

# A Study on Training and Development with Special Reference to Meenakshi Hospital in Thanjavur

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**Abstract:** This paper presents a study on training and development with special reference to Meenakshi hospital in Thanjavur.

**Keywords:** training and development

## 1. Introduction

Training and development play an important role in the effectiveness of organisations and to the experiences of people in work. Training has implications for productivity, health and safety at work and personal development. All organisations employing people need to train and develop their staff. Most organisations are cognisant of this requirement and invest effort and other resources in training and development. Such investment can take the form of employing specialist training and development staff and paying salaries to staff undergoing training and development. Investment in training and development entails obtaining and maintaining space and equipment. It also means that operational personnel, employed in the organisation's main business functions, such as production, maintenance, sales, marketing and management support, must also direct their attention and effort from time to time towards supporting training development and delivery. This means they are required to give less attention to activities that are obviously more productive in terms of the organisation's main business. However, investment in training and development is generally regarded as good management practice to maintain appropriate expertise now and in the future.

### A. Meaning of training and development:

Training and development is vital part of the human resource development. It is assuming ever important role in wake of the advancement of technology which has resulted in ever increasing competition, rise in customer's expectation of quality and service and a subsequent need to lower costs. It is also become more important globally in order to prepare workers for new jobs. In the current write up, we will focus more on the emerging need of training and development, its implications upon individuals and the employers.

### B. Difference between training and development

Employee training and development is an indispensable part of human resource function and management. Both the activities aim at improving the performance and productivity of the employees. Training is a program organized by the organization to develop knowledge and skills in the employees as per the requirement of the job. Conversely, Development is an organized activity in which the manpower of the organization learns and grows; it is a self-assessment act.

## 2. Review of literature

1. Dr. J. Francis Mary (2008) in her article "Competency Mapping" stated that mapping process helps new candidates and training to the existing employees also, it helps Human Resource Personnels for enrichment of knowledge, practical experiences, updating their skills, talents and performance of the employees by delegating the work to bring the task better.

2. A.K. Mukherjee (2007) explained the role of training and development in HR field and the article looks at some of the problems of Training and Development in HR and suggested some Training and Development practices to suit the present and the future needs of organizations.

3. R.Krishnamoorthi (2006) in his article provides the trainers techniques to make a training programme a "happy Training experience" for the participants by reaching out to them. To help trainers to help trainees gain that experience the article has incorporated ADDA (Attention, Desire, Interest and Action) concept, preparation, presentation and pay off matrik (PPP), participants need Hierachy and three styles of learns and intrapersonal and interpersonal qualities/skills of trainers as well.

4. P.Chinnadurai(2005) explained the step by step approach for identifying the training needs and how these can be seen as "Integrated sets of procedures" rather than groups of disproportionate elements.

5. article by David E.Riply (2002) suggested that a weakness in introductory level HRM instruction related to training programs is a back of significant focus on work environment factors in the design and implementation of training.

6. Omer Bin Sayeed (1998) had examined the factors affecting training effectiveness by Meta-Analysis and Revision of learning effort model. The model had put forth learning effort as a function of career utility and organizational commitment besides proposing first and second level variables that presumably influenced training impact in organizations

7. Machin and Fogarty (1997) noted that, "When a lack of support is evident or a lack of opportunity to perform trained tasks exists, these factors may inhibit the transfer of training.

8. Saks (1996) examined the relationship between the amount and helpfulness of entry training and work outcomes for new comers during organizational socialization. The results obtained from the analysis of 152 newly hired entry level professionals indicated that the amount of training received by newcomers was significantly related to job satisfaction, commitment, intention to quit, ability to cope and several measures of job performance.

9. Kavanaugh (1995) found that both climate and culture were directly related to post - training behaviours.

10. Rouiller and Goldstein(1993) concluded that organizational transfer climate of the work situation affects the degree to which learned behaviour will be transferred on to the actual job.

#### A. Meaning of research

Research is a systematic and continues method of defining a problem, collecting the facts and analyzing them reaching conclusion forming generalizations. The systematic and objective identification, collecting, analysis dissemination, and use of information for the purpose of assisting management in decision making related to the identification related to solution to problems and opportunities . the study of research methods provides manager knowledge and skill needed to solve the problems and meet the challenges of a fast –paced decision making environment.

#### B. Research Methodology

The process used to collect information and data for the purpose of making business decisions. The methodology may include publication research, interviews, surveys and other research techniques, and could include both present and historical information.

#### C. Objective of the study

- To analyse the existing training practices, its effectiveness and recommended measures to improve the training practices in Meenakshi hospital.
- To study the relationship between performance and training.
- To analyse the level of satisfaction among, the employees in respect of training activities.

#### D. Research design

A research design is purely and simply the framework or

plan for a study that guides the collection and analysis of data. It constitutes the blueprint for the collection, measurement and analysis of data.

#### E. Types of research

The research is descriptive in nature. descriptive research includes survey and fact-finding enquiries of different kinds. The main characteristics of this method is that the research has no control over the variables.

*Area of research:* Thanjavur

*Period of research:* The study is conducted from Dec. 2018 to April 2019. The total duration of the study is 5 months.

*Sampling techniques:*

The sample size for the study was selected on the basis of simple random sampling method.100 employees are randomly selected as sample.

#### F. Data collection

The task of data collection is begins after a research problem has been defined. Data collection is to gather the data from the population. The source of data can be either primary and secondary.

##### 1) Primary data

Primary data are considered as the first hand information sources of primary data for this study is collected through questionnaire and answered by the employees of meenakshi hospital.

##### 2) Secondary data

The secondary data is the information that has been gathered from already existing sources

- Journals
- Research papers
- Text books
- Websites

##### 3) Statistical tools

- Percentage
- Averages
- Chi-square test
- ANOVA
- Correlation.

##### 4) Research Instrument

Selected instrument for data collection for survey is questionnaire.

##### 5) Sampling design

Simple random sampling method.

#### G. Scope of the study

In this project I have tried to present details about the training and development programs being presently followed in meenakshi hospital and the feedback, I collected from different employees during my interaction with them.

- Exact position of performance of employees through their feedback.
- Development of the employees through various training and development programs.

H. Limitations of the study

- In view of the limited time available for the study, only the training and development process could be studied.
- The sample size is too small to reflect the opinion of the whole organization.
- The answers given by the respondents have to be believed and have to be taken for granted as truly reflecting the perception.

I. Statement of the problem

The employees to feel confident in delivering from their end, even when technology changes in work to facilitate career development to examine the training and development they help to meet your employees need for continued growth the training and development it's part of performance management system in the workplace they training and development in making our organization maintain they improving our skills and improving our performance of the organization in the study on training and development with special reference to meenakshi hospital .

J. Need of the study

Training is very important for employees in doing the job and it improves the performance or skills. Training strongly influence the productivity, efficiency, innovative ideas and complete knowledge about the job.

Therefore, it is necessary to know the training given to the employees in the organization.it will increase the level of acceptance, care and confidence and satisfaction about the training programme among the employees.

Chi-Square Test:

Table 1

Educational qualification and I was evaluated after the training programme

Education	I was evaluated after the training programme					Total
	1	2	3	4	5	
Diploma	12	02	24	02	00	40
UG	06	02	20	00	00	28
PG	02	00	18	02	00	22
Others	04	02	04	00	00	10
Total	24	06	66	04	00	100

- 1- Strongly agree
- 2- Agree
- 3- Neither agree nor disagree
- 4-Disagree
- 5- Strongly disagree

Hypothesis

Null hypothesis:

There is no significant relationship between educational qualification and I was evaluated after the training programme.

Calculated value  $\chi^2 = 223.196912$

Degree of freedom = (R-1) (C-1) = (4-1) (5-1) = 12

The table value of  $\chi^2$  for 12 degree of freedom at 5 percent

level of significant is 21.026

Conclusion: calculated value of chi square is more than the table value, so the null hypothesis is rejected. Hence it is concluded that there is a significant relationship between educational qualification and I was evaluated after the training programme.

Table 2

Group	(O)	(E)	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
Aa	12	9.6	2.4	5.76	0.6
Ab	2	2.4	-0.4	0.16	0.0666
Ac	24	26.4	-2.4	5.76	0.21818
Ad	2	1.6	0.4	0.16	0.1
Ae	0	0	0	0	0
Ba	6	6.72	-0.72	0.5184	0.07714
Bb	2	1.68	0.32	0.1024	0.06095
Bc	20	18.48	1.52	2.3104	0.12502
Bd	0	1.12	-1.12	1.2544	1.12
Be	0	0	0	0	0
Ca	2	5.28	-3.28	10.7584	2.0375
Cb	0	1.32	1.68	278.2224	210.7745
Cc	18	14.52	3.48	12.1104	0.83404
Cd	2	0.88	1.12	1.2544	1.4254
Ce	0	0	0	0	0
Da	4	2.4	1.6	2.56	1.06667
Db	2	0.6	1.4	1.96	3.26667
Dc	4	6.6	-2.6	6.76	1.024242
Dd	0	0.4	-0.4	0.16	0.4
De	0	0	0	0	0
				X <sup>2</sup>	223.196912

Table 3  
Anova

Kind of training	Information gained the training programme	
on the job training	94	strongly agree 18
off the job training	6	neither agree or disagree 10
		Agree 72
		Disagree 0
		strongly disagree 0
Total	100	Total 100

Hypothesis

Null hypothesis: There is no significant relationship between kind of training and information gained the training programme.

Table 4  
Anova: Single factor

Summary				
Groups	Count	Sum	Average	Variance
Column 1	100	106	1.06	0.056969697
Column 2	100	254	2.54	0.614545455

ANOVA	SS	Df	MS	F	P-value	F criteria
Source of variation						
Between groups	109.52	1	109.52	326.1877256	9.9E-44	3.8889
Within groups	66.48	198	0.335758			
Total	176	199				

Conclusion: calculated value of ANOVA is less than the table value, so the null hypothesis is accepted. Hence it is

concluded that there is no significant relationship between kind of training and information gained the training programme.

Table 5  
Correlation

whom the training in your organization		sufficient duration	
senior staff	46	strongly agree	42
junior staff	8	neither agree or disagree	4
new staff	46	Agree	52
		Disagree	2
		strongly disagree	0
Total	100	Total	100

	Column 1	Column 2
Column 1	1	
Column 2	0.938127	1

*Conclusion:* calculated value is more than 0.5, so I concluded it with whom the training in your organization and sufficient duration are positively correlated.

### 3. Findings and Guidelines

#### A. Findings

- Majority of the employees (70%) are females.
- Majority of the employees (88%) are in the age group between below 30.
- Majority of the employees (40%) are diploma.
- Majority of the employees (38%) having 1-3 years of working experience in meenakshi hospital.
- Majority of the employees (36%) attend the training 2.
- Majority of the employees (46%) whom the training senior staff and new staff.
- Majority of the employees (40%) opinions about present training system average.
- Majority of the employees (94%) attended on the job training.
- Majority of the employees (54%) agreed that well planned training.
- Majority of the employees (52%) agreed that t&d programs were of sufficient duration.
- Majority of the employees (52%) agreed that training helpful in long run.
- Majority of the employees (50%) strongly agreed that T&D for personal growth.
- Majority of the employees (52%) agreed that trainees doubts.
- Majority of the employees (60%) agreed that competent faculty.
- Majority of the employees (72%) agreed that gained from the training programme.
- Majority of the employees (68%) agreed that evaluated after the training programme.
- Majority of the employees (56%) strongly agreed that training environment.

- Majority of the employees (42%) agreed that time interval between various training programme.
- Majority of the employees (62%) agreed that over all training program in my organization.
- Majority of the employees (52%) agreed that T &D useful for develop my career.
- Majority of the employees (56%) agreed that T & D useful for organization development.
- Majority of the employees (56%) agreed that T &D useful foe self – development.
- Majority of the employees (54%) agreed that job satisfaction.
- Majority of the employees (46%) strongly agreed that job performance.
- Majority of the employees (70%) agreed that T &D as a part of organizational strategy.
- Majority of the employees (48%) agreed that motivation level of employees.
- Majority of the employees (50%) agreed that presentation is clear and interacting.
- Majority of the employees (52%) agreed that questions raised by participants.
- Majority of the employees (48%) agreed that new skills & knowledge.

#### B. Suggestion

- Additional fun contents in trainings would make the participants to enjoy the training and it will act like refreshments to participants.
- Proper planning between higher authority, meetings and trainings would prevent cancellation of training.
- Allotting separate room for meeting would also prevent the cancellation of training.
- Need additional motivational programs.
- Training should have lots of fun contents.
- Additional audio, video it should be used.
- The training programs would also prefer in other department don't look always nursing department.
- Increase the frequency of the training programs.
- Improve our sessions in soft skills and behavioural topics.

### 4. Conclusion

According to the survey conducted, we can conclude that the training programs in the organization are excellent. The employees said that the training programmes in the organization are well planned and relevant to their needs. there are also satisfied with the duration of the training program. The employees agreed that the training programs helps to increase productivity in terms of quality and quantity and motivate them to achieve the organizational goal . the training programs improved their performance. The organization strongly focus

towards on the job training which involves both theoretical and practical sessions. They moderately agreed that the training helps in enhancing promotion and other monetary benefits. Therefore, we can conclude that the overall satisfaction level of employees in relation to the training programs is good.

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