



SOCIALIZATION PROCESS OF EMPLOYEES

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Objectives

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- Explain the importance of socialization process
- Describe the roles of a supervisor in socialization process
- Recognize socialization process as a development intervention



Content

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- 1: Socialization
- 2: Socialization steps/process
- 3: Who socializes an employee
- 4: Employee Training value
- 5: Case analysis

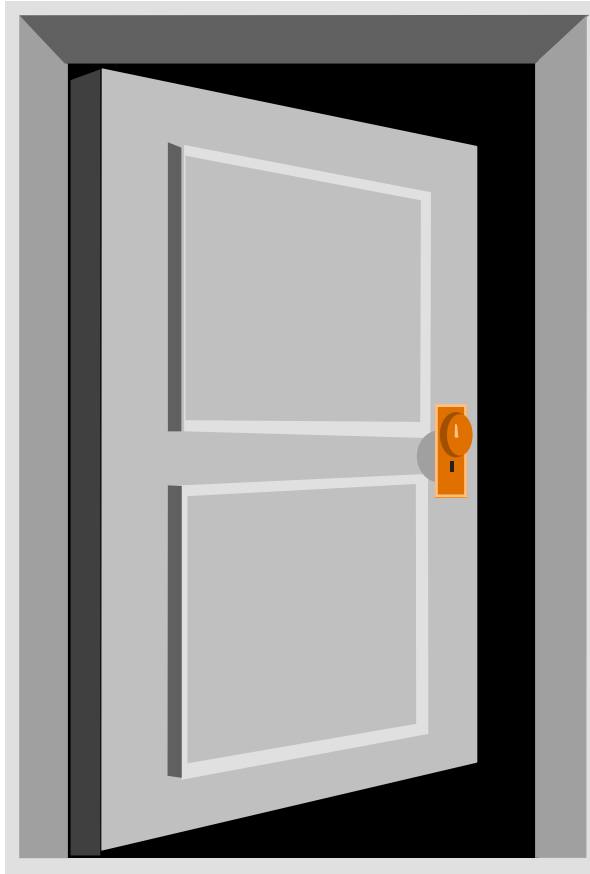


Employee socialization?

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SOCIALIZATION

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- Adaptation (different)
- Outsider-insider passage
- Organizational entry



Introduction

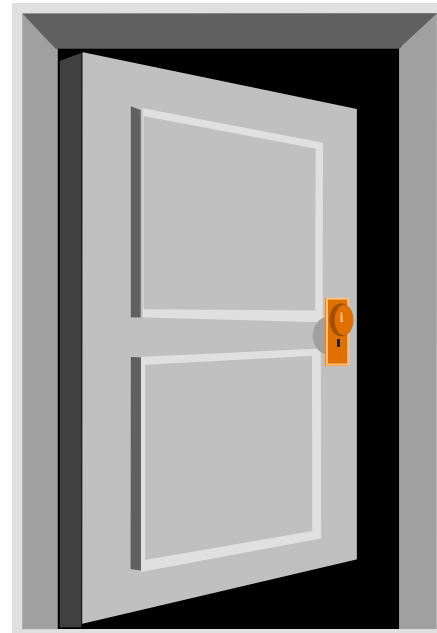
- ***Socialization, training and development*** are all used to help new/old employees adapt to their new organizations/positions and become fully productive.
- Ideally, employees will understand and accept the behaviors desired by the organization, and will be able to attain their own goals by exhibiting these behaviors.



The Outsider - Insider Passage

□ Socialization

- A process of adaptation to a new work role.
- Adjustments must be made whenever individuals change jobs
- The most profound adjustment occurs when an individual first enters an organization.





Why socialization?

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- Employment situation
- Organization rules and regulations
- Compensation and benefits
- Corporate culture
- Team membership
- Employee development
- Dealing with change



The Outsider-Insider Passage

The Assumptions of Employee Socialization

1

socialization strongly
influences
employee performance
and organizational stability

2

new members
suffer anxiety

3

socialization does not occur
in a vacuum

4

individuals adjust to new
situations in similar ways

REACTIONS AND ADJUSTMENTS

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- Similar for all individuals
 - ▣ Incomplete new information
 - ▣ Memory/impressions distorted
 - ▣ Adjustments have to be made



The Outsider-Insider Passage

The assumptions of employee socialization:

- ▣ Socialization is influenced by subtle and less subtle statements and behaviors **exhibited by colleagues, management, employees, clients and others.**
- ▣ Individuals adjust to new situations
- ▣ Employees need time to adjust.



SOCIALIZATION PROCESS / STEPS

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- Prearrival
- Encounter
- Metamorphosis

1: PREARRIVAL

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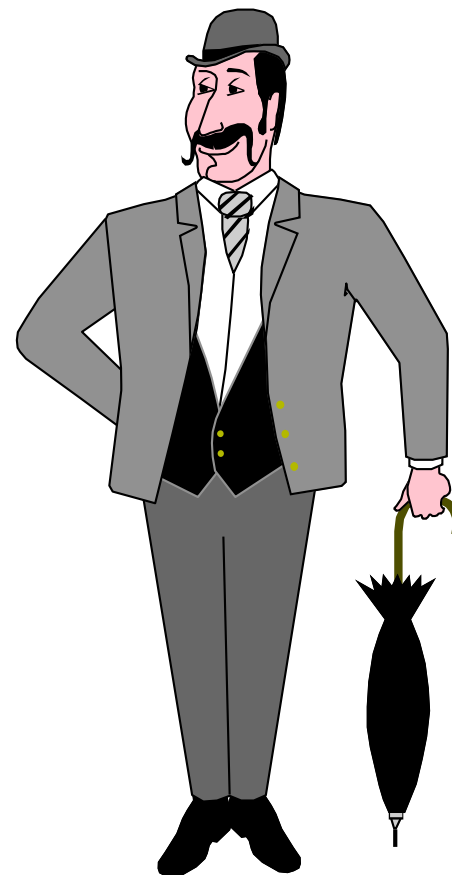
- Before starting the job
- Enter with values, attitudes, expectations
- Schools, training
- Interviews prepare for organizational fit



The Insider-Outsider Passage

The Socialization Process

- **Pre-arrival stage:** Individuals arrive with a set of values, attitudes and expectations which they have developed from previous experience and the selection process.



2: ENCOUNTER

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- Upon entry into organization
- Shock at possible dichotomy
 - ▣ Expectations
 - ▣ Reality
- Affirmation
- Detachment





The Insider-Outsider Passage

- The Socialization Process
 - ▣ **Encounter stage:** Individuals discover how well their expectations match realities within the organization.
 - ▣ Where differences exist, socialization occurs to imbue(enrich) the employee with the organization's standards.





Think about the job

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- ❑ Previous expectations
- ❑ And now- the reality



ENCOUNTER

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- ❑ TALK TO THE PERSON NEXT TO YOU ABOUT THE FIRST DAY ON A JOB.
- ❑ WAS THERE A DIFFERENCE BETWEEN THE BEST/WORST JOBS?

3: METAMORPHOSIS (change in form)

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- Problems worked out
- Comfortable with environment
- Productivity
- Commitment
- Turnover





The Insider-Outsider Passage

The Socialization Process

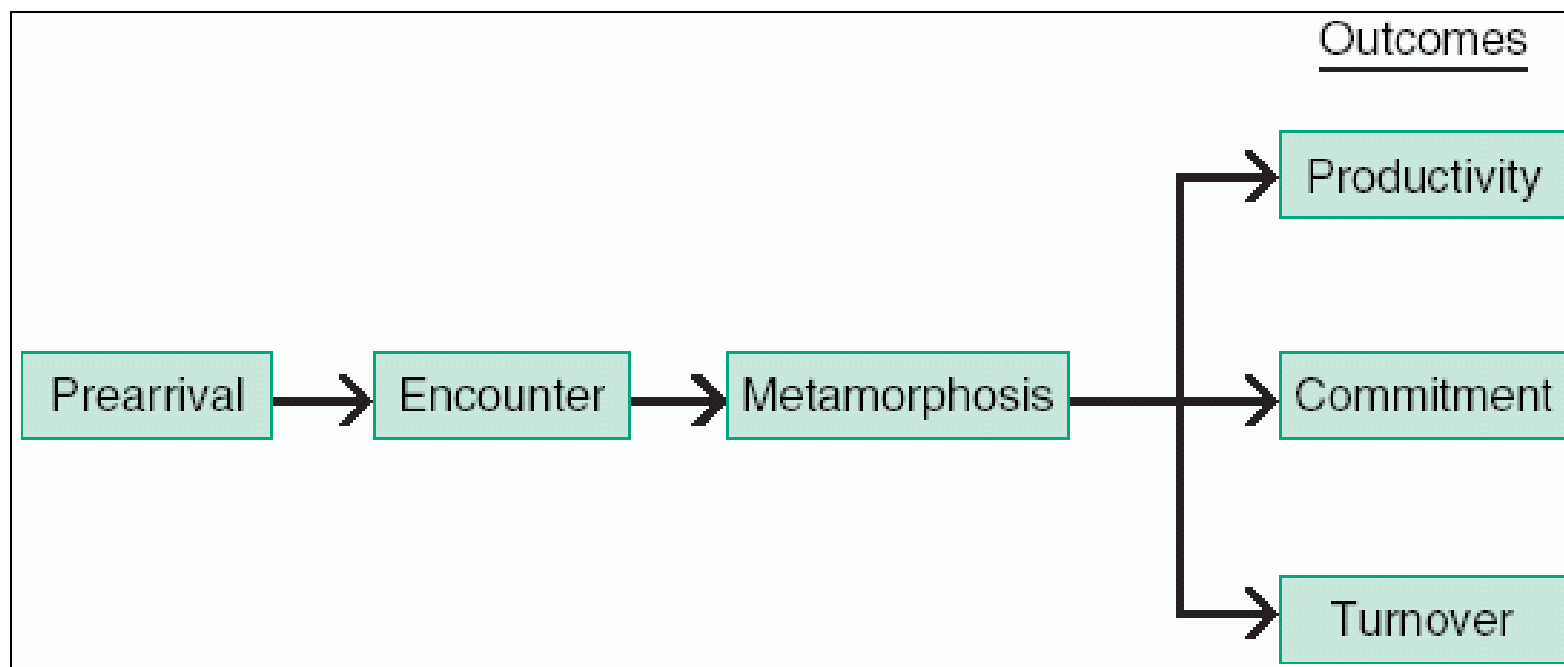
- ▣ **Metamorphosis stage:** Individuals have adapted to the organization, feel accepted and know what is expected of them.





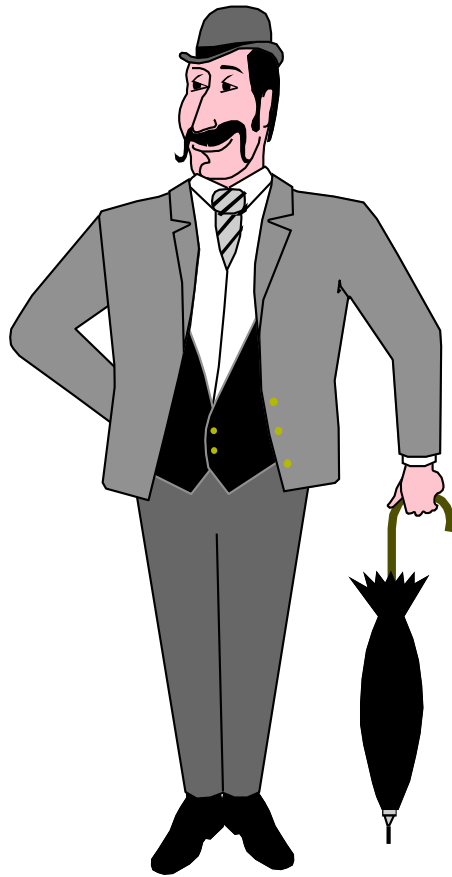
The Insider-Outsider Passage

A Socialization Process



MANY PEOPLE SOCIALIZE WITH

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- HRM
 - ▣ Orientation
 - ▣ Schedule others
- Supervisor
- Peers
- Organizational culture
- CEO - visioning, access, interest



The Purpose of New-Employee Orientation

HRM's Role in Orientation

- *Coordinating Role*: HRM instructs new employees when and where to report; provides information about benefits choices.
- *Participant Role*: HRM offers its assistance for future employee needs (career guidance, training, etc.).





The Purpose of New-Employee Orientation

Orientation

- may be done by supervisor, **HR** staff, computer-based programs, or some combination
- can be formal or informal, depending on the organization's size
- teaches the organization's culture, or system of shared meaning

Socialized employees know how things are done, what matters, and which behaviors and perspectives are acceptable



Employee Handbook

HR's permanent reference guide:

the employee handbook.

- a central source for teaching employees company mission history, policies, benefits, culture
- employers must watch wording and include a disclaimer to avoid implied contracts

lists items that may be included in an employee handbook

4: EMPLOYEE TRAINING VALUE

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- Job complexity
- Job changes
- Employee diversity
- Learning designed to produce a change
 - ▣ Employee training
 - Skills needed to do the job at hand
 - ▣ Employee development
????????





Employee Training

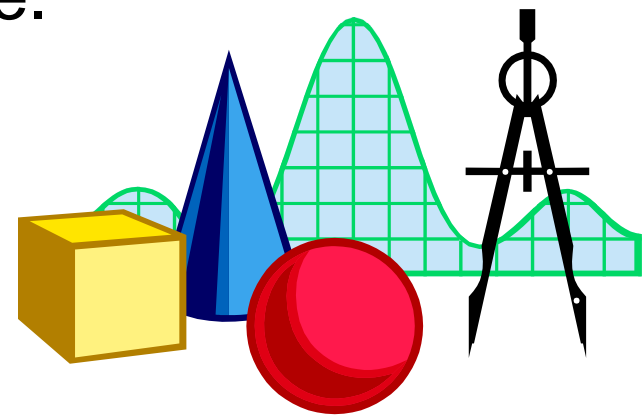
Definitions

- *Employee training*

a learning experience designed to achieve a relatively permanent change in an individual that will improve the ability to perform on the job.

- *Employee development*

future-oriented training, focusing on the personal growth of the employee.





Thank you

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□ Queries



