Scientific
Journal of
**Applied
Social and
Clinical
Science**

DEVELOPMENT OF AN ADMINISTRATIVE TOOL, BASED ON ICTS, AS SUPPORT FOR THE INDUCTION, TRAINING AND DEVELOPMENT OF HUMAN CAPITAL

María Elena Hernández Hernández
Research Professor of the Public Accountant career of the Tecnológico Nacional de México - San Martín Texmelucan. Member of the Academic Body in Consolidation: Strategic Management, Innovation and Education for the Competitive Development of Organizations; Desirable profile before PRODEP. Member of the Ibero-American Network of Research Academies A.C., and of the Network of Latin American Studies in Administration and Business. Development area: accounting, administrative and educational projects with the application of ICT. Speaker at colloquiums and congresses. Puebla - México
ORCID - 0000-0001-7172-3802

Abstract: Software for Induction and Training (SOFIC)", its main purpose is to take advantage of new technologies and develop an innovative tool to facilitate the induction and training processes, to be implemented in any type of organization regardless of its size, its purposes and characteristics, as an aid to the fulfillment of institutional objectives.

Keywords: Induction, Training, Human capital, Software, Organizations.

INTRODUCTION

Organizations are made up of resources, and according to Chiavenato "they are the means available to the company to function and are financial, material, marketing, administrative and human", the good use of these resources, guarantee the achievement of organizational objectives and goals; in particular the human element, for this reason it must be treated with special attention due to its leading role, in it are the knowledge, abilities and skills, which, well aligned towards the organizational purposes, guarantee its success.

It is essential that every organization has a system that pays special attention to its human capital, which guarantees its assessment, use and performance within the different organizational subsystems. In relation to induction and training, the first contributes to the prompt completion of the adjustment process as a new employee in the organization in the sense of belonging and personalization and satisfaction of their needs for knowledge, allowing prompt adaptation and success in their personal and work projects; and it can minimize errors, losses and expenses, and create in the new element pleasant feelings of security and acceptance that will channel their attitudes in a positive way. (Market, 2004, p.430)

Regarding training in organizations, it is of vital importance because it contributes to the development of employees. In training, programs are designed to transmit information related to the activities of each organization through their content, employees have the opportunity to learn new things, update their knowledge, interact with other people, in other words, they satisfy their own needs, through new techniques and methods that help increase their skills, to perform successfully in their position, allowing organizations to achieve their goals.

METHOD DESCRIPTION

The present investigation will allude to the induction and training processes of the members of the organizations, as it has already been commented, they occupy a place of preference within the management of human talent due to all the positive aspects they have for the staff; and will be related to the development of new technologies.

PROBLEMATIC

Currently, the Instituto Tecnológico Superior de San Martín Texmelucan and companies from the public and private sectors use common methods for the development of induction and training, but it is consistent that the world is undergoing great transformations in the scientific and technological fields that imply a challenge and the need to adapt to cultural, social, labor changes that encompass advances in innovation and technology; The latter not only allow access to information but also facilitate both daily and professional tasks and even entertainment.

With the constant updating in the business environment, it is necessary to be at the forefront in order to stand out in the imminent globalization in all countries. This project seeks to combine technology and innovation to develop a simple and economical administrative tool that allows you to carry out induction and training activities.

The project is being developed for the

Human Resources department of the Instituto Tecnológico Superior de San Martin Texmelucan in the function of induction and training of one of its important elements: Teachers to later cover the Administrative staff and later the students.

This software will allow the technology to know its functional areas such as facilities, services, departments, workshops and laboratories, in an interactive and virtual way.

This project has the purpose of facilitating induction and training, by providing an ideal and cutting-edge environment according to new technologies.

The realization of the system has been divided into two sections, Module I Induction, Module II Training; For this reason, in this document, according to the progress made so far, special reference will be made to Module I.

METHODOLOGY

The project frames the use of applied field research, due to the need to resort for information to the direct source that experiences the problem, such as the ITSSMT Human Resources department and other public and private organizations as a reference, with the purpose of diagnosing needs and problems to define and apply functional knowledge to the SOFIC system; Likewise, the use of the application of surveys and interviews is required. The results will be obtained through statistical collection methods, to later be analyzed and interpreted.

Another means of obtaining information will be the use of informal means such as observation. Documentary research is characterized by using information based on certain and well-founded knowledge, within the project this type of research will be very necessary since most of the information will be supported by sources such as books, magazines, theses and Internet documents, to have a well-founded and sufficient investigation to solve the problem.

Once the software is developed, tests will be carried out with the participation of teaching and administrative staff from the Institute's Human Resources department, and Head of the Research department, to evaluate its operation and thus guarantee that the software complies with the original specifications.

RESULTS

At the moment, a field investigation has been carried out applying a survey to 19 public and private organizations (for reasons of confidentiality, they have not been named) to find out if they used any software to carry out the induction process, all of them commented that they did not and were unaware of the existence of any system on the market that facilitated said activity, and 4 of the respondents mentioned that the most attached to the use of the current technology they use is the support of videos. Figure 1.

The same way, the survey was applied to human resources personnel, they indicated that they do not have any software that supports them in carrying out the induction process, which would be of great help for this function. For all of the above, the relevance of the development of SOFIC was ratified and it was decided to carry it out in the research department together with research professors from the Public Accounting career and the indispensable collaboration of the Computer Systems Engineering career, with the participation of students from both careers, to result in a multidisciplinary team that combines knowledge, administrative and programming.

Research from other sources such as the Internet was also used to find out if there was specific software on the market for the induction process and there is none, not even with partial functions that SOFIC Modulo I

offers.

In the same way, the respondents commented how important it would be to have software that would allow them to optimize the times assigned for induction; For example, 42% report that the time to carry out their induction is in hours, because they do not have the time, personnel and budget to extend the time; and 21% require several months to be able to have a satisfactory induction, because they do it gradually once the new staff joins the position. Figure 2.

FINAL COMMENTS

SUMMARY OF RESULTS

According to the results presented and the interviews carried out with the personnel of the Human Resources department, the needs that the department presents in relation to Induction were evidenced, thus an Induction Program was created, which must be developed entirely through the SOFIC Module I software and contains the following sections.

INDUCTION PROGRAM

1. Welcome

2. Tour of the Institute

3. Who is the Institute

4. Institutional Regulations.

5. Human Resources Administration.

6. Safety rules.

7. Service areas for staff.

8. Integration and recreation activities.

9. Presentations.

Module 1 will first allow users to get to know the Technological in its functional areas such as facilities, services, departments, workshops and laboratories, in an interactive and virtual way.

With this program, the new member is informed about who the Institute is, what it does, how it does it and why it does it; all this within the formal structure. In addition, the rules, policies and regulations existing in the Institute will be explained, presented in a dynamic and interactive way for the user, reinforced by tests and tests that will allow obtaining evidence of the progress of understanding, and after having approved each section, the system will provide you with a certificate which can be printed at the moment, or saved and sent to your email.

CONCLUSIONS

This project is in its initial stage and the first Module seeks to synthesize the induction functions and leave time available for the personnel of the human resources department in charge of this activity to perform other functions of equal importance.

The development of the project is innovative, it will use the existing technological advances, in favor of the creation of an administrative tool that facilitates in this specific case the induction processes, creating a simple to use, practical means that covers the needs in the first instance of the ITSSMT Human Resources department, but according to the flexibility of the system it can be adapted to other organizations or private companies.

REFERENCES

Chiavenato I. (2008). *Iniciación a la administración financiera*, México: Mc Graw Hill.

Mercado H. S. (2004). *Administración aplicada/ Applied Management*, primera parte teoría y práctica .México: Limusa, 2004

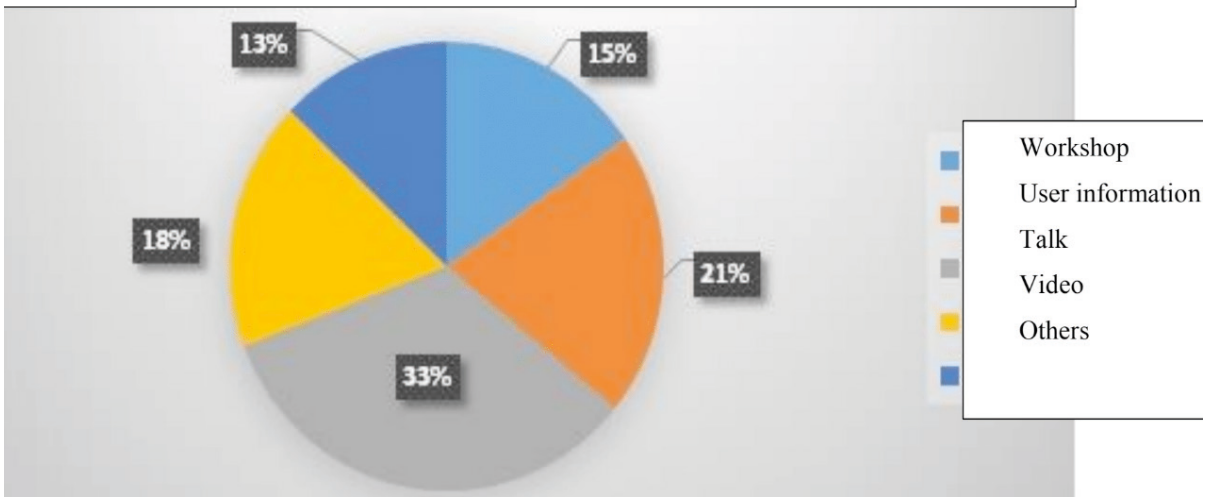What media were used to carry out the induction?

Figure 1. Means used to carry out the Induction process
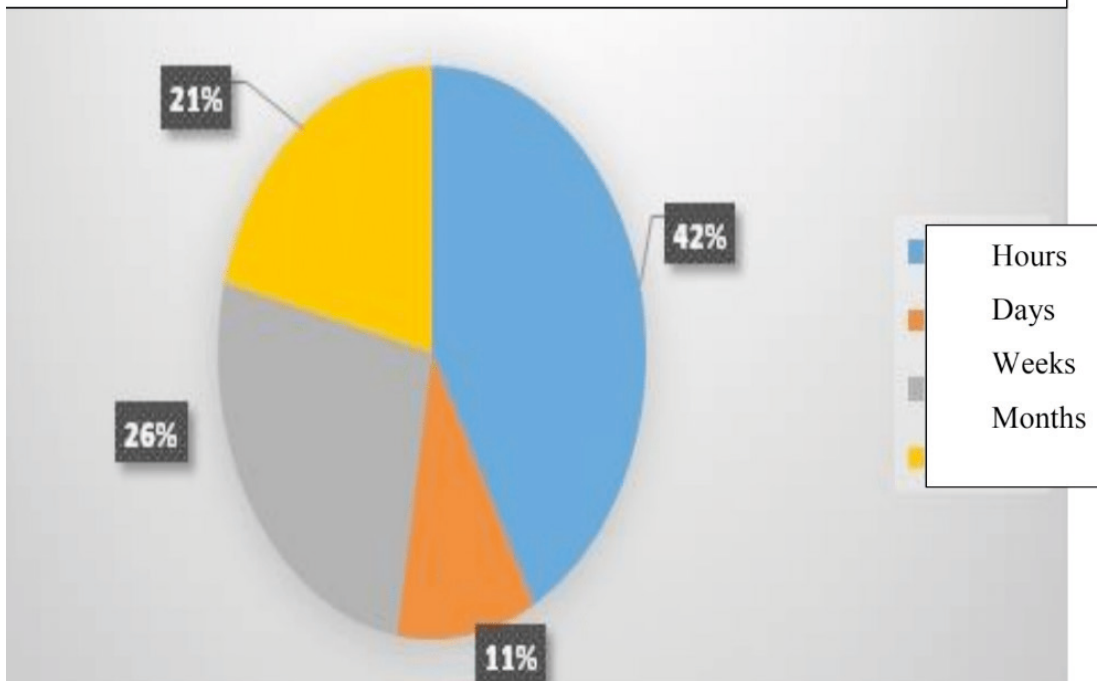
Time used to carry out the induction?

Figure 2. Time used to carry out the induction process.