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A Study on Implementing a Digital Onboarding Platform in Besant Technologies

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ABSTRACT :

In today's digital age, onboarding is no longer just an HR formality but a strategic tool to engage, inform, and retain talent. This study explores the transition from manual to digital onboarding at Besant Technologies, a prominent IT training company in India. Through structured surveys and analysis of responses from HR professionals and newly joined employees, the research evaluates the platform's usability, effectiveness, and impact on administrative efficiency, employee engagement, and remote onboarding support. The findings confirm that digital onboarding enhances clarity, reduces paperwork, and supports consistent integration of new hires. However, issues such as navigation difficulty and limited personalization remain. The study concludes with actionable recommendations for improving onboarding outcomes through digital transformation.

Keywords: Digital onboarding, HR technology, employee experience, onboarding efficiency, Besant Technologies.

1. Introduction

Onboarding is a foundational process that determines how quickly and effectively a new hire integrates into a company. Besant Technologies previously relied on manual onboarding methods, including paperwork and in-person sessions. As the company scaled, these methods became inefficient, particularly with the rise of remote employees. This study investigates the shift to a digital onboarding platform, assessing its benefits, limitations, and strategic implications.

2. Literature Review

- **Bauer (2010):** Structured onboarding improves employee engagement and productivity.
- **Saxena (2019):** E-HRM enhances transparency and centralized tracking.
- **Kundu & Gahlawat (2016):** Digital onboarding increases job satisfaction and retention.
- **SHRM (2020):** Digital onboarding is vital in hybrid work environments.
- **Oracle (2020):** Digital systems lead to faster documentation and better compliance.

These studies collectively suggest that digital onboarding is a catalyst for efficiency, engagement, and scalability in HR processes.

3. Problem Statement

Besant Technologies faced inefficiencies in onboarding due to paper-based workflows, inconsistent department practices, and challenges in remote integration. A digital onboarding solution was proposed to streamline operations, but its practical impact needed validation.

4. Objectives of the Study

1. Assess the effectiveness of digital onboarding in improving HR efficiency.
2. Understand the experience of new employees with the digital system.
3. Identify challenges in navigating and adopting the new platform.
4. Recommend improvements based on feedback.

5. Research Methodology

- **Design:** Descriptive research
- **Sample:** 50 respondents (10 HR personnel, 40 new employees)

- **Method:** Structured questionnaires via Google Forms
- **Tools:** Percentage analysis, charts, descriptive statistics

6. Data Analysis and Interpretation

Selected Highlights:

- **Navigation:** 32% found it easy; 50% were neutral.
- **Policy Understanding:** 49% said no; 40% yes.
- **Clarity of Materials:** 76% found materials clear and informative.
- **Efficiency:** 63% rated the process as effective.
- **Remote Onboarding:** 51% agreed current process is ineffective for remote employees.
- **Digital Impact:** 53% believe digital onboarding would streamline the process.
- **Employee Retention:** 46% believe personalization aids retention.

These responses suggest moderate success of digital onboarding but reveal significant improvement areas, particularly for remote users and policy clarity.

7. Findings and Discussion

- Most respondents favored transitioning to digital onboarding.
- Manual methods are perceived as time-consuming and inconsistent.
- HR staff recognize inefficiencies in tracking and communication.
- Digital systems improve administrative workload but require better navigation and personalization features.

8. Recommendations

1. Improve UI/UX of the onboarding platform.
2. Train HR staff and new hires in using the system.
3. Include interactive content (videos, FAQs, gamification).
4. Create tailored onboarding for remote employees.
5. Monitor system performance and collect continuous feedback.

9. Conclusion

The study confirms that digital onboarding enhances onboarding efficiency, reduces paperwork, and supports scalability at Besant Technologies. However, it must evolve to offer better navigation, personalized experiences, and clarity in policy communication. With ongoing improvements, the platform can become a benchmark in HR digitization for growing IT firms.

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