



The Impact Of Employees Training And Development In Multispecialty Hospitals In Hyderabad

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ARTICLE INFO ABSTRACT

In era of globalization where hospital industry is booming and there is increasing demand of hospital services, all employees should be management efficiently and effectively by implementing systematic training and development programs. The objective of the study is to analyze the impact on perception of employees which leads to performance improvement and job satisfaction.

Keywords: Training and Development, Multispecialty hospitals.

Introduction:

Training and development nowadays constitute an ongoing process in any organization. Training is a tool for increasing individual performance and overall organization growth. The objective of the training is to enable the employees to grow acquire knowledge of through and action. Training is the cornerstone of sound management, for it makes employees more effective and productive. It is actively and intimately connected with all the personnel or managerial activities. It is an integral part of the whole management program, with all its many activities functionally related.

Hospital is a place where patients come up for general diseases. The most important as se to a hospital is the people who work there. Employees, whether they are the hospital's clinical and nonclinical are responsible for carrying out the hospitals duty to care for patients. Among the core activities of human resource management, training and development are important. Training frequently refers to on the job training or short course training. While education usually refers to more formal and long term training. At present, non academic hospitals in many countries serve as trainings it is for health personnel both at undergraduate and post graduate levels. The hospital authority plays a pivotal role in designating, organizing and delivery of training courses. Cost is not a concern for the provision of training services. Systematic needs assessments and evaluation of learning achievements and impacts on performance of personnel and hospitals are employed to guide the process.

Review of Literature:

Training and development is an important phase in human resources management. Employees may become obsolete or rustic if they do not update themselves with new work methods, skills and knowledge about their work, the hospital and the environment. Training is planned hospital efforts or activates concerned with helping an employee acquire specific and immediately usable skills, knowledge, concepts, attitudes and behavior to enable him or her perform efficiently and effectively on his present job. Training as a planned effort facilitates the learning of job-related knowledge, skill and behavior by employee (Noe et. al., 2006). Training is related to improving upon the present job experience stated Mathis and Jackson (1982). Klatt et al, (1985) said that training is concerned with technical/manual skills to non-managerial staff. Development, on the other hand, is planned activities which focus on increasing and enlarging the capabilities of employees so that they can successfully handle greater and/or assume higher positions in the organizations hierarchy to better handle current responsibilities.

Statement of the Problem:

Management development is aimed at preparing employees for future job with the hospitals or solving hospital wide problems concerning, acquiring or sharpening capabilities required performing various tasks and functions associated with their presence or expected future roles. The motive behind this study is to

understand learn the impact of training and development program on employees of Multispecialty hospitals in Hyderabad .Training cannot be measured directly but change in attitude and behavior that occurs as a result of training. So employee assessment should be done after training session by the management, to know the effectiveness of training give to employees. Hence the study is undertaking up to measure the training and development at different categories of employees at multispecialty hospital in Hyderabad.

Objectives:

1. To understand the training programs and their impact on employees of multispecialty hospital.
2. To analyze the views and opinion of the employees regarding the programs provided at multispecialty.

Research methodology:

This research is descriptive in nature which examines the employees training and development in multispecialty hospitals in Hyderabad. To analyze this objective in this study a multispecialty hospital has been selected with 300 bed capacity. Primary data was administered to collected data through a well structured questionnaire. 110 sample respondents using convenience sampling techniques by adopting survey method. The sample respondents comprise of different level of employees. Secondary data has been obtained from the hospital sources journal, articles, newspapers, websites and magazines, unpublished thesis and websites.

Analysis

Demographical profile of the respondents

Variables	Categories	No of Respondents	Percentage
Age	21-30	32	26.7
	31-40	40	38.3
	41-50	28	23.3
	51 and above	10	11.7
Education	Diploma Degree	32	29.1
	Professional Degree P.G	19	17.3
		47	42.7
		12	10.9
Experience	Below 5 years	35	31.7
	6-10	32	29.2
	11-15	23	21.6
	15 and above	20	17.5

Out of 120 respondents, 38.3 percent of the respondents are in the age group of 31-40 years, another 26.7 percent of them falls in the age group of 21-30 years, whereas 23.3 percent of them fall in the age group of below 41-50 years and 11.7 percent of the respondents are in the age group of above 51 and above years. It is observed that most of the selected respondents (38.3 percent) employed in multispecialty hospital are in the age group of 31-40 years.

42.7 percent of the selected respondents are possessing professional degree, whereas 29.1 percent of them are possessing diploma, 17.3 and 10.9 percent of the respondents are having the education of degree and post graduation. It is observed that most of the selected respondents (42.7 percent) employed in multispecialty hospital are professional degree.

31.7 percent of the respondents are 5 years; another 29.5 percent of respondents are 6-10 years. Whereas 21.6 percent of respondents are 11-15 years. The remaining 17.5 percent of respondents are above 15 years experience. It is observed that most of the selected respondents (31.7 percent) employed in multispecialty hospital are 0-5 years.

Respondent's opinion of training and development programs in multispecialty hospitals

Particular	S.A	A	NA	D.A	S.D.A
Training is given adequate importance in your organization	31 (28.2)	47 (42.7)	14 (12.7)	11 (10.0)	07 (6.4)
The skill learnt in Training and Development program are helpful to me	32 (29.1)	36 (32.7)	17 (15.5)	12 (10.9)	13 (11.8)
Training is periodically evaluated and improved the performance level	22 (20.0)	38 (34.5)	13 (11.8)	19 (17.3)	18 (16.4)
Employees and organization participate in determine the training they need	12 (10.9)	32 (29.1)	16 (14.5)	27 (24.5)	23 (20.9)
Senior line manager is eager to help their juniors develop through training	07 (6.4)	39 (35.4)	16 (14.5)	31 (28.2)	17 (15.5)
There is an adequate emphasis on developing managerial capabilities of the managerial staff through training	20 (18.2)	47 (42.7)	18 (16.4)	15 (13.6)	10 (9.1)
The feedback give after a training program is utilized to effects certain improvements	48 (43.6)	33 (30.0)	21 (19.1)	08 (7.3)	0 (0)
Does the practices have a consistent, timely and fair method for evaluation individual performance	29 (26.3)	42 (38.2)	19 (17.3)	13 (11.8)	07 (6.4)

Overall, how satisfied are you with the training you received for your present job	23 (20.9)	40 (36.4)	20 (18.2)	15 (13.6)	12 (10.9)
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The above table observed that respondents opinion of training and development programs in multispecialty hospitals in Hyderabad. The majority of the respondents 42.7 percent were agree, and 28.2 percent respondents were strongly agreed 12.7 percent of respondents are neutral. The remaining of respondents 10.0 and 6.4 were disagreeing and strongly disagree respectively. The hospitals understand the training and development need to the employees. This shows the hospitals give adequate importance regarding training and development to their employees.

Majority of the 32.7 percent respondent are agree and 29.1 percent of the respondents are strongly agree, whereas 15.5 percent of the respondents are neutral. While, 11.8 and 10.9 percent respondents are strongly disagree and disagree. The respondent opinion that the skill learnt in training and development is helpful. 34.5 percent of respondents are agreeing and 20.0 percent respondents were strongly agreed, whereas the 11.8 percent respondents are neutral. The remaining 17.3 and 16.3 respondents were strongly disagreeing and disagree. The outcome most of the respondents were agree that the training is periodically evaluated.

The table shows that the employee participates in training program 29.1 percent respondents were agree and 20.9 percent respondents strongly disagree, whereas the 14.5 percent respondents were neutral. While the 24.5 percent respondents disagree and 10.9 percent strongly agree. The table observed most of the respondents were agree that they are also involved in determining training needs. Out of 110 respondents 35.4 percent respondents' agree and 28.2 percent respondents were disagree. The remaining 15.5 percent respondents' strongly disagree and 6.4 percent respondents were strongly agreed. Whereas the 14.5 percent respondents were neutral. The table result most of the respondents were agree that the senior line managers are eager to help the juniors to develop their skills through training.

42.7 percent respondents agree and 18.2 percent respondents were strongly agreed. While the 13.6 and 9.1 percent respondents disagree and strongly disagree respectively. The remaining 16.4 percent respondents were neutral. The above table find out the majority of respondents are agree that there is adequate emphasis on developing managerial capabilities of the managerial staff through training.

43.6 percent respondents strongly agree and 30.0 percent respondents were agreed. While 19.1 and 7.3 percent respondents were neutral and disagree. The table observed the respondents are agreeing that the feedback given after a training program is utilized to effective certain improvements.

The table indicates that 38.2 percent respondents agree and 26.3 percent respondents were strongly agreed. Whereas the 17.3 percent of the respondents were neutral. 13.8 and 6.4 percent respondents disagree and strongly disagree. The result shows the highest percentage of respondents were agree that training practices is consistent, timely and fair method for evaluation individual performance

The table reveals 36.4 percent respondents were agreed and 20.9 percent respondents were strongly agreed. Whereas the 18.2 percent respondents were neutral. 13.6 and 10.9 percent respondents were disagreeing and strongly disagree. The table indicates most of the respondents were agreed that they are satisfied with the training they are receiving for their present job.

Findings

- 70.9 percent the hospitals give adequate importance regarding training and development to their employees.
- 61.8 percent respondent's opinion that the skill learnt in training and development is helpful.
- 54.5 percent of the respondents were agreeing that the training is periodically evaluated.
- 40.0 percent of the respondents were agreeing that they are also involved in determining training needs.
- 41.8 percent of the respondents were agree that the senior line managers are eager to help the juniors to develop their skills through training.
- 60.9 percent of the respondents are agreeing that there is adequate emphasis on developing managerial capabilities of the managerial staff through training.
- 73.6 percent of the respondents are agreeing that the feedback given after a training program is utilized to effective certain improvements.
- 64.5 percent of the respondents were agree that training practices is consistent, timely and fair method for evaluation individual performance
- 57.3 percent of the respondents were agreed that they are satisfied with the training they are receiving for their present job.

Suggestion

1. The organization has not only concentrated on organization development and but also concentrated on personal skill development.
2. Time duration for the training period is to be extended.
3. Some of the employees are not satisfied with the training program so improve the training procedure.
4. Regular feedback to be taken from participants during and after training program

Conclusion

The employees in every hospital work for the betterment of the hospital and so the employees of multispecialty hospitals in Hyderabad. To make work effectively the concerned departments should organize training and development programs. The study concluded that overall effectiveness at multispecialty hospital is good and it can also achieve the level of excellence in the future by making some possible changes in its process. The employee benefit by attending effective training programs in the hospital. The hospitals benefits by having employees with more skills who are more productive. The hospital lays good foundation for career growth of the employees through training and development programme. It also helped to understand the motivation and morale driven up by the training programs among the employees and their interest to attend the programs for personality development.

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