

Improving Onboarding Session Through An Interactive Digital Platform in Electronics Company

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Abstract

The process of onboarding new employees is a crucial aspect of organizational success, particularly in electronics companies where technical expertise and seamless integration are paramount. This paper introduces a novel approach to elevate the onboarding experience by implementing an interactive digital platform. By leveraging modern technology, such as virtual reality, augmented reality, and interactive tutorials, this platform aims to create an immersive and engaging onboarding journey. The platform seeks to familiarize new employees with the company's culture, policies, and technical practices, thereby reducing the learning curve and accelerating their productivity. Additionally, real-time assessments and personalized learning paths can be incorporated to tailor the onboarding process to individual needs, ensuring a more effective transition. This paper discusses the potential benefits of adopting such a platform, including increased employee satisfaction, reduced time-to-competency, and improved retention rates. Furthermore, challenges related to implementation, technological requirements, and potential resistance to change are addressed. Overall, this proposed interactive digital platform presents a forward-looking approach to onboarding in the electronics industry, aligning with the evolving technological landscape and the diverse learning preferences of modern employees.

Keywords: Virtual Onboarding, Digitalization, Digital Transformation, Visual Onboarding

Introduction

Digitalization has been gradually advancing for many years. Digitalization began with cashless transactions, contactless payments, virtual reality, and artificial intelligence. But the shift appears to be further along than anticipated, particularly during the pandemic when everyone was put on lockdown and prohibited from going to work from home, purchasing needs from the store, or even interacting with their neighbors. Regardless matter how far apart people are from one another, the world has become more connected as a result of digitalization or virtuality. We have been in the epidemic phase for the past two years, but

one thing is certain: digital transformation will never return to the conventional approach (Stolterman, 2004). The phrase "going digital" is commonly used in business today, and it refers to all of the various processes, from digitalization to digital transformation. For organisations today, digital transformation is a matter of survival. In order to adapt to the new normal of Industry 4.0, where new business models must be developed, customers want a multichannel experience, and high visibility, cooperative exchange among customers and businesses are built. Companies must alter the conventional models, structures, and tools in order to accomplish all of this. However, adding new digital tools to the business is never easy. It is a difficult effort that demands the cooperation of all top management to challenge the status quo of long-standing procedures and help employees recognize the advantages of new digital tools.

Onboarding is considered one of the most crucial processes that an employee should go through on his or her new job. It is because this is the part of the process where both parties which refer to employee and employer are able to get to know one another to determine their compatibility and expectations within one another. Therefore, to conduct employee onboarding which is essential to every new hire in this pandemic state, digitalization has been very useful to solve this issue. Employee onboarding has four goals: making the new hire feel welcome, making sure they have the essential knowledge they need to work effectively, assisting them in understanding the organization's identity, and starting their integration into the company's values, culture, and methods of doing things. The use of remote or even virtual labour, particularly in the processes for onboarding new employees, has a significant impact on all aspects of human resource management. Video interviews, online tests, and remote onboarding procedures are all required technical tool adaptation and implementation in the new norm of recruiting process. In such a situation, virtual onboarding is gradually replacing the physical onboarding. The phrase "going digital" is commonly used in business today, and it refers to all of the many processes, from digitalization to digital transformation. For organizations today, digital transformation is essential to their sustainability. In order to transition to the new normal of Industry 4.0, which requires the creation of new business models, consumers expect a multichannel experience. High visibility and cooperative engagement between customers and enterprises are also established as part of this process. To accomplish this, businesses must change to traditional models, structures, and tools (Ferrazzi, 2015).

To successfully introduce a digital tool and train employees in its use, it's essential to first grasp the tool's nature, its alignment with existing digital strategies and business models, and the specific milestones it contributes to the company's digital evolution. The effectiveness of any technique relies on its thorough understanding of the processes it intends to support or replace. Equally crucial is the enthusiastic acceptance of the tool by users and employees. Regardless of how valuable and efficient the tool may be, its benefits remain uncertain without their active adoption (Lavoie, 2016).

Digital transformation has become essential for the sustainability of organizations. To achieve this, businesses must shift away from traditional models, structures, and technologies. Fortunately, even small businesses with budgetary limitations can undertake cost-effective digitization, such as incorporating flowcharts, animated videos, and digitized onboarding processes. These simple yet impactful measures can boost efficiency, streamline operations, and improve employee understanding. By embracing digitalization, businesses can adapt to market demands, reduce manual errors, and make data-driven decisions,

ultimately enhancing their sustainability, resilience, and competitiveness. Embracing the digital revolution is no longer a luxury but a necessity for small businesses in Malaysia to thrive in today's dynamic and technology-driven business landscape.

Literature Review

Digitalization

Digitalization is one of the major trends that have a lasting impact on society and business in the near and long term. Digitalization is a procedure that focuses on utilizing digital information to enhance corporate operations. The transfer of analog data especially in subsequent uses of photos, video, and text into digital form is referred to as digitization. The term "digitalization," also known as "digital transformation," is used to describe "the changes connected with the use of digital technology in all sectors of human society" (Stolterman, 2004). Through digitization, we may increase revenue, save expenses, and improve internal processes such as job automation. The establishment of a digital culture within the organization is another phase. One example of digitization is moving PDF files from a hard disc to the cloud for sharing and data analysis (Bloomberg, 2021). Digitalization demands a new approach to finding solutions. Companies must grasp digital change, and new ideas must be created. Additionally, digitalization, or Industry 4.0, which connects the physical factory with virtual reality, become more and more significant in the world of production. For businesses to be viable in the future, they must acquire new digital competencies. Only fresh technical innovation ensures the long-term growth and well-being of Europe. The industrial revolution was compared by various authors to the digitalization, which have a significant impact. The younger generations, who were born into the digital era and have a strong attachment to utilizing digital technologies for many necessities of life, are referred to as "digital natives" (Prensky, 2001).

Onboarding

Aristotle, a renowned Greek philosopher, reportedly remarked, "Man is by nature a social animal." The social learning hypothesis developed by Vygotsky in 1978 emphasizes the importance of interpersonal interactions in learning (Vygotsky, 1978). The goal of onboarding is to provide new hires with the facts and skills they need to do their jobs well. An organization hopes to establish a good rapport with the new employee through onboarding. The purpose of onboarding is to connect new workers with the organization's goals, vision, and mission. The onboarding process provides a forum for team development and social interaction among the workers. Three steps make up the multi-stage onboarding procedure, anticipatory onboarding, which takes place before organizational admission; encounter or accommodation; and adaptation or role management, which happens once the new employee joins the organization (Allen, 2006). Making the new hires feel welcome, making sure they have the essential knowledge they need to work effectively, assisting them in grasping the organization's identity, and starting their integration into the company's values, culture, and ways of doing things are the four goals of employee onboarding (Dessler, 2013).

Virtual Onboarding

The process of onboarding a new recruit without an in-person orientation is known as virtual onboarding. It entails integrating a new employee through video conferencing or an internet

platform. This enables a business to finish the standard onboarding procedures remotely. It is possible to create a virtual onboarding process for employees in other time zones around the world. Virtual employee onboarding has undoubtedly been there for a while, especially with the growing virtual labor market, but the pandemic has given it a boost to new levels. Virtual Employee Onboarding is made to make it possible for new hires from remote areas to integrate into the team right away and adapt to their new working environment. For the HR department to be effective, the Virtual Employees Onboarding must be done correctly, and a successful virtual onboarding process may boost business efficiency. More businesses are starting to replace manuals and outdated procedures with technology and digital information for their onboarding processes (Lavoie, 2016).

A virtual onboarding procedure is advantageous for businesses with several offices as well as remote locations. This enables the recruiting managers to do the whole orientation remotely and, if required, hold brief in-person sessions to provide workers the pertinent information and answer any queries they may have about their jobs. Various necessary components may be included in a virtual onboarding, depending on the kind of business or particular employer's needs.

- I. Personal particular forms. Every employee submits their personal particular paperwork as soon as they start working for a new company. These forms provide crucial data that determine each employee's eligibility for tax credits.
- II. Employee Handbook. An employee handbook is a manual that outlines all the key regulations, guidelines, and other information regarding employment in a company or organization. Often, it is used to give crucial information about the regulations governing rewards, pay, performance, and behavior.
- III. Letter of Appointments (LOA). An employee contract is a typical agreement that outlines the terms and conditions of employment with the organization. It describes the employment responsibilities, necessary working hours, and payment for employees' services.

Virtual Onboarding goes Digitalized

The best digital technologies and processes are now being developed by organisations or used by them to improve user experiences, particularly through self-service portals for onboarding and offboarding (Lamb, 2019). Digital onboarding technologies may assist managers in gathering important success metrics including increased staff retention and greater employee engagement. Additionally, this procedure improves clarity and streamlines communication inside businesses (Ferrazzi, 2015). Technological advancements may significantly alter the onboarding procedure. Although they will never be a replacement for face-to-face interaction, strategies like learning management systems, virtual interviews, and self-service portals boost their efficacy. Technology and creativity work together to make an organization's culture and goals obvious and appealing to new employees (Sheth, 2015).

Discussion

This study aims to explore the challenges encountered by employees during traditional physical onboarding sessions within the context of an electronics company. The objective is to identify painpoints in the existing onboarding process, which often involve logistical constraints, information overload, and limited interactivity. To address these challenges, the study proposes the implementation of an interactive digital platform for onboarding. This

platform leverages technology such as virtual reality, augmented reality, and interactive tutorials to create a more engaging and efficient onboarding experience. The study intends to provide recommendations based on the analysis of the challenges and the potential benefits of adopting the digital platform. These recommendations are aimed at enhancing the overall effectiveness of onboarding sessions, fostering better employee understanding, and expediting the integration of new employees into the company. By embracing the capabilities of interactive digital tools, electronics companies can transform their onboarding processes to align with modern learning preferences and create a more streamlined and impactful onboarding journey.

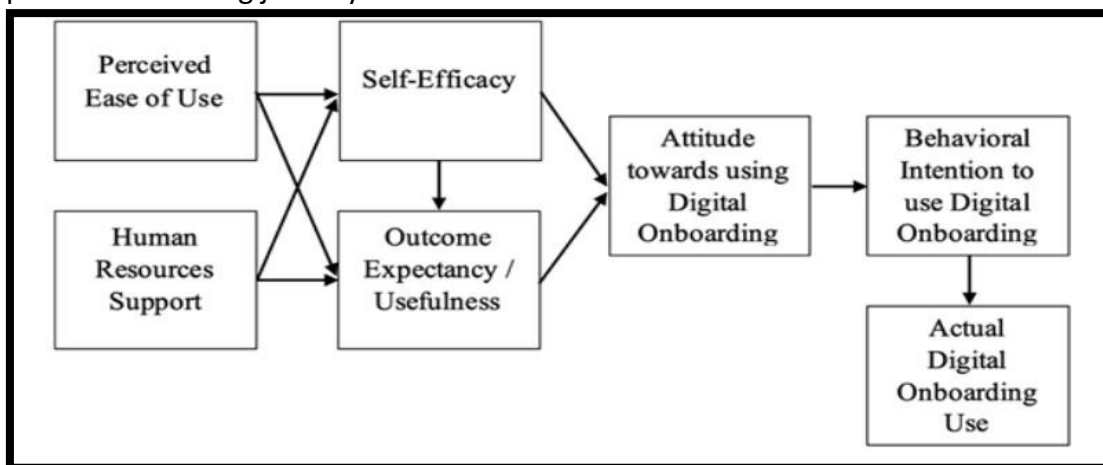


Figure 1: Digital Onboarding Conceptual Framework Source: Baker-Eveleth and Stone's (2008)

A Conceptual Framework for Digital Onboarding is created using the literature, as illustrated in Figure 1. This paradigm investigates how technology is used throughout the employee onboarding procedure, also known as digital onboarding. The created model comprises forerunners of perceived usability and human resources assistance that influence new hires' attitudes and behaviour in terms of confidence (self-efficacy) and usefulness expectations for actual usage of digital onboarding.

A person's perception of how easy it is to utilise technology has a direct impact on their emotions and drive to use it. When a person thinks that technology makes a work easier and expect a good result, the view of the situation improves (usefulness). Therefore, if the technology is viewed as simple to use, as considerably accelerating his or her integration into the new work environment, and as bringing excellent values, a new worker is inclined to adopt digital onboarding. According to the Technology Acceptance Model, when a system is simple to use, people are more likely to have a favourable outlook and want to utilize it. According to other academic research, the technology's usability and accessibility of help throughout use have an impact on a person's confidence in utilising it.

The Technology Acceptance Model, a conceptual framework is created in Figure 1 to show how an employee's impression of the usefulness of technology is influenced by self-efficacy and result expectations. The employee will probably decide to accept and use digital onboarding since he or she think it will benefit him or her in new position. According to the concept, an employee's perceived ease of use and assistance from human resources influence self-efficacy and result expectations. In other words, an employee's conviction (self-

efficacy) in the value of digital onboarding, its advantages for completing tasks(outcome), its simplicity, and the availability of sufficient human resources assistance when utilizing it will determine whether or not they embrace it.

Conclusion and Future Studies

In conclusion, this study sheds light on the challenges faced by employees during traditional physical onboarding sessions within the electronics industry. It underscores the need for a more interactive and technology-driven approach to overcome the limitations of conventional onboarding methods. The proposed implementation of an interactive digital platform holds the promise of addressing these challenges and revolutionizing the onboarding experience.

By introducing elements such as virtual reality, augmented reality, and interactive tutorials, the digital platform can offer a more immersive and engaging learning environment. Employees can familiarize themselves with the company's culture, policies, and technical practices at their own pace, leading to reduced information overload and a smoother integration process. The platform's ability to provide real-time assessments and personalized learning paths also promises to cater to individual needs, enhancing overall efficiency.

In the realm of future studies, several exciting paths open up for refining the onboarding process through interactive digital platforms in electronics companies. One avenue involves gauging the long-term effects on employee retention, job satisfaction, and performance after adopting these platforms. Evaluating user experiences can provide insights into how well the platform engages and assists employees. Overcoming technological hurdles like compatibility and user learning curves is crucial. Comparing the digital approach to traditional methods could highlight its benefits.

Tailoring the platform for specific roles or regions and managing employee transitions are vital areas to explore. Analyzing costs versus benefits will help understand its value. Lastly, ongoing research to enhance platform content, features, and adaptation will be valuable for sustained success.

Theoretical and Contextual Contribution

This research significantly contributes to existing knowledge by bridging the gap between traditional onboarding methods and contemporary digital solutions in the context of an electronics company. The theoretical contribution lies in exploring the impact of an interactive digital platform on the onboarding process, shedding light on its effectiveness in enhancing employee integration and knowledge retention. In the broader context, this research adds value by addressing the evolving needs of the modern workforce and the technological advancements shaping the corporate landscape. By emphasizing the role of an interactive digital platform in onboarding, the study establishes a practical framework for organizations aiming to optimize their onboarding processes, thereby fostering a workforce that is not only well-informed but also more engaged and motivated from the outset.

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