

## Impact Of Employee Satisfaction Towards Induction Training Program Offered By Bpo Companies In Chennai City

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### Abstract

BPO companies in India contribute to a higher GDP growth rate while also providing people with employment opportunities. Based on the department, different training models are used in the workplace. The study focuses primarily on BPO companies in Chennai, with the organisations chosen based on the market capitalization of the top three companies. The top three companies namely TCS, Infosys, Wipro. The study's goal is to understand the essence of an induction training programme. The study's research design is descriptive, and primary data collection is used. To validate the data, a pilot study is carried out. The sample method used in the study is Simple Random Sampling. Simple Percentage Analysis, Descriptive Statistics, Paired Sample T-Test, Multiple Regression, mean test, Normality and mean test, Paired sample correlations, Annova are the statistical tools used for the study to highlight the analysis induction training programme in BPO Companies and used impact of induction training programme. The study's findings essentially state the employee perception of the training programme and the employees' acceptance that a good induction training programme is carried out in the companies. And employees who work in organisations believe that there is a good induction process. According the findings of this study, people believed that the induction process resulted in increased communication and productivity. People also believe that there is a relation between the pre-induction training programme and the post-induction training programme. The researcher selected Finance and Accounting Department as a target of collecting samples In BPO Company's.

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### 1. Introduction

People who work in an organisation are always treated as a resource, and they are also the primary drivers of any organization's performance. Human resources are the people who work for and run a business. Human resource management is the primary organisational role in dealing with employees

and their related functional activities such as recruitment, selection, training, compensation, performance evaluation, and so on. As a result, human resource management is critical to the company. Human resources are essential for effective financial and business management. As a result, regardless of the size or existence of the organisation, efficient human resource management is required. Human resource management (HRM) aims to find and develop people who are capable of achieving an organization's goals and ensuring that its resources are used efficiently. Because the success of any organisation is primarily determined by the quality of its human resources and the degree to which they are motivated, human resource management (HRM) takes on added significance.

### **Induction training**

Induction or orientation programmes are activities in which new employees are integrated into an organization's rules and regulations in order to familiarise them with the workplace and its environment, and when it comes to the induction training programme listed below.

- Saves a significant amount of money and time
- Employees must work efficiently and in a relaxed manner.
- Maintains operational efficiency
- To alleviate anxiety
- To promote workplace transparency

The induction training programme is the most important factor in BPO organisations because it allows employees to make decisions about their employment as well as understand their job roles and responsibilities.

### **3. Review of Literature**

**Dr. Archana Chandra and Ms. Pooja Jaiswal (2019)** The author's main goal is to discover how satisfied people are with training and development practises, with a focus on Bhart Paumps. Since the company is more concerned with customer satisfaction, the researcher identified two important factors: employee development and employee satisfaction. As a result, the organisation provided more training and development. The primary goal of this study is to determine the effects of training and development on employee satisfaction. Primary data was collected using a uniformed questionnaire, which the researcher used to discover that training has a positive relationship with personnel satisfaction and that by enhancing training and development practisewithin the

organisation, employee satisfaction could be increased.

**Al-Kassem and Amer Hani (2018)** The researcher must determine the overall level of satisfaction with training and development. Through innovative strategies, the trainings will provide opportunities to increase organisational effectiveness among competitors. This study looked into the significant impact of T & D on organisational effectiveness. It emphasised the importance of employee capacity building in business and focusing on employee development in order to achieve job satisfaction. In recent years, investments have increased in providing various training and development programmes to its employees because it is good management practise now and in the future.

**Narendra Singh Chaudhary., and Preeti Baskar., (2018)** The author's main goal is to determine job satisfaction through training and development in the education sector research titled, the author are attempting to explain how to sustain and survive in such a dynamic environment is a significant challenge; if the employees want to survive, the organisation must provide proper training and development so that the employees are satisfied; with the help of training, the employees can update themselves and run in a competitive world. And this is absurd if the association's representatives do not refresh themselves and improve their abilities to keep up with their competitors. To gain an advantage and achieve the best results, organisations must provide a way to redesign their employees, which they can best do by arranging training and advancement programmes that improve the representatives' abilities as well as improve their execution, inspiration, and give them a sense of occupation fulfilment.

**Sri Dhurgah Devi Venu Gobal., and Ayyub Hassan., (2018)** conducted a study titled "The Effect of Training on Job Satisfaction." The researcher attempts to assess the impact of training on employee job satisfaction. Primary data was collected using a standardised questionnaire. The study's main goal was to assess the efficacy of preparation in terms of job satisfaction and outcomes.

**Vijanen and Keijo (2018).** The researcher is attempting to identify the Level of an employee induction programme based on their performance and growth: case sector Alarm' The paper focused on how employee induction programmes influenced the development and performance of newly hired employees. A researcher is attempting to include various phases and areas to be recognised, evaluated, and applied in the alarm sector. Today, newly hired workers are legitimate tools for their profitability.

#### **4. Research Methodology**

The primary goal of this research is to explore employee perceptions of the induction training programme at Tata Consultancy Services, Infosys, and Wipro. It is also used to compare predictor variables of employee satisfaction. Basically, the purpose of this research is to discover

1. To compare employee perceptions of the induction programme at Tata Consultancy Services, Infosys, and Wipro.
2. Determine the predictor of employee satisfaction with the induction programme attended.
3. Determine the distinction between the pre-induction training programme and the post-induction training programme.
4. Describe the significance of employee morale and teamwork in an organisation.
5. To provide insights to IT companies on developing exceptional employee induction programmes.

A research design is an important step in developing the problem for the study. The researcher has used a descriptive research design and a random sampling technique to collect samples. The researcher collected 1088 samples from the first three companies, which were TCS, Infosys, and Wipro. According to the sample size determination, 431 seem to be from TCS, 334 seem to be from Wipro, and 323 seem to be from Infosys.

### 5. Research Methodology Adopted

The researcher conducted descriptive research using a "structured closed ended questionnaire with a five-point likert scale ranging from strongly disagree to strongly agree." The sample was primarily gathered from employees of Chennai-based Tata Consultancy Services, Infosys, and Wipro BPOs. The sample size formula was used to calculate the sample size statistically. The total sample size is 1088, with 431 collected from Tata Consultancy Services, 334 collected from Wipro, and 323 collected from Infosys.

### Reliability Statistics

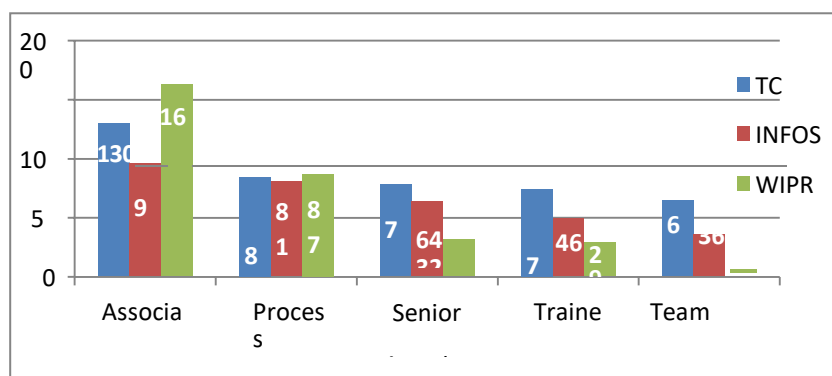
S. No	Factors	Number of Statements	Cronbach's Alpha
1.	Company Overview	3	
2.	Pre Induction training	5	

3.	During the training	7	
4.	Post Induction training	7	
5.	Effective training Program	7	0.870
6.	Employee satisfaction on Induction training Program	5	
7.	Employee perception of training in an Organization	10	

The obtained Cronbach reliability value is 0.870 which is nearer to 1 shows the collected data set is having satisfactory internal consistency.

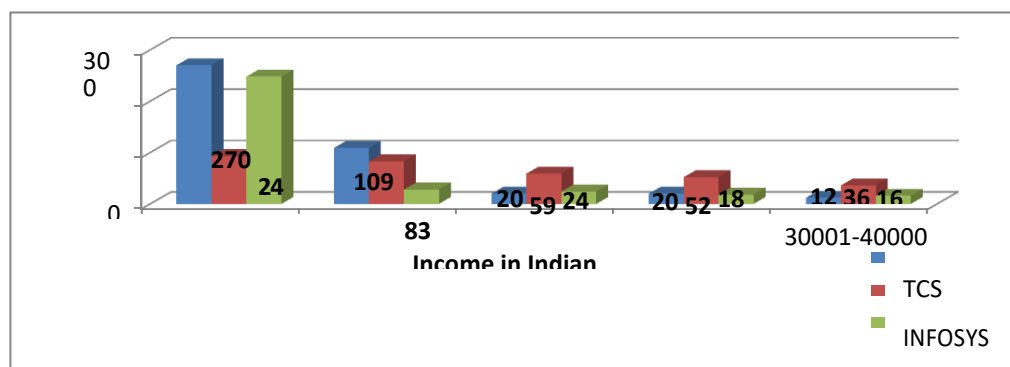
## 6. Results

### Respondents Based on Designation



#### Inference:

According to the above data, 30.2 percent of TCS respondents, 29.7 percent of Infosys respondents, and 48.8 percent of Wipro respondents are in the Associate cadre. Process Associate received the second highest number of responses, accounting for 19.5 percent of TCS, 25.1 percent of Infosys, and 26.0 percent of Wipro. Senior Associate has the third highest number of respondents, accounting for 18.1 percent of TCS, 19.8 percent of Infosys, and 9.6 percent of Wipro. Trainee has the fourth highest number of respondents, with 17.2 percent of TCS, 14.2 percent of Infosys, and 8.7 percent of Wipro. The least number of respondents are Team leaders, with TCS accounting for 15.1 percent, Infosys accounting for 11.1 percent, and Wipro accounting for 6.9 percent.



### Respondents Based on Income

According to the above table, 62.6 percent of TCS respondents, 28.8 percent of Infosys respondents, and 74.3 percent of Wipro respondents fall into the "Rs. 10001-20000" income category. The "Rs. 20001-30000" income category has the second highest number of respondents, with 25.3 percent of TCS, 25.7 percent of Infosys, and 8.4 percent of Wipro, respectively. TCS has the third highest number of respondents in the "less than 10000" income category, with 4.6 percent, Infosys has 18.3 percent, and Wipro has 7.2 percent. TCS has the fourth highest number of respondents "Above Rs. 40000," with 4.6 percent, Infosys has 16.1 percent, and Wipro has 5.4 percent. The "Rs. 30001 - 40000" category has the fewest respondents, with TCS accounting for 2.8 percent, Infosys accounting for 11.1 percent, and Wipro accounting for 4.8 percent.

### Data Analysis Items of Factors of Pre, During and Post Induction Training

		TCS	Infosys	Wipro
Factor	Item	Mean Rating (Out of 5)	Mean Rating (Out of 5)	Mean Rating (Out of 5)
Company Overview	Key contacts throughout the company	4.02	4.11	4.25
	During induction, the organization's standards and values are very clearly explained to the newly joined employees.	3.58	3.77	4.21
	Induction training is the basis on which you want to draw a final conclusion about working in this enterprise	3.51	3.14	3.98

<b>Pre induction training</b>	Satisfied with the way your team members welcomed you to your department	3.9	3.73	4.26
	Satisfied with the necessary infrastructure provided to help you with your work	4.01	4.07	4.12
	Clear and understandable presentations on benefits package and completely satisfied	4.12	3.98	4.21
	Satisfied to usefulness of the orientation handbook	3.94	3.59	4.15
	Attended any induction training program before this	3.9	3.81	4.01

Factor	Item	Mean Rating (Out of 5)	Mean Rating (Out of 5)	Mean Rating (Out of 5)
During the Training	Opinion about the programme orientation	4.1	2.91	4.02
	Quality of induction programme in your organization is outstanding	4.06	4.04	4.22
	Quality of information provided	3.81	2.81	4.04
	New employees identify the induction training is very useful in the organization	4.04	3.95	4.36
	Information provided in the induction programme is relevant to the job description and company culture	3.88	3.8	3.87
	Satisfied were you with your induction Programme	3.83	3.97	3.93
	Induction training provides a great opportunity for new recruits to learn about the organization	4.06	3.77	4.07

		TCS	Infosys	Wipro
Factor	Item	Mean Rating (Out of 5)	Mean Rating (Out of 5)	Mean Rating (Out of 5)
Post induction training	Satisfied with the Induction training Programme and have your Expectation been meet	4.03	3.91	3.86
	Induction program helped you to understanding your roles and	4.12	3.67	4.24



	responsibilities			
	Job description and specification has been explained clearly during your induction are you satisfied	3.97	3.82	4.05
	Satisfied with your induction overall	3.75	3.72	4
	Induction training is of adequate time to learn new things	3.94	3.91	3.9
	Induction training should be periodically evaluated and improved	3.96	4.13	4.25
<b>Employee Satisfaction on Induction Training Programs</b>	Feel more confident about finding new and better ways to do things	4.34	4.14	4.21
	Work provides me with a sense of individual achievement.	4.21	4.03	4.23
	Induction training helps you to make the job easier and you're satisfied with program	4.2	3.81	4.24
	Feel more Satisfied with the information you get from organization on what is going on in my section	4.08	3.87	3.88
	Satisfied with your involvement in decisions making that affect your work	4.04	4	4.01

## 7. FINDINGS

### Type of Family

TCS, Infosys, and Wipro have the highest number of participants in the study from the “Nuclear family,” accounting for 53.7 percent of TCS, 81.1 percent of Infosys, and 76 percent of Wipro. TCS has the highest number of participants in the study from the “Joint Family,” with 47.3 percent, Infosys has 18.9 percent, and Wipro has 24 percent.

### **Findings Regarding Demographics**

59 percent of the respondents covered by the research are males; • 69 percent of the respondents covered by the research are females; • 82 percent of them are unmarried; and • 49 percent of the employees covered by the designation are males. Associate

### **Descriptive Statistics-Based Findings**

The variables in the company overview “Key contacts throughout the organisation” The organization's standards and values are very clearly explained during induction. “Induction training is the basis on which you want to draw a final conclusion” in all variables, the organisation Wipro has a high mean score.

### **Pre-Induction Education**

Wipro places a high mean value on the benefits of the package, the necessary infrastructure, and the team members welcomed at the department. During the training, the variables, the program's opinion, the quality of the induction programme, the quality of the information provided, Wipro places a high mean value on employee satisfaction with the induction programme.

### **Training Effectiveness**

The variables productivity, improving work quality, morale, and increasing trust in Wipro have a high mean value.

### **Suggestions:**

The term "induction" is commonly used to describe the entire process by which employees fine-tune or acclimate to the assigned in the organization's culture. Wipro was discovered to have a better induction process than TCS and Infosys. According to the statistical data obtained from the study, the induction process results in increased communication and productivity.

After successfully completing the induction programme, the newly hired employees expressed their belief in trust, teamwork, and a shift in employee attitude. However, there have been significant improvements and differences between the pre-induction and post-induction programmes in all three companies, namely TCS, Infosys, and Wipro. According to the data, the roles and responsibilities, job description, duration of the induction programme, and overall evaluation of the programme are all satisfactory.

Employee induction is also what reflects the moment of reality and employees' involvement in an organisation. An exceptional induction or onboarding background aids in settling the new employee in later on to avoid problems with the work environment. This demonstrates that

companies have implemented feedback and continuous improvement systems. TCS's pre-induction programme was found to be satisfactory and exceeded expectations for newly hired employees.

## **8. CONCLUSION**

Preparing for the entry of newcomers ensures that the individual quickly becomes viable in the organisation. A well-planned induction programme is the best way to tame the passion and enthusiasm of new arrivals. Before the new hires begin, the organisation can arrange for a department visit, and the department must prepare a training calendar, as well as send valuable information about the organisation and their new workplace.

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