

# A STUDY ON TRAINING AND DEVELOPMENT, IN ONE OF THE LEADING HOSPITALS IN HYDERABAD

Ms. S. Arthi<sup>1</sup>, G. Gnana kingston<sup>2</sup>

<sup>1</sup>Assistant Professor, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India

<sup>2</sup>Student, Department of Hospital Administration, Dr.N.G.P. Arts and Science College, Coimbatore, India

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**Abstract-** Training and development play an important role in any organization in the modern day. Training is the art of developing skill and knowledge for increasing one's capability and performance. Training is a systematic process of changing attitudes, knowledge, skills and behaviour. Employee training is an important subsidiary of human resource development. In view of that, my study of hospital training and development gives me an opportunity to learn about the various techniques and methodologies adopted by the hospital to train their staff effectively and efficiently. The multi-specialty hospital has a large number of staff and therefore needs to focus more on training its staff. This paper scrutinizes the training and development program in the selected hospital. The main objective of this study was to analyze the satisfactory level of employees and find out the effectiveness of training program and suggest the suitable measures to improve the training programs of employees in the work place.

**Keywords:** Training and development, hospital, training program, effectiveness, employees.

## 1.INTRODUCTION:

### 1.1 TRAINING AND DEVELOPMENT:

It is part of the performance management system in the workplace. This is done when technology changes or new strategies or resources are used in the market or in new software or hardware projects. It enhances individual capabilities and increases the performance level of a company.

### 1.2 Training is given on four basic grounds:

- Training is given to new candidates joining an organization. This training introduces them to the organizational mission, vision, rules and regulations and working conditions.
- Existing employees are trained to update and improve their knowledge.
- In the event of any updates and revisions in the technology, training is provided to deal with those changes. For example, buying a new tool, changes in the technique of production and computer fitting. Employees are trained on the use of new equipment and work methods.
- When promotion and career development become important, training is provided, as employees are prepared to share the responsibilities of a high-level job.

## 2.THE MAJOR BENEFITS OF TRAINING AND DEVELOPMENT:

### 2.1 Addressing weakness:

Every employee is weak in some capacity and not every employee is perfect. The employee can apply certain skills, reinforce their skills through training, hire them or assign them tasks. This will enable the employees to work hard and meet the necessary expectations.

### 2.2 Improving performance:

Once the employee has the skills necessary to accomplish the task, their weaknesses become their strengths, and they better understand what and how to implement them with the best ideas.

### 2.3 Enhancing satisfaction:

Employees are confident in acquiring skills. Training helps employees to perform tasks more easily, and they can innovate new strategies for performing tasks. This creates some sort of satisfaction in employees.

## 2.4 Reducing turnover:

The proper training of staff will save time and cash. When the representative gets skilled in their job the income will increase considerably. this reduces the level of frustration of both employee and the employer.

The objectives of the study includes,

1. To study the various training policies related to the selected hospital.
2. To study the need and importance of training program.
3. To find out the effectiveness of training program.
4. To analyze the satisfactory level of the employee on training program.

## 3. Literature review:

According to Pfeiffer (1998), Training, job rotation and such other practices help people to work smarter. High commitment to work also saves direct and indirect cost of labor. He also presents that trained, multi-skilled and self-managed, motivated employees save on a variety of administrative cost including the cost of management

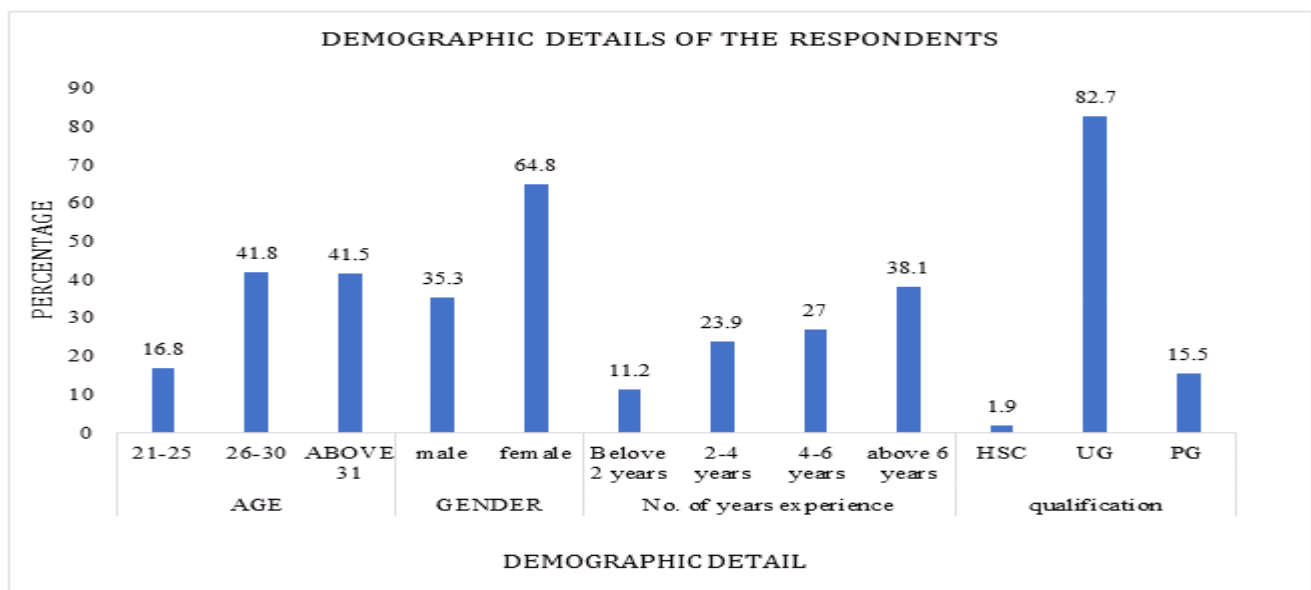
According to Tan et al., (2003), Companies are making huge investment on training programs to prepare them for future needs. The researchers and practitioners have constantly emphasized on the importance of training due to its role and investment.

According to Obisi (2001), Training is a process through which the skills, talent and knowledge of an employee is enhanced and increased. He argues that training should take place only when the need and objectives for such training have been identified.

## 4. Methodology

This is a descriptive research that aims on the employees of the selected hospital and their satisfactory level of training to be analyzed in their hospital. The simple random sampling is used in order to collect data. About 1800 employees were present in the hospital and by considering the Morgan’s table with 95% confidence and 5% error, 323 data was collected. For this purpose, a questionnaire has been designed, making sure that research questions do justice to what researcher is trying to find and to provide the direction and shape of the research. Accordingly the survey tool is a structured questionnaire divided into two parts. The first part includes the demographic questions such as age, gender, department, qualification, marital status. And the second part consists of twenty-five questions, which are divided into six parts such as content evaluation, training tools, instructor evaluation, instructor environmental evaluation, training benefit, and overall training.

## 5. Analysis:



**Chart-1** showing the demographic data of the respondents

The above chart shows that 26-30 years age category of the staff highly participated in this study. It is also evident that female staff have participated more in number than of male. In this study, the employee who has more than 6 years of experience has more participation. The UG (under graduate) qualification was high compared to PG (post graduate) and others.

**Table -1 shows the correlation between the knowledge of the instructor about the topic and the trainees' satisfaction towards the instructor**

		The knowledge of the instructor about the topic	The trainees' satisfaction towards the instructor
The knowledge of the instructor about the topic	Pearson Correlation	1	-.081
	Sig. (2-tailed)		.147
	N	323	323
The trainees' satisfaction towards the instructor	Pearson Correlation	-.081	1
	Sig. (2-tailed)	.147	
	N	323	323

H0: There is no correlation between the knowledge of the instructor about the topic and the trainees' satisfaction towards the instructor.

H1: There is correlation between the knowledge of the instructor about the topic and the trainees' satisfaction towards the instructor.

From the above table, the p value is .147, which is greater than .05, hence we reject the H1 and accept the H0. Thus, and we prove that there is no correlation between the knowledge of the instructor about the topic and the trainees' satisfaction towards the instructor.

**Table-2 showing the difference between the level of experience and training satisfaction of employees ANOVA**

Satisfaction					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	3.352	3	1.117	.733	.533
Within Groups	486.128	319	1.524		
Total	489.480	322			

H0: There is no difference between the level of experience and the satisfaction level.

H1: There is difference between the level of experience and the satisfaction level

From the above table, the significant value is .533, which is greater than .05, hence we reject H1 and accept H0. Thus, we prove that there is no difference between the level experience of the employee and their level of satisfaction with the trainings provided.

## 6. Major findings & recommendations:

- 1) Staff who attend the program are not interested in the program.
- 2) The instructor sometimes speaks in his mother tongue and this proves to be a problem for the other state employees who attend the training program.
- 3) There is only common training program. No specialization was given to the employees according to their designation and their department.
- 4) There is no specialized classes given to the admin staff to improve their technical skills which meant to face some dissatisfaction from admin.

The recommendations include,

- 1) The training program should be made more interesting by using more video and audio presentations.
- 2) The instructor must speak only in English during training program.
- 3) Concentration on providing training program according to the category of employees and department would improve their department knowledge.
- 4) By providing technical skills according to their designation and department would build strong healthcare team with abundance of knowledge.

## 7. Conclusion:

It can be concluded that proper training makes many employees more efficient, which I observed in practice through my analysis. Therefore, training helps to develop the knowledge, skills and attitudes needed to carry out work related tasks. The training program makes the employees familiarized with the policies and protocols of the organization. The initial contact which the employee develops at the time of training and this will have effect on the future actions of the employees. I have found that employees are able to perform their jobs more effectively because of the training provided.

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