A study to enhance the efficiency of human resource department through documentation process of the employees working in All e- technologies

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ABSTRACT

Human resource management in today's dynamic industrial environment is becoming more and more complex as well as important. Recognition of people in a set standard of the organization led to increase trend in maintaining employee's information. The human resource documentation is a crucial aspect in respect to information of employees and especially when it is of very technical nature at every stage and touch of humanity is involved. The present study was undertaken with an aim to establish a well documented file procedure system of employees working in All E- technologies. The study was conducted using "employee codes" with unique identification of each one of the company with their "joining docket". The information collection was initiated to at very first day, include payroll control, medical forms, appraisal sheets and provident fund details. All e- technologies employees belong to the different technical and non-technical branches across the country, working under one umbrella. The purposively samples size divided as AX (n=1000), N_1 (n=1200) and N_2 (n=1200). Chennai branch employees including trainees were given code as AX. Employees from various other cities of the country were coded as N_1 and N_2. The action was undertaken with the study of structured gap analysis and with identifying the deviation between the standard and actual documentation. In concluding the results, it was found that only 33 per cent of files were completed with all the relevant documents related to employee's information and 67 per cent were not fulfilling the criteria of complete information of the employees working in the company. In the course of auditing files of employees of AX, N_1 and N_2 files, it was observed that incomplete documents were available because there were no data recorded for the employees who were transferred to other branches and verticals of All e-technology. Secondly there were many employees who left the organization but their files were still maintained which created unnecessary load in maintaining the record, also many documents in the files were found as without any detail information of the employees.

KEY WORDS : Human resource, All e tech, Documentation, HR auditing, Employees analysis

Human resources play a vital role in shaping a healthy and growing organization; without doubt it has been aptly to describe as the "soul" of a vibrant and dynamic organization. The human resource management is very crucial in respect of information of employees, very technical in nature at every stage where the human touch is involved. Hence, it is well motivated and devoted manpower which is very much essential for the success of any industry. Driven by the mission of 'Helping clients succeed through innovative business solutions', all e- technologies (All e-tec) has been a leading provider of IT solutions and services to growth companies. HR audit means the systematic verification of job analysis and design, recruitment and selection, orientation and placement, training and development, performance appraisal and job evaluation. HR audit is very much useful to achieve the organizational goal and also is a vital tool to assess the effectiveness of HR

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functions of an organization.

The study aimed to enhance the efficiency of human resource department through documentation process keeping track of all the relevant and essential informations of the employees working in "All e-technologies. As well as to provide information to all the employees in the organization with essential documents and records to achieve desired quality and productivity goals in human resource department of "All e- technologies". Objectives of the study, carry the basic points:

– To find out factors influencing the documentation in file.
– To find the degree of quality which can be implemented in the organization in maintaining and recording documents.
– To find out lacking areas regarding the HR audit documentation in All e- technologies.
– Keeping in track of all the relevant information of employees working in All e- technologies.

METHODOLOGY

The present study was undertaken with an aim to establish a well documented file procedure system of employees working in All e- technologies. The study was conducted on employees working in different branches of All e- technologies. Employee codes with unique identification of each one of the company were used with their joining docket. The information collection was initiated at very first day, include payroll control, medical forms, appraisal sheets and provident fund details. All e- technologies employees belonged to the different technical and non- technical branches across the country, working under one umbrella. The purposively samples size divided as AX (n=1000), N_1 (n=1200) and N_2 (n=1200). Chennai branch employees including trainees were given code as AX. Employees from various other cities of the country were coded as N_1 and N_2. The action was undertaken with the study of structured gap analysis and with identifying deviation between the standard and actual documentation. In the course of auditing files of employees of AX, N_1 and N_2 files with different parameters were observed and the remedies for correcting these problems were done through documentation process. Keeping all the records in track and by observing lacking areas, developmental chart was prepared.

ANALYSIS AND DISCUSSION

The documents missing are measured in scale of 10, putting filter in excel sheet estimating the number of documents missing out of 10 by doing ranking method.

– The basic documents (appointment letter, employ personal data form and joining report are available as the result from the graph indicates the range of 8-10 in number (Fig. 1).

– In AX solutions "confidentiality agreement" was not used in place of it "NDA" form was used.
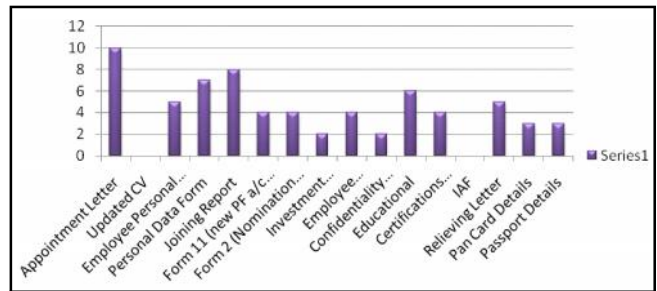

Fig. 1 : Scale of ranking order in relation to different

Problems in auditing of AX solutions:

AX solution was Chennai based branch office so communication of the documents without full information was difficult. Few employees were transferred to other verticals in All e- technologies. Certain documents were already available to the HR office but they were not arranged in file. It was first hard audit so it took unnecessary delay in the work.

Problems related to hard audit of N_1 and N_2:

With completion AX solutions N_1 and N_2 audit was very tactic and lengthy audit. It was approximately 250 file need to check and review. These file were kept with combination of all the branches of All e- technologies branches which got merged and acquired during its endure.

N_1 and N_2 were divided into set of 3 each and work was done in the same way it was done in AX solutions all the names with particular documents missing.

In concluding the result, it was found that there were many employees who have separated from organization still their files were maintained. New employees in the organization were not found in the data base of the company. Number and frequency of documents reported as missing was more in the organization (Fig. 2). There were many documents not kept and maintained in the file. With total number of the employees in the organization it was found that 67 per cent files were missing and only 33 per cent files were maintained which had fully completed information

Fig. 2 : Showing the number of missiong documents

of the numbers of employees working in Noida (N_1 and N_2) and in Chennai (AX) branch.

Managing positive reactions by pre-pairing developmental chart :

After analyzing the hard and soft audit reports generated by missing document now need to be collected and communicated to respective employees. Using Microsoft outlook of All e- technologies a mail was drafted and sent across to each and every one employee whose documents were recorded as missing in the word file. The mail was employee centric and followed with attachment of forms to easy the word load of the employee as well as it was kept for HR department to keep the soft copy of the document of the employees. The attachment mails got quick responses. There was positive gesture from the employees of all e- technologies within the Noida branch including Mumbai, Kolkata and AX solutions too. The big question was arised for collecting and assembling the documents. Now to irradiate all such problems, the following positive gesture were made:

– In all incoming documents employee code were written.
– Separate files within the class intervals of the admirals were created and all documents were classified accordingly.
– The thanking you replies' were done instantly so as to keep the track in sending the response quickly.
– Each photocopy or scan copy was kept while making entry in excel.
– The new file storage system was prepared. The file found as N_1 which was not having space for new joining was then transferred to N_2.

The following data were filled employ went wise in storage system:

– Personal details
– Educational qualification
– Work experience
– Medical information
– Emergency contact number.

Estimating the number of documents obtained:

Employee information, confidentiality form, medi claim forms have been collected as these were easy for the employees to fill these documents and send them through attachment. Pan card and passport details were also easily collected. The excel sheet does not have the full data but as much data could be managed is valid. As the documents in bulk collected each day was allotted to put the document in the desired files. And later documents were piled up in files. The mails for hr audit got very valid response as employee find themselves in comfortable position to fill the form and send them and the approximate response was 78 per cent.
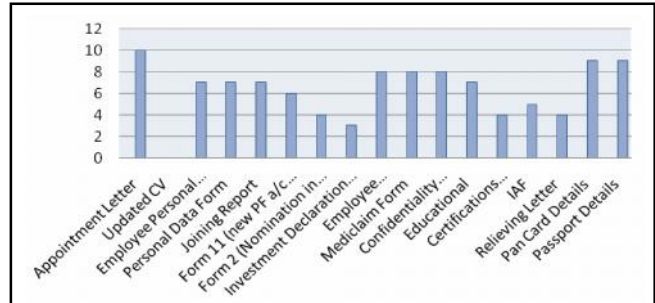

Fig. 3 : Development chart

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Reccomencation:

After studying the audit process at All e tec., some of the recommendations have been drawn which were based on the findings and analysis:

– Maintaining the files in particular cabinet without disturbing the employee code class intervals pasted on each admiral and keeping and maintaining the files and records according to the new change.
– After referring any file trying, keeping the file at the corresponding place to avoid confusion due to new changes.
– If any change required in audit check, updating the audit check list according to the new requirement.
– Change in documentation or in hard audit files making change in soft audit to avoid duplication of work.
– Removing files of employee who left the organization and updating the database with the same information.

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