

# Employees Training and Development in Multispecialty Hospital in Bangalore

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## 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.

**Key words:** Training, Development, Multispecialty hospitals.

## I. INTRODUCTION

Training and development nowadays constitute an ongoing process in any organisation. Training is a tool for increasing individual performance and overall organisation growth. The objective of the training is to enable the employees to grow acquire knowledge of through and action.

Training is the corner stone of sound management, for it makes employees more effective and productive. Is actively and intimately connected with all the personnel or managerial activities. It is an integral part of the whole management programme, with all it s many activities functionally related.

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.

Hospital is a place where patients come up for general diseases. The most important asset of 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, nonacademic hospitals in many countries serve as training sites for health personnel both at undergraduate and postgraduate 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.

## II. STATEMENT OF 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 and learn the impact of training and development programmes on employees of multispecialty hospitals in Bangalore. Training cannot be measured directly but change in attitude and behaviour 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 Bangalore.

## III. OBJECTIVE

1. To understand the training programmes and their impact on employees of multispecialty hospital Bangalore.
2. To analyze the views and opinion of the employees regarding the programmes

provided at multispecialty hospital Bangalore.

## IV. RESEARCH METHODOLOGY

This research is descriptive in nature which examines the employees training and development in multi specialty hospitals in Bangalore. 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. From 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.

## V. ANALYSIS

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

Particular	S.A	A	S.D.A	D.A
Training is given adequate importance in your organisation	33 (30.0)	59 (53.6)	07 (6.4)	11 (10.0)
The skill learnt in Training and Development program are helpful to me	47 (42.8)	39 (34.5)	13 (11.8)	12 (10.9)
Training is periodically evaluated and improved the performance level	22 (20.0)	51 (46.4)	18 (16.3)	19 (17.3)
Employees and organisation participate in determining the training they need	12 (10.9)	48 (43.7)	23 (20.9)	27 (24.5)
Senior line manager is eager to help their juniors develop through training	07 (6.4)	47 (42.7)	17 (15.5)	39 (35.4)
There is an adequate emphasis on developing	20 (18.2)	65 (59.1)	10 (9.1)	15 (13.6)

managerial capabilities of the managerial staff through training				
The feedback give after a training programme is utilized to effects certain improvements	59 (53.6)	43 (39.1)	0 (0.0)	08 (7.3)
The practices have a consistent, timely and fair method for evaluation individual performance	29 (26.4)	61 (55.4)	07 (6.4)	13 (11.8)
Overall, how satisfied are you with the training you received for your present job	23 (20.9)	60 (54.6)	12 (10.9)	15 (13.6)

The above table observed that respondents opinion of training and development programmes in multispecialty hospitals in Bangalore. The majority of the respondents 53.6 percent were agree, and 30.0 percent respondents were strongly agreed. The reaming 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 show the hospitals give adequate importance regarding training and development to their employees.

Majority of the 42.8 percent respondent strongly agree and 34.5 percent of the respondents agree. While 11.8 and 10.9 percent respondents strongly disagree and disagree. The respondent opinion that the skill learnt in training and development is helpful.

46.4 percent of respondents are agreeing and 20.0 percent respondents were strongly agreed. The remaining 17.3 and 16.3 respondents were strongly disagreeing and disagree. The outcome most of the respondents were agrees that the training is periodically evaluated.

The table shows that the employee participates in training programme 43.7 percent respondents were agrees and 20.9 percent respondents strongly disagree. 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 42.7 percent respondents agree and 35.4 percent respondents were disagree. The remaining 17.5 percent respondents strongly disagree and 6.4 percent respondents were strongly agreed. The table result most of the respondents were agrees that the senior line managers are eager to help the juniors to develop their skills through training.

59.1 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 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.

53.6 percent respondents strongly agree and 39.1 percent respondents were agreed. While 7.3 percent respondents were disagree. The table observed the respondents are agreeing that the feedback given after a training programme is utilized to effective certain improvements.

The table indicates that 55.4 percent respondents agree and 26.4 percent respondents were strongly agreed. 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 54.6 percent respondents were agree and 20.9 percent respondents were strongly

agree, 13.6 and 10.9 percent respondents were disagree 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.

## VI. CONCLUSION

The employees in every hospital work for the betterment of the hospital and so the employees of multispecialty hospital Bangalore. To make work effectively the concerned departments should organize training and development programmes. 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 programmes 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 programmes among the employees and their interest to attend the programmes for personality development.

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