

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

ijrcm



A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

as well as in Open J-Gate, India [link of the same is duly available at infibnet of University Grants Commission (U.G.C.)]

Registered & Listed at: Index Copernicus Publishers Panel, Poland

Circulated all over the world & Google has verified that scholars of more than 1388 Cities in 138 countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

www.ijrcm.org.in

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	THE IMPACT OF PLANNING AND CONTROL ON SERVICE SMES SUCCESS GAD VITNER & SIBYLLE HEILBRUNN	1
2.	CHALLENGES FOR SMALL AND MEDIUM ENTERPRISES IN INFORMATION TECHNOLOGY IN THE CITY OF BANGALORE, INDIA SULAKSHA NAYAK & DR. HARISHA G. JOSHI	9
3.	ROLE OF MANAGEMENT INFORMATION SYSTEMS IN MANAGERIAL DECISION MAKING OF ORGANIZATIONS IN THE GLOBAL BUSINESS WORLD MD. ZAHIR UDDIN ARIF, MOHAMMAD MIZENUR RAHAMAN & MD. NASIR UDDIN	14
4.	EFFECTS OF CALL CENTER CRM PRACTICES ON EMPLOYEE JOB SATISFACTION DR. ALIYU OLAYEMI ABDULLATEEF	19
5.	DETERMINANTS OF CAPITAL STRUCTURE: EVIDENCE FROM TANZANIA'S LISTED NON FINANCIAL COMPANIES BUNDALA, NTOGWA NG'HABI & DR. CLIFFORD G. MACHOGU	24
6.	RELATIONSHIP BETWEEN INTRINSIC REWARDS AND JOB SATISFACTION: A COMPARATIVE STUDY OF PUBLIC AND PRIVATE ORGANIZATION TAUSIF M.	33
7.	NUCLEAR ENERGY IN INDIA: A COMPULSION FOR THE FUTURE DR. KAMLESH KUMAR DUBEY & SUBODH PANDE	42
8.	CONTEXTUAL FACTORS FOR EFFECTIVE IMPLEMENTATION OF PERFORMANCE APPRAISAL IN THE INDIAN IT SECTOR: AN EMPIRICAL STUDY SUJOYA RAY MOULIK & DR. SITANATH MAZUMDAR	47
9.	A STUDY OF CITIZEN CENTRIC SERVICE DELIVERY THROUGH e-GOVERNANCE: CASE STUDY OF e-MITRA IN JAIPUR DISTRICT RAKESH SINGHAL & DR. JAGDISH PRASAD	53
10.	TWO UNIT COLD STANDBY PRIORITY SYSTEM WITH FAULT DETECTION AND PROVISION OF REST VIKAS SHARMA, J P SINGH JOOREL, RAKESH CHIB & ANKUSH BHARTI	61
11.	MACRO ECONOMIC FACTORS INFLUENCING THE COMMODITY MARKET WITH SPECIAL REFERENCE TO GOLD AND SILVER DR. G. PANDURANGAN, R. MAGENDIRAN, L. S. SRIDHAR & R. RAJKOKILA	68
12.	CRITICAL ANALYSIS OF EXPONENTIAL SMOOTHING METHODS FOR FORECASTING UDAI BHAN TRIVEDI	71
13.	COMPARATIVE STUDY ON RETAIL LIABILITIES, PRODUCTS & SERVICES OF DISTRICT CENTRAL CO-OPERATIVE BANK & AXIS BANK ABHINAV JOG & ZOHRA ZABEEN SABUNWALA	75
14.	SECURE KEY EXCHANGE WITH RANDOM CHALLENGE RESPONSES IN CLOUD BINU V. P & DR. SREEKUMAR A	81
15.	COMPUTATIONAL TRACKING AND MONITORING FOR EFFICIENCY ENHANCEMENT OF SOLAR BASED REFRIGERATION V. SATHYA MOORTHY, P.A. BALAJI, K. VENKAT & G.GOPU	84
16.	FINANCIAL ANALYSIS OF OIL AND PETROLEUM INDUSTRY DR. ASHA SHARMA	90
17.	ANOVA BETWEEN THE STATEMENT REGARDING THE MOBILE BANKING FACILITY AND TYPE OF MOBILE PHONE OWNED: A STUDY WITH REFERENCE TO TENKASI AT VIRUDHUNAGAR DISTRICT DR. S. VALLI DEVA SENA	98
18.	VIDEO REGISTRATION BY INTEGRATION OF IMAGE MOTIONS V.FRANCIS DENSIL RAJ & S.SANJEEVE KUMAR	103
19.	ANALYZING THE TRADITIONAL INDUCTION FORMAT AND RE – DESIGNING INDUCTION PROCESS AT TATA CHEMICALS LTD, MITHAPUR PARUL BHATI	112
20.	THE JOURNEY OF E-FILING OF INCOME TAX RETURNS IN INDIA MEENU GUPTA	118
21.	ROLE OF FINANCIAL TECHNOLOGY IN ERADICATION OF FINANCIAL EXCLUSION DR. SARIKA SRIVASTAVA & ANUPAMA AMBUJAKSHAN	122
22.	ATTRITION: THE BIGGEST PROBLEM IN INDIAN IT INDUSTRIES VIDYA SUNIL KADAM	126
23.	INFORMATION TECHNOLOGY IN KNOWLEDGE MANAGEMENT M. SREDEVI	132
24.	A STUDY OF EMPLOYEE ENGAGEMENT & EMPLOYEE CONNECTS' TO GAIN SUSTAINABLE COMPETITIVE ADVANTAGE IN GLOBALIZED ERA NEERU RAGHAV	136
25.	BIG-BOX RETAIL STORE IN INDIA – A CASE STUDY APPROACH WITH WALMART M. P. SUGANYA & DR. R. SHANTHI	142
26.	IMPACT OF INFORMATION TECHNOLOGY ON ORGANISATIONAL CULTURE OF STATE BANK OF INDIA AND ITS ASSOCIATED BANKS IN SRIGANGANAGAR AND HANUMANGARH DISTRICTS OF RAJASTHAN MOHITA	146
27.	USER PERCEPTION TOWARDS WEB, TELEVISION AND RADIO AS ADVERTISING MEDIA: COMPARATIVE STUDY SINDU KOPPA & SHAKEEL AHAMED	149
28.	STUDY OF GROWTH, INSTABILITY AND SUPPLY RESPONSE OF COMMERCIAL CROPS IN PUNJAB: AN ECONOMETRIC ANALYSIS SUMAN PARMAR	156
29.	DEVELOPMENT AND EMPIRICAL VALIDATION OF A LINEAR STYLE PROGRAM ON 'STRUCTURE OF THE CELL' FOR IX GRADE STUDENTS RAMANJEET KAUR	160
30.	PERFORMANCE APPRAISAL OF INDIAN BANKING SECTOR: A COMPARATIVE STUDY OF SELECTED PUBLIC AND FOREIGN BANKS SAHILA CHAUDHRY	163
	REQUEST FOR FEEDBACK	173

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi
Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

PATRON

SH. RAM BHAJAN AGGARWAL

Ex. State Minister for Home & Tourism, Government of Haryana
Vice-President, Dadri Education Society, Charkhi Dadri
President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

DR. ASHOK KUMAR

Head, Department of Electronics, D. A. V. College (Lahore), Ambala City

DR. SAMBHAV GARG

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Reader, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusr Institute of P.G. Studies, Hyderabad

SURJEET SINGH

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

TECHNICAL ADVISOR

AMITA

Faculty, Government H. S., Mohali

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email addresses: infoijrcm@gmail.com or info@ijrcm.org.in.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. COVERING LETTER FOR SUBMISSION:

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF _____.

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other. **please specify**)

DEAR SIR/MADAM

Please find my submission of manuscript entitled ' _____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:

Affiliation with full address, contact numbers & Pin Code:

Residential address with Pin Code:

Mobile Number (s):

Landline Number (s):

E-mail Address:

Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers**, and **email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESES

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

SCOPE FOR FURTHER RESEARCH

ACKNOWLEDGMENTS

REFERENCES

APPENDIX/ANNEXURE

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure**. **Sources of data should be mentioned below the table/figure**. It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITE

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

ANALYZING THE TRADITIONAL INDUCTION FORMAT AND RE – DESIGNING INDUCTION PROCESS AT TATA CHEMICALS LTD, MITHAPUR

PARUL BHATI
RESEARCH SCHOLAR, KARPAGAM UNIVERSITY, COIMBATORE; &
ASST. PROFESSOR
DEPARTMENT OF MANAGEMENT
ATMIYA INSTITUTE OF TECHNOLOGY & SCIENCE
RAJKOT

ABSTRACT

Induction is a very important attribute for any organization. The most common rate for measurement is by rating scales where employees rate accordingly to their reactions in induction programme. The new joiner joining an organization is completely new to the work place, to the new environment, to the new culture. He is not very sure about what phases of work will he be allotted in an organization. Induction helps an employee to remove such fears and increase his productivity. Another main impact of induction is that it makes an employee feels a homely atmosphere, and a sense of pride in an organization.

KEYWORDS

K – Café, Orientation, Induction, Recruitment, selection.

INTRODUCTION

Recruitment and training are major costs to any organization. Employers therefore need to retain themselves in the organization to ensure that this investment is not wasted. It's wisely said that – “First impression is the last impression”

So its therefore important to make this impression a positive one. Generally Induction is an area that is greatly neglected by the management policy with varied aims to achieve it. The newer joiners when they enter in an organization find the difference in the work culture, work environment, working habits and many other parameters. To make an Inductee comfortable in his new work environment he feels that he should be socially networked so as to attain rapid productivity. To make an inductee acclimatize in the comfort zone the management should design the induction process that is in the interest of the inductee. With respect to management it should be taken into consideration that employee turnover is always reflected as a negative reform in the balance sheet. It mainly reveals that it avails the wastage of the Human Resources that are available.

Ideally induction can be defined as the methodology of making the new joiner comfortable in the organization so as to attain maximum productivity as soon as possible. Induction should make an employee productive in terms of his efficiency and his effectiveness.

In order to arrive at an Induction action plan we need to plans up the procedure in the format of three questionnaires –

- What should we discuss with the new inductees?
- Who should tell them?
- When should they be told?

LITERATURE REVIEW

Bulleen Heights School (Autism /Intellectual disability) Staff Induction School Services Officer	Staff Induction Programme 2007
Assigning an active Induction and teaming up programme at the University of Chile Patricio Poblete, Carlos Vignolo, Sergio Celis, William Young, Carlos Albornoz University Of Chile Beauchef 850, Santiago, Chile,	NCIA 10 th Annual Meeting in Portland, Oregon, March 23-25, 2006
The University of Manchester Office of the Registrar & Secretary	Local Induction Guide
Induction Process of Unilever	-
Staff Induction Process of Sun Microsystems	-
Center for Education in Built Environment	CASE STUDY
South Carolina, Induction & Mentoring Programmes Implementation guidelines Issued by – Division of Educator quality and leadership, South Carolina Department of Education Inez Moore Tenenbaum State Superintendent of Education	Revised 2006
'Campus to Corporate'	Akshay Manwani 30/11/2009
OPC (UK) Ltd. Employee Engagement through compelling Internal Communications Employee Engagement approach examples	www.opcuk.com

On referring to the induction process of Unilever we may say that when an inductee refers or joins any organization he needs to well clear regarding what sort of sector he is joining. The inductee in Unilever makes clear that he is clear with his job description, his roles and responsibilities. The inductee is made aware regarding the social networking that he follows so that he may be settled as the most comfortable place to live in. the induction process in Unilever gives us the knowledge about the personal development plan, identification of his learning requirements & an individual's aims and objectives. The plan in Unilever also gives us the idea about the “Buddy & Mentor” programme. The Unilever defines 'buddy' as the person who solves all the queries regarding the inductee's new working lifestyle. Unilever defines 'Mentor' as the person who guides the inductee's career development.

The MNC faced a problem of high turnover rate, and the consistent quality of service that was being delivered by its employees. High turnover rate was greatly reflected in the balance sheet and it was annihilating the good will of the MNC. The management desired to refine its induction process every quarter. Sun Microsystems decide to have variable induction for both technical and for the non – technical staff. The induction procedure followed was long term tenure. Moreover the first week showed the inductees the manner in which they proceeded to continue their business. The Sun Microsystems announced the new concept to have the performance appraisal of the inductee after one month of joining, which would give the main idea regarding the technical and the non –

technical skills, and whether the inductees alignment matched with their (Sun Microsystems) visions or not. The Sun Microsystems also follows the methodology of ongoing training that should be given to the inductee before he is assigned with his particular job. The MNC also gives other varied trainings like those of the business etiquettes, communication skills etc. that are needed when an employee deals with his clients. The inductee is also given knowledge about the ERP systems used in the company.

The article describes the methodology of induction to be followed when the fresher joins the organization. The article clearly determines the expectation that the fresher has in his mind when he joins the organization and his expectations. The fresher is a young blood and to tend to retain the inductee in an organization the induction programme should be such that could help the students transited in the corporate they are joining through the interesting and enthusiastic programme provided.

Accordingly the induction programme needs to be –

1. Exhaustive
2. Facilitate a two way relationship
3. Encouragement of the ideas and relationships
4. It must be reflection of the live business environment
5. It must be supported with continuous feedback
6. Communication meets should be arranged at regular intervals

The employee to retain in the organization should have an emotional attachment in order to reduce the overall turnover of the company. Thus various activities should be planned out.

1. A strong and effective induction orientation programme
2. Allotment of the right person to the right job and making him explain his job description.
3. Various team building activities so as to increase the coordination amongst the new joiner and make him socially networked.
4. The allotment of leadership activities should be done at regular intervals.
5. The inductees may be allotted with a reward scheme which may serve as a propelling career driven motivating force.
6. The evaluation of the activities should be done at regular intervals so as to have a continuous follow up.
7. Common approaches should also include at the inductee should be explained by the HR policies well in advance.

RESEARCH OBJECTIVE

The main objectives of the research are –

1. To identify the effectiveness of the existing Induction process at Tata Chemicals Limited.
2. To study its corrective actions suggested by the new joiners &
3. Implement the suggestions in Re – Designing new induction process.

HYPOTHESIS

Hypothesis is to determine whether the parameters like –

1. Duration (Sufficient time spent)
2. Manner of Organization (well – organized)
3. Relevance
4. Informative (Information shared)
5. Support by HR
6. Affect the various phases of Induction like Joining formalities, Safety Induction, Plant Visit, Introduction with HOD's & Overall Induction.
7. Null Hypothesis (H₀) – The parameters affect the Overall Induction
8. Alternate Hypothesis (H_a) – The parameters do not affect the Overall induction

RESEARCH METHODOLOGY

Population – Finite population (all the new joiners of the year 2010 – 2011)

Sample – Random Sampling, size 19

Collection of Data – The source of data was primary data, as the new joiners who have joined the company in the year 2010 – 2011 were called for Induction feedback, in K – Café.

Research Design – My Research Design is Descriptive in which a detailed re – Designed induction procedure will be made after analyzing the data that reflects the Parameters which affected the overall induction.

RESULT ANALYSIS

PARTICULARS	AS IT IS	TO BE
JOINING FORMALITIES	JOINING FORMALITIES	
	• The joining forms are not filled online	• The joining forms should be filled online
	• Joining Formalities are time consuming	• Joining Formalities should not be time consuming
	• Preferential dates of joining are not given	• Preferential dates of joining should be given
	• The security is not well informed well in advance regarding the new joiner	• The security should be informed well in advance regarding the new joiner
	• Continuous follow up is not taken	• Continuous follow up should be taken
	• Working e – mail id is not provided in advance	• Valid and working e – mail id should be provided in advance
	• Dependents and its eligibility is not give prior attention	• Dependents and their eligibility should be given prior attention so as to move forward for various processes like schools etc.
	• FAQ's are not provided well in advance	• FAQ's should be provided well in advance
	• Confirmation related to candidate's arrival in town should be intimated by candidate	• Confirmation of candidate's arrival should be submitted by candidate
	• Town office is not intimated for maintenance of quarters in advance	• Town office should be intimated well in advance for maintenance of quarters
	• Measurement relating to PPE's is not submitted by candidate	• Measurement relating to PPE's should be given by candidate so that he can obtain uniforms, glares, safety shoes etc on the day of joining
PROVISION OF INDUCTION KIT	INDUCTION KIT	
	• No employee handbook is provided	• Employee handbook should be provided
	• No calendar is provided	• Calendar should be provided
	• No Welcome mail from HR Head is forwarded	• Welcome mail from HR Head should be provided
	• Templates of PPT's are not given	• Templates of PPT's should be given
	• TCoC is not provided	• TCoC should be provided
	• No inclusion of 'Creation of Wealth'	• 'Creation of Wealth', should be included
	• No provision of Stationery	• Provision of Stationery should be made
	• Provision of punch – cards takes a long processing time	• Provision of punch – cards should be provided on the DOJ
	• No provision of extension numbers should be provided	• Extension number should be provided
	• No provision of Sexual Harassment Policy	• Sexual Harassment Policy should be provided
	• Mission, Vision & Value statements are not included	• Mission, Vision & Value Statements should be included
	• ISMS Manual is not provided	• ISMS Manual should be provided
	• TCL Brochure is not provided	• TCL Brochure should be provided
	• Information Booklet relating to Mithapur & its remote areas is not provided	• Information Booklet relating to Mithapur & its remote areas should be provided
PLANT & DEPARTMENTAL VISITS	PLANT VISITS / DEPARTMENTAL VISITS	
	• Departmental training is of 7 days	• Departmental training should be of 14 days
	• Departmental training is not inter – related	• Departmental training should be inter – related
	• Departmental training is not found interactive	• Departmental training should be interactive
	• Departmental representative is not involved	• Departmental representative should be involved
	• The inter – relation of departments is not maintained in departmental training	• The inter – relation of departments should be maintained in departmental training
	• Many HOD's are involved.	• A minimum of 3-4 HOD's should be involved
	• The HOD's are not found interactive	• The HOD's needs to be interactive
	• Processing Layout is not provided	• Processing Layout should be provided
	• Processing Functions are not explained	• Processing Functions should be explained
	• Plant layout is not provided	• Plant Layout should be provided
	• Cross functional relations are not explained	• Cross functional relations should be explained
	• Various team building activities are not found	• Team building activities should be included
	• Formal meets are not arranged on regular basis	• Formal meets should be arranged on regular basis
	• Safety induction is not spent with more time	• Safety induction should be spent with more time
	• Current induction format is not feasible	• New joiners demand new induction format
	• Know More Booklet relating to departmental induction that an inductee is following is not provided	• Know More Booklet relating to the departmental induction that an inductee is following should be provided
	• Joining Circular to the departmental heads relating to the batch who is going to join them for induction is not provided	• Joining Circular to all the departmental heads relating to the batch who is going to join them for induction should be provided
	• A specific person who is responsible to carry out induction of that particular batch joined in every department is not assigned	• A specific person who will be assigned to carry out induction of that particular batch should be assigned
	• Continuous follow-up relating to plant or departmental visit is not taken	• Continuous follow – up is necessary in terms of plant or departmental visit that are undergoing by an inductee
POST – INDUCTION PHASE	POST – INDUCTION PHASE	
	• Feedback regarding the inductee's induction is taken	• An inductee expects the report regarding the feeling that they had for induction
	• Questionnaire is not provided	• Questionnaire should be provided
	• Buddy programme is not implemented	• Buddy programe should be implemented
	• Mentor concept is not implemented	• Mentor concept should be implemented
	• Social meets are not arranged at regular intervals	• Social meets should be arranged at regular intervals
	• Analysis of the opportunities is not done at regular intervals	• Analysis of opportunities should be done at regular intervals
	• Progress of the new joiner is not reviewed	• Progress of the new joiner should be reviewed
	• Consideration of training needs is not done	• Consideration of training needs should be done
	• Communication meets are not arranged	• Communication meets should be arranged
	• Monthly meetings are not arranged with HR Head	• Monthly Meetings should be arranged with HR Head
	• Meetings are not arranged with VP (Manufacturing)	• Meetings should be arranged quarterly with VP (Manufacturing)
	• Goal Sheet submission is not done by candidate	• Goal Sheet submission should be done by candidate on monthly or quarterly basis

FINDING AND SUGGESTION**RE – DESIGNED INDUCTION FORMAT**

S. No	Description	Information Flow		Time of Action
		From	To	
Stage 1: - OFFER ACCEPTANCE				
1	Offer Letter	HR	Candidate	
2	Acceptance	Candidate	HR	
3	Eligibility of Self & Dependents	HR	Candidate	10 days before Joining
4	Intimation to town for Accommodation maintenance	HR	Town Admin	after acceptance
4	HR Manager's Contact address	HR	Candidate	after acceptance
Stage 2: - FORMS FILLING & FOLLOW UP				
5	Resignation Acceptance Letter	Candidate	HR	after acceptance
6	Confirmed DOJ through mail	Candidate	HR	after acceptance
7	Fortnightly follow – up with Candidate	HR	Candidate	after acceptance
8	Online Form Filling	Candidate	HR	10 days before Joining
9	Online Document Submission	Candidate	HR	10 days before Joining
10	Intimation to Mithamahal	HR	Mithamahal	10 days before Joining
11	Informing Functional Unit/Department	HR	Functional unit/Department	7 days before Joining
12	Intimation to department to acquire System & work space			
13	Documents to be brought by candidate	HR	Candidate	7 days before Joining
14	Pre - Joining Intimation	HR	Candidate	7 days before Joining
15	PPE's Follow up	HR	Candidate	7 days before Joining
16	Contact Details of Mithamahal	HR	Candidate	7 days before Joining
17	Confirmation by Town for readiness of Accommodation	Town Admin	HR Manager	7 days before Joining
18	Arrival Confirmation (day, time, mode)	Candidate	HR	7 days before Joining
19	Intimation for Email id Creation	HR	IT	4 days before Joining
20	Reminder to Mithamahal/Hostel Complex with time of arrival	HR	Mithamahal	2 days before Joining
21	Intimating Security about New joinee	HR	Security	1 Day before Joining
Stage 4: - WELCOMING				
22	Receive new joinee at reception	HR Manager	Candidate	Candidate enters TATA CHEMICALS LIMITED
23	Forms filling, Joining Intimation Form, TCoC, SHE Policy	Candidate	HR	
24	Online SAP related details fill up	Candidate	Online	
25	Bank A/c Opening	Candidate		
26	Formalities of Medical Book	Candidate	HR	
27	Introduction with HR Team	HR	Candidate	
28	Joining Circular	HR	All Departments	
29	Introduction to functional unit/department	HOD	Candidate	
30	Welcome mail from HR Head	HR head	Candidate	
31	Introducing Buddy	HR	Candidate	
32	Handover Induction Kit	HR	Candidate	
33	Plant Visit	HR	Candidate	
34	Reminder to each Department on the day of Plant visit	HR	Departments	During Plant Visit
34	Induction Feedback	HR	Candidate	After Plant Visit
Stage 5: - FORMAL/INFORMAL MEETS				
35	Assign one HR person to each inductee	HR	Candidate	On DOJ
36	Meeting with assigned HR manager	HR	Candidate	Monthly till 6 months
37	Introducing Mentor(whenever Applicable)	HR	Candidate	After 1 Month of Joining
38	Goal Sheet Submission (online/ Offline)	Candidate	HOD	3rd Month
39	Communication meet with VP- Manufacturing	Candidate	VP- Manufacturing	within the quarter of Joining
40	Communication meet with HR Head	Candidate	HR Head	within the quarter of Joining
41	Feedback Of Buddy Program	Candidate	HR	3rd Month
42	Welcome all new joinee of the year (Yearly event)	HR	All new joinee	Yearly
43	Induction Feedback	HR	Candidate	Yearly
44	Induction Report	Candidate	HR	Yearly

DEPARTMENTAL INDUCTION

TATA CHEMICALS LIMITED, MITHAPUR							
Name Of Employee							
Designation							
Function/Dept/Section							
Location							
Date Of Joining							
Index For Induction Schedule At Base Location							
Sr No.	Date & Day	Category	Sub Category	Schedule	Contact Person	Desig.	Signature
1	DAY 1	HR	HR	Joining Formalities & Tata Group & TCL introduction	Ashutosh Sohale & Upendra Bhayani		
2	Day 2	HR	HR & ESS	1st Half	Ashutosh Sohale		
		Personnel, KM	Personnel	2nd Half	Nilesh Joshi		
			KM, Unnati		S P Vithlani/B K Acharya/Pritesh Goswami		
					Milind Gajjar/S B Tank		
3	DAY 3	SHE	Safety	1st Half	DK Thakur & Team		
				2nd Half			
4	DAY 4	SHE	Safety	1st Half	DK Thakur & Team		
				2nd Half			
5	DAY 4	Power Plant	Power Plant	1st Half	Hitendra Padh/Hitesh Panchasara		
		Soda Ash, SAMG	Soda Ash				
			SAMG		MSS Rao/ D B Shukla		
					Mahesh Deshpande/C B Andrews		
6	DAY 5	CC Group, Marine Chemicals	CC & Marine group	1st Half	R A Vadgama		
			MCMG	2nd Half	V R Trivedi		
			Business Excellence		Shalin Mehta		
7	DAY 6	Salt	Vaccum Salt	1st Half	P M Patel/Bhaveshe Patel		
			Solar Salt	2nd Half	Prakash Trivedi		
8	DAY 7	Loco , CMS, Workshop & foundary	CMS	1st Half	Harsh D Patel		
			Workshop & Foundary	2nd Half	A L Sah/Subrato Ghosh		
			Transport		R R Gheriya		
9	DAY 8	Instrumentation, Electrical, Accounts	Instrumentation	1st Half	B G Modhvadia		
			Electrical	2nd Half	Dilip Modi		
			Accounts		Chanchal Sinha		
10	DAY 9	Cement/MHY	Cement	1st Half	S Chakraborty/Suresh Patel		
			IBL	2nd Half	Bhaveshe Bhayani		
11	DAY 10	Projects & Commercial	Project	1st Half	N Kamath		
			Detailed Engg		Ramesh Babu		
			Technical Services	2nd Half	N azmul Hasan		
			Civil Eng		Ashok Dani		
			Mechanical Const.		Sanjay Bhayani		
12	DAY 11	Technical Services & Quality	Purchase	1st Half	Avdheshe Chaudhary		
			Stores		Pushpendra Rathore		
			SCM		Alpesh Patel		
			Community	2nd Half	Rishi Ptahania		
			Town		Commtd. Bakshi		
			Hospital		Dr. Hasurkar		

CONCLUSION

The psychology and the organizational behavior of the employees working in the company may vary at large. Some may prefer an elongated induction process before they are allotted with their job – description, while some may prefer to have an induction of their job and would prefer to start off. The major factors that would affect the Induction process re – designed in general are –

1. Age of the employees.
2. Expectations of the employees towards the company.
3. Need for providing Induction.

Thus the induction process re – designed would not be favorable to each and every Employees of the organization but would be favorable to major crowd of the company as the Induction process is re – designed after analyzing the feedback, suggestions that were given By the new joinees at K – café. Thus, it can be clearly said that the induction process re – Designed is an outcome of the improvements that were needed in the core areas where the traditional approach for induction had a loophole. The pedagogy of the employees towards the company may not be the same throughout. Their demands may vary with time. The feedback and the suggestions that were obtained in analyzing the new joinee's feedback forms was for the year 2010 – 2011, but it may vary to Wider aspect in the upcoming years.

REFERENCES

1. Akshay Manwani, 30/11/2009, 'Campus to Corporate – The Transition Game'.
2. Case Study – Induction, 'Doubling Customer Service Ratings – Saving £720000 per year at an investment of £150000'.
3. Induction & Mentoring Programme, Revised – 2006, South Carolina Induction & Mentoring Programme: Implementation Guidelines, issued by Division of Educator Quality
4. Induction Process of Unilever, <http://www.unilever.com/careers/whyjoinus/experiencedprofessionals/inductionprocess/>
5. John Ashton Yamnikar 'Increasing Retention Rates of New Students by improving the induction process', - Case Study that was commissioned and funded by the center of education in the built Environment
6. Leadership, South Carolina Department of Education. 'Ramping – up on Boarding', Jennifer Taylor Arnold.
7. Local Induction – A step by step guide, Office of the Registrar and the Secretary, University of Manchester
8. Managing the Employee on Boarding and Assimilation Process, 2/1/2009 – Reviewed, 09/2010 – Revised
9. María José del Jesus, Pedro González, Francisco Herrera, and Mikel Mesonero, August 2007, 'Evolutionary Fuzzy Rule Induction Process for Subgroup Discovery: A Case Study in Marketing', IEEE Transactions on Fuzzy systems, Vol. 15, No. 4
10. Patricio POBLETE, Carlos VIGNOLO, Sergio CELIS., William YOUNG, Carlos ALBORNOZ, March 23 – 25, 2006, 'Assessing an Active Induction & Teaming up Programme, At University of Chile, NCIA 10th Annual Meeting in Portland, Oregon.
11. Staff Induction Programme – 2007', Bulleen Heights School, Autism / Intellectual Disability, Staff Induction School Services Officer.



REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **infoijrcm@gmail.com** or **info@ijrcm.org.in** for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

