

## การปฐมนิเทศพนักงานเพื่อสร้างประโยชน์ต่อองค์กรการทำงาน

### STAFF ORIENTATION FOR ENHANCING ORGANIZATION'S BENEFIT

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Received : 2021 November 26

Revised : 2022 June 20

Accepted : 2022 June 30

### บทคัดย่อ

ด้วยเหตุที่การปฐมนิเทศของพนักงานใหม่มีรูปแบบต่าง ๆ เนื้อหาในบทความนี้ได้อธิบายถึงโครงสร้างการทำงานที่เป็นองค์ประกอบให้เกิดประสิทธิภาพในองค์กรที่เป็นพลวัตสมัยใหม่ การสร้างบุคลากรส่งผลต่อประสิทธิภาพสังคมการทำงานและสิ่งที่ทำให้ความเข้าใจถึงเป้าหมายในการทำงาน รูปแบบการปฐมนิเทศที่สร้างทิศทางสู่ความสำเร็จพร้อมกับความคาดหวังในอนาคตที่จะช่วยให้บริษัทสามารถรับสมัครพนักงานเพื่อให้เกิดความสำเร็จ การสร้างระบบปฐมนิเทศเพื่อให้เกิดประสิทธิภาพโดยการใช้เวลาในการนำเสนอที่เหมาะสมการเน้นเนื้อหาที่ใช้เทคนิคการนำเสนอที่ชัดเจนมากขึ้น และการมีส่วนร่วมกับพนักงานในทุกระดับ ตลอดจนส่งผลให้มีการรับรู้ถึงประสิทธิภาพของพนักงานใหม่เพื่อการทำงาน

### คำสำคัญ

พนักงานใหม่ ปฐมนิเทศ องค์กร

## ABSTRACT

As various forms of orientations are offered to new employees, the current article talks about a working structure. It is an efficient and dynamic element for enhancing new employees' potential. It enables them to figure out the organization's goals. Orientation schemes with the organization's expectations help recruit appropriate employees. To construct effective orientation processes, it is essential to include time management, presentation techniques, and participatory learning approaches. The most important thing is to present the potential of new employees to the public.

## Keyword

Orientation for new employees; Organization

## Introduction

Orientation is related to work organizations (Jiang & Wrzesniewski, 2021). Orientations come with good training, and the supervisor's presentation is within the organizational and supervisory context (Kohli, Shervani, & Challagalla, 1998). Nowadays, it is known that detailed training is needed for efficient work. At the same time, the orientation should focus on the big picture. Every employee should understand the basic information and the future of the organization. Employees are involved in these efforts. Orientations indicate the readiness of employees to face all problems and obstacles (Wallace, 2009).

The hiring process is a burden imposed on the organization's human resources department who informs both employers as well as employees and uses procurement and selection criteria suitable for most departments in the organization, including the human resource system. If an error occurs, it will cause damage to the organization in terms of both cost and time (Gürlek & Uygur 2021). In terms of providing cultural conditions for the occupation, such as morals or patronage, the employees' requirements need to be complete. Workplace performance or outcomes depend on what the employer or supervisor expects of newcomers (Douglas & Isherwood, 2021). However, if employers use the wrong recruiting system, that will affect the next step of the organization processes (Ghielen, Cooman, & Sels, 2021). New employees may underperform in their profession. To construct an H.R. department that creates a work system to protect organizational costs, create value, develop new employee roles to benefit the organization and achieve the organization's goals, successful guidelines must be properly designed with new employees in mind (Halmaghi, Lancu & Băcilă, 2017).

## Theoretical perspective and empirical findings

An appropriate orientation model helps create successful directions for new employees. It also presents various steps into the organization's working life. In addition, it indicates the first-day-at-work and the readiness that arises in the current situation, namely the "new normal," an expression of commitment to the organization, the recognition of gender equality and others, and the creation of an identity. It is necessary to emphasize to the new employees that the orientation provides important guidelines for quality of work. Long working hours for employees who have worked for more than 5 or 10 years is also an issue where training should play a role. It should convey the experiences of people who have been through work expectations in order to determine future directions, assign tasks and transfer the burden between H.R. departments and employers in the best way possible. Presentations of work in an organization should not be too complicated. However, things can still go on and demonstrate how the first generation worked and give examples of case study obstacles that affected work. The examples or case studies that should be mentioned in the orientation relate to problems that the organizations have faced and their effective solutions, the success stories of the organization, as well as examples of competent senior employees and irresponsible employees. Leadership can create changes. This is because new employees are evaluated by corporate environments that employ new employee management principles. The environment affects the motivation within the organization, but in the author's point of view, the H.R. department usually understands the identity culture in one's organization, and so orientation planning is important to achieve the best tangible results. Most of those who propose doing presentation will focus on presenting the organization's experience (Mahamud, 2021).

## Modern corporate dynamics regarding recruitment

The dynamic nature of a fast-paced business environment requires organizations to quickly adapt and develop processes to maintain competitiveness (Hussain, & Jahanzaib, 2018). The most important thing for an organization to be successful in recruiting is to understand the skills and employ the right people for the job. Therefore, more and more emphasis is placed on orientation training (Rojas, 2013) while not allowing unethical influences to harm new employees. They must coexist peacefully (Moore, Detert, Klebe Treviño, Baker, & Mayer, 2012).

It's a great message of commitment because of innovative working behavior or awareness of new ideas. The organization of new employees is a matter of working in society (Chung & Van der Lippe, 2020). Successful organizations should support and focus on the new behavior of the new generation. New employees being hired by new employers need to adopt some specific behaviors that are important to the efficiency and survival of an organization (Ng, Schweitzer, & Lyons, 2010). What's new is a combination of concepts and implementation, which is different from creativity. It's called innovation. Organizational behavior generates not only unique and valuable ideas, but also practicality and commercialization by building social support. Issues may lead to better understanding between the old and the new in the organization. The

complex phenomenon of understanding job submissions while implementing this idea can be impeded by obstacles such as uncertainty, resistance from other employees, fear of failure and unreliability.

### **The creation of new personnel affects social and corporate responsibility.**

Thai society, with its old systems, has been a shadow of the new generation for a long time (Lawler & Atmiyanandana, 2003). Corporate social responsibility and kindness create an exemplary, kind, generous commitment to the organization and aim to affect colleagues positively. These values will help the organization maintain the advantages and potential of its employees (Mowday, Porter, & Steers, 2013) because the expression of kindness and mental commitment of former employees is a source of good for new comers. Help is the most valuable thing we can give to others within the organization and the family (Grant, 2007). That is why it is the focus of academics and practitioners. This allows the authors to suggest that recognizing new employees who are sometimes genuine and liked may gradually increase their positive feelings through self-worth, meaning and pride for having had the opportunity to work (Abbott, & Eubanks, 2005). Academics and practitioners support the authors that suggest that getting to know a genuine and like-minded new employee can sometimes gradually increase positive feelings through self-worth, meaning and pride for having had the opportunity to work. Sveiby (1997) claimed in a new employee research that describing an organization's members who attend events can be a source of information and drive new things. All positions must be related. There is a correlation involving organizational growth that is significantly impacted by innovation. Other supervisors are required to provide mentoring, training, and development in their field (Gephart, Marsick, Van Buren, Spiro, & Senge, 1996).

The organizational refinement of training and job reviews were employed in a wide range of research to develop a framework for designing and studying employee orientation programs (Solove, 2015). The related topics are stress theory/coping methods, attitude theory/change methods based on real-life examples. Future research on newcomer orientations should be presented in the form of a clear definition of the liberal concept of human resources (Messmer, 2000).

Since today's young people have adopted certain behaviors, employers may be challenged to consider weaknesses and emphasize on recruiting and training processes. This is probably a new challenge because those young people look forward to different ideas and sometimes, they may not think of progress. In addition, some of them are not patient enough when facing difficulties. The obstacles probably impede the organization's ability to stimulate new employees to achieve its goals. That is why job-training is the most critical change criterion for job expectations. The expected behavior may be the same as the actual behavior. Diversity in age range can affect the work consistency of an H.R. department. Defining the new behaviors is one of the challenges for H.R. departments when recruiting new and proper employees. Interestingly, Wallace (2009) noted in the study that the organization had to understand and provide

opportunities for new employees. Case studies should be proposed and mentioned in the orientation because new employees in the age of artificial intelligence are different.

Orientations and trainings are opportunities to reduce the risk of any mistakes done by the new employees and involve them as a part of career commitment (Kim, Leong, & Lee, 2005). This enables them to continue working with the organization and make some professional progress. However, not all elements of the orientation project will be successful (Melton & Hartline, 2013). So, the organizations may adapt other factors to match the needs of new employees for enhancing the quality of new employees' life. The adaptation is also a concrete effort for developing an orientation plan to demonstrate the organization's influential leadership. Such developments should be improved on (Melton, & Hartline, 2013) because usually, the senior employers behave effectively. As a result, this limits the new employees potential and provides little working progress. For example, supervisors should allow new employees to express their views and opinions as well as make some mistakes. If new employees are enthusiastic, the managers should encourage them and offer opportunities. Equality among employees and universality help reduce the extra roles of senior employees in the organization. This is important because equality is a fundamental principle of human dignity where human beings are equally recognized and protected by law, regardless of other characteristic such as race, religion, language, place of origin, etc. (Paauwe, 2004). Therefore, the authors think equality between the new and the senior employees including good governance of the organizational management, will reduce working conflicts.

### **What are the goals of the new employees? And how is life being planned?**

Professional preparation and patience when joining a new organization are probably the best success factors of working in any new place. The process of setting goals in life focuses on the future, claimed Kim, Chai, Kim, & Park (2015). This can be seen from various H.R. departments in Thailand that focus on the importance of the workforce in the organization. The new employees need to get more quickly and effectively involved with the opportunities that the organizations offer them. The current employees, namely the new generation, are expected to be able to work under pressure when working in an organization. To strengthen their potential, it is crucial to offer then effective training for things such as dealing with stress, using clear communication, as well as being able to forgive someone for mistakes done. To meet the employees' needs, sometimes the organization must be able to predict those needs in order to gain the best results. So, the organization may encourage its new employees to share their needs or ideas and allow them to do new things under the rules and regulations defined by the H.R. department. Due to the encouragement, they will feel more comfortable working with the organization and probably achieve the organization's missions which focus on keeping pace with the changing digital world, dealing with any difficult situations or stubborn people, and involving the employees with the organization's activities (Lawson, 2006).

## Expectations and direction for the future

Assignments are the best way to transfer the burden between staff and H.R. departments. These assignments should present the overall information of the organization in a way that is not too complicated. To present the information of the organization effectively, examples of case studies related to working obstacles or barriers, irresponsible staff, excellent work experiences and success stories of senior staff should be included. In case of any problems, it should be presented with the appropriate solutions to avoid repetition of those problems (Yamin, 2020). This presentation may be useful for new employees in terms of helping them avoid making mistakes or breaking the regulations of the organization because in the end, they will be evaluated by the organization. Moreover, the working environment can affect motivation within the organization. In accordance with the author's point of view, H.R. department should promote useful orientations to new employees because it helps them understand the organizational structure and working culture. Additionally, the most important emphasis is to present the experiences of the senior employees (Bissola & Imperatori, 2020).

## Conclusion

The current article is the opinion of the author. There are several effective techniques to help communication, share information, and engage employees in activities held by the organization. H.R. departments expect that participation between the senior and junior employees can help cultivate the perfect working culture. To study the necessary information for holding effective and organized orientation is a crucial job for H.R. departments in order to help develop important experiences of the new employees. To use the old pattern of orientations is not appropriate for the new-generation of youth who were born in the era of digital and technological changes. If these employees can pick something up from the orientation to improve themselves, then this shows that the H.R. department has achieved professional results. According to the statistics, the resignation of outstanding employees relates to little mistakes, serious offenses, working conflicts and career advancement issues. It is very interesting to see how the results of effective orientation can help improve new employees, particularly when the H.R. department tries to create a concrete innovation of the original pattern of orientation.

First, it is essential to carefully study what the organization is doing, especially within the context of its industry and to look at those that have succeeded. In addition, their working directions, differences, and practices should be explored.

Second, it is necessary to collect feedback from new employees after assessing them. They may be asked using a questionnaire or an interview form. This is because the feedback or results may indicate gaps, failures, or useful information for H.R. department to further develop their plans and approach.

Third, further assessments should be conducted related to any changes that have been made; for instance, the feedback from employees has become more positive, the retention of employees has improved or the productivity of employees has increased or decreased. Organizations need to be aware of current changes and situations and adjust themselves accordingly.

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