

EVALUATING EMPLOYEE AWARENESS OF ORGANIZATIONAL PORTALS: A CASE STUDY

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INTRODUCTION

COMPANY PROFILE

ONGC the Petrochemical Jewel of India

ONGC is the most valuable company of India produces more than 71% of crude Oil and Natural gas. Last year ONGC Company considered as the most valuable company of India.

- Since beginning, ONGC has scripted India's hydrocarbon saga by Discovering 6 out of 7 producing basins of the country.
- Establishing over 8.98 billion metric tons of in place hydrocarbon Reserves through more than 320 discoveries of oil and gas.
- Cumulatively producing 22.823 million metric tons of crude oil. 396 billion Cubic meters of natural gas and 22.823 thousand tons of value-add wed products.
- Owning and operating more than 11000 kilometers of pipelines in India, Including more than 3200 k.m. of subsea pipelines.
- Trebling group turnover from less than 15 billion us dollar in the last 4 Year.
- Undertaking the biggest-ever deep-water exploration campaign globally by a signal operator. Also investing over 80 million dollars per day.

Achieving 100% accreditation for all the operating installation. Health, Safety, and environment management thus making ONGC the only company of the World of its kind.

The significance of employee awareness and utilization of software and portals within an organization cannot be overstated. Here are some key points highlighting their importance:

Software and portals provide a platform for streamlined communication and collaboration between employees. They facilitate real-time information exchange, document collaboration, and instant messaging, thereby enhancing teamwork and productivity. When employees are

aware of and actively utilise these tools, coordination, decision-making speed, and productivity are enhanced.

Organisational portals serve as centralised repositories of knowledge, information, and resources. When employees are aware of and utilise these portals effectively, they have access to crucial documents, company policies, training materials, and best practises, enabling them to perform their duties more efficiently. This access to information fosters independence, lessens reliance on others, and facilitates well-informed decision-making.

3. Time and Money Savings: Efficient use of software and portals can significantly save an organisation time and money. When employees are aware of self-service portals for duties such as leave management, expense reimbursement, and IT support, they can independently manage these tasks without requiring manual intervention. This streamlines administrative workflows, reduces paperwork, and reduces the need for support personnel, saving the organisation money and time.

Increased Employee Engagement and Job Satisfaction When employees are aware of and actively use software and portals that enhance their work experience, engagement and job satisfaction are enhanced. User-friendly interfaces, intuitive features, and seamless integration of tools streamline work processes, reducing employee frustration and boosting morale. This, in turn, can contribute to increased employee retention and a positive work environment.

Facilitation of Flexible Work and Remote Work: Software and portals play a vital role in the context of remote work and flexible work arrangements. They offer a virtual workspace where employees can access applications, files, and communication channels from anywhere and at any time. When employees are aware of and proficient with these tools, geographical barriers do not hinder remote collaboration, virtual meetings, or work continuity.

Decision-making that is based on data: Numerous software and portals provide analytics and reporting capabilities that provide valuable insights into employee performance, customer behavior, and operational metrics. When employees are aware of and actively utilize these features, data-driven decision-making is promoted. Employees can make informed decisions, identify areas for development, and contribute to the growth of the organization when they have timely access to accurate data.

In conclusion, employee awareness and utilization of software and portals within an organization have numerous advantages, such as improved communication, increased access to information and resources, time and cost savings, increased employee engagement, facilitation of remote work, and data-driven decision making. Investing in employee training,

communication strategies, and user-friendly interfaces can maximise the benefits of these tools and contribute to the success of the organisation.

OBJECTIVE OF THE STUDY

The objectives of the report on "Employee Awareness of Organizational Portals: A Case Study" should be well-defined and aligned with the purpose of conducting the study. The primary goals of the report could include:

1. **Assessing Employee Awareness:** The report should aim to assess the level of employee awareness of various organizational portals, such as intranet, HR systems, communication platforms, and other relevant tools
2. **Identifying Usage Patterns:** It should identify the frequency and patterns of portal usage among employees, understanding which portals are more commonly utilized and for what purposes.
3. **Evaluating Satisfaction Levels:** The report should evaluate employee satisfaction with the usability, accessibility, and functionalities of the portals they use, providing insights into areas that may require improvement.
4. **Identifying Challenges and Barriers:** The report should highlight any challenges or barriers employees face in accessing and using organizational portals effectively, understanding the reasons behind low awareness levels if applicable.
5. **Understanding Impact on Productivity and Communication:** Assess the impact of portal awareness on employee productivity, communication efficiency, and overall organizational performance.
6. **Gathering Employee Feedback:** Utilize focus group discussions and qualitative data to gather employee feedback, suggestions, and recommendations for enhancing portal awareness and usability.
7. **Recommendations for Improvement:** Based on the findings, the report should provide actionable recommendations and strategies to improve portal awareness and usage within the organization.
8. **Aligning with Organizational Objectives:** Ensure that the report's objectives are aligned with the organization's broader goals, such as improving employee engagement, streamlining processes, and enhancing communication.
9. **Promoting Continuous Improvement:** The report should emphasize the importance of conducting regular assessments of portal awareness and usage to drive continuous improvement initiatives.

- 10. Enhancing Organizational Agility:** Demonstrate how improving portal awareness can contribute to the organization's agility, adaptability, and ability to respond to changes in the business environment.
- 11. Supporting Decision-Making:** Provide data-driven insights that can aid management in making informed decisions related to portal enhancements, training programs, and resource allocation.
- 12. Measuring Return on Investment (ROI):** If applicable, assess the ROI of implementing awareness initiatives to justify resource allocation and measure the effectiveness of the organization's efforts.

By setting clear and specific objectives, the report can deliver valuable insights, actionable recommendations, and a comprehensive understanding of the importance of employee awareness of organizational portals. These objectives should align with the organization's goals and contribute to enhancing overall organizational efficiency and performance.

The company uses several portals to support its operations and improve efficiency. Below are some of the different portals used by ONGC and their use cases:

- 1. ONGC Corporate Information System (OCIS):** Use Case: OCIS is a comprehensive portal that serves as an intranet for ONGC employees. It provides access to corporate information, policies, procedures, and announcements. Employees can use OCIS to stay updated with the latest company news and communicate within the organization.
- 2. e-Procurement Portal:** Use Case: The e-Procurement portal facilitates ONGC's procurement processes. Suppliers can register and bid for procurement contracts online, reducing manual paperwork and streamlining the procurement cycle.
- 3. Asset Management Information System (AMIS):** Use Case: AMIS is used to monitor and manage ONGC's assets, such as drilling rigs, platforms, and pipelines. It provides real-time data on asset performance, maintenance schedules, and operational efficiency.
- 4. e-Tendering Portal:** Use Case: ONGC's e-Tendering portal enables suppliers and contractors to participate in the company's tendering process electronically. This reduces the time and effort required for submitting bids and enhances transparency in the procurement process.
- 5. e-Learning Portal:** Use Case: ONGC's e-Learning portal is used for employee training and development. It offers online courses and resources to enhance employees' skills and knowledge in various areas, promoting continuous learning.
- 6. Employee Self-Service (ESS) Portal:** Use Case: The ESS portal allows employees to access and manage their personal information, such as leave applications, payroll

details, and tax-related documents. It empowers employees to handle HR-related tasks independently.

7. **Safety Management System (SMS) Portal:** Use Case: The SMS portal is utilized for safety-related activities, incident reporting, and tracking safety performance. It helps in ensuring a safe working environment and mitigating potential risks.
8. **Real-Time Data Acquisition System (RTDAS):** Use Case: RTDAS is a critical portal used for collecting and analysing real-time data from ONGC's drilling and production operations. It aids in monitoring well performance, optimizing production, and ensuring safety.
9. **Geographical Information System (GIS) Portal:** Use Case: The GIS portal provides spatial data visualization and analysis tools. It helps in planning, exploration, and asset management by overlaying geographic data on maps and generating insights.

Performance Management System (PMS) Portal: Use Case: The PMS portal supports ONGC's performance appraisal process. It enables managers and employees to set goals, track progress, and assess performance periodically.

Please note that ONGC may have introduced new portals or updated existing ones beyond my knowledge cutoff date. The use cases mentioned above are based on information available up to September 2021. For the latest information, I recommend visiting ONGC's official website or contacting the company directly.

The Employee Attitudes to Corporate Portals survey provides valuable insight into the current state of portal perception and usage within an organization. Through a mixed method approach that combined quantitative data from surveys with qualitative feedback from focus group discussions, we gained a comprehensive understanding of employee experiences, challenges, and suggestions regarding portal perception.

KEY FINDINGS

1. Moderate Consciousness: The survey found that approximately 65% of employees are aware of corporate portals. While this indicates a reasonable level of awareness, there is room for improvement in ensuring all employees are well informed about the portals available. 2. Portal usage patterns:

Intranets have emerged as the most popular portal among those in the know. His 80% of employees used the intranet to access company policies, documents, and announcements. HR systems were used by 45% of employees to manage personal records and leave.

3. Ease of use and satisfaction: In general, employees found the intranet easy to use and efficient in providing information. Opinions about HR systems, however, were mixed, with 55% saying they could be improved in terms of usability.

4. Tasks: An overall challenge was the lack of effective communication as staff stressed the need for regular updates and improvements to the new portal. Additionally, some employees reported difficulty navigating the HR system, which affected their overall satisfaction.

RECOMMENDATIONS

Based on the survey results, the following recommendations are suggested to increase employee awareness of the organizational portal.

1. Extended communication strategy: Organizations should implement a robust communication strategy that regularly updates employees on new portals, improvements, and announcements through company-wide emails, newsletters, and team meetings.

2. User training and support: Conduct extensive training for your employees, especially to familiarize them with the portal functions of your HR system. Providing ongoing support through a dedicated helpdesk further enhances the use of the portal.

3. Improved operability: Work with your IT and HR departments to improve the portal's user interface and navigation, making it more intuitive and easier to use. Regular employee feedback helps identify weaknesses and opportunities for improvement.

4. Sectoral awareness campaigns: Different teams may have different needs and priorities, so we customize awareness campaigns to meet each department's specific needs and preferences.

DIPLOMA

Employee perception of the organizational portal is an important aspect of optimizing productivity and communication within an organization. The survey provided information on the current state of portal perception, the extent of portal use, and opportunities for improvement. By implementing the recommended strategies, organizations can provide employees with efficient access to information, improve collaboration, and foster a culture of continuous learning.

Increased awareness of portals ultimately contributes to increased employee engagement and efficiency, enabling companies to quickly adapt to changing business needs and maintain a competitive edge in the market. Regular evaluation of portal awareness and usage is critical to measuring the effectiveness of efforts undertaken and identifying areas for future improvement.