

# LifeConnectionsUSA Specialized Support Services

## New Hire Orientation Outcomes

### Nina Lenise

### Healthcare Studies

#### INTRODUCTION

- LifeConnectionsUSA is a company that has been dedicated to the wellbeing of persons with developmental disabilities since 1964.
- Locations in 6 different states
- Offers services such as foster care/adoption, therapies, building life skills, etc.
- Underwent a massive rebranding in 2018
- Actively working to restructure their training regime.

#### OBJECTIVES

- To determine if new hire orientation has any impact on employee readiness and turnover.
- This survey's purpose is to gage employee feelings regarding if they felt orientation properly prepared them for their jobs, and if that preparedness has any effect on their thoughts of leaving the company.

#### RELATED LITERATURE

- "... another factor affecting the success of the enterprises is the well-equipped employees. In order to achieve this, the training activities carried out in enterprises are of great importance. Businesses at the point of departure should take into account training and motivation factors. Furthermore, training can be achieved by increasing individual and organizational productivity" (Ozkeser, 2019).
- "Findings suggest that current onboarding programs are generally inadequate and may have a negative effect on retention. Health care organizations appear to be behind the curve regarding onboarding trends. " (Shufutinsky & Cox, 2019)

#### MATERIALS AND METHODS

- Created a survey to gather the information I was seeking.
- Utilized survey monkey as a tool to organize my data.
- Survey asked two different groups of employees the same set of questions to determine if their answers overlapped.
- Main purpose was to see if employees thought a longer, more in depth New Employee Orientation was more beneficial.
- One set of employees had a two-week orientation, while the other set had a four-day orientation.

#### New Hire Orientation Survey

1. Please put in the month and year you attended New Hire Orientation
1. How would you rate the new hire orientation for this company compared to other companies' new hire orientation?
  1. Better than others
  2. The same
  3. Worst than others
2. How would you rate the length of the new hire orientation compared to other companies' new hire orientation?
  1. Longer than most
  2. The same length
  3. Shorter than most
3. How well did the new hire orientation prepare you for the job compared to previous new hire orientations?
  1. Better than other companies
  2. The same as other companies
  3. Worst than other companies
4. How prepared did you feel at the completion of the new hire orientation?
  1. I felt fully prepared
  2. I felt somewhat prepared
  3. I did not feel prepared
5. What are some aspects of the job you wish would've been made more clear?
  1. Expectations (job duties within the home)
  2. Violent behaviors
  3. Tips on diffusing situations
  4. Other. Feel free to write in answer \_\_\_\_\_
6. How was the length of the new hire orientation?
  1. I wish it was longer
  2. I wish it was shorter
  3. It was a good length
  4. Please specify if you had a 2 week orientation\_\_\_ or a 4 day orientation\_\_\_
7. Now that you are on site, how well would you rate the accuracy of the expectation orientation painted, vs the reality of being on site?
  1. The orientation process painted an accurate picture of the job I was preparing for
  2. The orientation process painted a somewhat accurate picture of the job I was preparing for
  3. The orientation process did not paint an accurate picture of the job I was preparing for
8. Do you feel as though a more in-depth orientation is beneficial?
  1. Yes
  2. No
9. Do you think the quality of new hire orientation has any impact on employee turnover in the first 90 days?
  1. Yes
  2. No
10. Do you think additional employee training has any impact on employee turnover?
  1. Yes
  2. No
11. Utilize this section to add in any additional comments or suggestions regarding New Hire Orientation.

#### RESULTS

- Of the 30 people surveyed, 90% voted that a more in-depth new hire orientation is beneficial.
- 96% stated that additional training has an impact on employee turnover.
- 20 of the people surveyed stated they were part of the four-day new hire orientation, and 95% stated they wished the orientation was longer.
- 10 of the people surveyed stated they partook in the two-week new hire orientation, and 80% of these individuals stated they felt fully prepared for on site work.
- Comparatively, 60% of the people who partook in the four-day orientation stated they did not feel prepared once on site.

#### CONCLUSIONS

- A more in-depth new hire orientation helps better prepare incoming staff
- Employees appreciate additional training in order to better excel at their jobs
- Staff is more likely to consider leaving a company if they feel as though they were not given the tools necessary to be successful at their jobs

#### REFERENCES

- Anton Shufutinsky PhD, D., & Ryan Cox, M. B. A. (2019). Losing talent on day one: Onboarding millennial employees in health care organizations. *Organization Development Journal*, 37(4), 33-51.
- Ozkeser, B. (2019). Impact of training on employee motivation in human resources management. *Procedia Computer Science*, 158, 802-810.

#### CONTACT

978-473-0582  
N\_lenise@salemstate.edu