



**IMPROVEMENT OF INDUCTION PROGRAMME AT PAYODA TECHNOLOGIES
COIMBATORE**

By

ABBINAYA S.

Reg. No. 112040002

Under the guidance of

Dr.Vijila Kennedy

DIRECTOR KCT BUSINESS SCHOOL

A PROJECT REPORT

Submitted

In partial fulfillment of the requirements

For the award of the degree

of

MASTER OF BUSINESS ADMINISTRATION

Kumaraguru College of Technology

(An autonomous institution affiliated to Anna University, Coimbatore)

Coimbatore - 641 047

September, 2012

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BONAFIED CERTIFICATE

Certified that this project report titled "**Improvement of induction programme at Payoda Technologies Coimbatore**" is a bonafied work of Ms. S.Abbinaya , Roll no:11MBA002, who carried out the project under my supervision . Certified further , that to the best of my knowledge the work started here in does not form any part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

Faculty Guide

Dr. Vijila Kennedy

Director

KCT BS

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Internal examiner

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I express my gratitude to our beloved chairman **Arutchelvar Dr. N.MAHALINGAM and Management** for the prime guiding spirit of **Kumaraguru College of Technology** for giving me an opportunity to undergo the MBA Degree course and to undertake this project work.

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I whole heartily thank the CEO **Mr. Anand Purushothaman**, the VP HR, **Mr. Narendra**, and **Ms.V.Anitha** HR Manager at Payoda Technologies, Coimbatore, and all other employees of the company for having permitted me and assisted me to collect the data for the study.

At the outset, I wish to submit heartfelt sincere, humble gratitude to my beloved parents, brother and friends, who lead, guide all through my life and give me the courage and strength for the successful completion of this major project.

DECLARATION

I affirm that the project work titled "IMPROVEMENT OF INDUCTION PROGRAMME AT PAYODA TECHNOLOGIES,COIMBATORE" being submitted in partial fulfillment for the award of Master of Business Administration is the original work carried out by me. It is not a part of any other project work submitted for the award of any degree or diploma, either in this or any other university.

Signature of the Candidate

ABBINAYA S.

Reg No: 1120400002

SYNOPSIS

Induction can be defined as the HRM function that systematically and formally introduces new employees to the organisation, jobs, the work groups to which they will belong and the work environment where they will work. According to the above definition it is necessary to plan for a good orientation for the new employees. Then the new employees will know what they need to do and what the firm or organisation is expecting from them. This mutual understanding will help the new employees to survive in the organisation in the beginning. However the induction program will introduce the new employees to the or vice versa.

Induction Training is vital for new hires. A well conducted induction ensures new hires are Retained and then settled in speedily and comfortably in a constructive role. Induction Training is about the basics that seasoned employees take for granted: shift timings, Holiday routine, casual/sick leave policy, location of the cafeteria, dress code etc.. New employees also need to understand the organisation's Goal, values and philosophy, personal practices and of the course of the job they are required to do.

This study basically focuses on investigating the effectiveness of the induction programme conducted for the new employees who attended the induction programme in the month of April and May at Payoda Technologies Coimbatore. The various factors like conduct of induction programme, Understanding of the organisation and HR policies, the overall rating of the induction programme, various emotions felt during the induction & the overall communication of the programme is well studied and analyzed.

Descriptive research is used where the insights and familiarity about the effectiveness of induction gained. Primary data is collected in the form of Questionnaire. Convenient sampling technique is adopted. Percentage analysis, Chi square test & correlation are used to analyze the data where it tries to reveal the effectiveness of induction programme.

CHAPTER 1

INTRODUCTION

1.1. INTRODUCTION TO THE STUDY

Induction is a technique by which new employees is rehabilitated into his surroundings and introduced to the practices , polices and purpose of the organization. It is a planned introduction of employees to their jobs, co-workers and the organization .The process of receiving and welcoming an employee when he first joins a company and giving him the basic information he needs to settle down quickly and happily and start work.

This is also a time to establish clear foundations and expectations in terms of ethics, integrity, corporate social responsibility, and all the other converging theories in this area that are the bedrock of all responsible modern enterprise.

The contents of the induction programme involves brief history and operations of the company, the company's organisation structure, polices and procedure of the company, products and services of the company location, of the department and employee facilities, safety measures, grievances procedures, benefits and services of the employee, standing orders and disciplinary procedures, opportunities for training promotions, transfer etc., suggestion schemes, rules and regulations.

Induction helps to build up a two-channel of communication between management and workers. Proper induction facilitates informal relation and team work among employee. It reduces employee grievances, absenteeism, and labour turnover. Induction is helpful in supplying information concerning the organisation, the job and employee welfare facilities.

The effectiveness of the induction Programme conducted for the new employees who joined Payoda Technologies Coimbatore during the month of April and May is investigated in this study.

1.2. INDUSTRY PROFILE

1.2.1 GENERAL INFORMATION

Information Technology (IT) industry in India is one of the fastest growing industries. Indian IT industry has built up valuable brand equity for itself in the global markets. IT industry in India comprises of software industry and information technology enabled services (ITES), which also includes business process outsourcing (BPO) industry. India is considered as a pioneer in software development and a favorite destination for IT-enabled services.

The origin of IT industry in India can be traced to 1974, when the mainframe manufacturer, Burroughs, asked its India sales agent, Tata Consultancy Services (TCS), to export programmers for installing system software for a U.S. client. The IT industry originated under unfavorable conditions. Local markets were absent and government policy toward private enterprise was hostile. The industry was begun by Bombay-based conglomerates which entered the business by supplying programmers to global IT firms located overseas.

During that time Indian economy was state-controlled and the state remained hostile to the software industry through the 1970s. Import tariffs were high (135% on hardware and 100% on software) and software was not considered an "industry", so that exporters were ineligible for bank finance. Government policy towards IT sector changed when Rajiv Gandhi became Prime Minister in 1984. His New Computer Policy (NCP-1984) consisted of a package of reduced import tariffs on hardware and software (reduced to 60%), recognition of software exports as a "delicensed industry", i.e., henceforth eligible for bank finance and freed from license-permit raj, permission for foreign firms to set up wholly-owned, export-dedicated units and a project to set up a chain of software parks that would offer infrastructure at below-market costs. These policies laid the foundation for the development of a world-class IT industry in India.

(IT) industry in India has played a key role in putting India on the global map. IT industry in India has been one of the most significant growth contributors for the Indian economy. The industry has played a significant role in transforming India's image from a slow moving bureaucratic economy to a land of innovative entrepreneurs and a global player in providing world class technology solutions and business services. The industry has helped India transform from a rural and agriculture-based economy to a knowledge based economy.

Information Technology has made possible information access at gigabit speeds. It has made tremendous impact on the lives of millions of people who are poor, marginalized and living in rural and far flung topographies. Internet has made revolutionary changes with possibilities of e-government measures like e-health, e-education, e-agriculture, etc. Today, whether its filing Income Tax returns or applying for passports online or railway e-ticketing, it just need few clicks of the mouse. India's IT potential is on a steady march towards global competitiveness, improving defense capabilities and meeting up energy and environmental challenges amongst others.

IT-ITeS sector in India, with the main focus on increasing technology adoption, and developing new delivery platforms, has aggregated revenues of USD 88.1 billion in FY2011, while generating direct employment for over 2.5 million people. Out of 88.1 billion, export revenues (including Hardware) has reached USD 59.4 billion in FY2011 while domestic revenues (including Hardware) of about USD 28.8 billion.

1.2.2 SIZE OF IT SECOR

Information Technology is one of the most important industries in the Indian economy. The IT industry of India has registered huge growth in recent years. India's IT industry grew from 150 million US Dollars in 1990-1991 to a whopping 50 billion UD Dollars in 2006-2007. In the last ten years the Information Technology industry in India has grown at an average annual rate of 30%.

The liberalization of the Indian economy in the early nineties has played a major role in the growth of the IT industry of India. Deregulation policies adopted by

the Government of India have led to substantial domestic investment and inflow of foreign capital to this industry. In 1970, high import duties had forced IBM to leave India. However, after the early nineties, many multinational IT companies, including IBM, have set up their operations in India. During the ten year period 1992-2002, the Indian software industry grew at double the rate as the US software industry.

Some of the major reasons for the significant growth of the IT industry of India are -

- Abundant availability of skilled manpower
- Reduced telecommunication and internet costs
- Reduced import duties on software and hardware products
- Cost advantages
- Encouraging government policies

1.2.3 GOVERNMENT INITIATIVES:

After the economic reforms of 1991-92, major fiscal incentives provided by the Government of India and the State Governments, like, liberalization of external trade, elimination of duties on imports of information technology products, relaxation of controls on both inward and outward investments and foreign exchange, setting up of Export Oriented Units (EOU), Software Technology Parks (STP), and Special Economic Zones (SEZ), has enabled India to flourish and acquire a dominant position in world's IT scenario.

In order to alleviate and to promote Indian IT industry, the Government of India had set up a National Task Force on IT and Software Development to examine the feasibility of strengthening the industry. Venture capital has been the main source of finance for software industry around the world. In line with the international practices, norms for the operations of venture capital funds have also been liberalized to boost the industry.

The Government of India is also actively providing fiscal incentives and liberalizing norms for FDI and raising capital abroad.

1.2.4 FINANCIAL ASSISTANCE

While the underlying theme of 2010 was that of steady recovery from recession, thanks to the accelerated recovery in emerging markets, worldwide spending in IT products and services increased significantly in 2011. In 2011, India's growth has reflected new demand for IT goods and services, with a major surge in the use of private and public cloud and mobile computing on a variety of devices and through a range of new software applications.

High inflow of FDI in the IT sector is expected to continue in coming years. The inflow of huge volumes of FDI in the IT industry of India has not only boosted the industry but the entire Indian economy in recent years. Foreign direct investment (FDI) inflow rose by more than 100 per cent to US\$ 4.66 billion in May 2011, up from US\$ 2.21 billion a year ago, according to the latest data released by the Department of Industrial Policy and Promotion (DIPP). This is the highest monthly inflow in 39 months.

Foreign technology induction is also encouraged both through FDI and through foreign technology collaboration agreements. India welcomes investors in Information Technology sector. Greater transparency in policies and procedures has made India an investor friendly platform. A foreign company can hold equity in Indian company's upto 100%.

1.2.5 REGULATIONS

After the economic reforms of 1991-92, liberalization of external trade, elimination of duties on imports of information technology products, relaxation of Controls on both inward and outward investments and foreign exchange and the fiscal measures taken by the Government of India and the individual State Governments specifically for IT and ITES have been major contributory factors for the sector to flourish in India and for the country to be able to acquire a dominant position in offshore services in the world. The major fiscal incentives provided by the Government of India have been for the Export Oriented Units (EOU), Software Technology Parks (STP), and Special Economic Zones (SEZ).

1.2.6 CHALLENGES

Cyber security and quality management are few key areas of concern in today's information age. To overcome such concerns in today's global IT scenario, an increasing number of IT-BPO companies in India have gradually started to emphasize on quality to adopt global standards such as ISO 9001 (for Quality Management) and ISO 27000 (for Information Security). Today, centers based in India account for the largest number of quality certifications achieved by any single country.

India aims to transform India into a truly developed and empowered society by 2020. However, to achieve this growth, the sector has to continue to re-invent itself and strive for that extra mile, through new business models, global delivery, partnerships and transformation. A collaborative effort from all stakeholders will be needed to ensure future growth of India's IT-ITeS sector. We will need to rise up to the new challenges and put in dedicated efforts toward providing more and more of end-to-end solutions to the clients to keep the momentum going.

India is now one of the biggest IT capitals in the modern world and has presence of all the major players in the world IT sector. HCL, Wipro, Infosys and TCS are few of the household names of IT companies in India.

1.2.7 FUTURE PROSPECTS

Globalization has had a profound impact in shaping the Indian Information Technology industry. Over the years, verticals like manufacturing, telecom, insurance, banking, finance and lately the retail, have been the growth drivers for this sector. But it is very fast getting clear that the future growth of IT and IT enabled services will be fuelled by the verticals of climate change, mobile applications, healthcare, energy efficiency and sustainable energy.

The near future of Indian IT industry sees a significant rise in share of technology spend as more and more service providers both Indian and global target new segments and provide low cost, flexible solutions to customers. By 2015, IT sector is expected to generate revenues of USD 130 billion (NASSCOM) which will create a transformational impact on the overall economy. IT spending is expected to

significantly increase in verticals like automotive and healthcare while the government, with its focus on e-governance, will continue to be a major spender.

The current scenario in the IT industry of India and the tremendous growth registered in recent years has generated much optimism about the future of the Indian Information technology industry. Analysts are upbeat about the huge potential of growth in the Information Technology industry in India.

The major areas of benefit that the future growth in the IT industry can generate for the Indian economy are -

- **Exports** - The IT industry accounts for a major share in the exports from India. This is expected to grow further in coming years. The information technology industry is one of the major sources of foreign currency of India.
- **Employment** - The biggest benefit of the IT industry is the huge employment it generates. For a developing country like India, with a huge population, the high rate of employment in the IT sector is a big advantage. The IT industry is expected to generate employment of 2.2 million by the end of 2008 which is expected to increase significantly in coming years.
- **FDI (Foreign Direct Investment)** - High inflow of FDI in the IT sector is expected to continue in coming years. The inflow of huge volumes of FDI in the IT industry of India has not only boosted the industry but the entire Indian economy in recent years.

The Nasscom- McKinsey report on the IT industry of India projects that the Indian IT industry will reach 87 billion US Dollars by the end of 2008. 2.2 million Employment is expected to be created in the IT industry according to this report. The report also projects 50 billion US Dollars of IT exports from India by the end of 2008.

Software exports from India are expected to grow in coming years. New markets for software exports from India have opened up in the Middle East, South and Southeast Asia, Africa, and Eastern Europe. The reputation that India has earned as

a major destination for IT outsourcing has opened further possibilities. Many developing countries are now using the Indian model for growth in the IT sector.

Another important area of future growth for the IT industry of India is the domestic market. While exports dominate the IT industry at present, there is huge scope of growth in the domestic market which can be tapped in the future.

The US recession has had its share of negative impacts on the Indian IT industry. However, the industry has faced the challenges posed by the global market and is sustaining its rate of growth. The focus for the future is to ensure that the benefits of the IT industry percolate to the grassroot levels.

1.3 ORGANISATION PROFILE

PAYODA TECHNOLOGIES COIMBATORE



About us

Payoda is a global IT solutions and service provider catering to the BFSI, Healthcare, e-Learning and e-Governance verticals. Our service offerings encapsulate Microsoft and Open Source Application Development, Next Generation Mobile Development, Web Design, Search Engine Marketing services, Independent Testing, Application Management Services and Infrastructure Management Services. With innovation as our core philosophy we also have an highly acclaimed inhouse product suite for the Networking and Fashion verticals, deployed at various Fortune 100 clients. We partner with clients for a long term value-based relationship and strive hard for their success. A member of NASSCOM, Payoda follows industry best practices to bring the best services to its clients. Focussing on quality and standards, we have adopted a CMMi L3 process at an early stage of our organization. As a testimonial to our values, Payoda grew 300% during the recession and is set to become one of the fastest growing IT services companies in the world. With a unique recruiting and training process, we are focused on presenting well rounded experts who can add total value to our growing clientele.

Vision & Philosophy

- To be a holistic business partner to the society by providing innovative products and services with dedication and enthusiasm for the greater cause.
- To achieve leadership in the areas of quality, customer satisfaction and business simultaneously being a holistic business partner with the society.

Core Values

- Commitment and Dedication on every project for faster go to market for customers
- Innovation in everything for making us and our clients pioneers in what we do and how we do.
- Trust and Honesty in all relationships for long term partnerships.

Mission

Our mission is based on 4 pillars People, Process, Technology & Business.

People

- Building a team of well-rounded professionals with strong ethics and commitment.
- Setting up a balanced work place which is highly driven, creative, passionate and satisfying
- Recognize, nurture and map talents across the organization

Process

- To achieve standards and certifications (CMMi L3)
- ITIL enabled service delivery model
- Agile SCRUM process excellence

Technology

- To develop centre of excellence (COE) on cutting edge internet & mobile technologies.
- Design and develop ingenious products & effective services to gratify customers.


- Offering highly evolved user experience standards across solutions.

Business

- To develop ODCs & EDCs to become the implementation partner by choice for our clientele.
- Proactive partnership aiming for customer business success.
- Diversify into high growth areas that align with our vision and philosophy.

Industries we cater

BFSI

The image shows a hand holding a pen, poised to sign a document. The document features a pie chart and a US dollar bill. The pie chart has three segments in red, yellow, and blue. The dollar bill is partially visible, showing the number '02' and the text 'FB 78417298'.

The BFSI practice at Payoda provides IT services and solutions to banks, financial institutions and insurance companies globally. With a strong leadership team and a large pool of experienced technology consultants, the BFSI practice presents a wide range of service offerings. Our domain experts in the areas of retail banking, risk management, capital markets and equity trading help in offering domain solutions catering to the current and emerging business needs of BFSI customers.

It has in-depth industry experience in the following areas:

- Retail banking
- Internet banking
- Mortgages
- Risk management
- Capital markets
- Asset Management

Healthcare

Payoda solutions for healthcare practice delivers knowledge intensive services to leading companies in the industry. The collective experience of our people in this industry spans unique and diverse aspects such as global supply chain improvement, process re-engineering, pharmaceutical product marketing, and market development, development of proprietary physician and patient centric applications and platforms.

Payoda has strong expertise in the healthcare domain, having developed products and solutions for global healthcare companies in the areas of:

- Patient data monitoring systems
- Patient safety solutions
- Hospital information systems
- Laboratory information system
- Supply chain management process
- Claims processing systems



E-Learning

Payoda eLearning team can help you design, develop and deliver effective computer-based training solutions. We build content based on your company's requirements or transform your materials into customized, targeted tutorials that can be accessed online, on hard media, or via a Learning Management System (LMS). We are focused on improving the quality of your outputs and reducing



cost of delivery. Our eLearning services include self-paced learning / Instructor-Led Training (ILT) solutions, multimedia and interactive products, as well as progress and achievement monitoring.

- Instructional systems design
- Creative and graphic design
- Consulting and project management
- Web development coding and programming
- Quality assurance and testing
- Training and support
- Retail

Retail

The Retail sector has revived completely to emerge as the backbone of the economy. Payoda has championed this advantage through an Integrated Retail Management Solution that caters the requirements of Retail Sectors.

Payoda partners with retailers to help them to achieve world class IT capabilities that can serve as a critical enabler in meeting their objectives.



- Application management services
- Portfolio assessment/consolidation
- Production support
- Enhancement and web integration.

E-Governance

E -Governance automates and thereby speeds up routine administrative functions. It enables the government to work better, yields higher revenue growth



and costs less, apart from servicing citizens' needs as never before. Citizens can freely interact with various government departments anytime, anywhere with minimal effort. E-Governance, with its advanced digitization empowers the government to interact comfortably, transparently, and cheaply to its citizens.

Payoda works closely with the governments in propelling the state forward and in developing a completely networked system.

- IT solutions for municipal bodies
- School education management system
- Village monitoring system
- Beneficiary monitoring system
- Personal information management system
- Information and decision support system for ministries
- Services
- Systems Integration

Services

Systems Integration Services

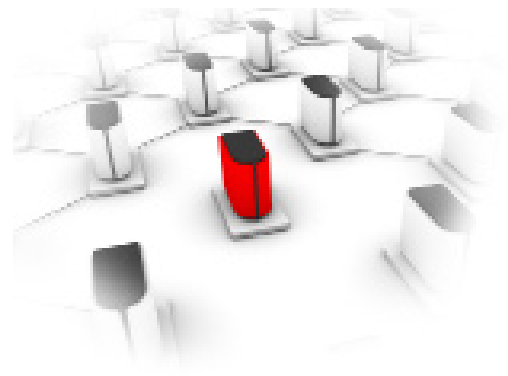
Payoda offers a variety of highly specialized Systems Integration Services aligned with our strategic approach to improve operational excellence and increase customer satisfaction. We can lead the development of a technology framework within your organization and accordingly, guide key support application decisions. Further, by conducting a



detailed technology gap analysis, Payoda will ascertain those usable tools currently in place plus identifying those missing and required to fully support your service management processes.

Managed Infrastructure Services

We help our customers to enhance the business value of their IT investment through improved operational efficiency and service levels allowing them to maintain as much or as they wish. Our services are designed to protect customers existing investments and intellectual capital by working with multiple platforms, delivery partners and their own teams.



Our clients engage with us for

- Data centre management &
- Desktop & server management
- Backup and storage management
- Virtualization
- Cloud computing

Application Maintenance and Support Services

Payoda offers application maintenance and ongoing support services for all application maintenance needs of our clients. Our application management, maintenance and support processes ensure that your systems are flexible to meet evolving demands of your business, and provide measurable improvements to maximize your IT investments.



This process supports a distributed delivery environment wherein work responsibilities can be effectively divided between the different teams depending on the criticality of the requests.

Open Source Application Development

A committed contributor to the open source community, Payoda's center of excellence provides the best practices and expertise in the open source arena. Over the past 5 years we have implemented a large number of projects in Java/J2EE as well as in PHP based technologies such as Drupal, Joomla, Wordpress, SugarCRM, Magento and Zend framework. Using web2.0 concepts and reusable libraries we can help you build new applications, maintain and extend existing applications.



Microsoft Platform Development

As a Microsoft Preferred Partner, our Microsoft development team is well versed in building applications across a wide range of devices and platforms - from desktop and server to mobile and cloud. An experienced team of architects and developers with exposure on WCF, WPF, ASP.NET, Azure, F#, Silverlight, OData are at your disposal for top class .Net Application development.

SharePoint has proven to be a popular collaboration environment and that is why companies are looking for migration from other platforms. Payoda offers firmly integrated,

extremely consistent and secure Microsoft SharePoint solutions to suit all your needs



from automating business processes, designing intranet portals, SharePoint installation, customization, development, training and collaboration. Our ITIL based Infrastructure support services offer total outsourced support and maintenance of SharePoint and other related technologies.



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Web Design and Search Engine Marketing Services

With a very creative culture and a team of senior management with UX background, Payoda has done UX and web design work for some major organizations. Our user-centric design process focuses on understanding user needs upfront and obtaining feedback throughout the design process. With search engine optimization experts at Payoda, you can bank on our pay for performance services in the SEO, SEO Copywriting, SEM, Social Media Marketing, Website branding and Online reputation management areas.

Mobile Application Development



Anticipating a fast growth in the mobile applications and gaming area, we have invested our resources and practices to provide high value mobile solutions since 2007. Our mobile platform services team has extensive

experience in various platforms such as iPhone, iPad, Android, Blackberry, Windows Mobile as well J2ME devices

Testing Services

At Payoda, we have experience in providing end to end functional testing based on business scenarios and have a well established home grown testing process. With a CMMi guided process and some of the best testing experts we have completed a large number of outsourced functional and performance testing projects successfully



Partnerships



Client



1.4 STATEMENT OF PROBLEM

Induction programme in Payoda Technologies Coimbatore is conducted for the fresher's as soon as they get deployed into the organisation. Initially the employees will feel nervous and alienated. So in order to make them comfortable induction is carried out in the Payoda Campus.

The content and information passed onto the employees are the same during all the induction programmes. But the number of induction varies based on the need. The effectiveness of the induction programme is basically tested in this study based on the various dimensions including the organisation of the induction programme, understanding of the company's policies and procedures and adequacy of overall communication.

1.5 OBJECTIVE OF THE STUDY

- To study the perception and evaluate the effectiveness of induction programme at Payoda Technologies Coimbatore.

1.6 SCOPE OF THE STUDY

- The study focuses only on the perception of the employees who Attended the induction programme during April and May.
- The level of awareness about the policies and procedures of the company can be studied.
- Since the employees were busy with their project work more time could not be spent on collecting the data.

CHAPTER-2

REVIEW OF LITERATURE

Stephen Alfred¹, Induction Training –Help New employees Integrate into team quickly February 09, 2010 Induction Training is absolutely vital for new employees ,regardless of whether they are experienced or not.

Many companies conduct induction training program, to help the employees to integrate into work environment quickly. However achieving the induction training goal within a short period of training time is really difficult. Making a good induction training plan is the cornerstone of success .The pre-piece stands not pre-then waste. Training content, form, time, responsible person, cost should be included in your detailed plan. Induction training should be divided into basic training and professional training. Basic training includes corporate culture , corporate strategy , Organisational structure, personnel welfare systems, security, fire safety knowledge of common knowledge, Professional training is based on the level of the work responsibilities, work processes, working contents.

Vidya Sagar (2003), summer project on induction training. Induction training helps minimize what might be called the reality shock some new employees undergo. This reality shock is caused by the incompatibility between what the employee expect in their new jobs in the realities they are confronted with.

The idea is to make the new employees feel ‘at home’ in the new environment . Effective induction training reduces the anxiety of new employees by providing them information on the job environment and on supervisor by introducing them to the co-workers and by encouraging them to ask questions. Induction makes new hires become productive to the company quickly. Good induction training will

Stephon Alfered, Feb 09,2010 induction training-help New employees Integrate into team quickly, *Team building & values, Vol: 12, pg.213.*

Vidya Sagar, Summer project on at Divya Bhaskar, India (2003). Expert Group on Future Skill needs. *Vol 9,pg:14-23*

create a favourable impression of the firm and which helps to form a good relationship. Effectiveness of induction training can have a lasting effect on absenteeism and turnover.

Arndt Sorge VU University Amsterdam (2008) *Creating a High-Trust Organisation: An Exploration into Organisational policies that stimulate interpersonal trust building.*

We examine empirically how an organisation that deliberately enhances interpersonal trust to become an significant organisation without explicit trust enhancement policies . The point of departure is relational signalling theory, which says that is a function of consistently giving off signals that indicate credible concern, to potential tractors .A matched pair of two consulting organisations, with different trust policies but otherwise similar characteristics, were studied intensively using survey research participant observation and half open interviewing , focused on generation of trust and the handling of trouble when trust was threatened or destroyed . A higher stage of trust can be reached by inter-related set of policies: promoting a relationship oriented culture facilitation of unambiguous signalling , consistent induction training, creating opportunities for meeting informally , and the day to day management of competencies.

Jan Zahrly(2007), *The differential effect on the organisational induction process on early work role environment* , Wayne state university.Early work role adjustment is hypothesized to be a function of previous work experiences, early organizational experiences, and personality differences. Formal collective induction into an organization was compared with informal individual induction. Induction mode was the dominant variable which predicted adjustment four months after

Frederique six and Arndt Sorge (2008) *Creating a High-Trust Organisation: An Exploration into Organisational policies that stimulate interpersonal trust building.* VU University Amsterdam;*pg 34.*

Jan zahrly,(2007) *The differential effect on the organisational induction process on early work role environment,Wayne slate University.Department of Management and organisation Sciences,Detroit Michigan 48202.USA . Vol:23,pg 298*

employment. Formal collective induction contributed to higher job satisfaction and lower work/family conflict. The mode of induction did not affect team cohesion, role conflict, role ambiguity, or perceived worker influence in the workplace. Self-monitoring, a personality variable, contributed to the prediction of work/family conflict. Induction mode did not interact with other independent variables in predicting job satisfaction or work/family conflict.

Pravin Kohle (10 September - 06 October 2007), Maharashtra Engineering Training Academy (META), Nashik organized training program for direct recruits – Assistant Executive Engineer & Assistant Engineer (Class I) of Water Resource Department (WRD), in accordance with Maharashtra Engineering Service Examination-2004. Expect lectures, seminars and group discussions were organized by eminent personalities and specialists from various sectors and departments. The overall induction programme was well organized and it was effectively designed. The induction training program was scheduled for one week.

Nomhlangano P. Markanya (2004), A study of the role of induction and mentoring programmes in achieving school effectiveness. The study investigated the role of induction and mentoring programmes in achieving school effectiveness. The study did not address all the issues related to school effectiveness. It aimed at finding out if the two schools under study had induction and mentoring programmes, and if these programmes were effectively used, and also to ascertain if the programmes of induction and mentoring contributed to the sound relationships within the school community. In order to answer the research questions the study employed a qualitative case study approach. Literature on issues of induction and mentoring locally and internationally was examined to provide a wider context with which to view the present study. Interviews were conducted which involved a

Pravin Kohle (assistant executive engineer) (10 September-06 October 2007) "induction training (part i) report" Maharashtra Engineering Research Institute, Nashik-422004 vol.71 issue 7, Jul 2006, p.54-68.

Nomhlangano P. Markanya, A study of the role of induction and mentoring programmes in achieving school effectiveness (2004). vol.314 pg:558-65

sample of seven educators, employed between the years 2002 and 2003. Observation of the staff meetings and three of the newly appointed educators teaching was also conducted.

Sean P. Kearney(2010) The Importance of Induction Programmes for Beginning teachers in Independent Catholic Secondary Schools in New South Wales university of *Notre Dame Australia*, Beginning teacher induction is an important process in acculturating teachers to their new profession (Kearney, 2010).

Researchers argue that the first year of teaching is crucial in the success, retention and development of teachers (Smith & Ingersoll 2004). The aim of this research is to ascertain the effectiveness of induction programmes in Catholic Independent High Schools in NSW; establish whether those programmes are congruent with what the literature deems as best practice; and to determine the implications this has for policy for the independent school sector. The study will comprise: an extensive literature review; a document review of induction/mentoring policies in NSW and in the schools chosen for the research; and in-depth interviews with administrators and participants of induction programmes. Researchers point out that the support and guidance in the first year of teaching is critical in arresting growing attrition rates and enabling the capacity to establish beginning teachers as valuable members of the profession (Smith & Ingersoll 2004, Wong 2004). With a looming teacher shortage crisis in NSW, effective induction programmes could be the answer; however, there has been insufficient research, especially in the independent sector, with regards to these programmes

Sean P. Kearney, (2010) The Importance of Induction Programmes for Beginning teachers in Independent Catholic Secondary Schools in New South Wales university of *Notre Dame Australia*, vol.314 pg:558-65.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 TYPE OF RESEARCH

It is a descriptive study which describes data and the characteristics about the population being studied. Here it is used to describe the Effectiveness of induction programme undergone by the new joinees, through which the induction programme is redesigned to satisfy the requirements of the new joinees.

3.2 DATA AND SOURCE OF DATA:

PRIMARY DATA:

The primary data was collected from the respondents by administering a structured questionnaire. Questionnaire was designed in consultation with the experts of the organisation in such a manner that it would facilitate the respondents to reveal maximum information. It collects information on various dimensions like perception of induction programme, understanding of the HR and organisational policies, Adequacy of communication, and overall rating of the induction programme.

The questionnaire has 26 questions using five point linkert scale. The data collected was coded and fro the better understanding of the subject, it was summarized using Percentage analysis and graphs.

3.3 TIME PERIOD COVERED:

The time period covered for the study was 45 days and data collection was about one week.

3.4 POPULATION AND SAMPLE SIZE:

A sample is a part of the whole universe taken for study, where it represents the entire universe. The population of the study is 201 employees who have undergone induction programme.

SAMPLE SIZE:

Out of the entire population of Payoda 70 employees who underwent induction programme during the month of April and May were chosen as samples for the study.

3.5 SAMPLING TECHNIQUE:

Since it is difficult to get responses from the entire population because of their availability, a sample of 70 employees who underwent induction during the month of April and May is taken to represent the population.

3.6 STATISTICAL TOOL USED:

The tools used to analyse the data are

- Percentage Analysis
- Correlation
- Regression Analysis
- One way Annova
- Chi Square

3.7 LIMITSTION OF THE STUDY:

- Since the trainees who underwent the induction programme were busy with their project more time could not be spent in collecting the data.
- Since some trainers were out of city regarding their work, the possibility of getting the data from them was less.
- In-depth analysis in certain areas could not be made since it was highly confidential

CHAPTER-4

ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

EDUCATIONAL QUALIFICATION OF THE RESPONDENTS

The percentage of the educational qualifications of the respondents who has professional arts& Science background is shown in the table 4.1.1. This shows whether the employees belong to technical or professional background.

TABLE 4.1.1

S.No	Particulars	No of respondents	Percentage
1.	BE	24	34.3
2.	B.Tech	11	15.7
3.	MBA	18	25.7
4.	MCA	8	11.4
5.	BSC	5	7.1
6.	MS	3	4.3
7.	CA	1	1.4
	Total	70	100.0

Inference:

The majority of the employees who have undergone induction are B.E. graduates who have technical background (34.3%), followed by employees who are from Professional background (25.7%) .This shows that the majority of the respondents have strong technical skills.

GENDER OF THE RESPONDENTS

The percentage and gender of the respondents is depicted in the table below
4.1.2

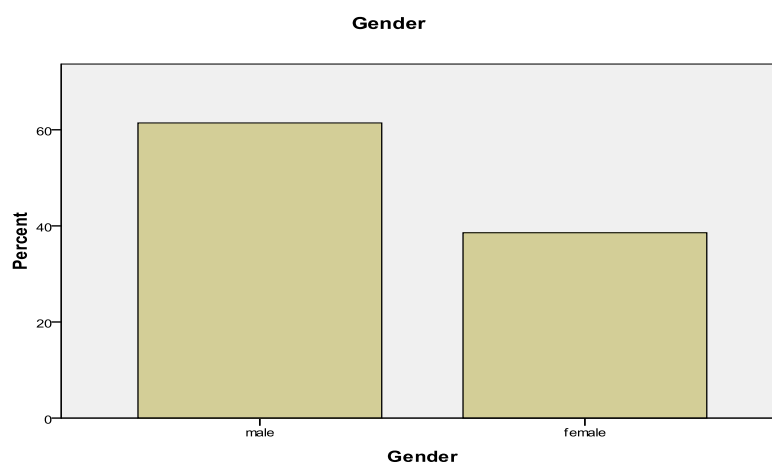
TABLE 4.1.2

S.No	Particulars	No. of Respondents	Percentage
1.	Male	43	61.4
2.	Female	27	38.6
3.	Total	100	100

Inference:

The majority of the respondents are male who outnumber females by 22.8%

FIGURE 4.1.1



STREAM OF THE RESPONDENTS

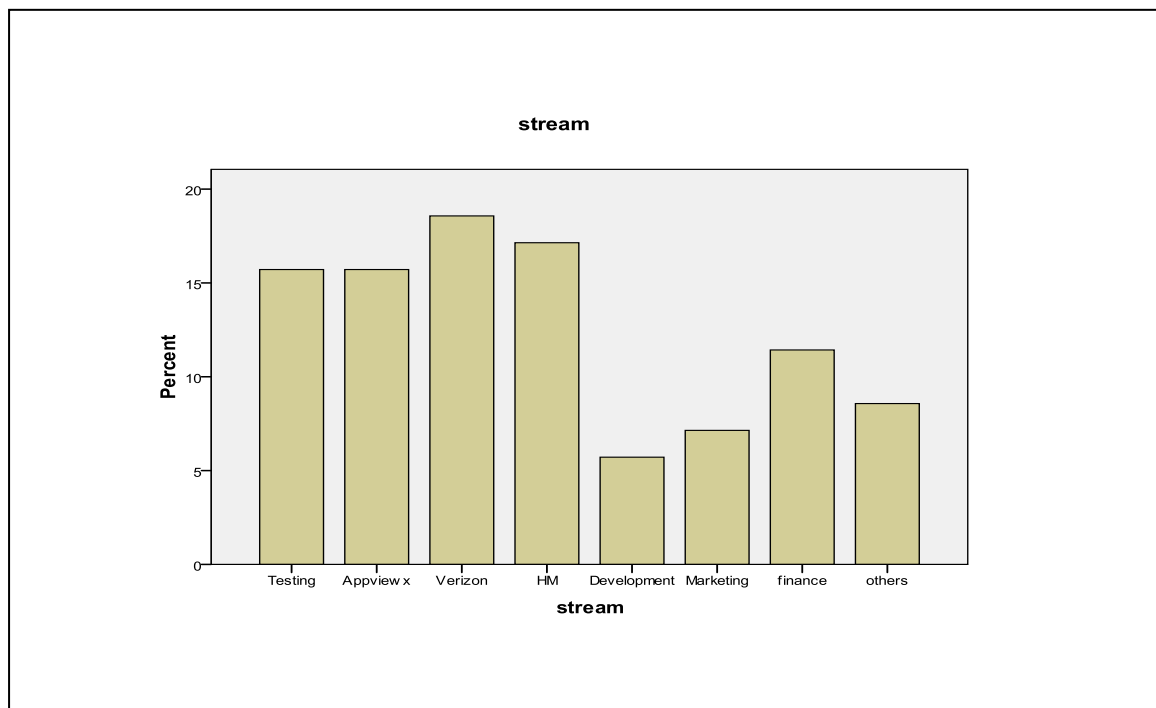
The percentage of the respondents with respect to the stream to which they belong is shown in the table 4.1.3. This table is to find out the stream which recruits more number of employees.

TABLE 4.1.3

S.No	Particulars	No. Of Respondents	Percentage
1.	Testing	11	15.7
2.	Appviewex	11	15.7
3.	Verizon	13	18.6
4.	Hedge Mark	12	17.1
5.	Development	4	5.7
6.	Marketing	5	7.1
7.	Finance	8	11.4
8.	Others	6	8.6
	Total	70	100.0

Inference:

The majority of the employees who have undergone induction belong to Verizon department (18.6) and employees who belong to HM (17.1%) followed by various other departments. This shows that the majority of the respondents are for technical positions.

FIGURE 4.1.2**AGE OF THE RESPONDENTS**

The Percentage of the Age of respondents is shown in the table 4.1.4. It shows which gender of employees has been recruited more.

TABLE 4.1.4

S.No	Particulars	No. of Respondents	Percentage
1.	20-25	53	75.7
2.	26-30	17	24.3
3.	Total	70	100

Inference:

The majority of the respondents fall under the age category 20-25 (75.7%) followed by the respondents under the age category 26-30(24.3%) and there are no respondents above the age 30. This shows majority of the respondents were vibrant young employees.

NUMBER OF DAYS OF INDUCTION

The percentage of the number of days of induction programme held for the respondents is shown in the table 4.1.5 .To find out how many days the induction was conducted.

TABLE 4.1.5

S.No	Particulars	No. of Respondents	Percentage
1.	One	45	64.3
2.	Two	25	35.7
3.	Total	70	100

Inference:

The maximum number of days of induction programme held for the respondents was one (64.3%) followed by two days(35.7%).

OPINION ABOUT THE INDUCTION PROGRAMME BEING INFORMATIVE

The percentage of the informativeness of the induction programme is shown in table 4.1.6. This is to find out if the induction programme conducted was informative.

TABLE 4.1.6

S.No	Particulars	No. of Respondents	Percentage
1.	Strongly agree	7	10
2.	Agree	25	35.7
3.	Neutral	30	42.9
4.	Disagree	8	11.4
	Total	70	100

Inference:

Majority of the respondents have neutral response regarding the informativeness of the induction programme(42.9%) .It shows that the induction programme was neither less informative nor Highly informative.

OPINION ABOUT THE INDUCTION PROGRAMME BEING WELL ORGANISED

The percentage in the table 4.1.7 shows the opinion of the respondents regarding the well organised manner of the induction programme.

TABLE 4.1.7

S.No	Particulars	Frequency	Percent
1.	strongly agree	7	10.0
2.	Agree	17	24.3
3.	Neutral	32	45.7
4.	Disagree	14	20.0
5	Total	70	100.0

Inference:

The table shows that majority of the respondents have responded that the organization of the induction program was neutral(45.7) which means that it was neither highly organised nor less organised.

OPINION ABOUT THE INDUCTION PROGRAMME BEING WELL DESIGNED

The percentage in the table 4.1.8 shows the effectiveness of the design of the induction programme. To find out whether the induction was well designed

Table 4.1.8

Particulars	No. Of Respondents	Percent
Strongly agree	3	4.3
Agree	22	31.4
Neutral	24	34.3
Disagree	21	30.0
Total	70	100.0

Inference:

Majority of the respondents say that they have a neutral opinion regarding the design of the induction programme(34.3%) followed by the same average of respondents who agree (31.4) and disagree(30%) the above.

UNDERSTANDING THE ORGANISATION SERVICES THROUGH INDUCTION PROGRAMME

The percentage in the table 4.1.9 shows the respondents opinion on the understanding of organisation services. This is important to find out whether the communication was adequate.

TABLE 4.1.9

S.No	Particulars	Frequency	Percent
1.	strongly agree	3	4.3
2.	Agree	20	28.6
3.	Neutral	36	51.4
4.	Disagree	11	15.7
5	Total	70	100.0

Inference:

Majority of the respondents say that they have a neutral opinion regarding the understanding of the organisation services of the induction programme(51.4%) followed by respondents who agree (28.6) . This shows that the respondents neither understood well nor was the understanding less.

INDUCTION PROGRAMME AS A ENJOYABLE EXPERIENCE

The percentage in the table 4.1.10 shows the respondents opinion about the induction programme being enjoyable .This is important to find out whether the the employees require more fun in the programme.

TABLE 4.1.10

S.No	Particulars	Frequency	Percent
1.	strongly agree	3	4.3
2.	Agree	25	35.7
3.	Neutral	27	38.6
4.	Disagree	15	21.4
5	Total	70	100.0

Inference:

Majority of the respondents say that they have a neutral opinion regarding the enjoyment of the induction programme(38.6%) followed by respondents who agree (35.7%) This shows that the respondents neither enjoyed much nor was the enjoyment less.

ORGANISATION'S POLICIES, PROCEDURES, AND SERVICES

AWARENESS ABOUT THE ORGANISATION MISSION STATEMENT

The percentage of the respondent's level of awareness regarding the organisational mission statement is shown in the table 4.1.11 below. This is important to find out if the employees are aware of the mission of the company.

TABLE 4.1.11

S.No	Particulars	Frequency	Percent
1.	Unware	6	8.6
2.	less aware	15	21.4
3.	aware but need more	29	41.4
4.	good awareness	18	25.7
5	fully aware	2	2.9
	Total	70	100.0

Inference:

From the table, majority of the respondents are aware but require more information of the organisation's mission statement. (41.4%) some (25.7%) have good awareness and few(21%) are less aware of the same.

AWARENESS ABOUT THE ORGANISATION HIERACHY

The percentage of the respondent's level of awareness about the organisation hierarchy is shown in the table 4.1.12 below. This is important to find out if the employees are about the hierarchy of the organisation.

TABLE 4.1.12

S.No	Particulars	Frequency	Percent
1.	unaware	3	4.3
2.	less aware	9	12.9
3.	aware but need more	31	44.3
4.	good awareness	24	34.3
5	fully aware	3	4.3
	Total	70	100.0

Inference:

The table shows majority of the respondents(44.3%) are aware but need more information regarding the Organisation structure, some(34.3%)have good awareness and few(12.9%) are less aware of the same.

HEALTH AND SAFETY PROCEDURES

The percentage of the respondent's level of awareness on the health and safety procedures is shown in the table 4.1.13 below. This is important to find out if the employees are aware of all the safety procedures while handling the system, electricity, emergency etc.

TABLE 4.1.13

S.No	Particulars	Frequency	Percent
1.	unaware	8	11.4
2.	less aware	18	25.7
3.	aware but need more	25	35.7
4.	good awareness	17	24.3
5	fully aware	2	2.9
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(35.7%) are aware but need more information regarding the health and safety procedures, some(25.7%) are less aware and few (2.9%) have good awareness of the same.

AWARENESS ABOUT THE RESOURCES AND EQUIPMENTS BEING HANDLED

The percentage of the respondent's level of awareness about the Resources and equipments handled is shown in the table 4.1.14 below. This is important to find out if the employees are aware of all the resources and equipments being handled in the organisation.

TABLE 1.1.14

S.No	Particulars	Frequency	Percent
1.	Unaware	4	5.7
2.	less aware	17	24.3
3.	aware need more but	29	41.4
4.	good awareness	18	25.7
5	fully aware	2	2.9
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(41.4%) are aware but need more information regarding the resources and equipments, some(25.7%) are less aware and few (24.3%) have good awareness of the same.

AWARENESS REGARDING THE TECHNICAL ASPECTS OF THE PROJECTS

The percentage of the respondent's level of awareness regard to find out if the employees are aware of all the resources and equipments being handling the technical aspects of the projects are shown the table 4.1.15 below. This is important to find out if the technical contents covered during the induction programme is sufficient or not.

TABLE 4.1.15

S.No	Particulars	Frequency	Percent
1.	Unaware	1	1.4
2.	less aware	11	15.7
3.	aware but need more	32	45.7
4.	good awareness	22	31.4
5	fully aware	4	5.7
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(45.7%) are aware but need more information regarding the technical aspects of the projects, some(31.4%) are less aware and few (15.7%) have good awareness of the same.

AWARENESS ABOUT THE BUSINESS CONDUCT AND BEHAVIOUR

The percentage of the respondent's level of awareness about the Business Conduct and behaviour is shown in the table 4.1.16 below. This is important to find out if the employees are aware of conduct and behaviour so that the rules are being well followed.

TABLE 4.1.16

S.No	Particulars	Frequency	Percent
1.	Unaware	3	4.3
2.	less aware	12	17.1
3.	aware but need more	28	40.0
4.	good awareness	25	35.7
5	fully aware	2	2.9
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(40%) are aware but need more information regarding the business conduct and behaviour, some(35.7%) have good awareness aware and few (17.1%) have less awareness of the same.

AWARENESS ABOUT THE LEAVE POLICY

The percentage of the respondent's level of awareness about the leave policy is shown in the table 4.1.17 below. This is important to find out if the employees are aware of leave policy so that there is no unnecessary absenteeism.

TABLE 4.1.17

S.No	Particulars	Frequency	Percent
1.	Unaware	5	7.1
2.	less aware	7	10.0
3.	aware but need more	27	38.6
4.	good awareness	29	41.4
5	fully aware	2	2.9
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(41%) have good awareness regarding the business conduct and behaviour, some(38.6%) are aware but need more information and few (10%) have less awareness of the same.

AWARENESS ABOUT COMPENSATION AND BENEFITS

The percentage of the respondent's level of awareness about the compensation and benefits is shown in the table 4.1.18 below. This is important to find out if the employees are aware of the compensation and benefits provided by the company which motivates them to perform well.

TABLE 4.1.18

S.No	Particulars	Frequency	Percent
1.	Unaware	4	5.7
2.	less aware	11	15.7
3.	aware but need more	28	40.0
4.	good awareness	26	37.1
5	fully aware	1	1.4
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(40%) are aware but need more information regarding the business conduct and behaviour, some(37.1%) have good awareness aware and few (15.7%) have less awareness of the same.

AWARENESS ABOUT THE RULES AND REGULATIONS

The percentage of the respondent's level of awareness about the rules and regulations is shown in the table 4.1.19 below. This is to ensure that the employees are well aware of the rules and regulations .

TABLE 4.1.19

S.No	Particulars	Frequency	Percent
1.	Unaware	4	5.7
2.	less aware	13	18.6
3.	aware but need more	36	51.4
4.	good awareness	16	22.9
5	fully aware	1	1.4
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(51.4%) are aware but need more information regarding the rules and regulations, some(22.9%) have good awareness aware and few (18.6%) have less awareness of the same.

AWARENESS ABOUT THE CULTURE PREVAILING AT THE ORGANISATION

The percentage of the respondent's level of awareness about culture prevailing at the company is shown in the table 4.1.20 below. This is to ensure that the employees are well aware culture prevailing so that they get well adapted with the existing environment.

TABLE 4.1.20

S.No	Particulars	Frequency	Percent
1.	unaware	4	5.7
2.	less aware	11	15.7
3.	aware but need more	26	37.1
4.	good awareness	28	40.0
5	fully aware	1	1.4
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(40%) have good awareness regarding the culture prevailing at the organisation, some(37.1%) are aware but need more information and few (15.7%) have less awareness of the same

AWARENESS ABOUT THE PERFORMANCE ASSESSMENT AT THE ORGANISATION

The percentage of the respondent's level of awareness about performance assessment prevailing at the company is shown in the table 4.1.21 below. This is to ensure that the employees are well aware of the assessment methods, so that performance output is high.

TABLE 4.1.21

S.No	Particulars	Frequency	Percent
1.	unaware	6	8.6
2.	less aware	15	21.4
3.	aware but need more	36	51.4
4.	good awareness	11	15.7
5	fully aware	2	2.9
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(51.4%) are aware but need more information regarding performance assessment, some(22.4%) have less awareness and few (15.7%) have good awareness of the same.

RESPONDENTS OPINION ABOUT THE INTRODUCTION TO ORGANISATION NETWORK

The percentage of respondent's opinion about the introduction to organisation network is shown in the table below 4.1.22. This is important to find out if the employees are aware of the company's network and clients.

TABLE 4.1.22

S.No	Particulars	Frequency	Percent
1.	strongly agree	6	8.6
2.	Agree	27	38.6
3.	Neutral	26	37.1
4.	Disagree	8	11.4
5	strongly disagree	3	4.3
	Total	70	100.0

Inference:

The above table shows that majority of the respondents(38.6%) strongly agree that the introduction to organisation network was perfect, some(37.1%) have neutral opinion regarding the same.

RESPONDENTS OPINION ABOUT THE INTRODUCTION OF COLLEGUES AND SUPERVISORS THROUGH INDUCTION PROGRAMME

The percentage of respondent's opinion about the introduction of colleagues and Supervisors shown below:4.1.23. This is important to find out if there are chances of grievances prevailing with supervisors and colleagues and to smoothen the relationship between them.

TABLE 4.1 23

S.No	Particulars	Frequency	Percent
1.	strongly agree	6	8.6
2.	Agree	21	30.0
3.	Neutral	33	47.1
4.	Disagree	10	14.3
5	strongly disagree	0	0
	Total	70	100.0

Inference:

The above table shows that majority of the respondents (47.1%) have neutral opinion that the introduction to colleagues and supervisors was perfect, some(30.1%) agree to the above.

RESPONDENTS RESPONSE TOWARDS INTRODUCTION TO JOB ROLES AND RESPONSIBILITIES

The percentage of respondent's opinion about the introduction to their job roles and responsibilities is shown in the table below 4.1.24. This is important to find out if the employees are well introduced to job their roles and responsibilities.

TABLE 4.1.24

S.No	Particulars	Frequency	Percent
1.	strongly agree	6	8.6
2.	Agree	21	30.0
3.	Neutral	33	47.1
4.	Disagree	10	14.3
5	strongly disagree	0	0
	Total	70	100.0

Inference:

The above table shows that majority of the respondents (47.1%) have neutral opinion that the introduction to colleagues and supervisors was perfect, some(30.1%) agree to the above.

RESPONDENTS RESPONSE TOWARDS INTRODUCTION TO WORKING ENVIRONMENT

The percentage of respondent's opinion about the introduction to work environment is shown in the table below 4.1.25. This is important to find out if the employees are well introduced to their work environment so that they are comfortable with the same.

TABLE 4.1.25

S.No	Particulars	Frequency	Percent
1.	strongly agree	6	8.6
2.	Agree	27	38.6
3.	Neutral	26	37.1
4.	Disagree	8	11.4
5	strongly disagree	3	4.3
	Total	70	100.0

Inference:

The above table shows that majority of the respondents (38.6%) agree that the introduction to working environment was perfect, some (37.1%) have neutral opinion regarding the same.

RESPONDENTS RESPONSE TOWARDS INTRODUCTION OF FACILITIES/ HOUSE KEEPING

The percentage of respondent's opinion about the introduction to facilities /Housekeeping is shown in the table below 4.1.26.

TABLE 4.1.26

S.No	Particulars	Frequency	Percent
1.	strongly agree	4	5.7
2.	Agree	29	41.4
3.	Neutral	26	37.1
4.	Disagree	10	14.3
5	strongly disagree	1	1.4
	Total	70	100.0

Inference:

The above table shows that majority of the respondents (41.4%) agree that the introduction to facilities/ housekeeping was perfect, some (37.1%) have neutral opinion regarding the same.

EMOTIONS & FEELINGS OF THE RESPONDENTS DURING THE INDUCTION PROGRAMME

The percentage of various emotions & feelings of the respondents felt during the induction programme is shown in the table 4.1.27 below.

TABLE 4.1.27

S.No	Particulars	Frequency	Percent
1.	supportive	8	11.4
2.	Happy	28	40.0
3.	Frightened	13	18.6
4.	Neutral	20	28.6
5	Ignored	1	1.4
	Total	70	100.0

Inference:

The above table shows various emotions like supportive , happy , frightened, neutral, and ignored. Majority of the respondents (40%) felt happy regarding the introduction to the organisation whereas (28.6%) has neutral feeling.

RESPONDENTS OPINION REGARDING THE COMMUNICATION SKILL OF THE FACILITATOR

The percentage of the communication skill of the facilitator of the induction program is shown in the table 4.1.28 below. This is important to test if the communication of the facilitator is adequate.

TABLE 4.1.28

S.No	Particulars	Frequency	Percent
1.	strongly agree	13	18.6
2.	Agree	30	42.9
3.	Neutral	23	32.9
4.	Disagree	4	5.7
5	Strongly disagree	0	0
	Total	70	100.0

Inference:

The above table shows that majority of the respondents (38.6%) strongly agree that the introduction to organisation network was perfect, some(37.1%) have neutral opinion regarding the same.

RESPONDENTS OPINION REGARDING THE EFFECTIVE NUMBER OF DAYS FOR INDUCTION

The percentage of the effective number of days of induction preferred by the Employees are shown in the table 4.1.29 below.

TABLE 4.1.29

S.No	Particulars	Frequency	Percent
1.	One	17	24.3
2.	Two	36	51.4
3.	Three	17	24.3
	Total	70	100.0

Inference:

The above table shows the effective number of days for induction as one, two and three and half of the respondents(51.4%) prefer two day induction whereas one and two days are equally preferred to each other.

RESPONDENTS OPINION REGARDING THE LOCATION OF INDUCTION

The percentage of the respondents preference for the location for induction program is shown in the table 4.1.30 below.

TABLE 4.1.30

S.No	Particulars	Frequency	Percent
1.	Yes	26	37.1
2.	No	44	62.9
	Total	70	100.0

Inference:

The above table shows the respondents preference towards the location of the induction program to be conducted (externally or internally). Majority (62.9%) of the respondents do not prefer external location whereas the others(37.1%) prefer external location.

RESPONDENTS OPINION REGARDING THE OVERALL RATE OF INDUCTION

The percentage of the respondents opinion regarding the overall rate of induction program is shown in table 4.1.31 below:

TABLE 4.1.31

S.No	Particulars	Frequency	Percent
1.	below average	1	1.4
2.	Average	43	61.4
3.	Satisfactory	22	31.4
4.	very effective	3	4.3
5	Outstanding	1	1.4
	Total	70	100.0

Inference:

The above table shows the rate of overall induction programme where majority of the respondents (61.4%) say that the overall induction was average.

CORRELATION BETWEEN INFORMATIVENESS AND DESIGN

The below table 4.1.32 Shows the correlation between the informativeness of the induction programme and the design of the same.

TABLE 4.1 32

Correlations			
		Informativeness	Design
Informativeness	Pearson Correlation	1	.709**
	Sig. (2-tailed)		.000
	N	70	70
design	Pearson Correlation	.709**	1
	Sig. (2-tailed)	.000	
	N	70	70
**. Correlation is significant at the 0.01 level (2-tailed).			

Inference:

In the above table there exists positive correlation(.709) between the effective design and informativeness which means that when the induction program is effectively designed then there is increased impact of the informativeness of the programme likewise when the induction programme is not effectively designed then the induction programme held is less informative. Since the significance value is less than 0.05 there is statistical significance between the effective designing and the informativeness of the induction programme.

TEST FOR HOMOGENEITY IN THE PERCEPTION OF THE INDUCTION PROGRAMME AND THE DEMOGRAPHIC VARIABLES OF THE RESPONDENTS

The homogeneity in the perception of induction programme and the demographic variables like educational qualification and number of days induction was conducted is calculated using one way annova and the result is shown in the table. The hypothesis formulated is thus given below:

Ho: There is no homogeneity in the perception of the induction programme across various levels of demographic variables like: i) Educational Qualification ii) Different days of conducting induction programme.

H1: There is homogeneity in the perception of the induction programme across various levels of demographic variables like: i) Educational Qualification ii) Different days of conducting induction programme.

The table 4.1.33 shows the homogeneity between the educational qualification and the perception of induction programme.

TABLE 4.1.33

ONE WAY ANNOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Effectiveness of induction programme	Between Groups	3.152	5	.630	.914	.477
	Within Groups	44.120	64	.689		
	Total	47.271	69			
Effective design of induction programme	Between Groups	5.998	5	1.200	1.571	.181
	Within Groups	48.874	64	.764		
	Total	54.871	69			
Organization of induction programme	Between Groups	7.045	5	1.409	1.908	.105
	Within Groups	47.255	64	.738		
	Total	54.300	69			
Understanding wider the organization services	Between Groups	6.565	5	1.313	2.530	.038
	Within Groups	33.221	64	.519		
	Total	39.786	69			
Enjoyment of induction programme	Between Groups	3.326	5	.665	.946	.458
	Within Groups	45.017	64	.703		
	Total	48.343	69			

Inference:

The significant value of the understanding the organisation services is less than 0.05. So null hypothesis is accepted therefore is no homogeneity in the understanding the organisation services and the Educational Qualification of all the respondents. Whereas there is homogeneity between the Organisations of induction programme, enjoyment, design, effectiveness and educational qualifications.

The table 4.1.34 shows the homogeneity between the number of days of induction and the perception of induction programme.

TABLE 4.1.34

ONE WAY ANOVA						
		Sum of Squares	df	Mean Square	F	Sig.
Effectiveness of induction programme	Between Groups	6.222	7	.889	1.343	.246
	Within Groups	41.049	62	.662		
	Total	47.271	69			
Effective design of induction programme	Between Groups	9.747	7	1.392	1.913	.082
	Within Groups	45.125	62	.728		
	Total	54.871	69			
Organiz induction programmeation of	Between Groups	4.832	7	.690	.865	.539
	Within Groups	49.468	62	.798		
	Total	54.300	69			
Understanding wider the organisation services	Between Groups	4.646	7	.664	1.171	.332
	Within Groups	35.140	62	.567		
	Total	39.786	69			
Enjoyment of induction programme	Between Groups	8.193	7	1.170	1.807	.102
	Within Groups	40.150	62	.648		
	Total	48.343	69			

Inference:

The significant value of all are above 0.05 therefore there is no homogeneity between the Organisation of induction programme ,enjoyment, design, Understanding the services, effectiveness of induction programme, and stream

REGRESSION ANALYSIS

Regression analysis was used to access the extent to which the communication has the effect on the perfection of induction programme.

TABLE 4.1.35

S.No	Particulars	Beta coefficients	Significance
1	Organisation network	-.110	.401
2	Colleagues/supervisors	.463	.021
3	Job roles and responsibilities	.014	.934
4	Work environment	-.104	.565
5	Facilities/ House keeping.	.158	.306

Model R Square	.187
Model adjusted R square	.124
Model significance	0.19

R square is the coefficient of determination

The regression results indicate that the R square is 0.187 and the model is not significant at 0.01 levels It is inferred that the communication influences the perfection of the introduction to Organisation network, colleagues, job roles and responsibilities, work environment, and facilities in the organisation .

CHI SQUARE TEST

- Test for association between adequacy of communication and the overall rate of induction
- The association between the adequacy of communication and the overall rate of induction is tested using chi square test and the results are shown below. The hypothesis is formulated as below.

H0: There is no association between adequacy of communication and the overall rate of induction.

H1: There is association between adequacy of communication and the overall rate of induction.

The table 4.1.36 shows the association between the adequacy of communication and the rate of overall induction programme.

TABLE 4.1.36

							overall	
		below average	average	satisfactory	very effective	outstanding	Chi square	Sig
communication	strongly agree	0	8	3	2	0		
	Agree	0	21	8	1	0		
	Neutral	1	10	11	0	1	15.308	.225
	Disagree	0	4	0	0	0		
	Strongly Disagree	0	0	0	0	0		
Total		1	43	22	3			1

Inference:

The significant value is greater than 0.05. So the null hypothesis is accepted. Hence there is no association between communication and overall rate of induction.

CHAPTER 5

FINDINGS , SUGGESTIONS, AND CONCLUSION

PERCENTAGE ANALYSIS:

Majority of the respondents are from technical background

Majority of the respondents are male who outfit the female

The Verizon team members are the major respondents of about 18.6%. It shows that the Verizon department hires more number of people.

Majority of the respondents fall between the age categories 20-25.

Majority of the respondents have undergone one day induction programme.

There is neutral response (42.9%) regarding the informativeness of induction programme.

There is neutral response (45.7%) regarding the effective design of induction programme.

There is neutral response (35.3%) regarding the effectiveness of the induction programme.

Half the percentage of the respondents(51%) have neutral opinion regarding the understanding of the organisation services.

About (35%) of the respondents enjoyed the induction programme and (21.4%) strongly disagree that the induction programme was enjoyable.

Regarding the organisation policies and procedures , majority of the respondents claim that there are aware but need more information.

Regarding the perfection of introduction to organisation, colleagues, facilities, job roles, and work environment all the respondents have neutral response.

The analysis says that majority of the respondents feel happy about their introduction to the organisation.

Majority of the respondents feel that communication of the facilitator was good and further few have neutral response to the same.

As per the analysis about 51% respondents wish for a two day induction programme.

Majority of the respondents wish the induction programme to be conducted in the internal location.

Finally the overall rate of the induction has proved to be average by majority of the respondents.

Test on relationship between the informativeness of the induction programme and the way it is effectively designed.

The test used is Correlation:

There is relationship between the informativeness of the induction programme and the way it is effectively designed. Therefore the induction must be well designed in order to provide maximum information.

To test the homogeneity between understanding of the organisation services and the Educational Qualification

The test used is one way Annova

There is homogeneity in the understanding the organisation services and the Educational Qualification of all the respondents.

There is no homogeneity between the Organisation of induction programme, enjoyment, design, effectiveness and educational qualifications.

There is no homogeneity between the Organisation of induction programme, enjoyment, design, Understanding the services, effectiveness of induction programme, and stream.

Test to analyse communication as determinant over the Perfection of introduction.

The test used is Regression

The communication influences the perfection of the introduction to Organisation network, colleagues, job roles and responsibilities, work environment, and facilities in the organisation.

Test on association between communication and overall rate of induction

The test used is Chi square

There is no association between communication and overall rate of induction.

SUGGESTIONS:

The following suggestions are made to improvise the effectiveness of induction programme at Payoda technologies Coimbatore.

Induction programme should be conducted more than one day effective number of days of induction is two.

Ensure that the design of the induction programme is effective.

Since majority of them are in the age category 20-25, management games can be conducted to make the induction program enjoyable.

Awareness of the policies and procedures can be explained through visuals and safety procedures, equipments handling can be done with a demo.

The programme should not contain too much of unnecessary information, more interesting or useful information is preferred.

Visuals can be included to make the understanding of the organisation services better.

Senior managers can be involved in the induction programme to make it more effective and make the employees feel at home.

Clarity on technical aspects during the induction programme should be more, as majority of the employees are from technical background.

CONCLUSION:

Induction training is vital for new starters. Good induction training ensures starters are retained and then settled in quickly and happily to a productive role. The induction programme at Payoda Technologies is average and the employees require more improvised induction programme to make their job and work environment better. They have average opinion regarding the procedures, introduction, rules and regulation, and organisation policies.

SCOPE FOR FURTHER STUDY:

This study is carried out only for the people who have undergone induction during the month of April and may and majority were fresher's, it can be extended to the employees who had work experiences earlier.

In depth analysis can be made regarding the adequacy of communication.

More analysis can be made to analyse the effectiveness of policies and procedures.

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