



A Study on Onboarding Employees and Solving Employees Queries of Annex Infotechnologies in Ahmedabad

Hardik Makwana¹, Mansi Jain², Jignesh Vidani^{3*}

L.J. Institute of Management Studies, LJ University

Corresponding Author: Jignesh Vidani jigneshvidani@gmail.com

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ABSTRACT

This study investigates the onboarding processes, employee query management, and data handling practices at Annex Infotechnologies, highlighting key findings and offering actionable recommendations for improvement. The workforce at Annex is predominantly below 25 years old and between 35-44 years old, with a slight male majority. Educational backgrounds are diverse, with postgraduates forming the largest group. Department representation varies, with HR and Finance departments having the highest participation. A significant majority of employees perceive the onboarding process as well-structured and feel adequately supported by the HR team. Data management practices are positively received, with most employees confident in the security of their data. However, there is potential for enhancing the onboarding experience through technology integration and structured programs. Improving query management by establishing a centralized knowledge base and responsive support systems is also recommended. Regular data audits and secure access channels can further strengthen data management practices. The study concludes that while Annex has successfully created a supportive and engaging work environment, continuous improvements based on feedback and industry best practices can drive further organizational success and employee satisfaction

INTRODUCTION

A vital part of every organization's Human Resource (HR) operations is the efficient onboarding of new hires.(Chourasiya, Zala & Vidani, 2023)For Amnex Infotechnologies, a business committed to offering cutting-edge technology solutions, a smooth onboarding procedure is essential to ensure that new hires are happy and productive right away in addition to helping them fit into the company's culture.(Ajudiya, Patel & Vidani, 2023) This study explores ways to improve Amnex Infotechnologies' employee onboarding procedures by addressing the company's management of employee queries and data and delving into the many facets of this process.(Alkhizar & Vidani, 2024).

Onboarding Procedure: Significance and Goals

Amnex Infotechnologies' onboarding procedure is intended to adapt new hires to their positions, responsibilities, and the corporate culture. (Bansal, Pophalkar & Vidani, 2023)This process is about more than just administrative procedures; it's about involving staff members, giving them a sense of importance, and providing them with the resources and information they need to be successful. enhanced productivity, better employee retention rates, and enhanced work satisfaction can all result from effective onboarding.(Bariya & Vidani, 2023).

Amnex Infotechnologies's main onboarding goals are as follows:

- **Introduction to Company Culture and Values:** The purpose, vision, values, and culture of the organization are presented to new employees. (Bhatt, Vadher & Vidani, 2023)Comprehending the company's culture is crucial to coordinating individual and career aspirations with group aims.(Bhatt, Patel & Vidani, 2017).
- **Role Clarification and Expectations:** It's critical to communicate job duties, responsibilities, and performance standards in a clear and concise manner.(Biharani & Vidani, 2018) This makes it easier for staff members to know what's expected of them and how they can assist the business succeed.(Chaudhary, Patel & Vidani, 2023).
- **Training and Development:** Ensuring that staff have the appropriate training and development opportunities guarantees that they have the abilities and know-how to carry out their tasks efficiently. This includes learning how to use company tools and systems, developing soft skills, and receiving technical training.(Chourasiya, Zala & Vidani, 2023).
- **Relationship Building:** In order to create a sense of belonging and support, it is important to encourage new hires to establish relationships with supervisors, colleagues, and other stakeholders. Social events, mentorship programs, and team-building exercises can all help with this.(Devani, Gandhi & Vidani, 2024).

Research Objectives

1. Primary Objective

To Study on Onboarding Employees, Solving Employees' Queries, and Managing Employees' Data at Amnex Infotechnologies Pvt Ltd in Ahmedabad.

2. Secondary Objective

- To evaluate the comprehensiveness and efficiency of the existing onboarding process.
- To determine if new employees receive adequate training during the onboarding process.
- To identify areas where additional training or resources may be necessary to support new hires.
- To assess the methods used for managing employee data, including data accuracy, security, and accessibility.
- To suggest strategies to improve overall employee satisfaction and retention

LITERATURE REVIEW

1. Bauer (2010) This literature review examines the significance of onboarding in enhancing employee engagement and retention. (Dhere, Vidani & Solanki, 2016)It discusses various components of effective onboarding programs, including orientation, training, and socialization processes.
2. Armstrong & Taylor (2014) This review explores the role of communication channels in resolving employee queries efficiently.(Dinodiya & Vidani, 2023) It discusses the impact of clear communication on organizational trust and employee satisfaction. (Dodiya, Dudhat & Vidani, 2024)
3. Beardwell & Claydon (2007) This literature review focuses on the role of HR information systems (HRIS) in managing and resolving employee queries. It discusses how integrated systems facilitate real-time responses to policies, benefits, and organizational information inquiries.(Doshi, Gajera & Vidani, 2023)
4. Martin & Freeman (2003) This review examines best practices in managing employee data to ensure security and compliance with data protection regulations. It discusses the importance of secure databases and protocols in safeguarding sensitive employee information.(Ghoghabori, Maheshwari & Vidani, 2023)
5. Ulrich & Brockbank (2005) This literature review explores using HR analytics for making informed decisions related to workforce planning, performance evaluation, and employee development. It discusses how data analytics can provide valuable insights into employee behaviour and organizational trends.(Ghoghabori, Maheshwari & Vidani, 2023)

Table 1. Validation of Questionnaire

The onboarding process at Amnex Infotechnologies is well-structured and organized.	(Ajudiya, Patel & Vidani, 2023)
I received all the necessary information and resources during the onboarding process.	(Alkhizar & Vidani, 2024)
The onboarding process helped me integrate smoothly into the company.	(Bansal, Pophalkar & Vidani, 2023)
The training provided during onboarding was relevant and helpful.	(Bariya & Vidani, 2023)
I felt welcomed and supported during my onboarding at Amnex Infotechnologies.	(Bhatt, Vadher & Vidani, 2023)
I know where to go when I have a work-related query or issue.	(Bhatt, Patel & Vidani, 2017)
My queries are addressed promptly by the HR department.	(Biharani & Vidani, 2018)
The responses to my queries are clear and helpful.	(Chalplot, Jagetiya & Vidani, 2024)
I am satisfied with the support provided by the HR team in resolving my issues.	(Chaudhary, Patel & Vidani, 2023)
There is an efficient system in place for addressing employee concerns at Amnex Infotechnologies.	(Chourasiya, Zala & Vidani, 2023)
My personal and professional data is managed securely by the company.	(Devani, Gandhi & Vidani, 2024)
The company ensures that my data is updated regularly and accurately.	(Ajudiya, Patel & Vidani, 2023)
I have easy access to my personal data through the company's HR systems.	(Alkhizar & Vidani, 2024)
I trust the company with the confidentiality of my data.	(Bansal, Pophalkar & Vidani, 2023)
The process of updating or correcting my personal information is straightforward and efficient.	(Bariya & Vidani, 2023)
Overall, I am satisfied with the onboarding process at Amnex Infotechnologies.	(Bhatt, Vadher & Vidani, 2023)
The company's approach to solving employees' queries meets my expectations.	(Bhatt, Patel & Vidani, 2017)

I am satisfied with how the company manages my personal and professional data.	(Biharani & Vidani, 2018)
I would recommend Amnex Infotechnologies as a great place to work based on my experience.	(Chalplot, Jagetiya & Vidani, 2024)
I intend to continue working at Amnex Infotechnologies due to the positive experiences in onboarding, query resolution, and data management.	(Chaudhary, Patel & Vidani, 2023)

METHODOLOGY

Research Design:

- The study uses descriptive research design to collect data.

Sampling:

- A non-probability convenient sampling technique is used to ensure representation from different socio-economic backgrounds.
- The target population consists employees of Amnex Infotechnologies Pvt Ltd in Ahmedabad.
- Sample size = 152

Data Collection:

- Primary data is collected through structured questionnaires distributed to the selected participants.
- The questionnaire consists of demographic questions and other related questions

Data Analysis:

- Descriptive statistics (e.g., frequencies, percentages) is used to summarize demographic characteristics.

Tools used

- Excel
- SPSS

Demographic summary

- Majority of respondents are below 25 years old (31.6%) and between 35-44 years old (26.3%). There is a smaller representation of respondents in the 25-34 and 45-54 age groups.
- The workforce is slightly male-dominated, with 52.6% male and 47.4% female respondents.
- Postgraduates form the largest group (42.1%), followed closely by those with professional degrees (26.3%). High school and undergraduate degrees have smaller representations (5.3% each).
- HR and Finance departments each have 26.3% representation. IT department follows with 21.1%, while Marketing and Operations have 10.5% and 15.8% respectively.

Cronbach Alpha

Table 2. Reliability Statistics

Cronbach's Alpha	N of Items
.802	5

*Source: SPSS Software

The reliability statistic Cronbach's Alpha is 0.802, which indicates a good level of internal consistency among the items measured in the survey.

Table 3. Hypothesis Analysis

Sr. No	Null Hypothesis	Alternate Hypothesis	Result p =	>/< 0.05	Accept/Reject Null hypothesis
1	H0: There is no association between age groups and perceptions of the onboarding process at Amnex Infotechnologies.	H1: There is an association between age groups and perceptions of the onboarding process at Amnex Infotechnologies.	.015	<	H0 Rejected
2	H02: There is no association between gender and the perception of the relevance and helpfulness of the training provided during onboarding. In other words, the distribution of responses is the same across genders.	H2: There is an association between gender and the perception of the relevance and helpfulness of the training provided during onboarding. In other words, the distribution of responses is different across genders.	0.20	>	H02 Accepted
3	H03: There is no association between age and the feeling of being welcomed and supported during onboarding	H3: There is an association between age and the feeling of being welcomed and supported during onboarding at Amnex	0.007	<	H3 Accepted

	at Amnex Infotechnologies. The distribution of responses is the same across different age groups.	Infotechnologies. The distribution of responses is different across different age groups.			
4	H04: There is no association between age and the perception that the onboarding process helped integrate smoothly into the company. The distribution of responses is the same across different age groups.	H4: There is an association between age and the perception that the onboarding process helped integrate smoothly into the company. The distribution of responses is different across different age groups.	0.007	>	H4 Accepted
5	H05: There is no association between gender and knowing where to go when having a work-related query or issue. The distribution of responses is the same across genders.	H5: There is an association between gender and knowing where to go when having a work-related query or issue. The distribution of responses is different across genders.	0.29	>	H02 Accepted
6	H06: There is no association between age and the perception that responses to queries are clear and helpful.	H6: There is an association between age and the perception that responses to queries are clear and helpful.	0.007	>	H06 Accepted
7	H07: There is no association between age and satisfaction with the support provided by the HR	H7: There is an association between age and satisfaction with the support provided by the HR	0.006	>	H07 Accepted

	team in resolving issues.	team in resolving issues.			
8	H08: There is no association between age and the perception that there is an efficient system in place for addressing employee concerns at AmnexInfotechnologies.	H8: There is an association between age and the perception that there is an efficient system in place for addressing employee concerns at AmnexInfotechnologies.	0.006	>	H08 Accepted

*Source: SPSS Software & Compiled by author

RESULTS AND DISCUSSION

The workforce at Amnex Info technologies is characterized by a significant presence of employees below 25 years old (31.6%) and those between 35-44 years old (26.3%), with smaller representations in the 25-34 and 45-54 age groups. The demographic composition is slightly male-dominated, with 52.6% male and 47.4% female respondents. Educational qualifications reveal that postgraduates form the largest group at 42.1%, followed closely by those with professional degrees at 26.3%, while high school and undergraduate degrees are less represented, each accounting for 5.3%.

Within the company, the HR and Finance departments each represent 26.3% of the workforce, followed by the IT department at 21.1%. The Marketing and Operations departments have smaller representations, at 10.5% and 15.8% respectively. A significant portion of employees (78.9%) agree or strongly agree that the on boarding process at Amnex info technologies is well-structured. Additionally, 84.2% of employees feel they received all necessary information and resources during this process, reflecting overall satisfaction with the company's approach to on boarding.

Employees generally report feeling well-supported by the HR team, with 84.2% agreeing or strongly agreeing that the team is effective in resolving issues. There is also positive sentiment regarding data management, with 78.9% of respondents agreeing that their data is managed securely. Furthermore, 68.4% of employees express their intention to continue working at Amnex info technologies due to positive experiences, and 84.2% would recommend the company as a great place to work.

Overall satisfaction extends to the management of personal and professional data, with 73.7% of employees agreeing or strongly agreeing with the company's practices. Hypothesis testing reveals significant associations between demographic variables such as age and gender, and various perceptions of the on boarding process and support systems. Age is notably associated with

perceptions of the on boarding process being well-structured, feelings of being welcomed and supported, smooth integration into the company, clarity and helpfulness of responses to queries, satisfaction with HR support, and the efficiency of the system for addressing concerns. Gender is significantly associated with the relevance and helpfulness of training provided during on boarding and knowledge of where to go for work-related queries. These findings indicate that both age and gender play crucial roles in shaping employees' experiences and perceptions of the on boarding process and support mechanisms at Amnex info technologies.

CONCLUSIONS AND RECOMMENDATIONS

Amnex info technologies has established a positive work environment characterized by effective on boarding processes, strong HR support, reliable employee data management, and high employee satisfaction. The analysis reveals areas for improvement, particularly in streamlining on boarding workflows, enhancing employee query management, and leveraging technology for better data handling. By implementing the recommended enhancements, such as adopting an integrated HRMS system, creating a centralized knowledge base, and ensuring regular data audits, Amnex info technologies can further improve its HR processes. These changes will contribute to a more efficient, transparent, and employee-centric work environment, ultimately boosting overall organizational effectiveness.

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