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A STUDY ON TRAINING EFFECTIVENESS AMONG HEALTHCARE PROFESSIONALS

K. Vishal Srivats¹, Dr. Ramaa Sethumadhavan², R.J.T. Nirmal Raj³

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Abstract

In the ever-evolving field of healthcare, the importance of continuous professional development for healthcare professionals cannot be overstated. As medical knowledge expands, technology advances, and patient needs evolve, healthcare professionals must continually update their skills and knowledge to provide high-quality care. Training programs play a critical role in equipping healthcare professionals with the necessary competencies and ensuring the delivery of optimal patient outcomes. This project aims to investigate the effectiveness of training programs among healthcare professionals using a combination of quantitative research methods. The study involves a comprehensive review of literature on training effectiveness. The research also employs a survey design to collect data from a sample of healthcare professionals to determine the level of training effectiveness in their workplace. The study will use stratified random sampling to select a representative sample of healthcare professionals from different levels and departments. Percentage analysis will be used to explore the distribution of responses to different survey questions related to the effectiveness of training, weighted average method will be used to calculate the overall training effectiveness score and to compare the effectiveness of different training programs. The findings of this study will provide insights into the factors that affect training effectiveness among healthcare professionals and help organizations to improve their training programs.

Keywords: Training Effectiveness, Healthcare, Weighted Average, Quantitative.

¹M.B.A. Hospital Management II Year, School of Management, The Sankara Nethralaya Academy Affiliated to Hindustan Institute of Technology and Science (Deemed to be University), Chennai.

²Senior Faculty- Management Studies, The Sankara Nethralaya Academy (Unit of Medical Research Foundation), Chennai.

³Assistant Professor (Selection Grade), School of Management, Hindustan Institute of Technology and Science (Deemed to be University), Chennai.

¹ vishalsrivats2012@gmail.com, ² docramaa@gmail.com,

³ rjtnirmal@hindustanuniv.ac.in

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1. Introduction

Training, as a human resource management function, is one of the activities that impact most critically on the performance of an organization. While it is understood and accepted that training methodology is not implemented correctly it will affect the organizational performance and limit goal achievement, through training we can easily identify which type of training is suitable for the particular employee. Acquiring and retaining high quality talent is critical to an organization's success. Training is an essential aspect of the healthcare sector that ensures that healthcare workers are equipped with the necessary skills and knowledge to provide quality care to patients. The effectiveness of training programs in healthcare is critical in ensuring that healthcare workers can provide optimal care and meet the healthcare needs of patients. Effective training programs can improve healthcare worker performance, reduce medical errors, increase patient safety, and enhance job satisfaction. Additionally, effective training can help healthcare workers keep up with new advancements and best practices in healthcare. Therefore, it is important to evaluate the effectiveness of training programs among healthcare workers to identify areas for improvement and ensure that the training is meeting the needs of the healthcare industry. This can be done observation of performance and feedback from healthcare workers and patients. Overall, training effectiveness is a crucial aspect of the healthcare industry that ensures that healthcare workers are adequately prepared to provide high-quality care to patients.

2. Review of Literature

Shafiq, Sumaiya & Hamza, Sahibzada. (2001) says that The major assets in the organization is the employee, they have a role to play towards an organizational success. The success of the organization cannot be underestimated by the organizations. Because of this we need to care about their learning to increase the employee performance. This study aimed to investigate the effect of training and development on employee performance. The questionnaire was formed based on the empirical literature. This research engaged convenience sampling technique for selecting the respondents. The independent variable that has been use in this

research is on job training, off job training, job enrichment and job rotation. The dependent variable has been use in this research is employee performance. A quantitative research approach of the data collection was adopted using a Likert-Scale questionnaire including 25 questions was formed and the number of respondents is 105 employees at Private Company in Malaysia. The research employed descriptive analysis, correlation analysis and regression analysis. This data was collected by this research and was analyzed by SPSS. The result shows that all independent variables have an insignificant impact on employee performance except Job enrichment which is reported to have a significant impact on the dependent variable. Future researchers are recommended to focused on other business sectors-and moreover explore the employee performance based on the training and development. Impact Of Employees' Training on Organizational Development: A Case of Pakistan (2015) states that the main motive of this paper was to explore even if employees' training put an impact on organizational development. This paper is quantitative in creation. Data for this research obsolete and gathered through primary data that are from questionnaires probe. The data have been examined through demographic systems. There were the variable employees' training, on-the-job and off-the-job (independent) and Development, customer satisfaction and better and healthy environment (dependent). Several hospitals were electing for the study. Two hundred questionnaires were dispersing for the gathering of data. Descriptive statistic techniques SPSS were applied on the questionnaire to see the authenticity and stability. The purpose was to look either employee' training has an impact on organizational development. The outcome presented that there was a significant relationship between the variables, the Pearson correlation was used in study. Applicable literatures were also deliberate about topics related to this research. Conclusions form the last part of this paper. Dickson Mdhlalose (2020) says that Organisations relies on the expertise, standard, competence and performance of its employees for it to offer effectual service delivery. However, the framework and administration of Training and Development has not advanced in parallel to the new and ever-changing business needs. Research purpose: The purpose of this study is to evaluate the

impact of Training and Development on organisational performance using a case study, literature review and statistics of the Department of Economic Development in the Gauteng Province. Thirunavukkarasu, Somasundaram (2021) says that Training is one of the parameters for enhancing the ability of workforce for achieving the organizational activities. It is one of the crucial functions in human resource management which refers to capacity and capability building on employee or organization to meet standard performance level. Every organization can develop and enhance the quality level of employees by providing comprehensive training and development. Employee's ability changes based on the effectiveness of training program and it not only improves the performance of the employees, but also it enhances their knowledge, skills and attitude of the workers for future job. The success of the training program is based on the desired results achieved by organization.

3. Objectives

To research the effects of training on employee performance and to examine the different kinds of training offered to employees. To evaluate overall performance in order to enhance training efforts. To assess employee performance following training.

4. Research Methodology

The area of research focuses on the training effectiveness among healthcare professionals. The study was conducted from March 1st, 2023 to April 15th, 2023. The research design of this study is descriptive research and the survey was conducted amongst various departments of the organization. The study is to identify effectiveness of training programmes provided to the healthcare workers.

Primary data was collected using a questionnaire designed specifically to attain the objectives of the study. The survey was conducted among 85 employees. The sampling Technique used in this study is Stratified Random Sampling. Analysis of the data was performed using Microsoft Excel and SPSS software. The tools used to analyse the collected data are Percentage Analysis and Weighted average method.

5. Data Analysis and Results

Percentage Analysis on Demographic Data

A total of 80 employees have responded to the survey, of which 63.5% were Female and 30.6% were Male. Details regarding the demographic data of the employees are presented in **Table 1**.

Table 1: Demographic Characteristics of the Healthcare Professionals

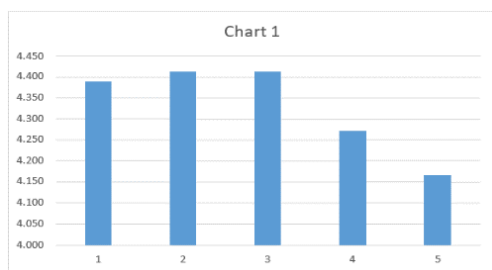
Variables	Categories	N=80	Percentage
Gender	Male	26	63.5%
	Female	54	30.6%
Variables	Categories	N=49	Percentage
Age	18-25	19	38.8%
	26-35	27	55.1%
	36-45	3	6.1%
Variables	Categories	N=85	Percentage
Work Experience	1-3 years	31	36.5%
	3-5 years	17	20.0%
	Lesser than 1 year	26	30.6%
	More than 5 years	11	12.9%

Weighted Average Analysis on Parameters for Training Efficiency

Table 2 represents the variables related to the parameters for training efficiency among healthcare professionals of the organization. **Chart 1** depicts the factors contributing to the parameters for training efficiency among healthcare professionals of the organization.

Table 2: Weighted Average Analysis on Parameters for Training Efficiency

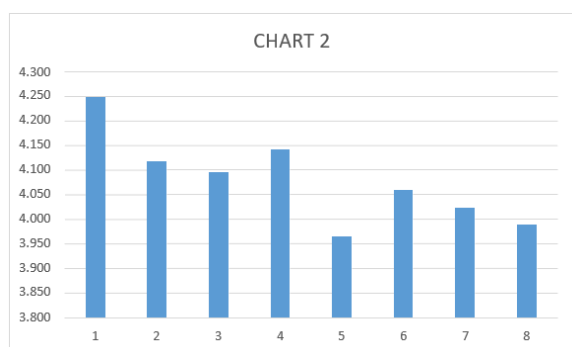
Sl. No.	Description	Poor	Average	Fair	Good	Excellent	Total	Weighted Average
1.	How well did your training prepare you for handling medical emergencies?	0	0	1	50	34	85	4.388
2.	Did your training adequately cover infection prevention and control measures?	0	0	2	46	37	85	4.412
3.	How well did your training prepare you to handle patient privacy and confidentiality?	0	0	6	38	41	85	4.412
4.	Did your training cover the use of medical equipment and technology that you encounter in your current job?	0	1	8	43	33	85	4.271
5.	How will you rate the quality of the training programme/s that you have participated in?	0	1	10	48	26	85	4.165



Weighted Average Analysis on Maximizing Employee Potential: Enhancing Skills,

Table 3: Weighted Average Analysis on Maximizing Employee Potential: Enhancing Skills, Motivation, and Performance

Sl. No.	Description	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total	Weighted Average
1.	After undergoing staff training, I now can work on important tasks	0	0	4	56	25	85	4.247
2.	My training within the organization now gives me the necessary skills to complete my tasks	0	0	7	61	17	85	4.118
3.	I now find my work more interesting after being trained	1	0	10	53	21	85	4.094
4.	I now take personal responsibility for my job outcomes after being trained	0	0	6	61	18	85	4.141
5.	In my organization, employees adapt quickly to difficult situations due to trainings	0	3	9	61	12	85	3.965
6.	After attending trainings by the organization, I can now understand how my efforts contribute to the organizational goals	0	1	12	53	19	85	4.059
7.	Training has empowered me to carry out my duties without any difficulty	2	0	10	55	18	85	4.024
8.	With trainings, I am completely focused on my work	2	4	7	52	20	85	3.988



6. Conclusion

Based on the findings of the project, it can be concluded that training programs are highly effective in enhancing the skills and knowledge of healthcare employees. The study found that healthcare employees who participated in training programs had a significantly higher level of job satisfaction and were better equipped to handle their job responsibilities. Additionally, the study showed that factors such as the relevance of the training program, the quality of the trainer, and the support provided by the organization can significantly impact the effectiveness of the training program.

It is recommended that healthcare organizations invest in training and development programs for

Motivation, and Performance

Table 3 represents the variables related to the parameters for Maximizing Employee Potential: Enhancing Skills, Motivation, and Performance. Chart 2 depicts the factors contributing to Maximizing Employee Potential: Enhancing Skills, Motivation, and Performance among healthcare professionals of the organization.

their employees to improve their skills, knowledge, and job satisfaction. The training programs should be designed to meet the specific needs of the employees and should be conducted by qualified trainers. The organizations should also provide adequate support to the employees during and after the training program to ensure the effectiveness of the training. Overall, the findings of the study suggest that training programs are an essential tool for enhancing the effectiveness and productivity of healthcare employees.

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