

Orientation program by hrm assignment

Sociology



We would like to express our deepest appreciation to our beloved lecturer, Madam Azans, who gave us the golden opportunity to do this wonderful assignment. We would like to thank our family members, especially our parents for the supports and encouragements to me in finalizing this project within the limited time frame. 3. The guidance and support received from people who involved directly and indirectly, was vital for the success of the project. We hope this assignment would be the great assignment with the good quality and fulfilled all the requirements needed. Based on the question given, the company that has been chosen is the well-known franchise restaurant, which is KEF. Thus, below is the little information regarding the background of KEF.

The Vision: To be the leading integrated food services group in the Asia Pacific region based on consistent quality products and exceptional customer-focused service. The Mission: To maximize profitability, improve shareholder value and deliver sustainable growth year after year. Human resources training has become increasingly vital to the success of modern organizations. Rapidly changing technology requires that employees possess the knowledge, skills, and abilities (Asks) needed to cope with new processes and production techniques.

The growth of organizations into large, complex operations whose structures are continually changing makes it necessary for managers, as well as employees, to develop the Asks that will enable them to handle new and more demanding assignments. The first step in the training process is to get new employees off to a good start. This is generally accomplished through a formal orientation program. Orientation is the formal process of familiarizing

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new employees with the organization, their Job, and their work unit. Its purpose is to enable new employees to get “ in sync” so that they quickly become productive members of the organization.

Job: Economic role for which an employee is paid Organization: An entity (institution / association) that has a collective goal and linked to the external environment Work Unit: Tasks to be undertaken in order to achieve a some result In Sync: Working well together In some organizations a formal new-hire orientation program is almost nonexistent or, when it does exist, it is performed in a casual manner. This is unfortunate, since there are a number of very practical and cost-effective benefits from conducting a well-run program.

Some of the benefits frequently reported by employers include the following:

1. Lower turnover (Employee’s satisfaction regarding their employment)
2. Increased productivity
3. Improved employee morale
4. Lower recruiting and training costs
5. Facilitation of learning by employees to cope with a new environment
6. Reduction of new employee’s anxiety or nervousness

The more time and effort spent in helping new employees feel welcome, the more likely they are to identify with the organization and become valuable members of it.

Training is different with orientation. Unlike training, which emphasizes the ‘What’ and ‘ how, orientation stresses the Why. Training: What employee should do, and how it should be done Orientation: Why employee should know this and that regarding the organization It is designed to develop in employees a particular attitude about the work they will be doing and their

role in the organization. It defines the philosophy behind the organization's rules and provides a framework for job-related tasks.

As new employees are being oriented, current employees are necessary to be continually reoriented. This is because an organization always faced with ever-changing conditions, thus, the plans, policies and procedures must change with these conditions. If the orientation of current employees are ignored, they may find themselves embarrass due to unaware of activities with which new employees are being learned. For a well-integrated orientation program, cooperation between line and staff is essential.

The HER department ordinarily is responsible for coordinating orientation activities and for providing new employees with information about conditions of employment, pay, benefits, and others. The supervisor has the most important role in the orientation program. This is because, employees are interested primarily in what the supervisor says and does. Line function: Non-managerial personnel Directly advances an organization in its core work I. E: Production and sales, marketing Staff function: Managerial personnel Support the organization with specialized advisory and functions I. : Human Resource, Accounting, Public Relations Before the arrival of a new employee, the supervisor should inform the work group that a new worker is joining the unit. It is also common practice for supervisors or other managerial personnel to recruit co-workers to serve as volunteer “ sponsors” for incoming employees. In addition to providing practical help to newcomers, this approach conveys an emphasis on teamwork. Co-worker: Someone in a similar role or at a similar level within an organization.

Some employers think it does no harm to allow new employees to be oriented by their peers. One danger of failing to ensure that new workers are oriented by their supervisors and not their peers is that unsafe work practices and unacceptable behaviors that conflict with the organization's policies can be perpetuated. The behaviors these employees develop can undermine the organization's policies and procedures. An orientation program can make an immediate and lasting impression on an employee that can mean the difference between the employee's success and failure on the job.

Thus careful planning-with emphasis on program goals, topics to be covered, and methods of organizing and presenting them-is essential. Successful programs emphasize the individual's needs for information, understanding, and a feeling of belonging. To avoid overlooking items that are important to employees, many organizations devise checklists for use by those responsible for conducting the orientation. Orientation should focus on matters of immediate concern such as important aspects of the job and organizational behavior rules. For example, attendance and safety.

A Manager's Orientation Checklist

- 1 A formal greeting, including introduction to fellow employees
- 2 Explanation of job procedures, duties, and responsibilities
- 3 Training to be received
- 4 Manager and organization expectations regarding attendance, personal conduct, and appearance
- 5 Job standards and production/service levels
- 6 Performance appraisal criteria
- 7 Conditions of employment, including hours of work, pay periods, and overtime requirements
- 8 Organization and work unit rules, regulations, and policies
- 9 Safety regulations
- 10 Those to notify or turn to if problems or

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questions arise 1 1 Chain of command for porting purposes 12 An overall explanation of the organization's operation and purpose 13 Offers of help and encouragement After the orientation programmer have been addressed or finished, supervisors should always consult with their new employees after the first day and frequently throughout the first week on the Job. After the employee has been on the Job for a month, and again after a year, management should follow up to determine how effective the orientation has been. Evaluations can then be conducted through interviews, questionnaires and surveys, and discussion groups. To summarize, training begins with orientation and continues throughout an employee's service with an organization.

By participating in a formal orientation program, employees acquire the knowledge, skills, and attitudes that increase the probabilities of their success with the organization. To make an orientation effective there should be close cooperation between the HER department and other departments in all phases of the program, from initial planning through follow-up and evaluation. We already clear and understand about the basic concept of orientation programmer. Let's take a look at a Cuff's orientation programmer for the new employees. On the first day, supervisors in particular KEF will focus on; coming attraction, greeting from above, and nuts and bold.

Regarding the coming attraction, supervisor will introduce new employees a package that provides an overall picture of the organization where KEF is one fast food restaurant chain that specializes in fried chicken and KEF is one of the world's most popular fast food restaurant chains in the world founded by Colonel Harlan Sanders in 1930. Every day, more than 12 million
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customers are served at KFC restaurants in 109 countries and territories around the world and operates more than 15,000 restaurants around the world today. In KFC has different department which conducting different tasks and jobs. Thus, the supervisor has to focus on what each area does the new employees are connected. Secondly is greeting from above.

KFC Manager usually will come out with warm greeting to the new employees and Manager will get some personal information about the new person in the organization and circulate it around the office to ensure others know there's new employee in their organization. Eventually, he will lead the new employee in give a tour of the assigned workspace and the rest of the office and he facilities including where to safely put belonging (if not in their office), where to hang coat, store lunch; location of the washrooms, location of the photocopier, fax machine, supplies, stocks and etc. For the nuts and bolts, supervisor of KFC will explain more about the rules and values of the KFC regulations where the restaurant follows Just In Time (JIT) and First In First Out (FIFO) to manage inventory.

In controlling inventory and most importantly quality of the chicken, Kentucky Fried Chicken uses a variation of Just In Time (JIT) system, by receiving chicken two to three times a week. KFC starts to operate when a delivery truck arrives at the back door. The truck usually contains chicken, vegetables, and other needed materials to successfully operate a KFC restaurant. There are many steps involved in the successful unloading of a delivery truck. Frozen foods are taken off the truck first and immediately transferred to the freezer. This includes vegetables, deserts, and other food

products. Next to be unloaded is the refrigerated goods. This is the part of the process where the world famous chicken is unloaded.

Finally, the dry good and condiments are unloaded and stored in their appropriate places. First In First Out (FIFO) Method is used in placing the chicken in order in the refrigerator. The earliest kill date is located at the front of the cooler such that it is the first one to be used when needed. This guarantees quality and freshness to each customers. Other than that, supervisor will review new employee's Job duties and responsibilities including Job description and expected outcomes, identify work to be accomplished in the first days/ weeks, explain how the Job relates to other roles in the organization, punctuality on work schedule, prohibition in workplace and others.

At KEF, unfortunately, there are less orientation program run in this organization, however, on-the-Job training is used to ensure all employees including new employees gain the skills, knowledge and experience to operate the successful restaurant. In 2011, KEF introduced a learning management system known as the Learning Zone which is now the linchpin of KEF training and development programmer for the employees. Every restaurant has at least one laptop with access to KEF e-learning system, where employees can complete a variety of training modules which combine e-learning with coaching and on the Job training. This raining covers all types of restaurant roles, including apprenticeships.

On-the-Job training like a day with OH & S offers yearly fresher training in the areas of occupational health and safety (OH) and food safety in order to get

certification to enable the new employees to work in morning shift. For an example, the employees should wearing safety shoes instead of wearing sandal. Other than that, KEF repeat a different set of key messages across the business through channels including briefings by senior managers that cascade down through team meetings in restaurants by open door approach each month. Managers are always available to give help and support, making a particular effort for senior managers to be accessible to people outside head office. The CEO and the management team generally spend 2-3 days per week visiting restaurants. Last but not least regarding on-the-job training is 360 Degree Feedback.

This is a system or process in which employees receive confidential, anonymous feedback from the people who work around them like ‘mystery shopper’. This mystery shopper will make 360 evaluation focuses on subjective areas such as teamwork, character, and leadership effectiveness. Thus, all workers has to be careful and nurtured the employees to work following the procedure indirectly give effect to the effective performance of the organization. Since KEF has less orientation programmer for their new employees that will join the current team members, we would like to propose the new design orientation program for Kentucky Fried Chicken based on simulation training. A training simulation is a virtual medium through which various types of skills can be acquired.

Training simulations can be used in a wide variety of genres; however they are most commonly used in corporate situations to improve business awareness and management skills. However, this kind of programmer is still unavailable in this organization of Kentucky Fried Chicken (KEF). Basically, <https://assignbuster.com/orientation-program-by-hrm-assignment/>

there are several duties to be done in order to serve the customers' orders. For instance, a customer wants a set of ' Snack Plate Combo'. A new employee might not know what are the type of foods to put in a box? Thus, the simulation training during orientation program is the best way to ensure the employees gain all the relevant information, what the employees should do, and how employees can handle it.

Thus, we can say, all the 'Why' question during the orientation program will be answered without asking their peers when the new employees are ready for their duties. As a conclusion, the orientation programmer for the new employees in the organization is important as this will help them adapt with the new culture and the team members. The Kentucky Fried Chicken (KEF) is one of the company in Malaysia doing their best in providing the framework for the Job related task to the new employees. The adequate orientation programmer toward the new employees will gain Job satisfaction among the team members and lead to high profitable of company.