

A

Project Study Report

On

Training taken at

***BAJAJ ALLIANZ LIFE INSURANCE CO.LTD.***

Titled

**“INDUCTION  
AND  
ORIENTATION PROCESS”**

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## **COMPANY PROFILE**

### **BAJAJ ALLIANZ LIFE INSURANCE CO. LTD.**

Bajaj Allianz Life Insurance is a union between Allianz SE, one of the largest Insurance Company and Bajaj Finserv. Allianz SE is a leading insurance conglomerate globally and one of the largest asset managers in the world, managing assets worth over a Trillion (Over INR. 55, 00,000 Crores). Allianz SE has over 119 years of financial experience and is present in over 70 countries around the world.

At Bajaj Allianz Life Insurance, customer delight is our guiding principle. Our business philosophy is to ensure excellent insurance and investment solutions by offering customised products, supported by the best technology.

### **Accelerated Growth**

<b>Fiscal Year</b>	<b>No. of policies sold</b>	<b>New Business in FY</b>
2001-2002 (6 months)	21,37	Rs. 7 cr.
2002-2003	1,15,965	Rs. 63.3 cr.
2003-2004	1,86,443	Rs. 180 cr.
2004-2005	2,88,189	Rs. 857 cr.
2005-2006	7,81,685	Rs. 2,717 cr.
2006-2007	20,79,217	Rs. 4,302 cr.
2007-2008	37,44,742	Rs. 6,674 cr.
2008-2009	25,90,765	Rs. 4,491 cr.
2009-2010	22,30,686	Rs. 4,451 cr.

### **SETTING BENCHMARKS**

- More than 37 million policies sold since inception as of 31<sup>st</sup> March 09.

- Strong Distribution Network to reach the customers across the country with 195,000+agents, with 1,164 offices.
- Listed in the 'Top 50 service brands' in the survey conducted on 'Most Trusted companies' by Economic times brand equity. Bajaj Allianz Life Insurance was one of the few private life insurers that made profits in the Fiscal year 08-09.
- Bajaj Allianz General Insurance was the only private general insurer to have generated over Rs. 100 crore in PBT consistently for the last three years.
- Bajaj Allianz General Insurance has received, "iAAA" rating, by ICRA Limited, an associate of Moody's Investor Services, for Claims Paying Ability. This rating indicates highest claims paying ability and a fundamentally strong position.

Bajaj Allianz Life Insurance Co Ltd is a unique joint venture among the global giants Allianz Group (AG) and Bajaj Auto. Allianz AG's world ranking establishes it among the top insurance companies in the world. Bajaj is the biggest two and three wheeler manufacturer in the world. Bajaj Allianz Life Insurance Company boasts of a nationwide presence with 876 offices and over 4 million satisfied customers. The various insurance products include

## **Vision**

To be the BEST Life Insurance Company in India  
 "To Buy From, Work For & Invest In"

## **Mission**

As a responsible, customer focused market leader, we will strive to understand the insurance needs of the consumers and translate it into affordable products that deliver value for money.

A Partnership Based on Synergy  
Bajaj Allianz General Insurance offers technical excellence in all areas of General and Health Insurance as well as Risk Management. This partnership successfully combines Bajaj Finserv's in-depth understanding of the local market and extensive distribution network with the global experience and technical expertise of the Allianz Group. As a registered Indian Insurance Company and a capital base of Rs. 110 crores, the company is fully licensed to underwrite all lines of general insurance business including health insurance.

## **Achievement**

- Bajaj Allianz has received "iAAA rating, from ICRA Limited, an associate of Moody's Investors Services, for Claims Paying Ability. This rating indicates highest claims paying ability and a fundamentally strong position
- Bajaj Allianz General Insurance has received the prestigious "Business Leader in General Insurance", awarded by NDTV Profit Business Leadership Awards 2008. The company was one of the top three finalists for the year 2007 and 2008 in the General Insurance Company of the Year award by Asia Insurance Review.

## **OFFERINGS BY BALIC**

### **Individuals Plans**

- Unit Gain Insurances
- Term Care Plans
- Lifetime Care Insurance Policy
- Business Insurance Policies
- Savings And Security Policies For You And Your Family
  
- Rural Insurance Plan
- Healthcare Insurance
- Financial Insurance
- Pension Plus
- Retirement Plans
- Children's Policies
- Endowment Plans and many more.

### **Group Insurance Schemes**

- Insurance For Employee-Employer Groups
- Insurance For Non-Employer - Employee Groups
- Employees Deposit Linked Insurance
- New Group Superannuation Scheme
- New Group Gratuity Care Scheme

### **Special Insurance Policies for NRI's**

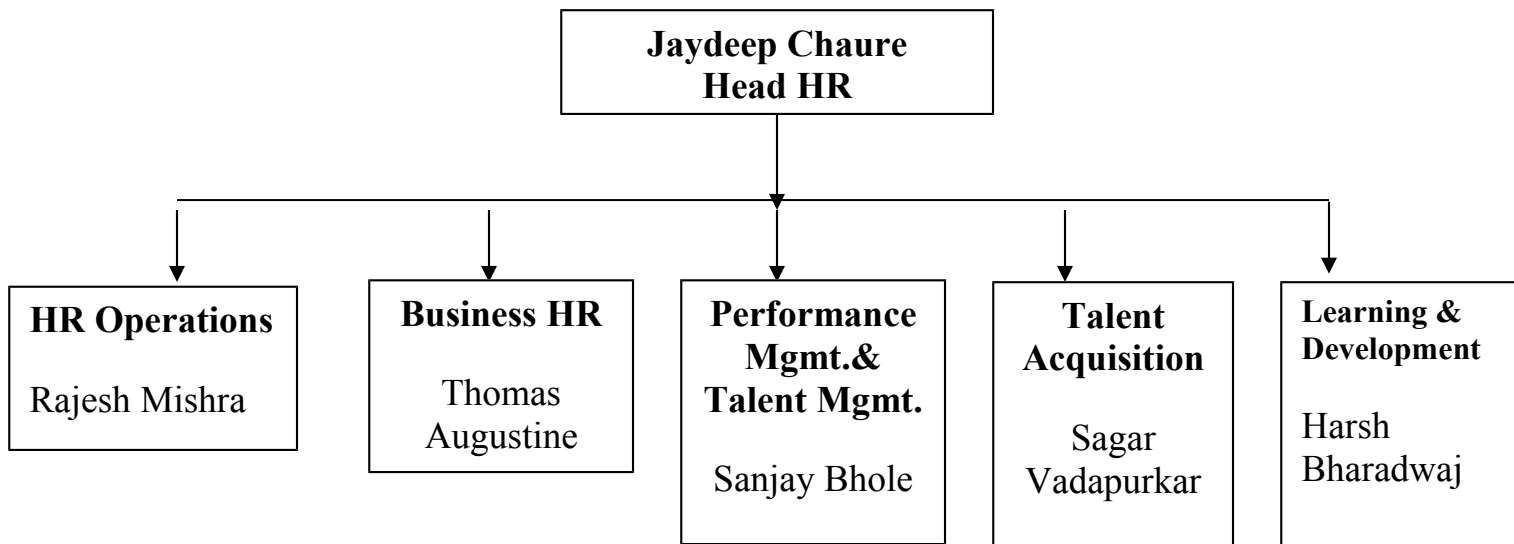
- Investgain Endowment Plan
- Cashgain Money Back Plan
- Childgain Kids Special Plan
- Swarna Vishranthi

Bajaj Allianz India offers convenient premium payment and receipt options. The payments can be direct through cheques, DD's or directly from your accounts or through credit card. The premiums can also be paid online. The insurance policy holders who also have an account with Standard Chartered Bank can avail the direct debit mandate facility.

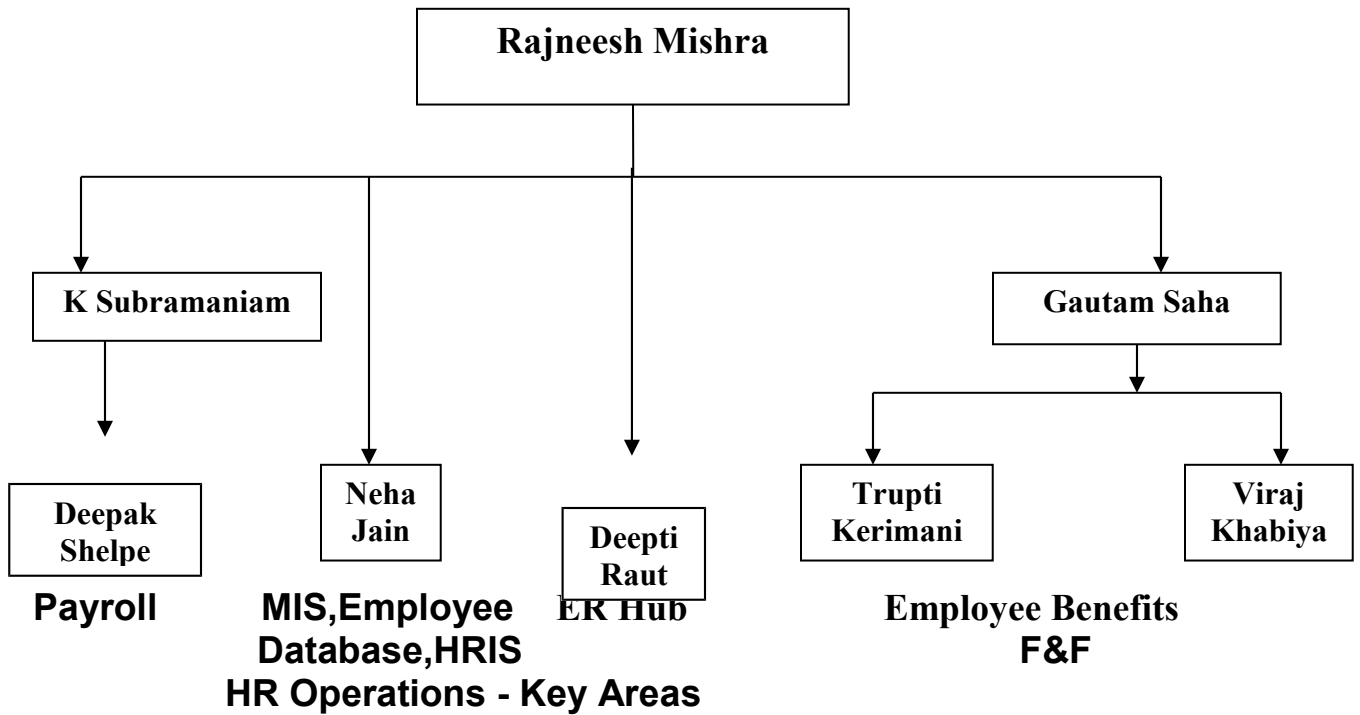
The Bajaj Allianz Life Insurance website offers human life value estimator, child education cost calculator, retirement solutions and required pension estimator and premium calculator online. The Bajaj Allianz insurance agents will guide you about the general life insurance policies best suited to your needs. The insurance agent also briefs you about the insurance quote and the terms on the policy quotes.

## **HR DEPARTMENT OF BALIC**

### **HR-Hierarchy**



### HR Operations Structure

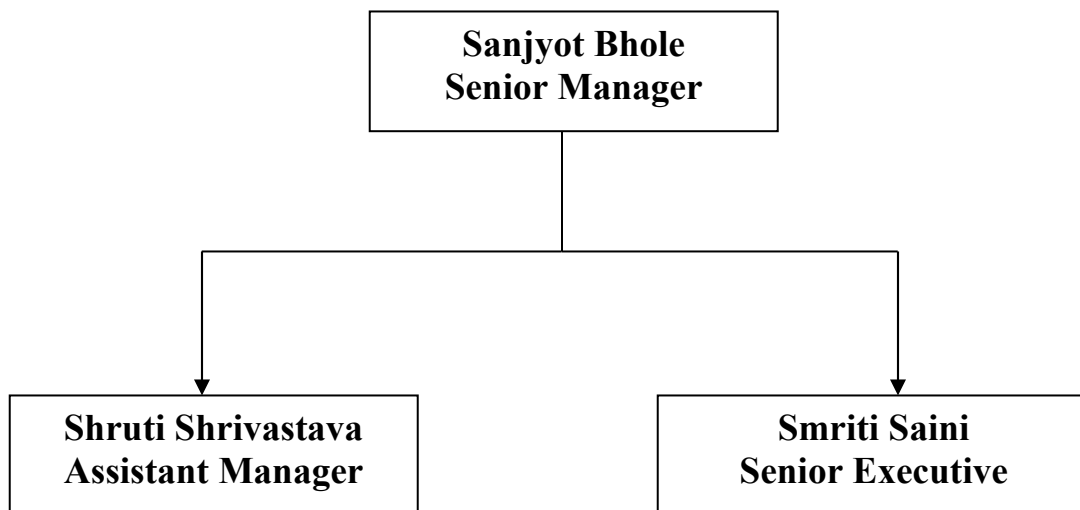


- Payroll
- Employee Benefits
- Compliance
- Full & Final Settlement

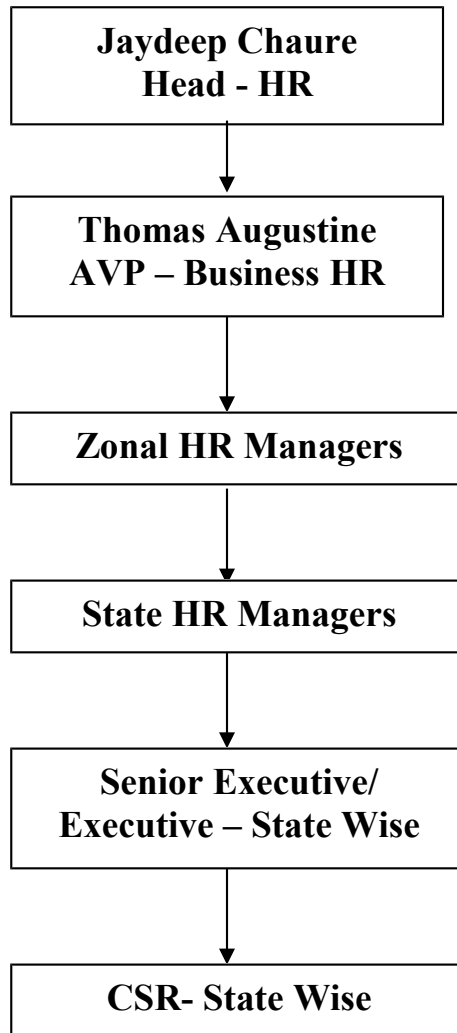


- Internal Movements(Transfer/Promotions)
- HRIS (Human Resources Information System)
- HR Audit
- HR MIS(HR Management Information System)
- Employee Relation Hub
- Single Employee database

### **Talent management - Structure**



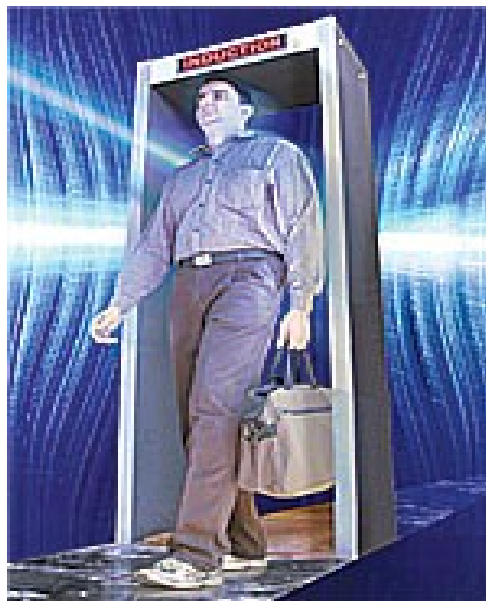
### **Business HR - Hierarchy**



## **INTRODUCTION**

### **INDUCTION**

New employee orientation is the process you use for welcoming a new employee into your organization. New employee orientation, often spearheaded by a meeting with the Human Resources department, generally contains information about safety, the work environment, the new job description, benefits and eligibility, company culture, company history, the organization chart and anything else relevant to working in the new company.



As new employees enter an organisation, they find themselves thrown into a new environment and a confused state. This is where induction training can help familiarise them with the organisation's ways and culture.

New employee orientation often includes an introduction to each department in the company and training on-the-job. New employee orientation frequently includes spending time doing the jobs in each department to understand the flow of the product or service through the organization.

## **INDUCTION FEEDBACK**

Employees were asked what they wanted and needed from orientation. They were also asked what they liked and didn't like about orientation. New employees were asked what they wanted to know about the organization. Additionally, the organization's senior managers were asked what they believed was important for employees to learn when joining the county payroll.

Induction Feedback Questionnaire should be filled up by the employees and should be evaluated by the HR department. It can be used to know the induction process level and what the employees want from the organization. By this it is also possible to check the awareness level of the new employees.

### **The best new employee orientation:**

- has targeted goals and meets them,
- makes the first day a celebration,
- involves family as well as co-workers,
- makes new hires productive on the first day,
- is not boring, rushed or ineffective, and
- uses feedback to continuously improve.

## **OBJECTIVES**

**1.To study the current induction and orientation program**

**2.To know about the different activities related to induction**

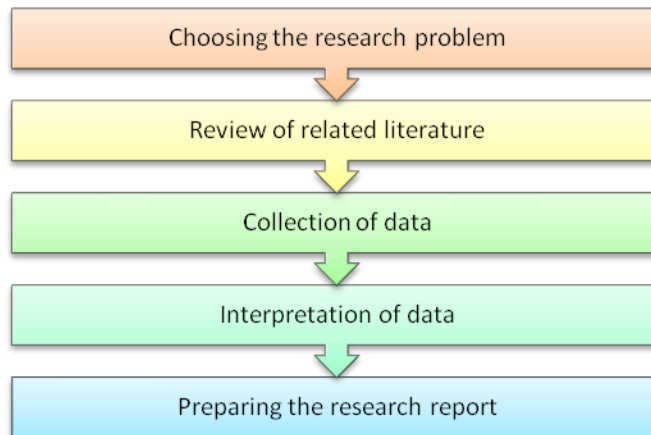
**3.To know the satisfaction level of employees .**

## **RESEARCH METHODOLOGY**

**Research** can be defined as the search for knowledge or any systematic investigation to establish facts.

The term *research* is also used to describe an entire collection of [information](#) about a particular subject.

### **Research Process:-**



### **Research Characteristics:-**

- Originates with a question or problem.
- Requires clear articulation of a goal.
- Follows a specific plan or procedure.
- Often divides main problem into sub problems.
- Guided by specific problem, question, or hypothesis.
- Accepts certain critical assumptions.
- Requires collection and interpretation of data.
- Cyclical (helical) in nature.

### **Data Collection**

**Research methodology** talks about data collection of the project work.

The data collection as such is divided into

**Primary data collection**- Data collected through

- Questionnaire survey,
- Telephonic Session, etc.

**Secondary data collection**- Data collected through

- Literature survey,
- Journals,
- Internet search,
- Company records/bulletin,
- Company reports, etc.

- **SAMPLING METHOD**

- Sampling technique used in this study is 'convenient sampling'.  
The selected sample size is 50

## **WHAT IS INDUCTION?**

**Induction**, also called **orientation** is designed to provide a new employee with the information he or she needs to function comfortably and effectively in the organizations. It is a planned introduction of new hires to their jobs, their peers and the company.

Typically, induction conveys three types of information-

- (i) general information about the daily work routine;
- (ii) a review of the firm's history, founding fathers, objectives, operations and products or services, as well as how the employee's job contributes to the organization's needs; and
- (iii) a detailed presentation, perhaps, in a brochure, to the organisation's policies, work rules and employee benefits.

An **induction programme** is the process used within many businesses to welcome new **employees** to the company and prepare them for their new role.

An induction programme is an important process for bringing staff into an organisation. It provides an introduction to the working environment and the set-up of the employee within the organisation. The process will cover the employer and employee rights and the terms and conditions of employment. As a priority the induction programme must cover any **legal** and **compliance** requirements for working at the company and pay attention to the **health and safety** of the new employee.

An induction programme is part of an organizations **knowledge management** process and is intended to enable the new starter to become a useful, integrated member of the team, rather than being "thrown in



at the deep end" without understanding how to do their job, or how their role fits in with the rest of the company.

A good induction programmes can increase productivity and reduce short-term [turnover of staff](#).

When you take on a new employee, it is important that you give them the right induction that will benefit themselves and your business. This induction period can be considered as the foundations for getting the most out of the employee and to determine their long term success in your business.

An induction should be given at the beginning of employment and may stretch for several weeks, or even months. During this time, the quality of the induction will have an effect on how the employee visualizes your business and how well they will integrate into it.

Some companies often make the mistake of ignoring induction periods. Instead, they leave the new employee to pick things up themselves, and from existing employees, which costs time and money. This defeats the idea of induction which is to integrate the employee so that they reach their full potential as soon as possible.

If your new employee is to be recruited through an interview, then it is a good idea to start the induction at that specific time. Even if the applicant isn't definitely going to be your new employee, it still gives them a chance to maintain interest in your business.

## **PURPOSES OF INDUCTION**

Employers have to realize that orientation isn't just a nice gesture put on by the organization. It serves as an important

element of the recruitment and retention process. Some key purposes are:

- **To Reduce Startup Costs:** Proper orientation can help the employee get "up to speed" much more quickly, thereby reducing the costs associated with learning the job.
- **To Reduce Anxiety:** Any employee, when put into a new, strange situation, will experience anxiety that can impede his or her ability to learn to do the job. Proper orientation helps to reduce anxiety that results from entering into an unknown situation, and helps provide guidelines for behavior and conduct, so the employee doesn't have to experience the stress of guessing.
- **To Reduce Employee Turnover:** Employee turnover increases as employees feel they are not valued, or are put in positions where they can't possibly do their jobs. Orientation shows that the organization values the employee, and helps provide the tools necessary for succeeding in the job.
- **To Save Time for the Supervisor:** Simply put, the better the initial induction, the less likely supervisors and co-workers will have to spend time teaching the employee.

**To Develop Realistic Job Expectations, Positive Attitudes and Job Satisfaction:** It is important that employees learn as soon as possible what is expected of them, in addition to learning about the values and attitudes of the organization. By induction employee understand job expectations and brings positive attitude and job satisfaction.

## **REQUISITES OF AN EFFECTIVE INDUCTION PROGRAMME**

Induction Programme, to be effective, must be based on serious consideration to attitudes, behaviours and information that new employees need. Seldom are these observed and it is rare that the system is effective. However, following are some of the requisites of an effective system.

- **Prepare for new employees:** New employees must, initially, feel that they belong to the organization and are important. Therefore, both the supervisor and the HR unit should be prepared to receive the employee. It is very uncomfortable for a new employee to arrive at work and have a manager say, "Oh!, I didn't realize you were coming to work today" or "Who are you?" This depersonalisation, obviously, does not create an atmosphere of initial acceptance and trust.

In addition, co-workers must also be aware of the arrival of a new worker. This is particularly true when the new employee's entry is likely to erode the position and status enjoyed by the current employees. In this case, management must take the present employees into confidence and convince them about the need for hiring the new employee.

- **Determine Information New Employees Want to Know:** The overriding question guiding the establishment of an induction programme is, "What does the new employee need to know now?" Often, new employees receive information on issues, much of which is not immediately required. At the same time, they fail to get vital information needed during the first day of a new job.

Some firms use an induction checklist to avoid any overlapping of or missing out on information. Such a

checklist shall contain items to be covered by the HR unit and the line manager.

- **Determine How to present Information:** Line managers and HR representatives should determine the most appropriate way to represent the induction information. For example, rather than telling an employee verbally, information on company sick leave and holiday policies may be presented on the first day in a handbook. The manager or the HR representatives can review this information a few days later to answer any of the employee's questions.
- **Completion of Paperwork:** All essential paperwork should be completed during orientation so that the employee gets paid accurately and on time. Various tax and insurance forms as well as time cards and other items need to be completed in a timely fashion. There is nothing more agonizing for a new employee than to miss the first pay cheque or to be paid improperly because the correct forms were not completed accurately.

## **INDUCTION IN BAJAJ ALLIANZ**

Induction in Bajaj Allianz Life Insurance Co. Ltd. (BALIC) is done for all new joining members in all departments. In

BALIC induction process is named as **PARICHAY**. Induction in BALIC is done through various ways: online induction PARICHAY, classroom induction PARICHAY, telephonic induction. In the induction in BALIC various important aspects required for the new employee to know about the working culture in the company is presented.

In the induction new joining employee is made familiar with hierarchy of the organization, tell them about employee benefits , about leaves, about salary procedure, talent management in company , appraisal cycle , target setting , business HR role, etc. In the BALIC sales induction is conducted separately in which sales profile of the company is presented.

Some important aspects covered in induction (PARICHAY) in BALIC is given below.

## **HR4U – HR Portal**

- BALIC have a HR Portal (called HR4U). This is a very important platform for communication as well for various HR related transactions.
- 5 days after the creation of your employee code, E mail ID and HR4U ID is generated.
- Employees should make sure that they login to HR4U regularly and remember their password.
- HR4U site: <http://hr4u.bajajallianzonline.co.in>
- HR4U features

1. Attendance
  - Leaves
  - Regularizations
2. Personal details
  - Corporate Details
  - Family Details
3. Performance Management
4. Medicare
5. HR formats – Claim Form, Policies, PF Form.

## **Salary & Attendance Facts**

Points related to salary and attendance are told during the induction-

- Attendance Cycle –Attendance from 19<sup>th</sup> of previous month to 18<sup>th</sup> of current month is counted for the salary process.
- Leaves –Earned Leave, Sick Leave, Maternity Leave
- PAN No. & Bank Account details Submission
  - ✓ Salary will be hold put on hold if PAN is not submitted within 9 days or if Bank Account No. is not submitted within 45 days of date of joining.
  - ✓ Salar hold for non submission of PAN & BANK will be released by 22<sup>nd</sup> of every month, if details submitted before 15<sup>th</sup> .

- Reasons for less salary will be told.
- Reason for salary not received will be discussed.
- Timeliness for Advance Salary/Hold Salary release.
- Salary Slips details will be told.
- Salary related queries will be discussed.

## **Employee Benefits**

- **Employee Provident Fund**
  - ✓ Employee and Employer equal contribution, 12% of basic salary.
  - ✓ New entrants could transfer the previous EPF & EPS through filling up the form 13.
  - ✓ EPF and EPS could be withdrawn through form 19 and form 10 C, provided there should be a non-employment declaration of 2 months.
  - ✓ In case of death of a employee the nominee claims the pension by filling up for 1 D.
  - ✓ For any EPF and EPS withdrawal/ transfer, a filled up SSN form is preferred at the time of submission.
  - ✓ All specific forms are available in HRIS (HR4U).

- **Gratuity**

- ✓ BALIC have a Group Gratuity Scheme policy for all employees.
- ✓ An employee who works for a complete five years of continuous service is entitled for Gratuity, as per the payment of Gratuity Act.
- ✓ (Last drawn basic/ 26\*15\* number of months /12) served in the period of service.(Subject to the provision of five years continuous service)
- ✓ Gratuity shall be payable to an employee on : Retirement/ Resignation, Superannuation & death or disablement due to accident or disease.
- ✓ In the event of death of an employee the gratuity amount goes to the nominee as declared in the form F, a nomination form.
- ✓ The Gratuity claim gets settled and credited to the employee's salary account online.
- ✓ To the limit of Rs.3,50,000 is exempted from the taxable income in a life time.

- **Group term life Insurance & Additional death Benefits**

- ✓ It's a Group Life Insurance Coverage extended to all employees from the date of joining onwards.
- ✓ The coverage amount varies from employee as its 60 times of the basic salary and where the



minimum coverage is 5 lacs and the maximum is 30 lacs.

- ✓ The premium is borne by the company.
- ✓ In case of an Accidental Death the GTL coverage gets doubled.

- **Employee Deposit Linked Insurance(EDLI)**

- ✓ It is a Employee Deposit Linked Insurance, and all employees are covered under this who are subscribed in the EPF.
- ✓ Under the EDLI scheme the life insurance benefit is equal to the average balance to the credit of the deceased employee in the provident fund during the last 12 months, provided that where such balance exceeds Rs. 35,000/- plus 25% of the amount in excess of Rs. 35,000/- subject to the maximum of Rs.60,000/-.
- ✓ If an employee's length of service is low and/ or the salary is low, the average balance accumulated in the provident fund is low and therefore the benefit to the employee's family is inadequate. The alternative given by IRDA is that for the same amount contributed by the employer can be paid to an insurance company where the cover starts from Rs. 62,000/- to a maximum of Rs.1,50,000/-.
- ✓ The Bajaj Allianz Group Term Life Insurance in Lieu of EDLI is a better alternative to provide more life insurance protection to the employees. As the

premium is always less than the 0.5% contributed by the employer and the life cover more than what the PF provides, its beneficial for an employee.

- **Employees State Insurance Corporation(ESIC)**

- ✓ Coverage of employees drawing wages upto Rs.15,000/- per month engaged either directly or through contractor.
- ✓ Rate of contribution of the wages employer's 4.75% and employee's 1.75%.
- ✓ Benefits: To the employees under Act- Medical, Sickness, Extended Sickness for certain diseases, Enhance Sickness, Dependents Maternity, besides Funeral Expenses, Rehabilitation Allowance, Medical Benefits to insured person and his or Spouse.
- ✓ Wages for ESI contributions to be deemed as wages: Basic pay dearness Allowance, House rent Allowance, City Compensatory Allowance, Overtime wages(out to be taken into account for determining the coverage of an employee),
- ✓ Payment for day of rest, production incentive, Bonuses other than statutory Bonus night Shift Allowance Heat, Gas & Dust.
- ✓ Allowance payment for unsubstantiated holidays, meal/ food allowance, suspension allowance, lay

off compensation, children education allowance (not being reimbursement for actual tuition fee).

- ✓ Most of the above benefits have been taken care from the insurer with an enhanced options.

- **Group Personal Accident(GPA)**

- ✓ Under these policy employees are covered for disability arising out of accidents.
- ✓ Death is not covered under this policy.
- ✓ It compensates only loss of pay, arising out when leave balance gets exhausted.
- ✓ The company pays the premium for this coverage.

- **Medicare**

- ✓ All team members are eligible to join the medicare hospitalization policy entered into with the Medicare Services Ltd.
- ✓ Employees have an option to select a Family Floater cover for self, spouse, two children and parents/ in – laws for a floater amount of Rs. 3, 5, 7.5, 10 or 5 lacs.
- ✓ Enrollment into this scheme is done only through HR4U. In case employee fails to do his/her enrollment within 15 days from the date of creation of his HR4U ID, the company gives him/her default coverage of Rs. 3 lacs for self only.

- ✓ The coverage amount once selected or given by default cannot be changed during the policy period ( 1<sup>st</sup> Sept. to 31<sup>st</sup> Aug.). However family members can be added at any time.
- ✓ There is a company subsidy of Rs. 5000/- (Sept.- Aug.) towards Medicare Premium.
- ✓ Any premium amount exceeding Rs. 5000/- is recovered from the employee's salary. Details are uploaded on HR4U on the following path:  
HR4U > Medicare > Medicare Details

## **Talent Management & Employee engagement**

- The talent management & employee engagement function undertakes and implements all employee development / engagement initiatives in BALIC.
- Currently the initiatives undertaken are:-
  - ✓ Talent Management program(TMP) which is currently open for L3B & above and aims to holistically assess both performance & potential of employee & enables us to develop an organization wide talent map.
  - ✓ Succession Planning that facilitates the successors for each critical position to be determined.

- ✓ Excellence Awards which recognize all outstanding achievers in BALIC in non-sales functions.

## **Appraisal Cycle**

- The performance appraisal process in BALIC is biannual i.e. all eligible employee are assessed against their set KRAs twice a year- in October and April.
- The review period looks as under:
  - ✓ Target setting with in 1 month of joining.
  - ✓ Mid – year Appraisals: 1<sup>st</sup> April to 31<sup>st</sup> September.
  - ✓ Annual Appraisals: - 1<sup>st</sup> Oct. to 31<sup>st</sup> March.

## **Target Setting**

- Employees have to complete their target setting in 1 month of joining.
- Employees have to discuss and finalize their targets with their superiors.
- The target setting and appraisal process is done through the HR portal i.e. HR4U.

## **PROBLEMS OF INDUCTION**

An Induction programme can go wrong for a number of reasons. The HR department should try to avoid such errors. Some of them are:

1. Supervisor who is entrusted with the job is not trained or is too busy.
2. Employee is overwhelmed with too much information in a short time.
3. Employee is overloaded with forms to complete.
4. Employee is given only menial tasks that discourage job interest and company loyalty.
5. Employee is asked to perform tasks where there are high chances of failure that could needlessly discourage the employee.
6. Employee is pushed into the job with a sketchy induction under the mistaken belief that 'trial by fire' is the best induction.
7. Employee is forced to fill in the gaps between a broad induction by the HR department and a narrow induction at the department level.
8. Employee is thrown into action too soon.
9. Employee's mistakes can damage the company.
10. Employee may develop wrong perceptions because of short periods spent on each job.

## INDUCTION FEEDBACK

Company in induction feedback asks employees to complete a questionnaire evaluating the programme. It is desirable that the questionnaire is administered after some length of time, in order to enable the employee to gain some perspective about the work and the company. In the alternative, the HR representative or the supervisor may conduct follow-up interviews to elicit the employee's opinion.

Whatever the approach, the feedback from the employees enables a firm to adopt its induction programme to the specific suggestions of the new employees. In addition, firms should realize that the new employees will receive an induction that could help them improve their performance. It is certainly in the best interest of the firm to have a well-planned and well-executed programme.

In BALIC induction feedback process is named as **DOST DATA CAPTURE**. In which **DOST DATA CAPTURE FORM** (Questionnaire) is made filled by asking the employees on the telephonic session. The DOST Data Capture Form is divided in three rounds as on the 7<sup>th</sup> day of joining, 15<sup>th</sup> day of joining and 30<sup>th</sup> day of joining. The detail of new joining employee is taken from the HRMIS like the name of the employee, contact number of the employee and date of joining of the employee. To every new employee on his/her 7<sup>th</sup> day of joining asked series of questions on the telephonic session, then on 15<sup>th</sup> day of joining asked another series of question and then again on 30<sup>th</sup> day of joining asked another

series of question. At every call responses of the employee noted on the DOST DATA CAPTURE FORM and at last these data is analysed to make corrective actions.

## **DOST DATA CAPTURE FORM (QUESTIONNAIRE)**

### **(I) 7<sup>th</sup> Day of Joining**

1. Have you been introduced to your colleagues?
2. Are you marking your attendance through HR4U and manual attendance?
3. Have you enrolled yourself /your family members for medicare benefits?
4. Is your webmail activated?
5. Have you updated your Bank/PAN details in HR4U?
6. Have you declared your investment plan in HR4U?
7. Have you completed the online induction PARICHAY?

Initial Orientation Level- as assessed by the BHR  
(Excellent/Above Average/Average/Below Average)

### **(II) 15<sup>th</sup> Day of Joining**

1. Have you completed the sales induction?
2. Are you aware of HR catalyst/Admin I track/Sales Admin I track?
3. Are you aware of 5 day non-login procedure?
4. Have you received the hard copy of appointment letter?
5. Have you discussed the targets with your supervisor?



6. Are you aware of the payroll cycle/attendance cycle?

### **(III) 30<sup>th</sup> Day of Joining**

1. Are you aware of E-Learning? Have you started accessing the assigned courses ?

2. Have you received your first salary?

3. Have you completed the PARICHAY(classroom)?

--1<sup>st</sup> random question by BHR to assess the awareness of employee.

--2<sup>nd</sup> random question by BHR to assess the awareness of employee.

➤ Observation by Branch Manager.

➤ Any concern areas/ suggestions/ feedback from the employee.

## **FACTS AND FINDINGS**

In the project Induction and Induction Feedback Process, BALIC conducts the induction of new employee through various processes like classroom induction, online induction and telephonic induction sessions. In the induction company delivers the information about the company, employee benefits, leaves procedures, salary and attendance related facts, etc.

In Induction Feedback Process Company use the Induction Feedback Process Questionnaire (Dost Data Capture Form), which is made filled by the employees through the telephonic session. The Questionnaire is divided into three parts i.e. 7<sup>th</sup> day of joining, 15<sup>th</sup> day of joining and 30<sup>th</sup> day of joining. In all these three parts different questions are asked by the employee to know that they get introduced with their colleagues, whether they are aware about the benefits, salary procedure, etc.

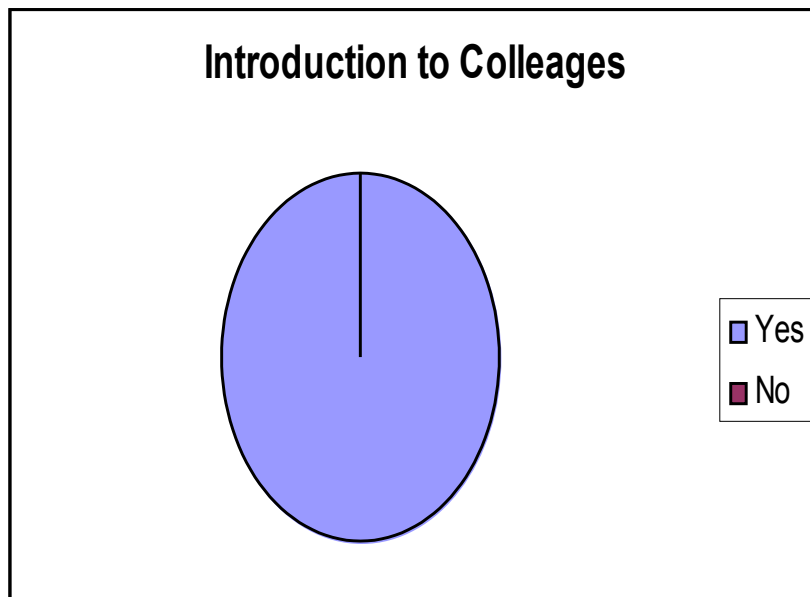
After the completion of this project and analysis there are some outcomes:-

- BALIC using the various ways of induction which are beneficial for the company as well as for the employee.
- BALIC using the induction feedback process in questionnaire form which gives the feedback of employees in proper format.
- Company using the questionnaire divided in parts according to the day of joining which gives the updation of the level of induction of employees.
- Company follows the induction and induction feedback process not only for the new employees but also for the employees promoted to the new position.

## DATA ANALYSIS AND INTERPRETATION

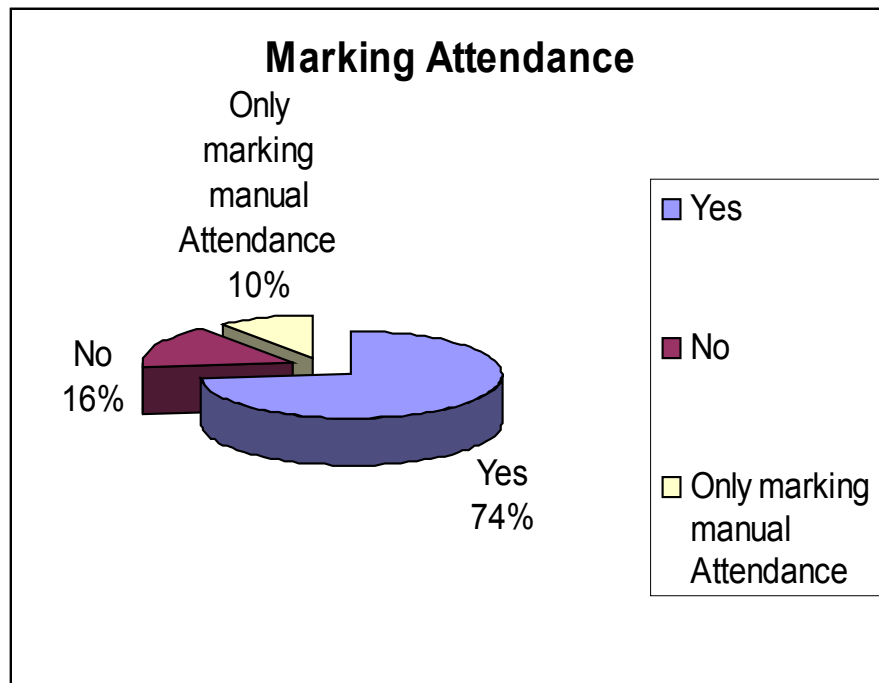
### (I) 7<sup>TH</sup> Day of Joining

1. Have you been introduced to your colleagues?



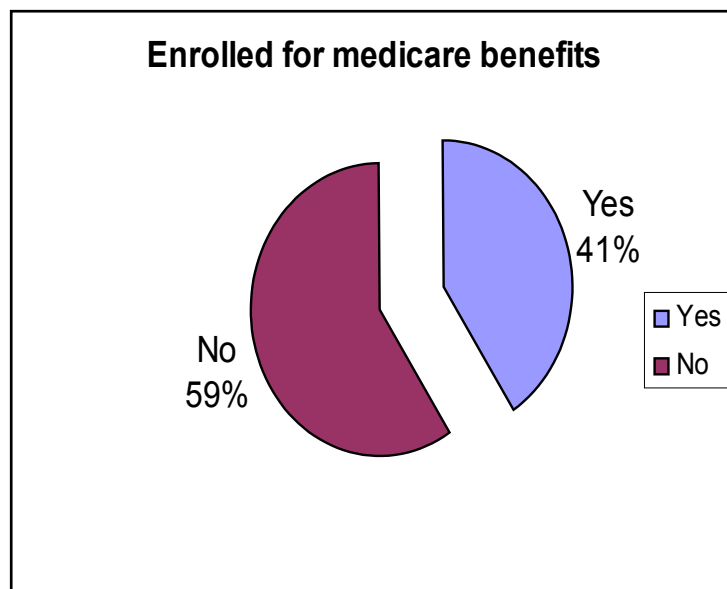
- Nearly all employee gets introduced with other employees after a week in the company.

2. Are you marking your attendance through HR4U and manual attendance?



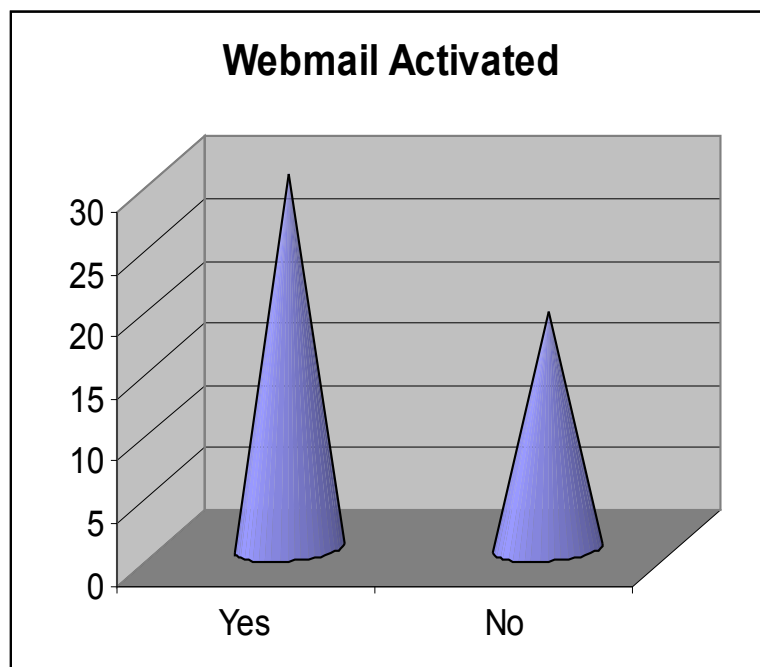
- About 74% of employees mark their attendance in the HR4U and 16% of employee mark their attendance manually because their employee code is not generated.

3. Have you enrolled yourself /your family members for medicare benefits?



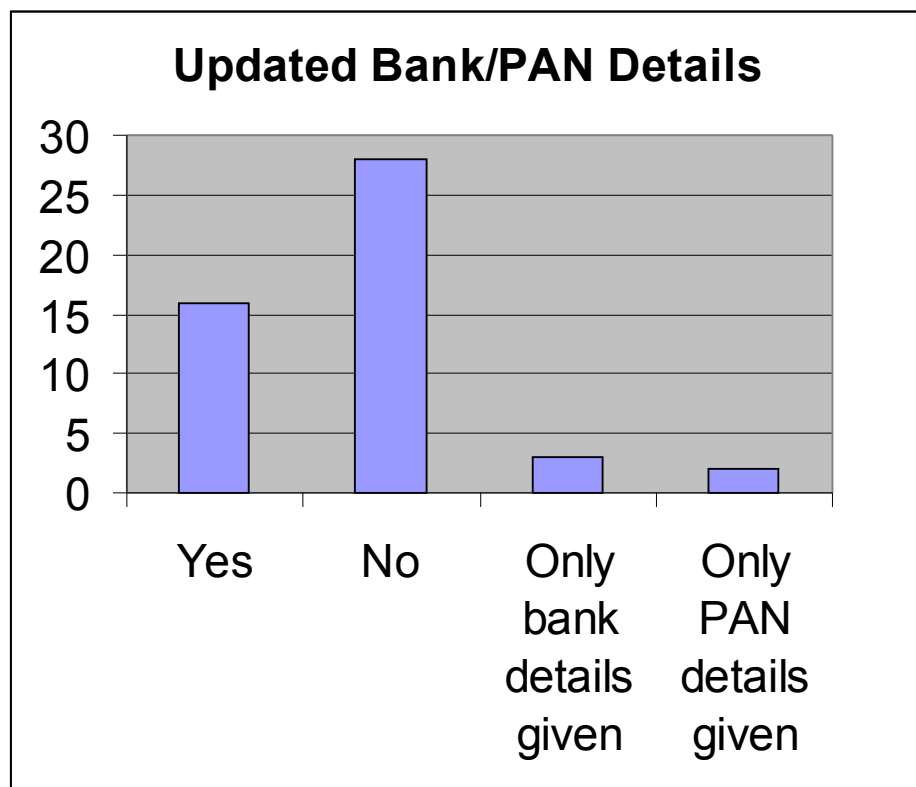
- About 59% not enrolled for the medicare benefits and 41% have enrolled themselves and their family.

4. Is your webmail activated?



- Webmail is the mail ID which is generated by the company only for the employees.
- Most of the webmail is generated within seven day of joining but due to some reasons it may be not possible for some employees.

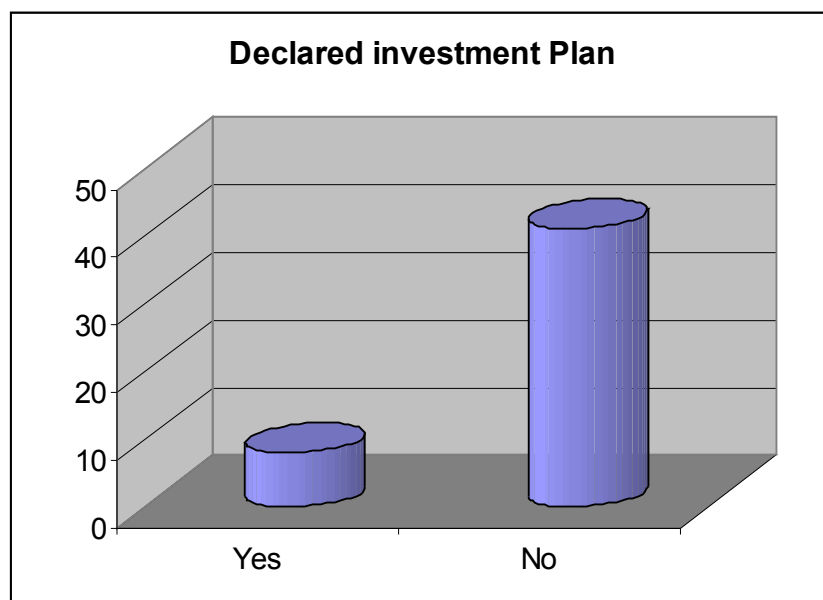
5. Have you updated your Bank/PAN details in HR4U?





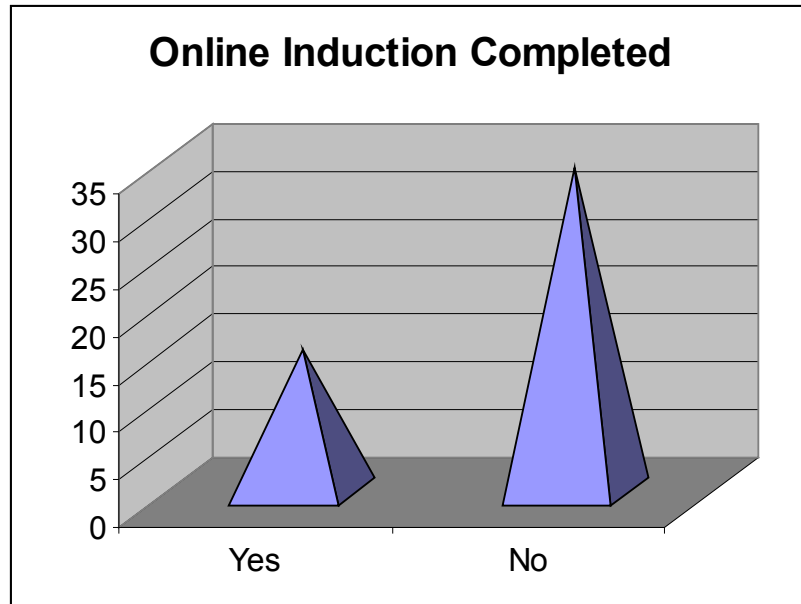
- Most of the percentage of employee not updated their details because their account is not open in the tie up bank and Pan card are not generated.

6. Have you declared your investment plan in HR4U?

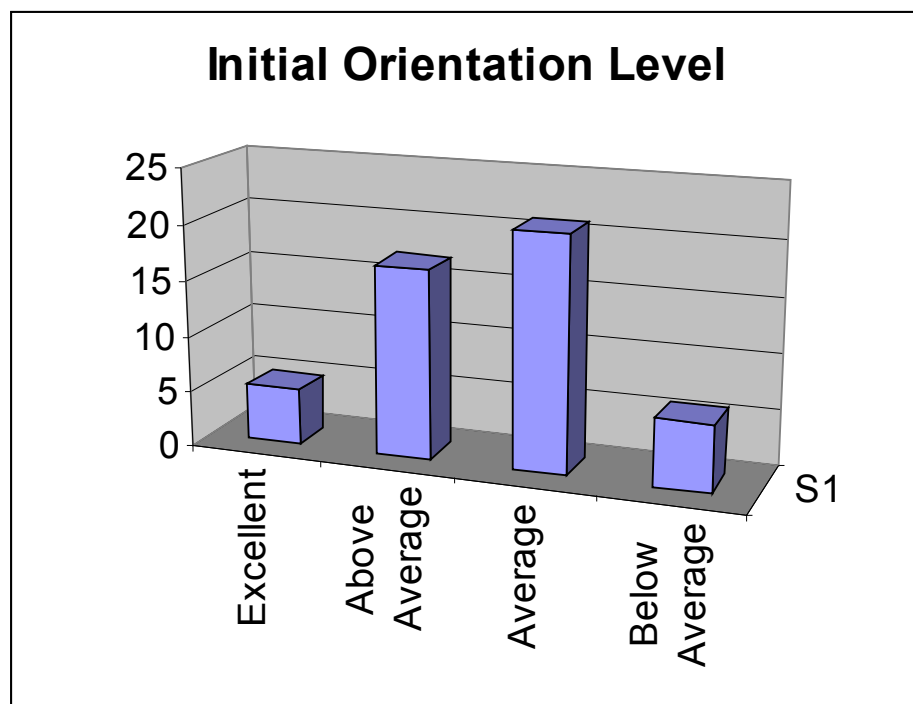


- Most of the have declared because they are not aware.

7. Have you completed the online induction PARICHAY?



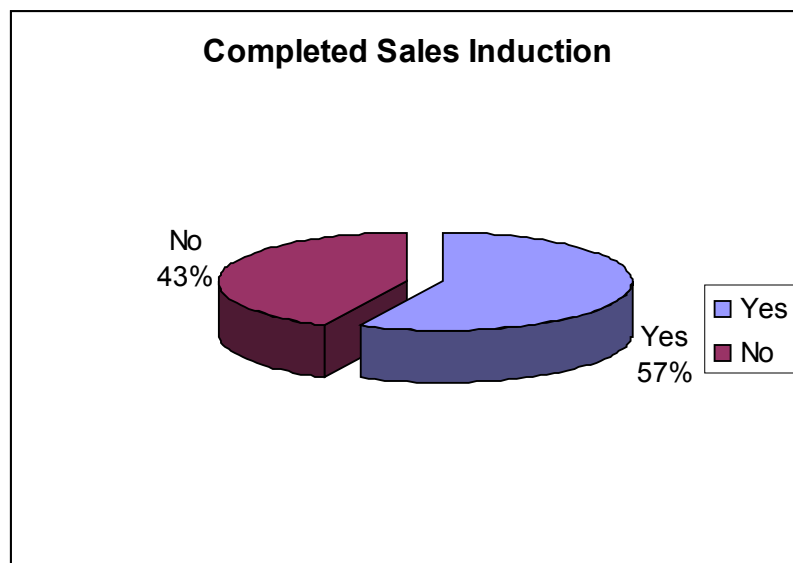
8. Initial Orientation Level- as assessed by the BHR  
(Excellent/Above Average/Average/Below Average)



- Mainly induction is average in rating because most of the people are not aware about the importance of induction and they are not interested.

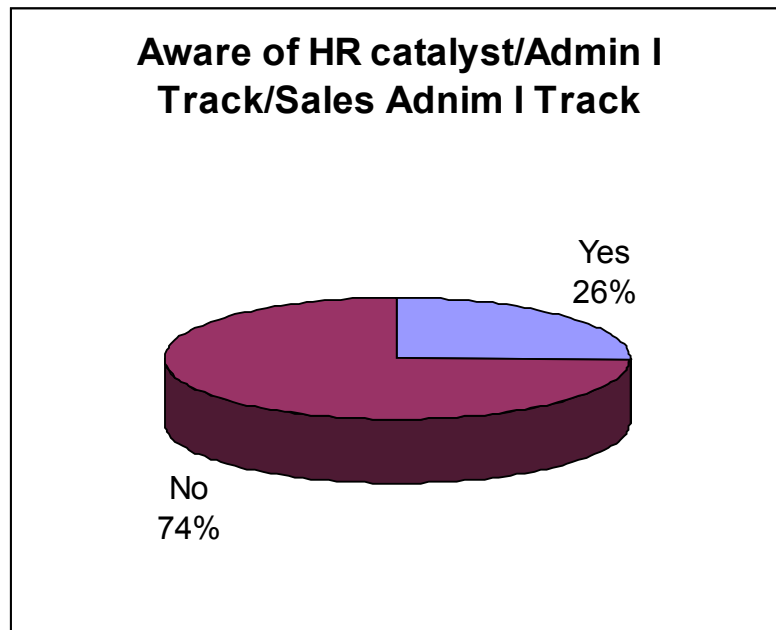
## (II) 15<sup>th</sup> Day of Joining

1. Have you completed the sales induction?

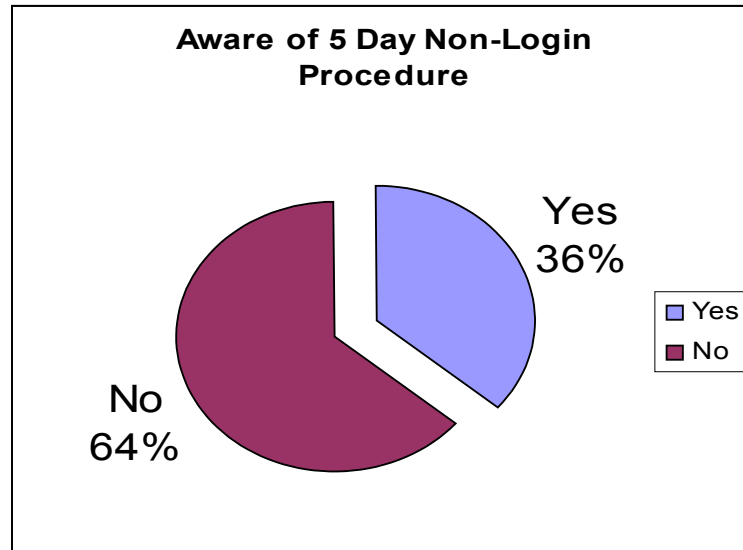


- About 57% of employees have completed the sales induction.

2. Are you aware of HR catalyst/Admin I track/Sales Admin I track?

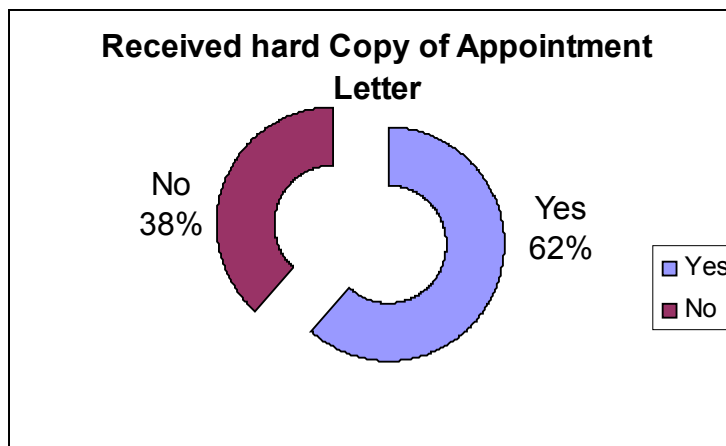


3. Are you aware of 5 day non-login procedure?



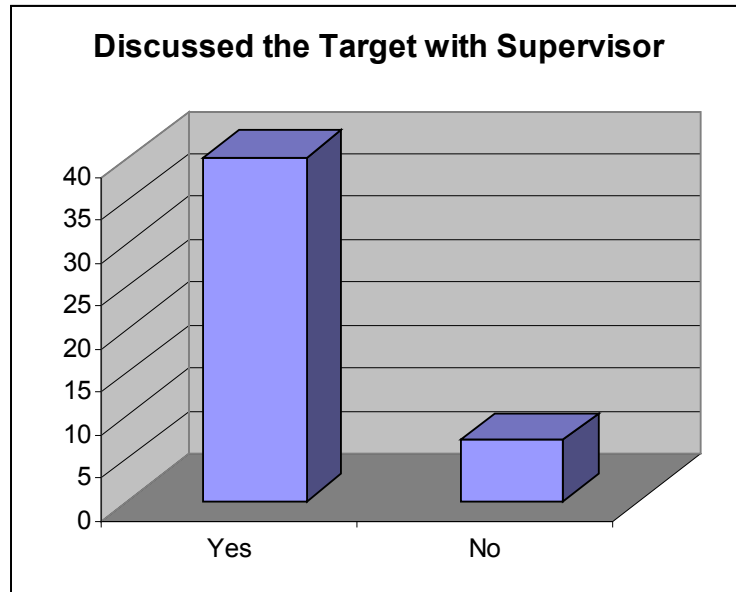
- About 64% of the people are not aware about the non login procedure.

4 Have you received the hard copy of appointment letter?



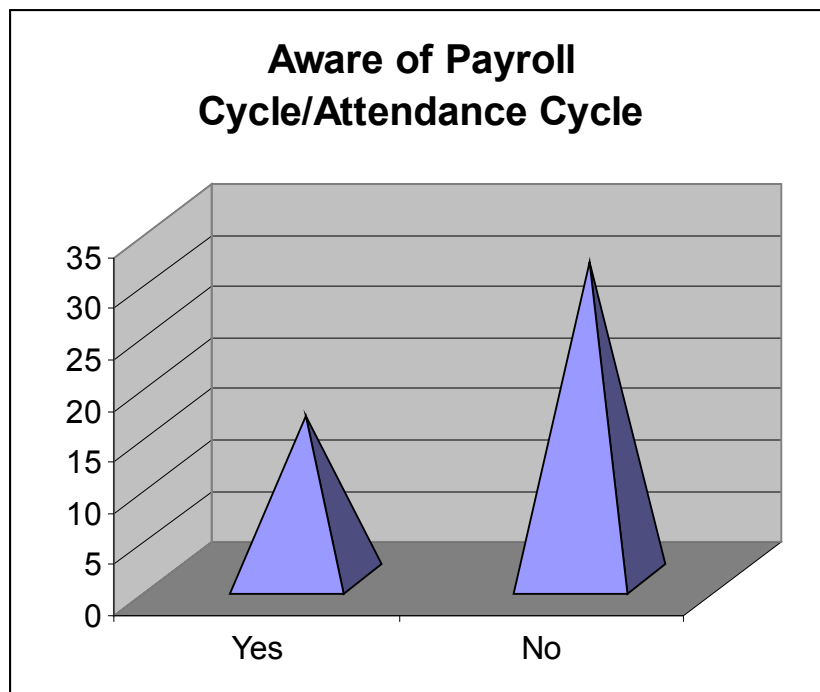
- About 62% have received the hard copy of appointment letter.

5. Have you discussed the targets with your supervisor?



- Most of the employee discuss their targets with the supervisors.

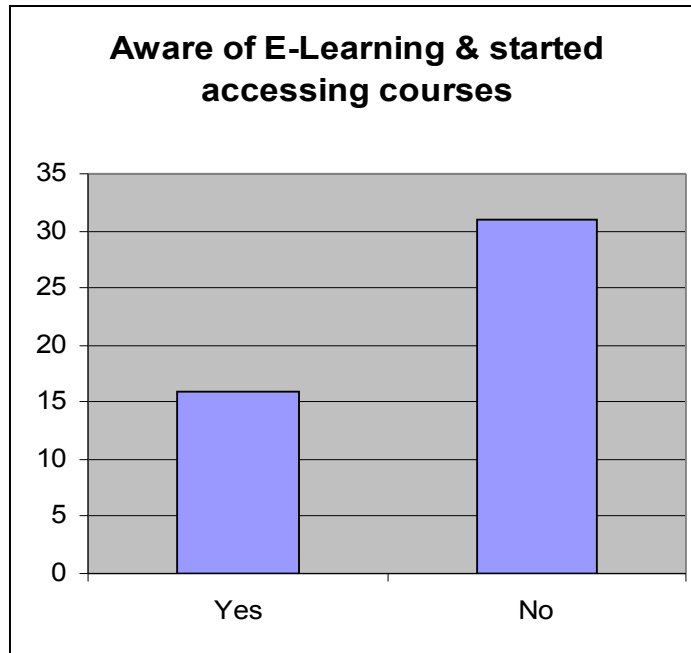
6. Are you aware of the payroll cycle/attendance cycle?



- Major of percentage of employee are not aware of the Payroll cycle / Attendance cycle.

### (III) 30<sup>th</sup> Day of Joining

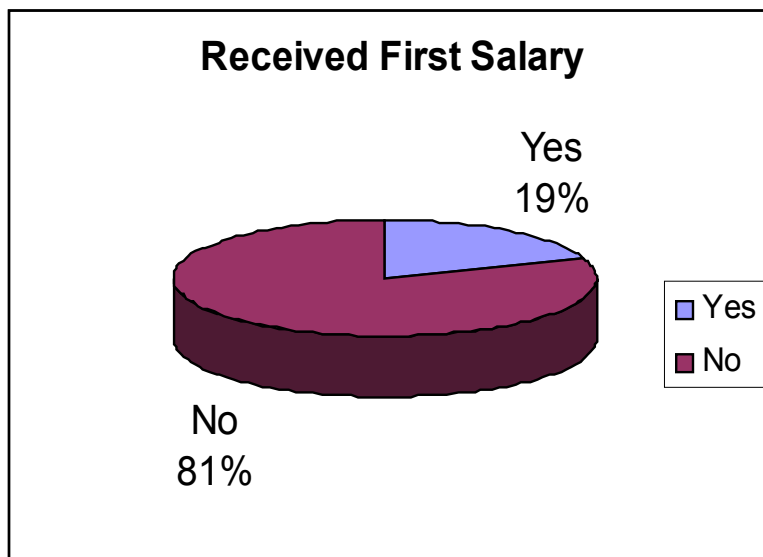
1. Are you aware of E-Learning? Have you started accessing the assigned courses?



- Most of employee are not aware about the E Learning.

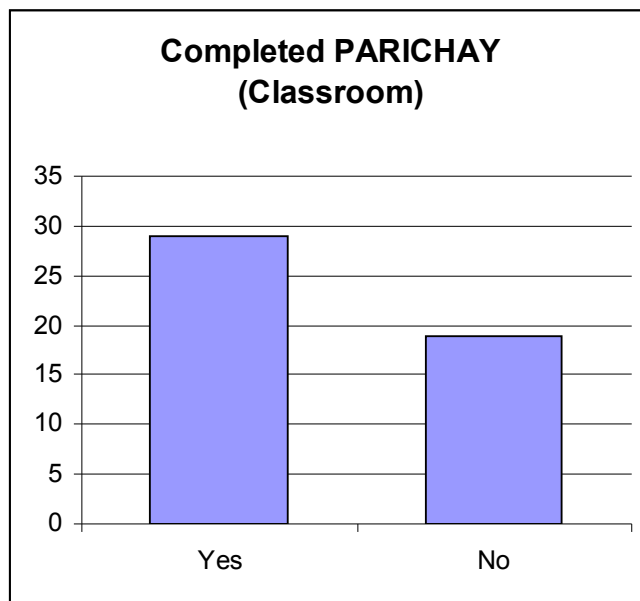


2. Have you received your first salary?



- About 81% of employees not get their first salary on the 30<sup>th</sup> day of joining because they do not have regularize their attendance some of them have not given the completed details in HR4U.

3. Have you completed the PARICHAY (classroom)?



- Classroom induction is completed by the most of the employees.

## **SWOT ANALYSIS**

SWOT Analysis of Induction and Induction Feedback Process is done after the completion of the project to know the following points regarding the induction and induction feedback process conducted in the company.

### **Strengths**

- Through the induction the employee gets easily familiar with working culture of the company.
- Employee gets knowledge about the employee benefits, salary procedure, leaves procedure, etc.
- Induction feedback process gives the feedback from employees what they want from company and level of the awareness of the employee regarding the company.
- Induction removes the conflict in the mind of the new employees.

### **Weakness**

- Induction is time consuming for the company.
- Induction creates the boredom and over whelmed for the new employees.
- Sometimes employee do not take interest in the induction as well as in the feedback process.

## **Opportunities**

- With the help of planned induction process creates the feeling in the mind of the employee that the company is concerned about them.
- This creates the loyalty of the employees towards the company.
- Good induction programs get new people up to speed faster, have better alignment between what new people do and what the organization needs them to do, have happier employees.
- Through the good induction program company may have low turnover rates in future.

## **Threats**

- The result of not planned induction is often a confused new employee who takes a long time to

become productive, or becomes frustrated and quickly leaves the organization.

- The cost of unplanned induction can create problem in the cost control and cost effectiveness for the HR department.

## **CONCLUSION**

A good induction can determine how quickly your employee settles into the business and the speed at which they develop to reach their full potential. Giving the employee all they need to know in relation to their time at your business will further determine its effectiveness.

Induction Feedback i.e. DOST DATA CAPTURE is necessary for the new employee as well as for the company to be conducted because it shows the awareness of the employee and concern areas to take corrective actions by the company.

Involve everyone that you feel essential to create good relations between the new employee and those that they will have connections with. Make the employee feel welcome and comfortable in all areas that will involve their presence.

## **RECOMMENDATIONS & SUGGESTIONS**

By analyzing the project and the conduction of the project in the Bajaj Allianz Life Insurance I found some areas which is to be revised in proper manner. Some suggestion that I like to give to the company are as follows.

- Company should make the induction program effective to get the interest of the employee.
- Company should tell the employees that it is important for them to know the employee benefits and other facts.
- Company should not take too much time in the creation of the employee code so that they can access the HR4U portal.
- Company should make the induction program cost effective.
- Company should ask the employees to give their full details in the HR4U portal.

- Company should tell the employees to start E learning course at the proper time.
- Employees are not interested in giving their feedback company should tell them to give feedback whenever asked.

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