusmirithi, Arthasasthra, and Dharmasastra had talked about the thought of an insurance plan in essence. As mentioned, the way they are accompanied appears comparable to the modern-day thought of insurance. As per these writings, there was once a pooling of sources made to any precise person, such as the king and the equal has been re-distributed at some stage in a variety of calamities that have been precipitated over the path of time due to floods, fire, famine, etc. Early southern India, with the rulers such as King Pandian, accompanied by the Mughals, had a history of trading thru sea waters and the usage of marine exchange loans. These incidents exhibit that the early records of India had traces of insurance plans even earlier than the English merchants invaded.

INSURANCE DURING BRITISH RULE

During the phase of British rule, extraordinary three primary presidencies in India noticed the improvement of the insurance plan business, specifically existence insurance. As per IRDAI, 1818 was once marked to be the first step in British India which noticed the incorporation of the Oriental existence insurance plan Company in Calcutta. In Southern India, Madras Equitable used to be stated to have begun lifestyle insurance plans in the Madras Presidency. The Oriental Life Insurance, set up in 1818, noticed its failure in 1834.

Following this, the British enacted rules known as the British Insurance act of 1870, and Bombay was once the subsequent presidency to see a boom in the Insurance quarter in the latter phase of the nineteenth century. During this time, the opposition between the Indian agencies and overseas insurers such as Liverpool, etc. was once witnessed, mainly to similarly improvement of the zone in India. This increase even persevered in the first phase of the twentieth century, the place the variety of insurers in the existence insurance plan commercial enterprise additionally noticed a steep excessive from a mere forty to around a hundred and eighty companies, with capital growing from 22 crores to 298 crores in the market in the 1930s. In 1912, the Indian Life assurance

organizations act used to be enacted, which used to be observed by way of the Indian Life Insurance Companies act of 1928. As the market additionally witnessed a few uncertainties, new rules were once felt at some point during the reign of the Government of India act, 1935. This demand noticed a structural shape via the enactment of the Insurance act of 1938 – which used to be nothing but a consolidation of legal guidelines referring to the existence of insurance plan enterprise in India. There are different fundamental matters to be stated as phases of this act. It is vital to word that the Insurance act of 1938 used to be the first regulation that dealt with the provisions now not solely referring to the Life insurance plan area but additionally to the non-life insurance plan sectors as well. Along with this enactment and introduction, a range of entities also put forth proposals to nationalize lifestyle Insurance companies. However, the identical did now not get into a structured structure on or earlier than independence.

INSURANCE IN INDIAN CONSTITUTION

The motive of referring Indian Constitution is to be aware of who has the energy over the regulation, and incorporation of the Insurance area in India as our quasi-federal charter supplied three lists underneath article 246, thereby enlisting the legislative powers over sure topics between the states and the union government. Looking into the seventh timetable offers us that the difficulty of insurance plan was once enlisted beneath entry forty-three of the Union list. It offers the electricity of incorporation, regulation, and winding up of insurance plan groups to the union government, with the exception of the national governments from legislative strength over insurance plan different than social insurance plan things which are noted underneath entry 23 of the Concurrent list. However, what was once the purpose the back of such a choice is now not what we will be discussing, and equality may additionally or may additionally now not be puzzled anywhere.

DEVELOPMENT AFTER INDEPENDENCE

Let us seem to be into the significance of the Insurance act of 1938, which is being accompanied even today, and the motives for the nationalization of existing insurance

plans in India as a phase of this post-independence development. The first change post-independence got here in 1959 when the companies had been abolished, and further, the problems of unfair exchange practices popped up in the lifestyles insurance plan sector. In order to keep away from such practices and additionally to provoke a socialistic strategy in society, these lifestyle insurance plan businesses have been nationalized to shape one unit as Life Insurance Corporation in India. Other functions of such nationalization had been to enhance the provider in the lifestyle's insurance plan business, limit charges and extend the depth and feel of enterprise in India. Life Insurance Corporation Act used to be enacted in 1956, accompanied by way of the General Insurance Business act of 1973.

The liberalization, Globalization, and Privatization in the year 1991 additionally had an effect on the insurance plan sector, the place overseas investments accelerated in the India Insurance sector. Post-liberalization noticed the guidelines from the Malhotra Committee record in 1994 to carry reforms in the insurance plan industry, that are in line with the tendencies being made alongside monetary developments. It encouraged the institution of the first regulatory authority referred to as the Insurance Regulatory and Development Authority in India (IRDAI) in 1999. Foreign investments had been additionally brought with 26% in 2000 in the Insurance sector, and the re-insurance area used to be additionally nationalized. Apart from these, different hints consist of permitting non-public entities in the insurance plan sector.

TYPES OF INSURANCE POLICIES IN INDIA

Here are some insurance policies available in India

- Life Insurance
- Motor Insurance
- Health Insurance
- Travel Insurance
- Property Insurance
- Fire Insurance

LIFE INSURANCE

Life Insurance refers to a coverage or cowl whereby the policyholder can make certain monetary freedom for his/her household contributors after death. Suppose you are the sole income member in your family, aiding your partner and children. In such an event, your demise would financially devastate the total family. Life insurance plan insurance policies make certain that such an aspect no longer takes place by means of supplying economic help to your household in the match of your passing.

MOTOR INSURANCE

Motor insurance plan refers to insurance policies that provide monetary help in the match of accidents involving your automobile or bike. Motor insurance plans can be availed for three classes of motorized vehicles, including:

- **Car Insurance** - Personally owned four-wheeler automobiles are included underneath such a policy.
- **Two-wheeler Insurance** - Personally owned two-wheeler vehicles, along with bikes and scooters, are protected beneath these plans.
- **Commercial Vehicle Insurance** - If you personalize an automobile that is used commercially, you want to avail insurance plan for the same. These policies make certain that your enterprise cars continue to be in first-class shape, lowering losses significantly.

HEALTH INSURANCE

Health insurance plan refers to a kind of commonplace insurance, which presents economic help to policyholders when they are admitted to hospitals for treatment. Additionally, some plans additionally cowl the fee of therapy undertaken at home, prior to hospitalization, or after discharge from the same. With the rising scientific inflation in India, shopping for fitness insurance plans has come to be a necessity. However, earlier

than intending with your purchase, think about the number of kinds of fitness insurance plan plans on hand in India.

TRAVEL INSURANCE

When talking about the distinct sorts of insurance plan policies, one should no longer forget to study extra about journey insurance plans. Such insurance policies make sure the economic security of a traveller at some stage in a trip. Therefore, when in contrast to different insurance plan policies, the journey insurance plan is a non-permanent cover. Depending on the provider you choose, travel insurance may offer financial aid at various times, analogous as during loss of baggage, trip cancellation, and much further. also, a look at some of the different types of trip insurance plans available in the country.

- **Domestic trip Insurance** - This is the kind of trip insurance policy that safeguards your finances during an expedition within India. still, if you plan to step outside the country for a vacation, such a policy would not offer any aid.
- **International Travel Insurance** - If you are stepping out of the country, ensure you pick an international trip insurance plan. It allows you to cover the unlooked-for charges that can arise during your trip like medical extremities, baggage loss, loss of passport, etc.
- **Home Holiday Insurance** - When you are traveling with family, your home remains unguarded and vulnerable. The chances of burglary are always significant, which may lead to significant losses. Thankfully, with home holiday insurance plans, which are constantly included within trip programs, you are financially defended from analogous events as well.

PROPERTY INSURANCE

Here are some types of property insurance policies in India:

Home Insurance

With such a policy, you remain free from all fiscal arrears that may arise from damage to your home or contents outside due to fires, burglaries, storms, earthquakes, explosions, and other events.

- **Shop Insurance** - If you have a shop, which acts as a source of income for you, it's integral to cover yourself from financial liability arising from the same. Whether the liability occurs due to natural disasters or accidents, with these plans, you can incontinently take over repairs to the shop.
- **Office Insurance** - Another type of property insurance policy, office insurance ensures that the office structure and all the outfit outside are significantly defended in the event of unlooked-for events. Generally, office spaces include precious outfits, similar to computers, servers, and much further. therefore, serving these plans is essential.
- **Building Insurance** - If you enjoy a complete structure, concluding home insurance may not be sufficient. rather, you can buy structure insurance to cover the entire demesne.

Mobile Insurance

Owing to the rising price of mobile phones and their several operations moment, it has come imperative to ensure the device. Mobile insurance allows you to reclaim the plutocrat that you spend on repairing your phone in the event of accidental damage. farther, you can also claim the same in case of phone theft, making it easier to replace the handset with a new phone.

Fire Insurance

A type of property insurance called fire insurance covers losses and damage brought on by fire. utmost programs come with some form of fire protection, but homeowners may be suitable to buy fresh content in case their property is lost or damaged because of

fire. Purchasing fresh fire content helps to cover the cost of relief, form, or reconstruction of property above the limit set by the property insurance policy. Fire insurance programs generally contain general rejections similar to war, nuclear pitfalls, and analogous threats. Damage caused by a fire set designedly is also generally not covered.

1.3 COMPANY PROFILE:

Royal Sundaram General Insurance Co. Limited (formerly regarded as Royal Sundaram Alliance Insurance Company Limited), is the first non-public quarter generic insurance plan organization in India to be licensed in October 2000 by means of the Insurance Regulatory and Development Authority of India. The organization used to be at the start promoted as a joint assignment by way of Sundaram Finance, one of the most revered non-banking monetary establishments (NBFCs) in India, and different Indian Shareholders.

In February 2019, Ageas Insurance International N.V. received a 40% fairness stake in Royal Sundaram from the present Indian Shareholders after imperative Regulatory approvals. Consequent to this divestment, the stake of Sundaram Finance in our corporation is presently at 50%, Ageas Insurance holds 40% and the different Indian shareholders keep the last 10%.

Royal Sundaram has been supplying revolutionary standard insurance plan options to individuals, households, and organizations without delay as properly as thru its intermediaries and affinity partners. The business enterprise provides Motor, Health, Personal Accident, Home, and Travel Insurance to character clients and provides specialized insurance plan merchandise in fire, marine, engineering, legal responsibility, and commercial enterprise interruption dangers to business customers. Royal Sundaram additionally gives specifically designed merchandise to small and medium businesses and rural clients as well. The organization is a pioneer in bancassurance in India, having long-standing tie-ups with reputed banks and NBFCs.

Royal Sundaram has various policies are Car Insurance, Health Insurance, Two-wheeler Insurance, Travel Insurance, Personal Accident Insurance, Compulsory Personal Accident Insurance, Commercial Vehicle Insurance, and Business Insurance. And they have over 2000 workers with 158 branches across India and its products are distributed through colorful channels - agents, distribution mates, affinity mates, brokers, and online.

Products and Services

Royal Sundaram offers a wide range of insurance products and services to meet the needs of individuals, families, and businesses. Some of its products and services include:

Health Insurance

Royal Sundaram offers comprehensive health insurance plans that cover medical expenses, hospitalization, and other related expenses. The company offers individual and family health insurance policies that provide coverage for critical illnesses, pre-existing conditions, and maternity-related expenses.

Motor Insurance

The company offers motor insurance for cars, bikes, and commercial vehicles. The policies cover damage to the vehicle and third-party liability. Royal Sundaram also offers add-on covers like zero depreciation cover, engine protection cover, and roadside assistance.

Travel Insurance

Royal Sundaram provides travel insurance that covers emergency medical expenses, trip cancellation, and other related expenses. The company offers both domestic and international travel insurance policies that provide coverage for medical emergencies, loss of baggage, trip delay, and more.

Home Insurance

The company offers home insurance that covers damage to the property and contents and also provides protection against theft and other risks. The company offers two types of home insurance policies – building insurance and contents insurance.

Commercial Insurance

Royal Sundaram provides a range of commercial insurance products, including property, liability, and marine insurance. The company also offers insurance policies for small and medium-sized enterprises (SMEs) that provide protection against a range of risks.

Personal Accident Insurance

The company offers personal accident insurance that provides financial support in case of accidental death or disability. The policy provides coverage against accidental death, permanent total disability, and permanent partial disability.

Customer Support:

Royal Sundaram is known for its customer-centric approach and provides excellent customer support to its customers. The company has a dedicated customer support team that is available round the clock to address customer queries and provide assistance. Customers can also access the company's products and services through its website, which is user-friendly and easy to navigate. The company also has a mobile app that enables customers to purchase policies, renew policies, and file claims.

Awards and Recognitions:

Royal Sundaram has received several awards and recognitions for its innovative products and services, and its commitment to customer satisfaction. In 2019, the company was awarded the 'Best General Insurance Company in India' by the Asia Insurance Review for the third consecutive year. The company has also been recognized for its digital initiatives and has received awards for its mobile app and an online portal.

Their Promoters are:

Sundaram Finance, a non-banking Finance Company, is one of the most reputed financial services companies in India. It finances the entire range of marketable vehicles, passenger buses, construction outfits & tractors.

The Group's operations also extend to Insurance, Asset Management, Home loans, Business Process Outsourcing, and Infotech results. Sundaram Finance has a civil presence with over 500 branches and over half a million guests and depositors who are serviced by over 2500 workers. Sundaram Direct, its retail distribution arm offers multiple choices of colourful financial products like loans, life & general insurance, collective finances, deposits, etc., to its guests throughout India.

Conclusion:

Royal Sundaram General Insurance Company Limited is a trusted name in the Indian insurance market, known for its innovative products and services, and its commitment to customer satisfaction. With its wide range of insurance products, strong customer support, and a network of offices across India, the company has built a reputation for providing quality insurance solutions that meet the needs of its customers. Royal Sundaram continues to strive towards excellence in everything it does, and it is committed to meeting the evolving needs of its customers.

1.4 OBJECTIVES OF THE STUDY**Primary Objectives:**

- To study the employee's experience towards onboarding process in Royal Sundaram.

Secondary Objectives:

- To study employee's perception towards Pre-boarding process.
- To study employee's perception in Induction.
- To study employee's perception in new hire training.
- To study employee's perception in Assimilation.

1.5 SCOPE OF STUDY

- **Onboarding process**

The study can focus on the onboarding process itself and how it is designed, executed, and measured. This may include examining the specific steps and activities involved in the process, the duration of the process, the roles and responsibilities of different stakeholders, and the use of technology and other resources.

- **Employee experience**

The study can examine the experience of employees during the onboarding process, including their perceptions, emotions, and attitudes. This may involve gathering feedback from employees through surveys, interviews, or focus groups to understand their expectations, challenges, and satisfaction with the onboarding process.

- **Performance outcomes**

The study can assess the impact of the onboarding process on employee performance outcomes, such as job satisfaction, engagement, retention, productivity, and quality of work.

- **Best practices**

The study can identify best practices and recommendations for improving the onboarding process based on the findings from the above areas.

1.6 NEED FOR THE STUDY

- **Increase employee retention:** An effective onboarding process can make new hires feel comfortable, supported, and invested in their new positions. You can find strategies to enhance the onboarding procedure and raise employee retention by researching it.
- **Increase productivity:** Employees are more likely to feel competent and confident in their work when they have a great onboarding experience, which can result in higher productivity.

- **Enhance organizational culture:** During the onboarding process, new hires may be given the chance to learn about the culture, values, and mission of the company. You can find strategies to strengthen and improve the company's culture by looking at the onboarding procedure.
- **Attract top talent:** A well-designed onboarding process can give a competitive edge in attract retaining top talent. By studying the onboarding process, you can find methods to improve your company's appeal to potential employees by looking at the onboarding process.
- **Support employee well-being:** The onboarding process can be unpleasant and demanding for new employees. By studying the onboarding process, you can find ways to assist employee well-being and mental health throughout the onboarding process.

Overall, studying the onboarding process can generally benefit employee retention, productivity, organizational culture, and employee well-being. Additionally, it can also help the organization attract and retain top talents, which is crucial for long-term success.

1.7 LIMITATIONS OF THE STUDY

- The study is confined to Chennai, Karapakkam, where the Royal Sundaram corporate office is located.
- The study is based on the Employee experience in the onboarding process.
- The data collected for the research is fully on primary data given by the respondents.

CHAPTER 2

REVIEW OF LITERATURE

2.1 REVIEW OF LITERATURE

1. **Saks and Gruman (2014)** suggest that while employee onboarding is widely used in organizations, there is a lack of empirical research on its effectiveness. Although some studies indicate that effective onboarding can lead to positive outcomes, the research is generally inconclusive and often suffers from methodological limitations. The authors call for more rigorous research to address these limitations and better understand the mechanisms through which onboarding affects outcomes.
2. **Van der Heijden et al. (2018)** emphasize the importance of onboarding practices for new hires' job embeddedness and performance. Their study shows that effective onboarding practices have a positive impact on job embeddedness, which in turn positively influences new hires' performance. The authors recommend that organizations pay more attention to the design and implementation of their onboarding practices, particularly socialization practices, to facilitate new hires' integration into their roles and organizations.
3. **Jones and Kim (2018)** highlight the crucial role of onboarding in promoting organizational commitment and employee retention. Their study demonstrates that effective onboarding practices have a positive impact on organizational commitment, which in turn positively influences employee retention. The authors suggest that organizations should invest in their onboarding programs to effectively communicate their values and culture, and provide new employees with the necessary resources and support to succeed in their roles.
4. **Simons and Peterson (2020)** examine how different socialization tactics during onboarding affect employee retention. The authors found that socialization tactics

that focus on personal relationships, mentoring, and networking have a positive effect on employee retention.

5. **Johnson et al (2019)** explores how new employees engage in self-verification during the onboarding process, seeking confirmation of their self-concept from others in the organization. The authors suggest that effective onboarding programs should facilitate self-verification and support new employees in building positive work relationships.
6. **Wan et al (2018)** examine the effect of psychological contract breach and fulfillment on newcomer turnover intentions and job satisfaction during the onboarding process. The authors found that onboarding programs that fulfill employees' psychological contracts and minimize contract breaches have a positive effect on newcomer turnover intentions and job satisfaction.
7. **Ramlall (2016)** provides an overview of employee onboarding, including its purpose, theories, and outcomes. The author suggests that effective onboarding programs should be well-structured, individualized, and ongoing, and should provide socialization, feedback, training, and support.
8. **Rejo and Orr (2020)** explore onboarding practices for new hires during the COVID-19 pandemic, focusing on the challenges and opportunities presented by remote work and virtual onboarding. The authors suggest that effective virtual onboarding programs should provide socialization, feedback, training, and support, and should be adapted to the unique needs of remote workers.
9. **Cable and Turban (2020)** examine the value of organizational socialization, including its impact on employee attitudes, behaviors, and performance. The authors suggest that effective socialization practices can lead to higher job satisfaction, lower turnover, and higher levels of task and contextual performance.

10. **Cerdin and Brewster (2014)** examines the intersection of talent management and expatriation, including the role of onboarding in facilitating the success of expatriate employees. The authors suggest that effective onboarding programs should provide cultural and language training, as well as support for family members and spouses.
11. **Cole and Bruch (2021)** investigate the mediating and moderating effects of socialization outcomes on the relationship between onboarding and early employee retention. The authors found that socialization outcomes, such as perceived fit and self-efficacy, mediate the relationship between onboarding and retention, and that social support moderates the relationship between onboarding and socialization outcomes.
12. **Saks and Gruman (2021)** discusses the challenges and opportunities of remote onboarding, including strategies for creating effective virtual onboarding programs. The authors suggest that effective virtual onboarding programs should be interactive, personalized, and supported by technology, and should focus on building social connections and promoting a sense of belonging.
13. **Kammeyer-Mueller and Wanberg (2019)** propose a motivational framework for onboarding that identifies key motivational factors and mechanisms that influence new employees' adjustment and performance. The authors suggest that effective onboarding programs should be designed to promote job fit, social integration, and self-efficacy, and should provide feedback, support, and opportunities for learning and growth.
14. **Bauer and Erdogan (2021)** provides a comprehensive overview of the onboarding literature, including its antecedents, mechanisms, and outcomes, it identifies gaps and opportunities for future research. The authors suggest that effective onboarding programs should be tailored to the unique needs and

characteristics of different types of employees and organizations, and should incorporate a range of socialization tactics and feedback mechanisms.

15. **Restubog et al (2018)** examines the role of emotion regulation in the socialization of new employees, and how it influences their adjustment and performance. The authors found that emotion regulation strategies, such as cognitive reappraisal and emotional suppression, mediate the relationship between socialization tactics and new employees' job satisfaction, organizational commitment, and job performance.
16. **Saks (2019)** reviews the literature on onboarding and its role in the employee experience, including its impact on employee attitudes, behaviors, and performance. The author suggests that effective onboarding programs should be designed to foster socialization, provide feedback and support, and facilitate learning and development.
17. **Thun and Gollan (2021)** examines the onboarding practices of a multinational enterprise (MNE), focusing on the challenges and opportunities of global onboarding. The authors suggest that effective MNE onboarding programs should be aligned with the organization's strategic goals, provide cultural and language training, and support the development of a global mindset and intercultural competence.
18. **Haak-Saheem and Tompkins (2018)** provides a comprehensive review of the literature on social media and onboarding, and proposes a framework for future research in this area. The authors suggest that social media can enhance onboarding by facilitating socialization, knowledge sharing, feedback, and community building and that further research is needed to explore its potential and limitations.

19. **Harzing and Pinnington (2018)** provides a comprehensive overview of the field of international human resource management, including its theoretical foundations, practical challenges, and emerging trends. The authors suggest that effective onboarding programs in global organizations should consider cultural, linguistic, legal, and logistical differences, and should balance standardization and customization.
20. **Li and Liang (2021)** examine the role of social capital in new employees' information-seeking behaviors in social media during the onboarding process. The authors found that social capital, including bridging and bonding ties, mediates the relationship between social media use and newcomers perceived organizational support, affective commitment, and job satisfaction.
21. **Peters and O'Connor (2018)** reviews the onboarding literature from a practical perspective and provides recommendations for designing, implementing, and evaluating effective onboarding programs. The authors suggest that effective onboarding programs should be aligned with the organization's strategy and culture, use a variety of socialization tactics, provide feedback and support, and measure their impact on employee outcomes.
22. **Vora and Hiteshree (2018)** examine the impact of e-onboarding on new employees' job performance in the Indian IT industry, and compare it to traditional onboarding methods. The authors found that e-onboarding has a positive effect on employee performance, job satisfaction, and organizational commitment, and suggest that it can be an effective and efficient alternative to traditional onboarding methods.
23. **Alt et al (2020)** examine the effects of preboarding and onboarding on new employees' socialization outcomes, including organizational commitment, job satisfaction, and turnover intentions. The authors found that preboarding, in combination with onboarding, has a positive effect on socialization outcomes,

and suggest that organizations should consider integrating preboarding activities into their onboarding programs.

24. **Chen et al (2020)** examines the effects of social support and person-organization fit on new employees' job satisfaction during both the preboarding and onboarding stages in the hospitality industry. The authors found that social support and person-organization fit have a positive effect on job satisfaction during both stages, and suggest that organizations should provide social support and communicate their culture and values to new employees early in the preboarding stage.
25. **Holm and Lorentzen (2019)** explores the experiences of new employees during the preboarding stage, and how preboarding activities contribute to their socialization into the organization. The authors found that preboarding activities, such as virtual tours, introductions to colleagues, and informational materials, can help new employees feel more prepared and engaged before their first day of work.
26. **Riggio and Wong (2020)** provides a review of best practices for effective onboarding, including preboarding activities, socialization tactics, feedback and support mechanisms, and evaluation strategies. The authors suggest that effective onboarding should start before the employee's first day of work, and should be designed to facilitate socialization, skill development, and goal setting.
27. **Wang and Chen (2019)** examine the onboarding and socialization practices of multinational companies in China, and how they adapt to the cultural and institutional context. The authors found that effective onboarding in China should consider the unique features of the labor market, the role of guanxi (personal connections), and the importance of cultural sensitivity and communication.

28. **Bickerton and O'connell (2018)** explores the induction experiences of newly appointed middle leaders in schools, focusing on the support they received and the impact on their job satisfaction and commitment. The authors found that a structured induction program, with opportunities for feedback and support, had a positive impact on the leaders' job satisfaction and commitment to the organization.
29. **Holm and Lorentzen (2020)** examine the onboarding experiences of project-based employees, who work in temporary teams and have frequent changes in their work environment. The authors found that effective onboarding for these employees requires a focus on both socialization into the team and into the organization as a whole.
30. **Kachalova and Bollmann (2019)** examine the impact of induction programs on the job satisfaction, self-efficacy, and retention of new teachers in a German school district. The authors found that a comprehensive induction program, with mentoring and professional development opportunities, had a positive impact on new teachers' job satisfaction and self-efficacy, and reduced turnover intentions.
31. **Laroche and Rosenbaum (2019)** examine the orientation and onboarding practices in healthcare organizations, with a focus on the experiences of new employees and the impact on organizational outcomes. The authors found that effective orientation and onboarding should provide clear communication, opportunities for socialization, and support for skill development and job performance.
32. **Zhou et al (2020)** examines the impact of onboarding programs on newcomer proactive behavior, including their engagement, learning, and job performance. The authors found that effective onboarding should provide opportunities for socialization, feedback, and support, and should be tailored to the individual needs and preferences of the newcomer.

33. **Chand and Katou (2018)** examine the impact of training on the job performance of hotel employees at the Sheraton Hotel. The authors found that effective training, which is tailored to the specific needs of the employees and provides opportunities for feedback and support, had a positive impact on job performance.
34. **Chen and Chen (2019)** examine the impact of on-the-job training on the job performance of employees in Taiwan. The authors found that effective on-the-job training, which includes opportunities for skill development and feedback, had a positive impact on job performance and job satisfaction.
35. **Klockner Cronauer and Zacher (2020)** examines the impact of training transfer, which refers to the application of newly acquired skills to the job, on employee outcomes such as job satisfaction and job performance. The authors found that employees with a proactive personality and a future-time perspective were more likely to transfer their training to the job and experience positive outcomes.
36. **Lee and Chiu (2018)** examine the impact of pre-employment training on the adjustment of new employees in the hospitality industry. The authors found that effective pre-employment training, which provides information about the job and the organization, as well as opportunities for socialization and support, had a positive impact on employee adjustment and job satisfaction.
37. **Randhawa and Grewal (2018)** examine the impact of training and development on employee job satisfaction, organizational commitment, and turnover intention in the hospitality industry. The authors found that effective training and development, which includes both on-the-job and off-the-job training, had a positive impact on employee outcomes such as job satisfaction and organizational commitment, and reduced turnover intention.

38. **Eder and Eisenberger (2018)** reviews the literature on perceived organizational support during the onboarding process and identifies its impact on employee outcomes such as job satisfaction and turnover intention. The authors found that perceived organizational support, which includes socialization and support during the assimilation process, had a positive impact on employee outcomes.
39. **Fisher and Ashkanasv (2018)** discusses the emerging role of emotions in work life and their impact on employee experiences during the assimilation process. The authors suggest that emotions play a critical role in shaping the employee experience during assimilation and that organizations should pay attention to the emotional aspects of the assimilation process to ensure positive outcomes.
40. **Saks and Gruman (2018)** reviews the literature on onboarding, including the assimilation process, and identifies best practices for effective onboarding. The authors found that effective onboarding, which includes socialization and support during the assimilation process, had a positive impact on employee outcomes such as job satisfaction and organizational commitment.
41. **Yu and Li (2020)** examine the impact of high-quality socialization, which includes assimilation and support during the onboarding process, on newcomer proactive behavior. The authors found that high-quality socialization had a positive impact on newcomer proactive behavior, but this effect was moderated by factors such as the level of role ambiguity and the individual's goal orientation.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 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.

The methodology includes setting the research goals, creating research questions, selecting the study design, selecting participants, gathering data, analyzing data, coming up with conclusions, and disseminating them to the appropriate stakeholders. Organizations can learn a lot about the onboarding experience for new employees by using this practice. This can assist them in identifying areas for development, addressing difficulties experienced by new hires, and guaranteeing a great onboarding experience for workers. Organizations can enhance worker satisfaction, retention, and general performance by doing this. It's vital to remember that based on the organization, the size of the workforce, and other considerations, the specific approach employed may change. However, it is crucial for any study of the employee experience in the onboarding process to consider the fundamental elements of identifying research objectives, formulating research questions, collecting data, analyzing data, and developing results and recommendations.

3.2 RESEARCH DESIGN

3.2.1 Descriptive Research Design

This research was conducted using descriptive research. It 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.

3.3 SAMPLING TECHNIQUE

3.1 Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.4 Nature of data:

Both primary and secondary data were used for the study. Primary data was collected by using questionnaire and secondary data was collected from published and unpublished records like books, websites, and journals. The secondary source used for this study is company profile, scope, need, and review of the literature.

3.5 SOURCES OF DATA

3.5.1 Data collection tool

Data has been collected using a structured questionnaire.

3.5.2 Primary Data

Primary data is the original data collected by the researcher firsthand. It is collected for the first time through a field survey. The various sources for collecting primary data are questionnaires, observation, interviews, etc. The primary data is used for the study by questionnaire given to the 110 respondents.

3.5.3 Secondary Data

Secondary data is information that is already available in published or unpublished form. The various sources of secondary data are books, periodicals, journals, directories, magazines, statistical data sources, etc. The secondary source used for this study is company profile, scope, need, and review the of literature.

3.6 STRUCTURE OF QUESTIONNAIRE:

A questionnaire was divided into two sections. The first part was designed to know general information about respondents and the second part contained the respondent's opinions on the Employee experience in onboarding.

3.7 SAMPLE SIZE

- The population size of the company is roughly estimated at 550.
- The total no of sample sizes is 110.

3.8 PERIOD OF STUDY

The study was started from January 2023 to March 2023.

3.9 ANALYTICAL TOOLS

- **Percentage Analysis.**

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

- **Chi-square.**

The chi-square test is the most important and most used method in statistical tests the purpose of the chi-square test knows the difference between an observed frequency and expected frequency. This test sometimes is also used to test the difference between or more observed data.

- **Correlation.**

A statistical method called correlation demonstrates the degree of relationship between two variables or how closely two variables are related 27 to one another. For instance, we may determine how these two variables are related if we have the weight and height data of taller and shorter people, along with the correlation between them.

CHAPTER 4

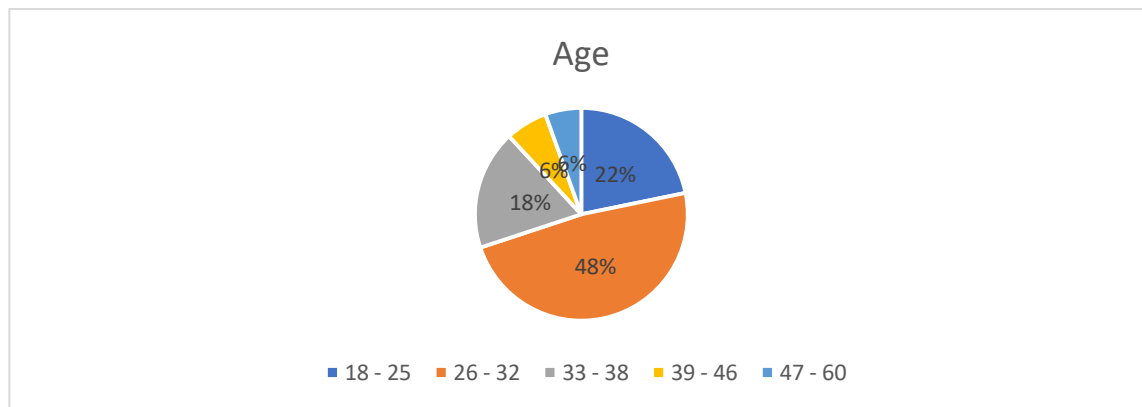
DATA ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1: Age of the Respondents

S.NO	AGE	NO OF RESPONDENTS	PERCENTAGE
1	18 - 25	24	21.8
2	26 - 32	53	48.2
3	33 - 38	20	18.2
4	39 - 46	7	6.4
5	46 - 60	6	5.5
6	Total	110	100.00

Source: Primary Data



4.1.1: Age of the respondents

Interpretation

The above table, indicates the number of respondents Below 18 - 25 age of respondents is 21.8%, between the 26 - 32 age respondents 48.2%, between the 33 - 38 age respondents 18.2%, between the 39 – 46 age respondents 6.4%, and 47 - 60 age respondents are 5.5%.

Inference

Thus, the majority 48.2% of the respondents are aged between 26 – 32 years

Table 4.1.2: Gender of the respondents

S. NO	Gender	No. Of Respondents	Percentage
1	Male	67	60.9
2	Female	43	39.1
3	Total	110	100

Source: Primary Data

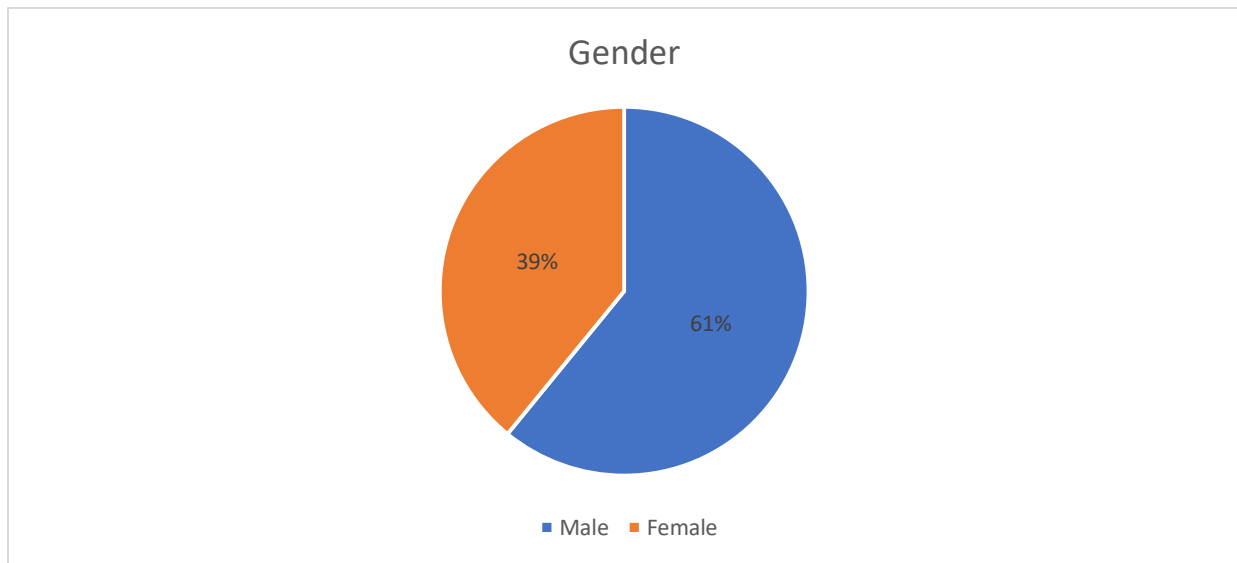


Chart 4.1.2: Gender of the respondents

Interpretation

The above table indicates the number of respondents was 56% of Male and 39.1% of Female.

Inference

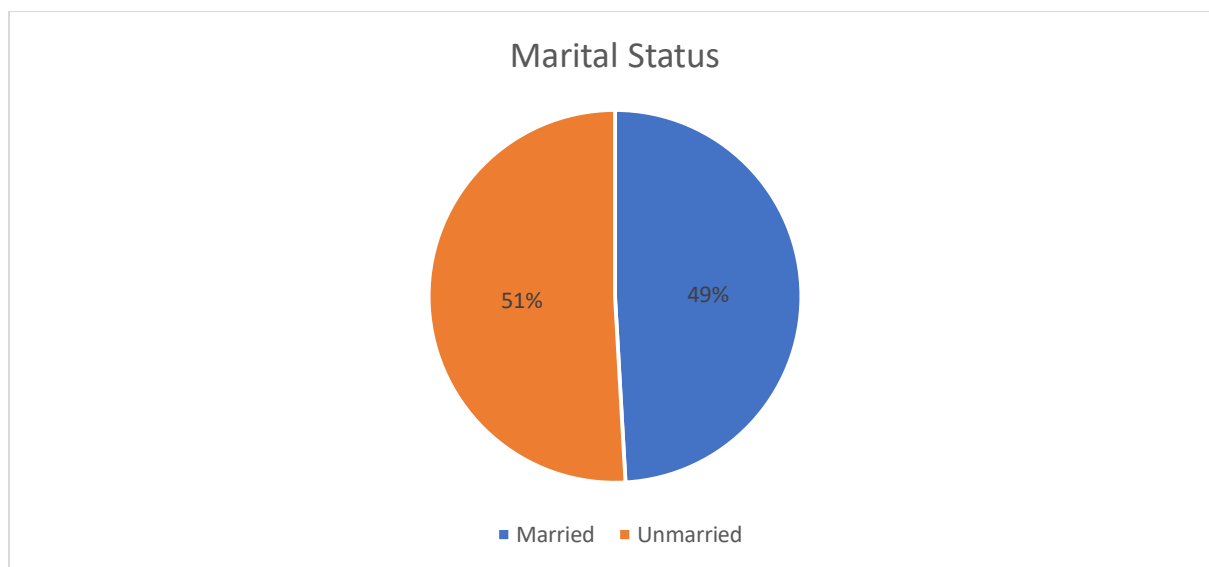
Thus, the Majority 60.9% of the respondents are Male.

Table 4.1.3: Marital status of the respondents

S. NO	Marital status	No of respondents	Percentage
1	Married	54	49.1
2	Unmarried	56	50.9
3	Total	110	100

Source: Primary data

Chart 4.1.3: Marital status of the respondents



Interpretation

The above table, indicates the number of respondents was 49.1% of Married and 50.9% Unmarried.

Inference

Thus, the Majority 50.9% of the respondents are Unmarried.

Table 4.1.4: Educational qualification of the respondents

S NO	Educational qualifications	No of Respondents	Percentage
1	Diploma	7	6.4
2	UG	77	70
3	PG	26	23.6
4	Total	110	100

Source: Primary data.

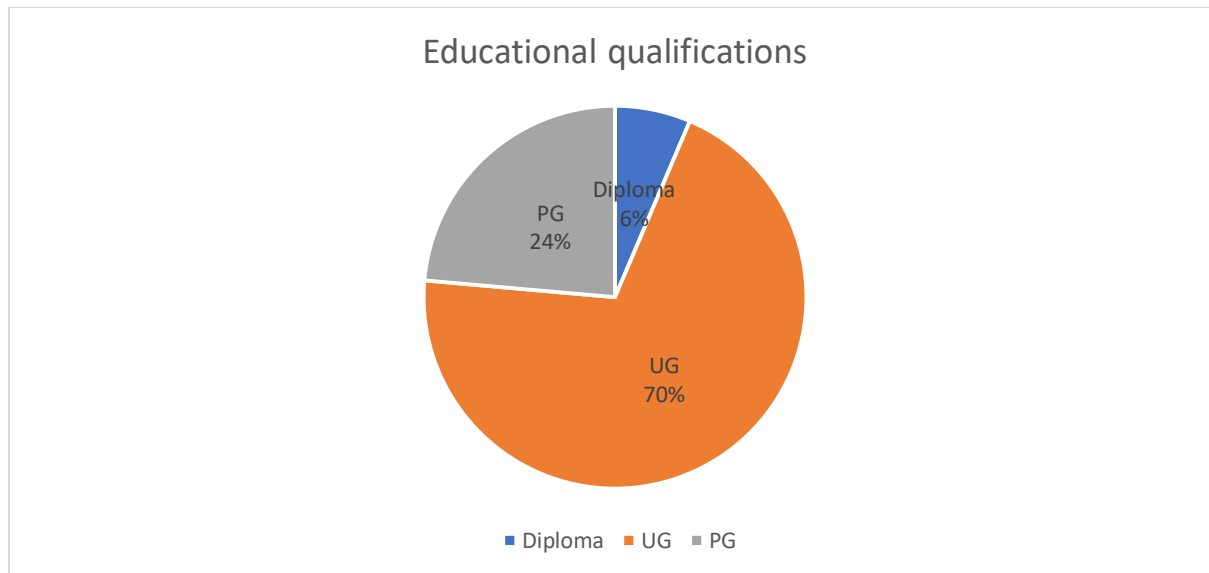


Chart 4.1.4: Educational Qualification of the Respondents

Interpretation

The above table, indicates the number of respondents was 6.4% is from Diploma, 70% is UG, and 23.6% is from PG.

Inference

Thus, the Majority 70% of the respondents are UG.

Table 4.1.5: Designation of the respondents

S NO	Designation	No of respondents	Percentage
1	Associate	10	9.1
2	Executive / Officer	50	45.5
3	SR. Executive / SR. Officer	38	34.5
4	Assistant Manager	5	4.5
5	Others	7	6.4
6	Total	110	100

Source: Primary data.

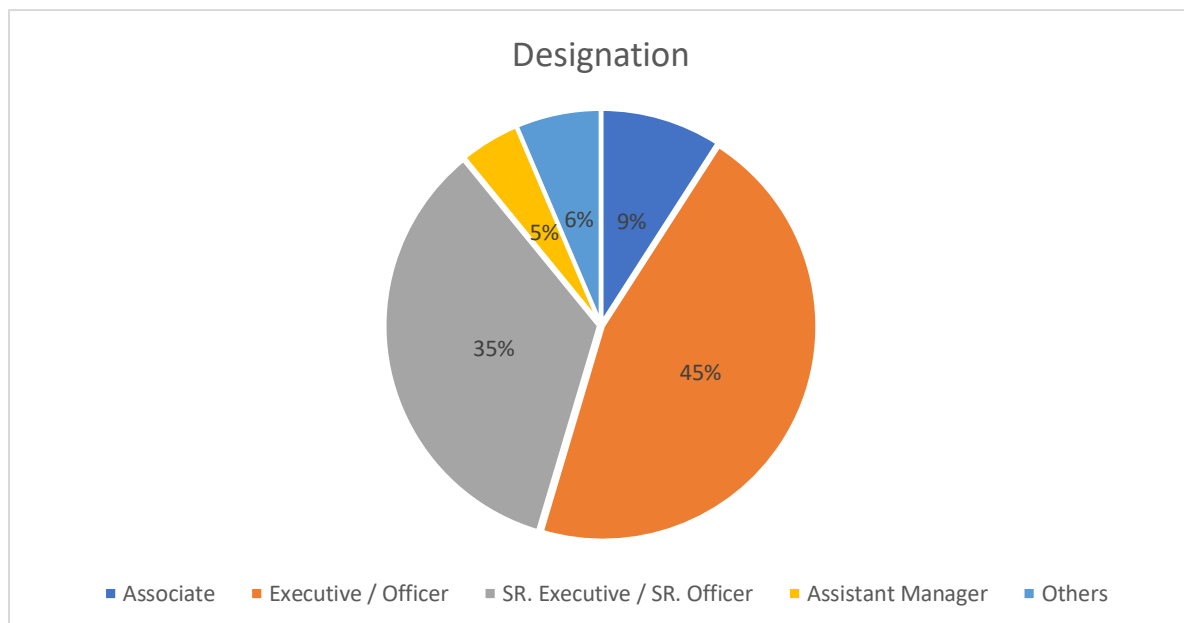


Chart 4.1.5: Designation of the respondents

Interpretation

The above table, indicates the number of respondents from Associate is 9.1%, respondents from Executive / Officer is 45.5%, and respondents from SR. Executive / SR. Officer is 34.5%, respondents from Assistant Manager is 4.5%, and respondents from Others is 6.4%.

Inference

Thus, the majority 45.5% of the respondents are Executive / Officer.

Table 4.1.6: Classification of the respondents based on their Departments.

S NO	Department	No of respondents	Percentage
1	Health1	8	7.3
2	Motor OD	57	51.8
3	E-Business	11	10
4	Customer Services	16	14.5
5	Others	18	16.4
6	Total	110	100

Source: Primary data.

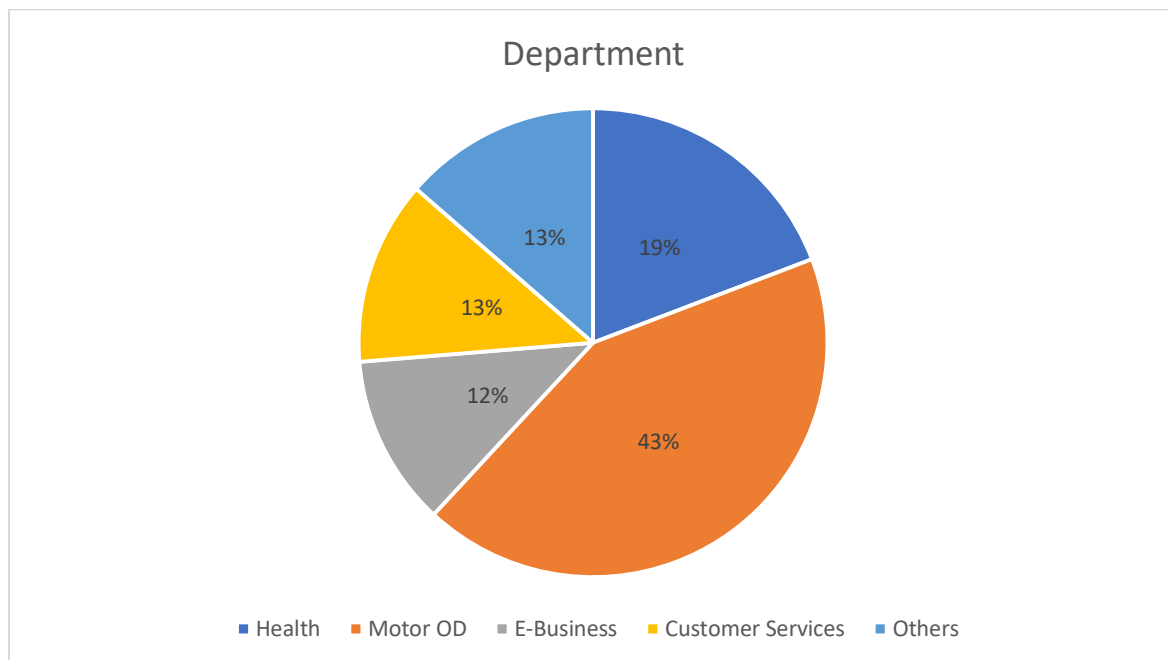


Chart 4.1.6: Classification of the respondents based on their Departments.

Interpretation

The above table, indicates the number of respondents from Health is 7.3%, respondents from Motor OD is 51.8%, respondents from E-Business is 10%, respondents from Customer Services is 14.5%, and respondents from Others is 16.4%.

Inference

Thus, the majority 51.8% of the respondents are from Motor OD.

Table 4.1.7: Respondents perception towards preboarding process.

Respondents perception towards preboarding process	SA	P%	A	P%	N	P%	DA	P%	SDA	P
I received a job offer letter	49	44.6	56	50.9	5	4.5	-	-	-	-
I received all the necessary information in advance of my date of joining	40	36.4	61	55.4	9	8.2	-	-	-	-
I have completed the necessary onboarding document submission	41	37.3	61	55.4	8	7.3	-	-	-	-
I feel that I was given adequate time to complete all necessary pre-boarding document submissions	41	37.3	61	55.4	8	7.3	-	-	-	-
The preboarding process helped me feel well-prepared and ready to join	39	36.4	62	56.4	9	8.2	-	-	-	-

Source: Primary data.

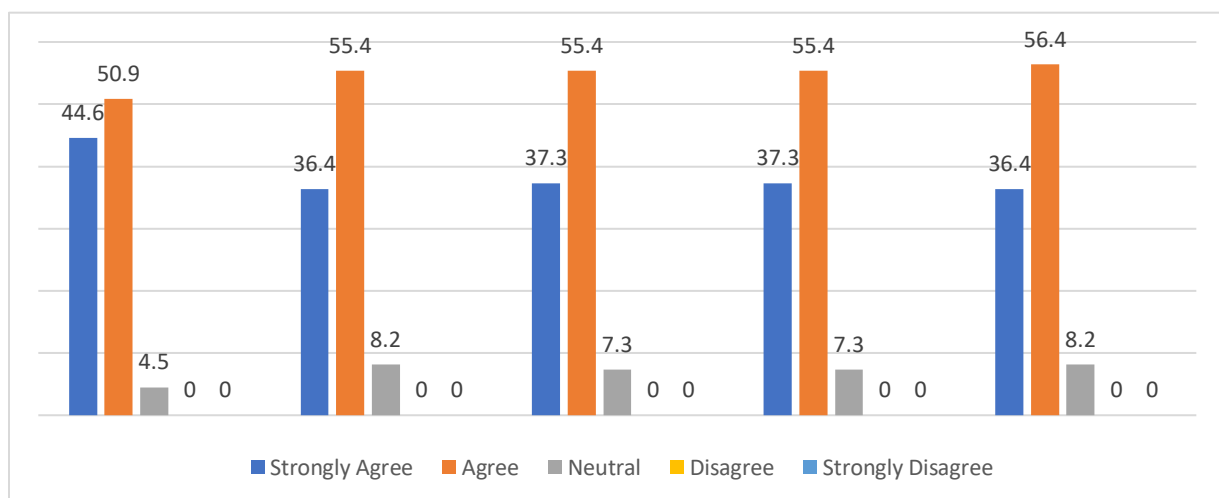


Chart 4.1.7: Respondents perception towards preboarding process.

Interpretation

The above table, indicates it is interpreted that the number of respondents who voted for

- I received a job offer letter, Strongly Agree 44.6%, Agree 50.9%, and Neutral 4.5%
- I received all the necessary information in advance of my date of joining, Strongly Agree 36.4%, Agree 55.4%, and Neutral 8.2%
- I have completed the necessary onboarding document submission, Strongly Agree 37.3% Agree 55.4%, and Neutral 7.3%
- I feel that I was given adequate time to complete all necessary pre-boarding document submissions, Strongly Agree 36.4%, Agree 55.4%, and Neutral 7.3%
- The preboarding process helped me feel well-prepared and ready to join, Strongly Agree 36.4%, Agree 56.4%, And Neutral 8.2%

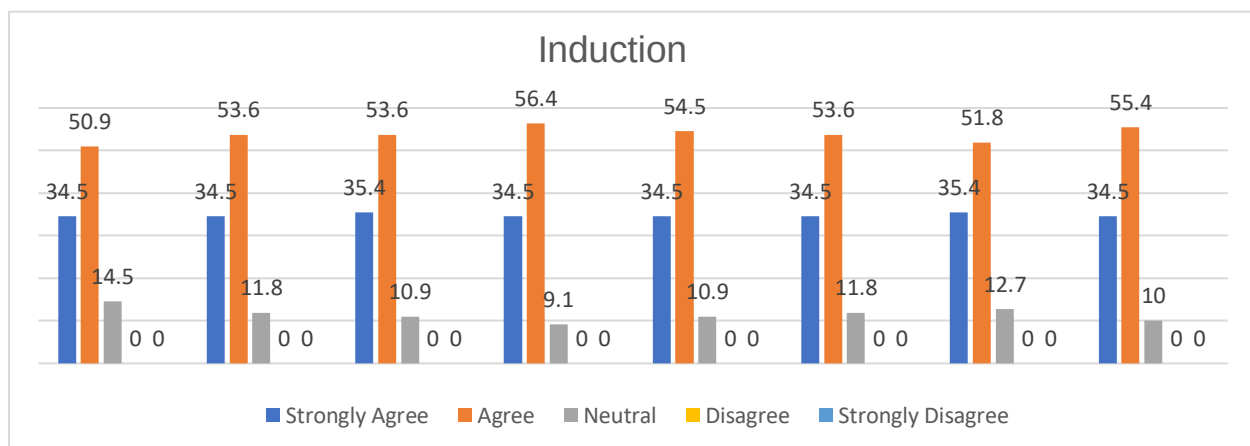
Inference

The Majority of the respondents voted for the preboarding process helped me feel well-prepared and ready to join in Agree 56.4%.

Table 4.1.8: Respondent's perception towards induction process.

Respondent's perception towards induction process	SA	P%	A	P%	N	P%	D A	P %	S D A	P%
I felt welcomed during the induction program	38	34.5	56	50.9	16	14.5	-	-	-	-
The induction program provides clear information about the company and its culture	38	34.5	59	53.6	13	11.8	-	-	-	-
I received a clear explanation of the company's products and services	39	35.4	59	53.6	12	10.9	-	-	-	-
I received clear information about the company's vision and mission	38	34.5	62	56.4	10	9.1	-	-	-	-
I received clear information about company policies, rules, and regulations	38	34.5	60	54.5	12	10.9	-	-	-	-
I received clear information about the company's organizational structure	38	34.5	59	53.6	13	11.8	-	-	-	-
I received clear information about every department and its role in the company	39	35.4	57	51.8	14	12.7	-	-	-	-
I felt supported and excited in the induction program	38	34.5	61	55.4	11	10	-	-	-	-

Source: Primary data.

**Chart 4.1.8: Respondent's perception towards Induction process.**

Interpretation

The above table, indicates the number of respondents who voted for

- I felt welcomed during the induction program, Strongly Agree 34.5%, Agree 50.9%, and Neutral 14.5%.
- The induction program provides clear information about the company and its culture, Strongly Agree 34.5%, Agree 53.6%, and Neutral 11.8%.
- I received a clear explanation of the company's products and services, Strongly Agree 35.4%, Agree 53.6%, and Neutral 10.9%.
- I received clear information about the company's vision and mission, Strongly Agree 34.5%, Agree 56.4%, and Neutral 9.1%.
- I received clear information about company policies, rules, and regulations, Strongly Agree 34.5%, Agree 54.5%, and Neutral 10.9%.
- I received clear information about the company's organizational structure, Strongly Agree 34.5%, Agree 53.6%, and Neutral 11.8%.
- I received clear information about every department and its role in the company, Strongly Agree 35.4%, Agree 51.8%, and Neutral 12.7%.
- I felt supported and excited in the induction program, Strongly Agree 34.5%, Agree 55.4%, and Neutral 10%.

Inference

The Majority of the respondents voted for, I received clear information about the company's vision and mission, Agree 56.4%.

Table 4.1.9: Respondent's perception towards New Hire Training

Respondent's perception towards New Hire Training	SA	P%	A	P%	N	P%	DA	P%	SDA	P%
I had access to the necessary equipment and resources or credentials during the training	37	33.6	56	50.9	17	15.4	-	-	-	-
The training provides me with the knowledge and skills to perform my job effectively	37	33.6	58	52.7	15	13.6	-	-	-	-
The training was delivered in a clear and understandable manner	38	34.5	58	52.7	14	12.7	-	-	-	-
I received clear and proper guidance to learn about systems and its software regarding my role	37	33.6	58	52.7	15	13.6	-	-	-	-
I received clear information about job responsibilities and expectations for my role	37	33.6	59	53.6	14	12.7	-	-	-	-
Overall, I feel that this training session had been effective in helping me integrate into my new role	38	34.5	55	50	17	15.4	-	-	-	-

Source: Primary data.

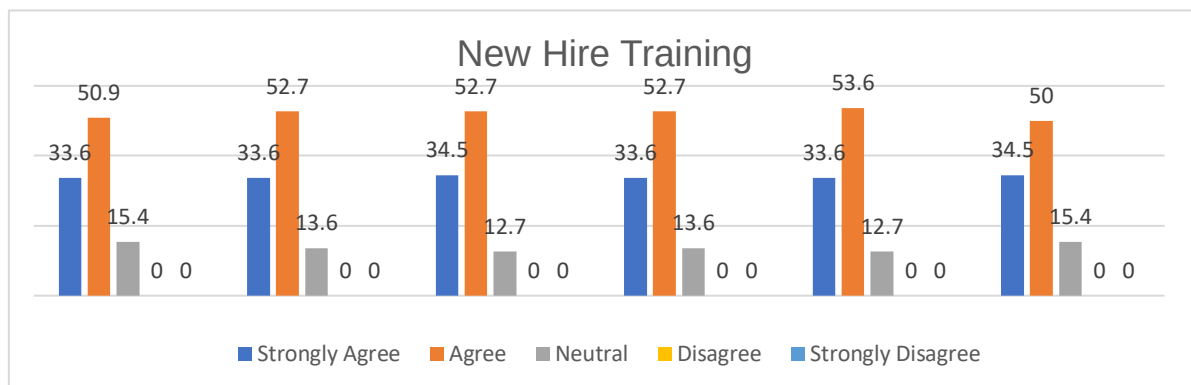


Chart 4.1.9: Respondent's perception towards New Hire Training

Interpretation

The above table, indicates the number of respondents who voted for

- I had access to the necessary equipment and resources or credentials during the training, Strongly Agree 33.6%, Agree 50.9%, and Neutral 15.4%.
- The training provides me with the knowledge and skills to perform my job effectively, Strongly Agree 33.6%, Agree 52.7%, and Neutral 13.6%.
- The training was delivered in a clear and understandable manner, Strongly Agree 34.5%, Agree 52.7%, Neutral 12.7%
- I received clear and proper guidance to learn about systems and their software regarding my role, Strongly Agree 33.6%, Agree 52.7%, and Neutral 13.6%.
- I received clear information about job responsibilities and expectations for my role, Strongly Agree 33.6%, Agree 53.6%, and Neutral 12.7%.
- Overall, I feel that this training session had been effective in helping me integrate into my new role, Strongly Agree 34.5%, Agree 50%, and Neutral 15.4%.

Inference

The Majority of the respondents voted for, Overall, I received clear information about job responsibilities and expectations for my role, Agree 53.6%.

4.1.10: Respondent's perception towards Assimilation process

Respondent's perception towards Assimilation process	SA	P%	A	P%	N	P%	DA	P%	SDA	P%
I feel that I am well-integrated into the company culture	38	34.5	58	52.7	14	12.7	-	-	-	-
I am satisfied with the support and resources provided to me	39	35.4	58	52.7	13	11.8	-	-	-	-
I feel supported by my colleagues in my new role	39	35.4	56	50.9	15	13.6	-	-	-	-
I feel that I am receiving support from my manager	40	36.7	55	50	15	13.6	-	-	-	-
I feel that I am making progress and growing in my role	39	35.4	59	53.6	12	10.9	-	-	-	-
I feel that my contributions are valued by my team and the organization	39	35.5	61	55.4	10	9.1	-	-	-	-
Overall, I feel that this assimilation session has been effective in helping me integrate into my new role	39	35.4	60	54.5	11	10	-	-	-	-

Source: Primary data.

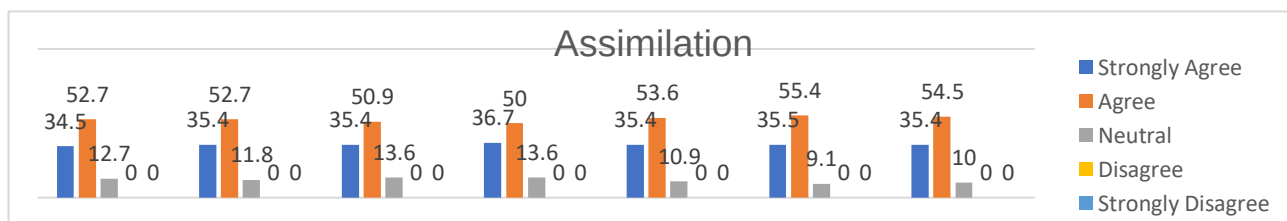


Chart 4.1.10: Respondent's perception towards Assimilation process

Interpretation

The above table, indicates the number of respondents who voted for

- I feel that I am well-integrated into the company culture, Strongly Agree 34.5%, Agree 52.7%, and Neutral 12.7%.
- I am satisfied with the support and resources provided to me, Strongly Agree 35.4%, Agree 52.7%, and Neutral 11.8%.
- I feel supported by my colleagues in my new role, Strongly Agree 35.4%, Agree 50.9%, and Neutral 13.6%.
- I feel that I am receiving support from my manager, Strongly Agree 36.7%, Agree 50%, and Neutral 13.6%.
- I feel that I am making progress and growing in my role, Strongly Agree 35.4%, Agree 53.6%, and Neutral 10.9%.
- I feel that my contributions are valued by my team and the organization, Strongly Agree 35.5%, Agree 55.4%, and Neutral 9.1%.
- Overall, I feel that this assimilation session has been effective in helping me integrate into my new role, Strongly Agree 35.4%, Agree 54.5%, and Neutral 10%.

Inference

The Majority of the respondents voted for I feel that my contributions are valued by my team and the organization, Agree 55.4%.

Table 4.1.11: Overall onboarding experience of the respondents.

Particulars	SA	P%	A	P%	N	P%	DA	P%	SDA	P%
Overall, my Onboarding Experience has been effective	28	25.5	76	69.1	6	5.4	-	-	-	-
No of Respondents	110	100	110	100	110	100	110	100	110	100

Source: Primary data.

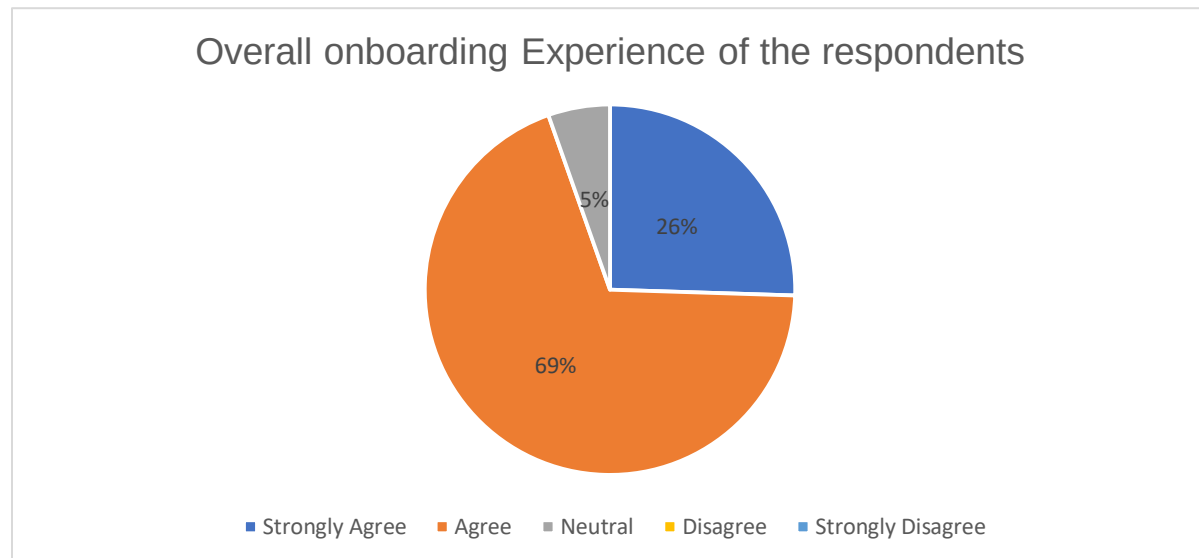


Chart 4.1.11: Overall onboarding experience of the respondents.

Interpretation

The above table, indicates the Overall onboarding experience of the respondents was Strongly Agree 25.5%, and Agree 69.1%

Inference

The Majority 69.1% of the respondents voted for Agree.

4.2 Chi-square test

Hypothesis:

- **H0**(Null hypothesis): There is no significant difference between Age of employees and their perception towards the information received about their job responsibilities and expectation from their higher authority.
- **H1**(Alternate hypothesis): There is a significant difference between the Age of employee and their perception towards the information received about their job responsibilities and expectation from their higher authority

Age * I received clear information about job responsibilities and expectations for my role Crosstabulation

Count

I received clear information about job responsibilities
and expectations for my role

Age	Strongly Agree	Agree	Neutral	Total
18 – 25	24	0	0	24
26 – 32	13	40	0	53
33 – 38	0	19	1	20
39 – 46	0	0	7	7
46 – 60	0	0	6	6
Total	37	59	14	110

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	163.303 ^a	8	.000
Likelihood Ratio	144.862	8	.000
Linear-by-Linear Association	78.426	1	.000
N of Valid Cases	110		

a. 8 cells (53.3%) have expected count less than 5. The minimum expected count is .76.

Interpretation

Since the p-value is less than 0.05. We reject the null hypothesis and accept the alternate hypothesis. Hence there is a significant difference between the age of the respondents and their perception towards the information received about their job responsibilities and expectation towards their roles.

4.3 Correlation

Correlations

		Department	Onboarding
Department	Pearson Correlation	1	.612**
	Sig. (2-tailed)		.000
	N		110
Onboarding	Pearson Correlation	.612**	1
	Sig. (2-tailed)	.000	
	N	110	110

** . Correlation is significant at the 0.01 level (2-tailed).

Interpretation

The correlation coefficient suggests a moderate correlation between the two variables Department and perception of employees towards the onboarding process.

CHAPTER 5

FINDING, SUGGESTIONS, AND CONCLUSION

5.1 FINDINGS

- The majority 48.2% of the respondents are aged between 26 – 32 years
- The Majority 60.9% of the respondents are Male.
- The Majority 50.9% of the respondents are Unmarried
- The Majority 70% of the respondents are UG
- The majority 45.5% of the respondents are Executive / Officer
- The majority 51.8% of the respondents are from Motor OD
- The Majority of the respondents voted for the preboarding process helped me feel well-prepared and ready to join in Agree 56.4%.
- The Majority of the respondents voted for, I received clear information about the company's vision and mission, Agree 56.4%.
- The Majority of the respondents voted for, Overall, I received clear information about job responsibilities and expectations for my role, Agree 53.6%.
- The Majority of the respondents voted for I feel that my contributions are valued by my team and the organization, Agree 55.4%.
- The Majority 69.1% of the respondents voted for Agree.

5.2 SUGGESTIONS

My study indicates that the company can consider conducting focus groups or one-on-one interviews with employees. This would provide a more in-depth understanding of employee experiences and allow the organization to make targeted improvements to the onboarding process in order to assess the effectiveness of new hire training, company can consider implementing a post-training evaluation to gather feedback from new employees on the quality and relevance of the training. This would help to identify areas for improvement and ensure that new employees are equipped with the skills and knowledge necessary to perform their jobs effectively.

5.3 CONCLUSION

In conclusion, the study on the employee experience in the onboarding process examined four key components:

- Preboarding
- Induction
- new hire training, and assimilation.

The objective of the study was to understand the employee experience in each of these components and how they contribute to the onboarding process. The findings of the study revealed that the respondents had a positive experience overall, with a majority indicating that they strongly agree, agree with the various aspects of the onboarding process. This shows that companies that prioritize preboarding, induction, new hire training, and assimilation are more likely to create a positive employee experience during onboarding. Overall, the results of the study emphasize the importance of a thoughtful and well-planned onboarding process in promoting employee engagement, productivity, and retention.

ANNEXURE 1

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ANNEXURE 2
QUESTIONNAIRE

**A Study on Employee Experience in the onboarding process at ROYAL
SUNDARAM GENERAL INSURANCE CO. LTD**

1) Name:

2) Age:

a) 18 - 25 b) 26 - 32 c) 33 - 38 d) 39 - 46 e) 46 – 60

3) Gender:

a) Male b) Female

4) Marital status:

a) Married b) Unmarried

5) Educational Qualification:

a) Diploma b) UG c) PG

6) Designation:

a) Associate

b) Executive / officer

c) SR. Executive / SR. officer

d) Assistant Manager

e) others

7) Department:

a) Health

b) Motor OD

C) E-Business

d) Customer services

e) others

PRE-BOARDING	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I received a job offer letter					
I received all the necessary information in advance of my date of joining					
I have completed the necessary onboarding Document					
I feel that I was given adequate time to complete all necessary pre-boarding document submissions					
The pre-boarding process helped me feel well-prepared and ready to join					

INDUCTION	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I felt welcomed during the induction program					
The induction program provides clear information about the company and its culture					
I received clear information about the company's products and services					
I received a clear explanation of the company's vision and mission					
I received clear information about company policies, rules, and, regulations					
I received clear information about the company's organizational structure					
I received clear information about every department and its roles in the company					
I felt supported and excited in the induction program					

NEW HIRE TRAINING	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I had access to the necessary equipment and resources or credentials during the training					
The training provides me with the knowledge and skills to perform my job effectively					
The training was delivered in a clear and understandable manner					
I received clear and proper guidance to learn about systems and their software regarding my role					
I received clear information about job responsibilities and expectations for my role					
Overall, I feel that this training session had been effective in helping me integrate into my new role.					

ASSIMILATION	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I feel that I am well-integrated into the company culture					
I am satisfied with the support and resources provided to me					
I feel supported by my colleagues in my new role					
I feel that I am receiving support from my manager					
I feel that I am making progress and growing in my role					
I feel that my contributions are valued by my team and the organization					
Overall, I feel that this assimilation session has been effective in helping me integrate into my new role					
Overall, my onboarding experience has been effective					

What could be improved based on your Onboarding experience? If you
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